

Notes of Horizon Service Review Forum

Held on 26 November 2001, 11:00 to 13:00, POL Dearne House

Chair:	Don Grey	POL Business Service Management
Attendees:	Liz Tuddenham	POL Business Service Management
	Mike Balmer	POL Commercial
	Marc Reardon	POL Automation
	Julian White	POL Business Service Management
	Sue Stewart	Minutes
	Paul Westfield	ICL Pathway
	Richard Brunskill	ICL Pathway
	Eric Hillier	ICL Pathway
Apologies:	Peter Robinson	ICL Pathway
	Beverley Evans	POL Automation
	Dave Law	ICL Pathway
Guest:	Paul Uden	POL Transaction Services
Purpose:	The Horizon Service Review Forum provides a regular opportunity for POL and ICL Pathway to meet, review and discuss the overall performance of ICL Pathway's systems and services in the live environment.	

Review Minutes and Action Points of Previous Meeting

1.1 Minutes Review

The minutes of the previous session have been accepted as a true reflection of the meeting.

1.2 Action Point Review (including new actions from this meeting)

Action Point Number	Details	To be completed by:	Owner	Actions Taken	Action Point status
AP010112	OBC Network Forum issue To ask the Operational Review Forum to develop an OLA to manage the service and make it more visible. (Details below)	29/05/01 28/02/01	Dave Law Sue Stewart	26/11: Document to be copied to Liz Tuddenham 26/11 for review - OLA to be completed within one month. 23/10: Formal review of draft due to commence on 16/11/01 - a copy has been requested for this forum. 30/10: Review of draft being made by Nick Embling, John Wood and Dave Law on 02/11. 25/09: Awaiting new draft format 19/09: Draft OLA attached with minutes however an updated version is due by 28/09 for circulation. 28/08: Draft version should be agreed and signed off by 31/8. Copy to be circulated to HSRF attendees. 24/ 07: OLA to be discussed in a separate workshop as it now requires more detail. Sue to speak to John Wood to target completion by the end of August. Attendees of HSRF to be provided with OLA produced at the meeting. 26/06: Draft structure to be discussed at July meeting. SS to feedback to the ORF that the OLA should be agreed and finalised by the end of July. 21/5: SS discussed this with John Wood and the OLA will now be developed. The May meeting was cancelled but an agenda item will be included for the June OBC N meeting.	Carried Forward

Action Point Number	Details	To be completed by:	Owner	Actions Taken	Action Point status
AP010304	Transaction Services Update the forum on what is happening with these SLA's	12/06/01 24/04/01	Mike Balmer	<p>26/11: Keith Baines to review , in the next couple of days, the document recently received before formal review.</p> <p>30/10: A draft CR has been issued which was rejected by ICL Pathway. POL evaluating reasons for rejection.</p> <p>25/09: Issues still not resolved.</p> <p>28/08: To keep the HSRF updated on what is happening in the Commercial Forum re the outstanding 3 /4 EPOSS transactions (CCN cannot be raised until these issues are resolved).</p> <p>24/ 07 :</p> <ul style="list-style-type: none"> Confirmed that there is no requirement to recreate CSR timings Awaiting final confirmation that all benchmark times for CSR+ have been agreed (Smartcard outstanding). S10 and M1 releases have impacted Smartcard so this will be re-benchmarked. Once agreed the CCN will be submitted to MB for agreement with Keith Baines. <p>26/06: Extension letter sent out 23/5.</p> <ol style="list-style-type: none"> MB to check with Keith Baines if there is a need to recreate CSR timings to insert retrospective figures in the SRB MB to raise a CCN to agree the new benchmark times for CSR+ which will also trigger the datawarehouse to commence work on measurement and reporting. PW stated that there will be a delay before measurements can be reported but agreed to include timescales in the CCN. <p>29/5: This issue is still not resolved, MB to ask Keith Baines to send another letter to ICL Pathway allowing an extension to the greying out of the figures in the SRB.</p> <p>24/04: The HSRF noted that progress is being made in the Contractual forum. MB to update the HSRF on a monthly basis of progress.</p>	Carried Forward

