

**Horizon Next Generation
Release authorisation AG3 – Joint Board
Meeting no AG3-07**



Meeting of 28th January 2010

Attendees

| Name | Initials | Role | Comments |
|------------------|----------|---|--------------|
| Andy McLean | AM | Head of Service Delivery | Apologies |
| David Smith | DXS | Head of Change & IS | Chair |
| Liz Tuddenham | LT | Commercial lead – Post Office | Not required |
| Mark Burley | MB | Programme Manager – Post Office | |
| Phil Norton | PN | Reqs and Acceptance Manager – Post Office | |
| Ian Trundell | IT | Design Authority – Post Office | |
| Lee Farman | LF | Joint Test Manager – Post Office | |
| John Wheeler | JW | Programme Office – Post Office | Notes |
| Neil Williams | NW | Acceptance Manager – Post Office | Not required |
| Dave Hulbert | DH | Senior Service Delivery Manager | |
| Alan D'Alvarez | AD | Programme Manager – Fujitsu | |
| Mike Wood | MW | Head of Programmes – Fujitsu | |
| Graham Welsh | GWe | Migration Governance Manager – Fujitsu | |
| Dave Keeling | DK | Customer Services Director – Fujitsu | Apologies |
| Gaetan van Achte | GvA | Customer Services - Fujitsu | |
| Guy Wilkerson | GWi | Commercial lead - Fujitsu | |
| Geoff Butts | GB | Programme Manager - Fujitsu | |
| Dave Cooke | DC | Reqs and Acceptance Manager - Fujitsu | Not required |
| Jim Sweeting | JS | Chief Architect - Fujitsu | Apologies |

1 Minutes from Previous Meeting

Accepted

2 Actions and Points to Note from Previous Meeting/Current meeting

| No. | Owner | Action or point to note | Status/Progress | Date req'd |
|---|-------|--|--|--------------|
| New Actions and points to note from RAB update meeting of 12/01/10 | | | | |
| AG3.53 | GWe | Performance of Backup network if utilised. Fujitsu will also provide MI on the performance of the Orange backup network should any branch revert to backup during the Low Volume Pilot. | 21/01 C/fwd. This data is not available for interrogation until the Quality of Service functionality is available (due first week in February). However – if an incident does occur which causes a failover to the WWAN, this will be measurable, and specific data on the failed over service can be provided and assessed. If | 30/01 |

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| | | | there is no incident, no standard data will be available. GWe will confirm the position either way (with data if appropriate) before 1 st Feb. 28/01 C/fwd. GWe confirmed no failovers had yet occurred. Further update on 1 st Feb. | |
| <i>New Actions and points to note from combined meeting of 21/01/10 – ACCEPTANCE</i> | | | | |
| AG3.60 | Decision | <p>Acceptance position. DC confirmed that there are no outstanding High Severity Acceptance Incidents, and that all other thresholds are within tolerance for Acceptance Gateway 3.</p> <p>Discussion ensued over the relevance to formal acceptance of the outstanding assurances for Service Delivery. It was agreed that these are more relevant to the ongoing release authorisation decisions, and therefore do not preclude passing through AG3.</p> <p>However it was agreed that the high priority fixes in “Reset 4” – to be delivered as part of Maintenance Release 01.08 – could constitute a High Severity AI if not delivered in time for the High Volume Pilot (over 272 branches).</p> <p>As such, “Qualified Acceptance” at AG3 was agreed, subject to the successful delivery of the high priority items in Reset 04 (see AG3.61 below for assessment of “high priority” items).</p> <p>Whilst not an exact match, this is closest to Acceptance Board Recommendation 3: “Proceed at risk through Acceptance Gateway”.</p> | | |
| AG3.61 | AD DR | <p>Non-High priority items in Reset 04. MB offered an option to remove items from Reset 04 which are not regarded as High priority – if they are at risk of missing the High Volume Pilot deadline, or affecting the delivery of items which are High priority. AD will consider if any items are at risk, and liaise with Post Office to discuss their possible removal</p> | <p>28/01 C/fwd. Being progressed by POL and FS testing and requirement teams. PN and IT have passed details across. DR is now confirming the position.</p> | Ongoing |

