

Horizon Next Generation Joint Progress Meeting Meeting 145



Notes of Horizon Next Generation Joint Progress/Release Board Meeting Meeting of Thursday 18th February 2010

Attendees:

Name	Initials	Role	Comments
Mark Burley	MB	Programme Manager (POL)	
Debbie Richardson	DR	Test Manager (Fujitsu)	
John Wheeler	JW	PMO Manager (POL)	
Kevin Tallboy	KT	Planning Manager (POL)	
Ravi Chambers	RC	PMO Manager (Fujitsu)	
Geoff Butts	GB	Programme Manager – HNG (Fujitsu)	Apologies
Will Russell	WR	Migration Manager (POL)	Chair
Vince Cochrane	VC	Network Specialist (Fujitsu)	
Alan D'Alvarez	AD	Programme Director – HNG (Fujitsu)	
Lee Farman	LF	Test Manager (POL)	
Phil Norton	PN	Acceptance Manager (POL)	
Ian Trundell	IT	HNG Design Authority (POL)	
Adam Martin	AM	Service Delivery (POL)	Apologies
Dave Hulbert	DH	Service Delivery (POL)	Apologies
Graham Welsh	GW	Customer Services (Fujitsu)	
Graham Allen	GA	Development Manager (Fujitsu)	
Lup Yau	LY	PMO (POL)	Apologies
Mike Wood	MW	Director of Programmes (Fujitsu)	Apologies
Gaetan van Achte	GvA	Service Director (Fujitsu)	Apologies
Chris Dodington	CD	Implementation Manager (Fujitsu)	
Barry Evans	BE	Migration Team (POL)	Apologies
Peter Stanley	PS	Design Authority (POL)	

Distribution: As above, plus David Smith, and the Fujitsu & POL lead teams

1 Minutes from Previous Meeting

The previous minutes were accepted.

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

No.	Owner	Action or point to note	Status/Progress	Date required
<i>New Actions and Points from meeting of 14th January</i>				
140.07	AD (GW) CD	Investigate if any other variations in Counter configurations (above and beyond the Security Policy) could cause migration failures.	Previous actions archived. 04/02 C/fwd. Additional data is now being received to understand further the configurations of the branches. CD is reviewing this information and will propose best way forward. Further update at next Joint Steering Board. 11/02 C/fwd. No update supplied, view required by 15 th	15/02

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			Feb. 18/02 Closed. GB sent an update via email on 15 th Feb, no further issues have been identified. FS will continue to monitor.	
140.08	AD (GW)	Provide a process for how releases will be implemented beyond the current maintenance release (01.08). Process will need to be discussed and agreed with POL Service Delivery.	Previous actions archived. 11/02 C/fwd. DC has proposed a process for agreeing when fixes are to be released. PN/DC and IT have looked at prioritising the deferrals. Fujitsu will work with this prioritisation to align it to the proposed maintenance release schedule. It was noted that due to the number of referrals there will be a need for a maintenance release before Release 2. This requirement will be included as part of AG4. 18/02 C/fwd. Meeting to be arranged for next week to agree a joint strategy for the targeting of referrals beyond R01.08.	25/02
140.12	GB AD	To confirm that there will be additional migration support available from Fujitsu (to bring back the rollout completion date)	21/01 C/fwd. Currently unconfirmed. 28/01 C/fwd. AD to discuss with MB on 29 th January. 04/02 C/fwd. GB has received a training proposal from 4G and this is now under review. GB to provide an update to MB by 5 th February. 11/02 C/fwd. To be discussed after Joint Steering Board. 18/02 C/fwd. Work in progress. Still reviewing options proposed by 4G. See also action 145.01	19/02
<i>New Actions and Points from meeting of 21st January</i>				
141.11	GB	Track 2 data: GB to forward formal CT details to IT for review.	28/01 C/fwd. RC to chase up response from Guy Wilkerson. 04/02 C/fwd. GB will follow up and respond to MB. 11/02 C/fwd. GB and IT have discussed. Jason Clark (FS) now owns. Response required (draft CT to MB/IT) from JC by 15 th February. 18/02 Closed.	Closed

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New Actions and Points from meeting of 4th February 2010

143.04	GW IT	Obtain statistics regarding the number of 'Screen Pauses' and reversals experienced at the HNG branches since migrating. And investigate and report back on the root cause of why this is happening.	11/02 C/fwd. Statistics provided and monitoring continues. Action switched to IT to lead on working with Fujitsu to determine how we get back to the volumes forecast. 18/02 C/fwd. IT has had initial discussions with Dave Johns, investigations continue.	25/02
143.06	DR	HNG SV&I Rig – Propose a way forward for managing the contention for the use of the SV&I rig for Release 1 issues and Release 2 development.	11/02 C/fwd. Discussions underway. Further update at next Joint Steering Board. 18/02 C/fwd. Current view is that an additional SV&I rig will be required. DR currently working up the details.	25/02
143.07	AD	Arrange a meeting for next week to review the Key Risks and ensure they are all up to date.	11/02 C/fwd. Meeting to be scheduled before next Full Board. 18/02 C/fwd. Risks have been updated, further meeting to be scheduled to before next full Joint Steering Board.	04/03
143.10	GW	To provide advice to POL as to the correct action that should be taken by Branches receiving the; 'Unable to contact Data Centre' message.	11/02 C/fwd. KELs being generated. GW to provide update on latest position at next Joint Steering Board. 18/02 C/fwd. KELs have been generated, GW will generate the required documentation and forward to Barry Evans.	25/02