Action Point Number	Details	To be completed by:	Owner	Actions Taken	Action Point status
AP010802	Rectification Plan CCN's To check if the switching on of the notification at the counter that a node is not communicating will be in the Rectification Plan CCN's . If not to raise a separate CCN.	25/09/01	Liz Tuddenham Paul Westfield	26/11: Feedback from Communications due 26/11. 23/10: Proposed message with amendments submitted to Communications for sign off. 30/10: CCN not required, LT to check whether any release documentation needs changing , wording re helpdesk telephone numbers and when the switch on can take place. 25/09: PW believes that a CCN is not required. LT to talk to Keith Baines to clarify.	Carried Forward
AP010803	Unscheduled Releases Investigate what information will be available and can be supplied to helpdesks re offices who have received these releases	25/09/01	Paul Westfield Dave Law	26/11: POL to raise a CR if considered necessary - AP to be copied to Mark Haynes for future consideration. 23/11: Established that this is not a simple Reference Data change but requires significant development work and thus a CR. This has been looked into previously in response to an earlier CR, where it was decided not to go down this route due to the amount of work involved. 30/10: A CCN is currently being progressed to allow a memoview to be sent to offices after a release has occurred. PW to check the scope and implications of putting a version number on screen at outlets. 25/09: After discussion the forum agreed that the word 'unscheduled' was the incorrect terminology for this and it should have been 'automatic' releases. A CCN is to be issued which will make provision for telling outlets when they should have received a software release. DL to investigate further how helpdesks are notified which version of software an office is on.	Closed

Action Point Number	Details	To be completed by:	Owner	Actions Taken	Action Point status
AP010805	SPOC - Call transfers between helpdesks <ul style="list-style-type: none"> To investigate if the HSH processes could be changed when calls are transferred so that the telephone number is not requested for validation purposes To discuss the potential changes to the Interface document with Mark Haynes 	25/09/01	Mike Balmer Sue Stewart Dave Law Paul Westfield	26/11: MB to get a definitive statement from Mike Hannon re current status of this. 23/10: CR not raised as there is still discussion re whether or not a one is required. Mark Haynes progressing with PW. 30/10: CR not yet raised - SS to speak to Mark Haynes to progress 25/09: As a contract change is necessary DL has asked Mark Haynes to raise a CR to take out the request for the telephone number as scripts etc need to be changed.	Carried Forward
AP010806	Base Unit Swaps To find out if there is anything in the contract to stop this being done either in the back of the van or a suitable room in the post office premises and whether any changes would be needed to the Contract to facilitate it	25/09/01	Paul Westfield Mike Balmer	26/11: PW sent an e-mail to LT and SS after the October meeting which neither received - PW to re-send. 30/10: This is now agreed in principle - for SLA purposes the engineer will still be classed as being 'on site' whilst in the van. PW to write to POL and confirm how this will operate, including concerns re security of data. 23/10: Proposal explained - update to be given at the meeting on 30/10 25/09: LT to talk to the PON Commercial team and explain the proposal from ICL Pathway	Carried Forward
AP011002	RDORF Report Seek clarification from the review forum re SLA (OLA) levels	27/11/01	Sue Stewart	26/11: Include target v actual figures in future reports. 23/10: The statements in the ORF Feedback Form relate to monthly actual OBC Product and OBC Outlet change volumes, against the forecasts provided by BSM to ICL Pathway. OBC change volume forecasts are provided to ICL Pathway to help them to plan and align their resources appropriately. OBC Product monthly change volumes have been well below forecast - hence no problem here. OBC Outlet monthly change volumes have been far closer to forecast, and as a result are sometimes signalled as "Volume High" on the ICL Pathway Summary Reference Data Report. ICL Pathway have not reported any operational difficulties to the RDORF due to "High Volumes."	Closed