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| | | (at the final discretion of Post Office Ltd). | | |
| New Actions and points to note from combined meeting of 21/01/10 – RELEASE AUTHORISATION | | | | |
| AG3.61 | IT | <p>Assurance of non-functional defects of concern to Peter Stanley. Peter Stanley (POL Architecture team) had requested further assurance from the programme that defects 12837, 12887, 12892 and 12893 were manageable for Medium Volume Pilot. The status of each is included in the Fujitsu RAB slide pack, and appears to be acceptable. IT will, however, feed back to PS to confirm he is satisfied with the responses and raise back any exceptions by 25/01.</p> | <p>28/01 Complete. IT has confirmed with Peter Stanley</p> | |
| AG3.62 | Info | <p>Draft schedule for Medium Volume pilot. Discussions have been ongoing over the optimal timing and volume of branches to migrate each day during the Medium Volume pilot. It has been agreed to target Thursday 28th January for the first 10 branches, with the remaining schedule under discussion, but expected to be along the following lines:-</p> <ul style="list-style-type: none"> ○ Thursday 28/01 – 10 branches. This is expected to allow the critical fixes for the implementation issues to be fixed (see AG3.64 below) ○ Friday 29/01 to Sunday 31/01 – No further branches Then, dependent on success of the first 10; ○ Mon 01 Feb – 20 branches ○ Tue 02 Feb - 50 ○ Wed 03 Feb - 70 ○ Thur 04 Feb - 100 ○ Fri 05 Feb – 10 plus retries. <p>This was different to the profile understood by Fujitsu, but was agreed in the meeting as feasible. Further discussions will continue to fine tune and agree branches.</p> <p>IMPORTANT POST MEETING NOTE</p> | <p>Information Item</p> | |

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| | | <p>Following further discussions between MB and AD, this profile was modified as follows :-</p> <ul style="list-style-type: none"> ○ Mon 01 Feb – 30 branches ○ Tue 02 Feb - 50 ○ Wed 03 Feb - 60 ○ Thur 04 Feb - 100 ○ Fri 05 Feb – 10 plus retries | | |
| AG3.63 | MB | <p>First 10 branches for Medium Volume pilot. MB to confirm to Fujitsu later today the target 10 branches for 28th Jan.</p> | 28/01 Complete | |
| AG3.64 | Info | <p>Issues raised in pilot : assessment of risk and required timescales for fix A number of POL-impacting issues have occurred during the pilot, mostly during the implementation process itself. To ease the migration process, many of these need to be fixed before any further migrations can take place – while others are more manageable. These were therefore assessed in turn for their “required by” dates using the above migration profile.</p> <p>This position is summarised in the table below in blue:-</p> | <p>Information item. 28/01 UPDATE – position as at 28th Jan has been included below.</p> <p>Closed items have been shaded out.</p> | |

| Issue Raised in Pilot (Post Office-visible) | Position | Required before next 10 Branches are Migrated 28/01/10 | Required before the '250' office pilot 01/02/10 | Required before High Volume Pilot (HVP) 15/02/10 |
|--|---|--|---|---|
| <p>[1] NT Policy File inconsistent due to variance in counter configuration.</p> <p>[PEAK 193223]</p> | <p>Work-round applied for Low Volume Pilot (LVP). Target date for fix into live: 27th Jan (could be worked around for next 10 sites)</p> <p>28/01 UPDATE – Confirmed in live and working</p> | Ideally should be fixed : workaround acceptable if really necessary | Essential | Essential |
| <p>[2] Maximum Retry flag not reset after failed migration – Branches that fail to migrate</p> | <p>Work-round applied for LVP</p> <p>Target date for fix</p> | Workaround Acceptable | Ideally should be fixed : | Essential |