New Actions and Points from meeting of 11th February 2010

144.01	BE	New BTS issues at Warwick: BE to scan and forward the latest BTS reports from Warwick to GW. BE to also forward HSD reference.	18/02 Complete	Closed
144.02	BE	Warwick BTS: Review pre and post Migration reports to check if there were any Volume differences.	18/02 Closed. Being tracked via the Migration Issues RAG report.	Closed
144.03	GA	Warwick BTS – provide updates (min daily) of the progress with resolving the BTS at Warwick	18/02 Complete	Closed
144.04	GW	Arrange for a base unit swap out at Warwick (Node 6) – this is noted as not setting a precedent.	18/02 Complete	Closed
144.05	CD	Foreign Currency Rate Boards: Where routers have been installed into Horizon offices, there have been some instances of a delay to the boards updating with the current	18/02 C/fwd. Under investigation.	25/02

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		rates. CD to head investigation and propose a quick view of the best way forward. CD to contact BE as necessary. Report back to MB by 12 th Feb.		
144.06	GA	Volume Testing: LF reported that problems encountered to date with the first phase of Volume testing have put the target end date of 20 th Feb at risk. GA to re-assure that correct resources are in place to resolve any problems as soon as possible.	18/02 Closed. LF confident that the correct focus is now in place. Volume Testing progress being monitored daily. Re-raise by exception.	Closed
144.07	info	Neil Williams will be leaving the programme at the end of February. Noel Beaton will take over his role.	For information	
144.08	PN GW	Error message seen at Branches, but not flagged up by FS monitoring systems: The following message; <ul style="list-style-type: none"> “Do not attempt any further transactions of this type until you have confirmation they have been fixed” PN/GW to investigate. PN to forward information to GW	18/02 C/fwd. The message needs to be revised. IT and GW to meet to review and agree the best way forward.	25/02
<i>New Actions and Points from meeting of 18th February 2010</i>				
145.01	WR	Ask Gary Ellner to contact CD to discuss the options for increasing Migration support to assist an increased beat rate for rollout.	New Item	25/02
145.02	info	All 13 branches that performed their Branch Trading Statements on 17 th Feb have reported that they were successful.	For Information	
145.03	PN	Trial Report / Final Balance issue: PN to check if the proposed workaround is acceptable to the business. Permanent fix targeted for R01.08. However; this is dependent on the acceptability of the workaround, it may need to be a Hot Fix.	New Item	25/02
145.04	info	NOTE: For the avoidance of doubt, any workarounds have to be agreed by POL before implementation.	For Information	
145.05	CD	Fujitsu to ensure that someone from the Branch Migration team to promptly attend every 09:00 war-room.	New Item	25/02

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145.06	GW	Crawley Terminal Swap out: The new terminal didn't take the HNG software as required. GW to investigate the root cause.	New Item	25/02
145.07	GA	Pre-Migration checks taking a long time at large branches: Crawley took 50+ minutes to run the pre-migration checks. GA to investigate if this will be a problem for the Crown Offices targeted for migration on 19 th Feb. Fujitsu need to provide assurance that there will not be a problem at these branches.	New Item	18/02
145.08	GW	Forward supporting information for the 6 dials reports to MB and WR	New Item	25/02
145.09	VC	Talk to Tom Lillywhite regarding the Penetration testing performed on POL FS.	New Item	25/02
145.10	DR	Review the new High Priority defects and report back, by exception, to the board.	New Item	25/02
145.11	GA GW (PN)	Release 01.08 will be deployed post Branch Migration (the Branch will initially migrate onto 01.07). The upgrade will be targeted for the following day, but could take 2 or even 3 days to be deployed. GA/GW to provide a level of confidence for the rate of rollout. GA/GW to coordinate with PN.	New Item	25/02
145.12	info	MB thanked GA, DR and their teams for all their efforts in ensuring that the manual BTS fixes were successfully applied as required.	For Information	
145.13	GW	Warwick Issue due to BAL node failure: GW to investigate and share findings with WR and LF asap.	New Item	19/02
145.14	PN	Ensure M C-J is actively pursuing the rectification of the 2 high severity Security incidents.	New Item	25/02

3 Points to note

- Incorporated into actions/points to note above

4 AOB

- incorporated into actions/points to note above

5 Next meetings:

**Horizon Next Generation Joint Progress Meeting
Meeting 145**



- **Next Interim Joint Steering Board:** Thursday 25th February, 14:00 – 15:30, Teleconference
- **Next Full Joint Steering Board:** Thursday 4th March, 10:00 – 13:00, Bracknell

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Remote attendance numbers (when provided) are as follows:

Number to dial:

Participant Password:

GRO