Action Point Number	Details	To be completed by:	Owner	Actions Taken	Action Point status
AP011003	NRO To check progress as detailed in the notes for: <ul style="list-style-type: none"> • Thruxton • Carperby • Fair Isle 	27/11/01	Dave Law Sue Stewart	26/11: Progress now covered as a separate agenda item. <ul style="list-style-type: none"> • Fair Isle - Install previously booked for 22/11 cancelled due to weather conditions - re-booked for 26/11/01 - migration booked for 3/12/01 	Closed
AP011004	Installation of live horizon equipment at Dearne House Inform DG and Mark Haynes of the scheduled installation dates at Dearne House	27/11/01	Dave Law	26/11: Kit to be installed at Dearne House on 28/11/01	Closed
AP011005	SPOC Phase II Speak to Mark Haynes in order to give ICL Pathway a view of the way forward on this	27/11/01	Don Grey	26/11: CR has been raised by Mark Haynes for the establishment of a joint working party on feasibility. PW looking at commercial viability before responding. DG also stated that POL wish to review the benefits of Phase I before progressing	Closed
AP011007	2002 Meetings Include a proposed schedule for 2002 dates in the notes	05/11/01	Sue Stewart	26/11: Schedule to be revisited for meetings on a bi-monthly basis with monthly dates kept in diaries should a meeting be required. Dates to be scheduled approx 1 week earlier where possible. 05/11: Schedule included in notes for agreement at next meeting	Closed

Previous Action Point included for clarification of closure:

AP010310	Environment Issues To provide the Commercial Teams with a list of what are considered possible environment issues.	29/05/01 24/04/01	Dave Law	26/11: See note below . 29/5: To be resolved through the Commercial Teams 24/04: The forum agreed that the focus should be on the issues which have already occurred and pass these to the Commercial Teams.	Closed
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AP010310 - This action was previously closed with a commitment from Dave Law to provide details of environmental issues to the Commercial teams on a case by case basis. This has been done within ICL Pathway but POL Commercial team have not had any information provided. It was agreed to provide the Problem Management ORF with the Case Law procedure which is used for BIMs to help them manage the issues. PW and MB also agreed to let both Commercial teams know that this process will be used in future for environmental issues.

Action Point Number	Details	Date to be completed by	Owner	Actions Taken	Action Point status
AP011101	Emulator Pilot <ul style="list-style-type: none"> To let LT know if the pilot will not start until the CCN is signed off. To speak to Mick Theobald re a representative from BSM and the retail line being present at the test on 06/12. 	06/12/01	Paul Westfield Liz Tuddenham		New
AP011102	SLA Exclusions To check progress of the document review with Commercial team.	14/12/01	Mike Balmer		New
AP011103	LFS To give an indication in Decembers SRB on whether or not the Cash on Hand problem has been fixed by S10R	14/12/01	Richard Brunskill		New
AP011104	ORF Feedback Speak to the chairperson of each forum to ensure feedback is provided monthly	14/12/01	Sue Stewart		New
AP011105	OBCS Failure <ul style="list-style-type: none"> Issues to factor into the review: <ul style="list-style-type: none"> SLA impacts whether NBSC were telling outlets to inform HSH of reboots targeting of MBS to affected offices 	07/12/01	Julian White		New
AP011106	ICL Pathway Scorecard To discuss within ICL Pathway the feedback from POL	18/12/01	Paul Westfield		New
AP011107	Network Reinvention To discuss the contractual implications of the potential % increase to the number of OBC changes with Keith Baines	18/12/01	Mike Balmer		New

AP011108	Husthwaite Closure To send a letter to ICL Pathway re the closure of Husthwaite	18/12/01	Don Grey		New
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2. ISSUES ARISING FROM SERVICE REPORT

Highlights of previous period's service statistics, concentrating on failures to meet required service levels, including major incidents reported, service trends and service achievements

Management Summary

- Increased number of training calls - LT asked if there was any further information on why this had increased so much. RB explained that the increase is still under investigation.