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| are unable to retry the following day until the retry flag is manually reset. [PEAK 192198] | into live: 31st Jan (KEL in place for next 10 sites) 28/01 UPDATE – targeted for Release 01.08. All agreed this is acceptable | | dependent on final assessment, but workaround likely to be extendable 28/01 update workaround agreed by all as acceptable – fix is now targeted at release 01.08 (HVP) | |
| [3] Branch inventory not consistent with BRDB – The actual number of counters at Branches may not be the same as captured in FS's BRDB database [PEAK 193342] | Work-round applied to Warwick Target date for fix into live: 31st Jan (will run check against next 10 sites) 28/01 UPDATE – as above – remains due for 31st Jan | Workaround Acceptable | Essential | Essential |
| [4] Business reference data download not completing before commit process – Sequence of downloading Reference data has caused some issues. Re-sequencing will resolve. [PEAK 192231] | Fix Deployed into live | Fixed | Fixed | Fixed |
| [5] Immediate process for ref data catch up did not function. (This would only occur during an equipment swap out during the day, when all reference data cannot be downloaded in the required time) [PEAK 193388] | Work-round applied for LVP Target date for fix into live: 27th Jan UPDATE 28/01 – Now due to exit test on 29 th Jan. Workaround agreed as OK for next 10. | Ideally should be fixed : workaround acceptable if really necessary. | Essential | Essential |
| [6] PinPads prior to 2005 EMV upgrade have null data in required data fields – During Migration the Pin Pad is interrogated and the system requires a Yes or No answer, older pinpads reply with 'Null' | Work-round applied to impacted sites Target date for fix into live: 31st Jan (work-round to be applied to next 10 sites) | Acceptable | Essential | Essential |

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| and the screen freezes [PEAK 193365] | 28/01 UPDATE – as above – remains due for 31 st Jan | | | |
| [7] Migration process invoked without Branch pressing the migration button. [No PEAK] – NOW FIXED | Caused by OCP correcting issue [2] in wrong sequence. OCP amended - Fixed | Fixed | Fixed | Fixed |
| [8] Keyboard not functioning/screen freeze. Has only happened once so may be equipment issue [PEAK 193436] | Keyboard swapped out and now functioning Screen freeze cleared by counter reboot PEAK under investigation to understand root cause 28/01 UPDATE – remains under investigation. Confirmed not vital at this stage | Position acceptable | Believed Acceptable but further investigation is ongoing | Believed Acceptable but further investigation is ongoing |
| [9] CAPO Withdrawal has not been recorded at branch – money debited from customer account and no reversal generated. Note this can also happen in existing Horizon – and is rectifiable via BAU processes; however need to investigate root cause. [PEAK 193463] | PEAK under investigation Live issue being managed through CS prayers with target to fix ASAP 28/01 UPDATE – Investigation complete. Confirmed as very rare, and manageable via BAU processes. Can be closed from this log. | Possibly essential – further investigation is ongoing as a matter of urgency | Possibly essential – further investigation is ongoing as a matter of urgency | Possibly essential – further investigation is ongoing as a matter of urgency |
| [10] Unable to print receipt [PEAK 193439] | Printer working OK after reboot PEAK under investigation to understand root cause 28/01 UPDATE – Investigation complete. Fix targeted at R01.08. All agreed this is acceptable | Position acceptable | Likely acceptable, but await further info 28/01 UPDATE – now targeted at R0108 (for HVP) | Await further info 28/01 UPDATE – now targeted for HVP |

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| [11] Cash payment icons are greyed over [PEAK 193481] – NON ISSUE | No fault – procedural issue | No Issue | No Issue | No Issue |
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| No. | Owner | Action or point to note | Status/Progress | Date req'd |
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| AG3.65 | AD, IT | Further investigation items. AD and IT to progress impact of item [9] above (CAPO withdrawal) as a matter of urgency. Also to progress item [10] (lower priority). | 28/01 Complete – see updates as per table above | |
| AG3.66 | Info | Internally raised issues by Fujitsu during pilot. The same analysis was then applied to issues raised internally by Fujitsu. This position is summarised below :- | Information item. 28/01 UPDATE – position as at 28 th Jan has been included below. Closed items have been shaded out. | |

| Issue Raised in Pilot (Fujitsu internally raised) | Position | Required before next 10 Branches are Migrated 28/01/10 | Required before the '250' office pilot 01/02/10 | Required before High Volume Pilot 15/02/10 |
|---|--|---|--|---|
| [12] Initial log-in not working [PEAK 193154] | Target date for fix into live: 27th Jan (not essential for next 10 sites) 28/01 UPDATE – Tested and ready to be put live | Acceptable | Ideal | Essential |
| [13] Branches cannot pull down changes to ref data [PEAK 193135] | Target date for fix into live: 27th Jan 28/01 UPDATE – The analysis of this has moved on. It has been confirmed this is an issue for Help files only (resulting in out-of-date help being displayed). It was previously feared this | Essential 28/01 Update - Urgency has been reduced- Ideally should be fixed : workaround acceptable if really necessary | Essential | Essential |