Rectification Plans

- ICL Pathway have received the response from POL regarding changes to some of the wording but didn't feel that there were any problems so hopefully this is now close to resolution.

System Service

- LT asked what the failures relating to Energis were. PW explained that most of the problems had occurred over one weekend when Energis had restricted the network. Engineers trying to swap base units could not get through and download the information successfully. Energis should not have done this without informing ICL Pathway and PW is taking this up with them to ensure it doesn't happen again. LT asked if a process could be developed to let POL know in advance if this was going to happen but PW explained that realistically ICL Pathway would not know in advance because it would be a fault, not a planned occurrence.

Emulators

- PW explained that the CCN had not yet been signed off and the pilot has not commenced although a test is due to take place in Stevenage on 06/12/01. He asked for POL's views on running the pilot throughout December. LT replied that it would depend on how intrusive the pilot is going to be - PW explained that it would be during opening hours but would not take out a counter position or impede on customer service. POL agreed in principle that the pilot could be run throughout December but will assess the implications after the test on 06/12/01. PW agreed to confirm if ICL Pathway will not start the pilot until the CCN is signed off and DG requested that a representative from BSM and the Retail Line would be there to witness the test - LT to discuss with Mick Theobald. See AP011101.
- SLA Exclusions - RB asked what the current status of the document review was - LT and MB have given feedback on the document to the Commercial team - MB to check progress. See AP011102.

Transaction Services

- Although these SLA's are not being reported on LT asked if there would have been any impact on them by going into fallback mode because of the OBCS failure and whether there was any report which could be produced to show this. RB replied that there would not be an impact and that he would not be able to produce a report which would give a true view of the situation.

LFS

- LT asked if the Cash on Hand problem had been fixed by S10R - RB replied that he would not know until the full estate had received S10R (early December) Reporting will commence in January 2002 but he agreed to give an indication next month on whether or not it has worked. See AP011103

Release Timetable

- BI1 Datacentre migration has been successful
- BI1 Live estate has been put back by one week but there are no problems
- S10R - 35 outlets remaining of which a high percentage are closed or temporarily closed
- Unattended Reboots - a riposte message will now occur to inform counters that it has taken place but they will also still receive a memoview message. MR investigating as there will be no requirement for this.
- Sep/Oct 2002 release - any CR's for this need to be completed by December 2001 for inclusion
- Banking Release - the Banking team and ICL Pathways dates do not agree, this is being sorted out. This release also clashes with the cash account release for that year.
- Your Guide - all releases are updates to the current pilot offices which should have no effect on the counter. A decision has not been made yet on full roll out and discussions are ongoing re the pilot.

3. REVIEW FORUM FEEDBACK

To discuss issues escalated from the Operational Review Forums

- As there was feedback missing from a couple of forums SS agreed to talk to the chairperson of all forum to ensure they are included in future. See AP011104.

4. OBCS FAILURE

To identify learning points and improvements

- Key findings from both POL and ICL Pathway reports were:
 - Problems were associated with the Scavenger tool
 - Communication to offices and Senior Managers internally in both POL and ICL Pathway must be quicker
 - The release of message broadcasts to outlets must be quicker
 - A review of which option should be used on SPOC to assist call handling should be undertaken
- JW is completing a full review of the Problem.
- LT asked if there would be an impact on TIP data delivery SLA's and RB replied that even though the data will have been rejected, because it was actually received it would still record an achieved SLA - JW to factor this into the review. PW stated that the associated helpdesk SLA's would fail.
- DG also noted that there had been some confusion in whether a re-boot was required or not and PW explained that there had been unnecessary confusion in ICL Pathway which had caused delays in the MBS message. RB confirmed that associated re-boots would be reported in November's SRB but it was unclear whether

or not outlets told to reboot by NBSC were also told to inform HSH that they had done this - if not then these reboots would not be counted in the SLA calculation. This will also be factored into the review.

- PW agreed to check the history of Scavenger and identify any lessons learned to prevent similar occurrences in the future. He also agreed to find out what activity reports (if any) Scavenger produces and how the information is used.
- MBS was not targeted to offices affected (i.e. Northern Ireland offices told unnecessarily) - this will also be included in the review.
- Impacts of the failure are still being evaluated.

5. NRO

To track progress of Horizon roll out to the remaining offices

- NRO Plan - 7 offices remaining, 2 scheduled for December, 1 scheduled for January 2002 and 4 with no planned dates.
- LT explained that concerns had been expressed by Territory representatives about the offices left to migrate via OBC procedures. PW was not aware of any major issues and LT and PW agreed to discuss the issues after the meeting to help progress the outstanding offices.

6. ISSUES FOR REFERRAL TO THE CONTRACT BOARD

To identify issues for escalation.

None

7. SERVICE IMPROVEMENT INITIATIVES

Suggestions for improvement to the Service

ICL Pathway Scorecard

- DG explained that this had been a difficult and thought provoking exercise, When completeing the scoring it had been difficult to make a distinction between Corporate ICL Pathway and individuals and teams within ICL Pathway.
- PW gave a view of what he felt the scores should be and then DG went through the scores which POL had given with explanations of why particular scores had been allocated.
- DG said that POL would be happy to complete the scorecards on an ongoing basis but asked PW to consider whether or not it was the right framework. PW replied that the suggested format could change as it needed to reflect what was important to POL. One suggestion from POL was to end up with the top 3 improvement opportunities for ICL Pathway to focus on.
- PW agreed to discuss within ICL Pathway and bring the scorecard back to a future meeting for further discussion. See AP011106
- It was agreed that the scoring would be completed on a quarterly basis

8. ANY OTHER BUSINESS

To discuss any other issues

Husthwaite Closure

- PW has sent an e-mail to LT regarding the switch off at Husthwaite on 30/01/02. He asked what information was available to allow ICL Pathway to formally 'size' the impact of the switch off. A CR had been requested by ICLP, but it was agreed that one was not needed and this could be done via a formal letter from DG. Consideration should be given in the longer term whether an operational change management process was needed. See AP #####

Network Reinvention

- PW stated that he was aware that there is a plan for network reinvention which is likely to increase the number of OBC changes substantially. For ICL Pathway to meet the anticipated demand they will have to recruit and will require 2 months to train staff. The current Contract allows for up to a 10% change across the network - a CR should be raised to increase this percentage figure if necessary. MB agreed to discuss the contractual implications with Keith Baines, DG to give PW an informal briefing on Network Reinvention plans outside of the meeting. See AP011107

Network Banking

- PW had received feedback from the project that some general SLA issues are to be raised by POL. DG and LT were unaware of any issues other than the anticipated changes to Schedule G10 around time to fix SLA's.

MBS

- PW believes that there are still issues with the use of MBS and quoted an example of when ICL Pathway had wanted to use it for 100 offices regarding a Quantum issue on 19/11/01 but it was denied because it was not in connection with a Problem. JW explained that he is trying to move the control of MBS to Problem Management in the future to sort out some of these issues.

9. REVIEW OF MEETING

- It was agreed that meetings would be held every two months but with monthly dates left in diaries in case there is a need for a meeting. It was also agreed to arrange the meeting dates earlier in the month. Proposed schedule attached.

Proposed dates for 2002 Meetings:

Timing: 11:00 - 13: 00

DATE	VENUE	DATE	VENUE
24 January 2002	Stevenage	17 July 2002	Dearne House
20 March 2002	Dearne House	18 September 2002	Stevenage
23 May 2002	Stevenage	21 November 2002	Dearne House

Standby dates:

20 February 2002	Dearne House	21 August 2002	Stevenage
17 April 2002	Stevenage	16 October 2002	Dearne House
19 June 2002	Dearne House	18 December 2002	Stevenage