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| | <p>problem affected all business reference data. As such it was agreed by all that the priority of this item can be reduced to "Ideal" for the first 10.</p> <p>Note that the fix has been installed but not confirmed as working at the time of this meeting</p> | | | |
| <p>[14] Automated reporting through to migration database not functioning</p> <p>[PEAKs 192856, 193001 and 193414]</p> | <p>Work round in place to support small numbers of migration Target date for fixes into live: 27th Jan (required to prove migration management processes) 28/01 UPDATE – individual PEAKs are tested and can be released into live. However PEAK 192856 requires 192687 (Ref [16]) to be installed. However this is not an issue for the first 10 as a workaround remains acceptable.</p> | <p>Ideally should be fixed : workaround acceptable if really necessary</p> | <p>Essential</p> | <p>Essential</p> |
| <p>[15] Automated reporting through to migration database</p> <p>[PEAK 193413]</p> | <p>Required for migrations in excess of 100 per night 28/01 UPDATE – Further information still required to confirm threshold. Remains acceptable for the first 10</p> | <p>Acceptable</p> | <p>Ideally should be in place; further information required</p> | <p>Essential</p> |
| <p>[16] Services not started on failure during migration</p> | <p>Target date for fix into live: 27th Jan</p> | <p>Ideally should be fixed :</p> | <p>Essential</p> | <p>Essential</p> |

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| [PEAK 192687] | 28/01 UPDATE – this has missed the 27 th Jan target, but is scheduled to be delivered before the 1 st Feb. Customer Services confirmed this is manageable for the first 10, but must be fixed for the next 250. | workaround acceptable if really necessary | | |
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| No. | Owner | Action or point to note | Status/Progress | Date req'd |
|---|----------|---|---|------------|
| AG3.67 | AD, IT | Acceptance of PO Credit Card bills. MB noted that in addition to the issues in the Fujitsu RAB pack, there had been a problem with the system rejecting payment of PO Credit Card bills. This also needs to be assessed against its urgency for fix within the proposed medium volume pilot profile. AD and IT to progress | 28/01 Complete. This is now operating correctly | |
| AG3.68 | Decision | DECISION. Based on the balance of the above items, it was agreed that – subject to progress against AG3.64, AG3.66 and AG3.67 – the pilot should extend to the next 10 branches on 28 th January. A checkpoint meeting will be held on 27 th January to confirm that sufficient progress has been made to go to the 10. A further checkpoint will be held on 1 st February to confirm sufficient progress has been made to continue pilot at the next 250 branches. | Decision | |
| AG3.69 | PN | Setup checkpoints for 27th Jan and 1st Feb. | 28/01 Complete | |
| New Actions and points to note from combined meeting of 28/01/10 | | | | |
| AG3.70 | Info | Branch Trading Statements at Coton House and Warwick. It was confirmed that on-screen error messages had occurred at both offices which meant that their Branch Trading Statements | Information item | N/a |

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| | | could not be completed. The root cause position at Coton house was understood, but the Warwick office had additional complexities. It was confirmed, however, that in both cases the underlying data integrity and external feeds to POL-MI and POL-MS were not affected. | | |
| AG3.71 | Info | Double settlement at Derby. In addition to the above, there have been 2 instances of a transaction appearing to be settled twice. This was picked up by the standard reconciliation process and corrected via BAU processes. However the root cause is yet to be identified, and investigation is underway. | Information item | N/a |
| AG3.72 | Decision | Decision - Postponement of next 10 branches. Based on the lack of a known root cause for AG3.70 and AG3.71, it was agreed that the next 10 branches should be postponed until the impact and way forward is fully understood. A checkpoint will be held at 10:30 on Friday 29 th Jan, with follow-up RAB still timetabled for 1 st Feb. No further migration dates can therefore be proposed at this stage. | DECISION | N/a |
| AG3.73 | JW | Message to Gold Team and Migration support. JW will agree the wording of a message to be sent to Gold Team and Migration support teams to stop migrations at branches due tonight. | New item | 28/01 |
| AG3.74 | GWe | Ensuring no branches do migrate. GWe will ensure monitoring is put in place so that if – despite the above message – any branch does try to migrate, this will be picked up by Fujitsu, and an urgent message got to Post Office via MB to regress the migration in the morning. GWe will also check whether it is possible to disable the migration buttons tonight. | New item | 28/01 |

3 **Next meeting** : 01 Feb 2010 at 11:00.