

Horizon Next Generation Joint Progress Meeting Meeting 148



Notes of Horizon Next Generation Joint Progress/Release Board Meeting Meeting of Thursday 11th March 2010

Attendees:

Name	Initials	Role	Comments
Mark Burley	MB	Programme Manager (POL)	Apologies
Debbie Richardson	DR	Test Manager (Fujitsu)	
John Wheeler	JW	PMO Manager (POL)	
Kevin Tallboy	KT	Planning Manager (POL)	Apologies
Ravi Chambers	RC	PMO Manager (Fujitsu)	
Geoff Butts	GB	Programme Manager – HNG (Fujitsu)	
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)	
Graham Welsh	GW	Customer Services (Fujitsu)	
Graham Allen	GA	Development Manager (Fujitsu)	
Mike Wood	MW	Director of Programmes (Fujitsu)	Apologies
Gaetan van Achte	GvA	Service Director (Fujitsu)	Apologies
Chris Dodington	CD	Implementation Manager (Fujitsu)	
Peter Stanley	PS	Design Authority (POL)	
Barry Evans	BE	Migration Manager (POL)	
Andy Jacques	AJ	Service Delivery (POL)	Apologies

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

Horizon Next Generation Joint Progress Meeting Meeting 148



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>				
140.08	AD GB	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. 04/03 update. (transferred from 145.11): the current pause in rollout means that re-opening of the migration package should be considered – or that a future package rolls up all changes – so that there is no lag between a branch migrating at R107, and getting the fixes contained in R108.	Previous actions archived. 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 C/fwd. No paper received to date. Fujitsu internal meeting arranged for 2 nd March. 04/03 C/fwd. Internal meeting cancelled. Meeting to be rescheduled; LF and PS to be included in the invites. 11/03 C/fwd. Joint meeting is scheduled for 12 th March – await output	18/03
140.12	GB AD GB	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 25/02 C/fwd. Revised proposal expected next Monday. 04/03 C/fwd. Revised proposal has been received from 4G and is being reviewed by Fujitsu. However; given current position this will probably need revisiting. 11/03 Closed. GB confirmed that a Fujitsu proposal is not viable. Formal confirmation to follow	Closed
<i>New Actions and Points from meeting of 4th February 2010</i>				
143.06	DR	HNG SV&I Rig – Propose a way forward for	Previous actions archived. 18/02 C/fwd. Current view is that an additional SV&I rig will be required. DR currently working up	18/03

Horizon Next Generation Joint Progress Meeting Meeting 148



		managing the contention for the use of the SV&I rig for Release 1 issues and Release 2 development.	<p>the details.</p> <p>25/02 C/fwd. DR continuing to assess the short term requirements and how best the Test team can meet these. It was re-iterated that the long term proposal would be to introduce a new rig to retain the SV&I functionality..</p> <p>LF and PS to review and assure any short term proposals</p> <p>Note: Migration issues can only be tested on the LST rig.</p> <p>04/03 C/fwd. Fujitsu are currently looking at 3 options, the first 2 are tactical:</p> <ul style="list-style-type: none"> • Provide a CIT equivalent in BRA01 • Create an SV&I clone in IRE19 <p>The third option is more strategic and involves providing a new SV&I environment either by enhancing the SV&I clone created for the tactical solution of using the Vol rig once it has been released.</p> <p>A meeting has been scheduled for 10th March to discuss, but it is essential to understand the current issues before a decision can be made. Additionally an agreement on how future releases will be implemented is a significant contributing factor to any decision.</p> <p>NOTE ; It was confirmed that the HNG SV& rig has now been handed over to Release 2, leaving only the LST rig to test defect fixes on HNG.</p> <p>11/03 C/fwd. A CT is in the process of being raised to progress the SV&I “clone” option</p>	
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.	<p>11/02 C/fwd. KELs being generated. GW to provide update on latest position at next Joint Steering Board.</p> <p>18/02 C/fwd. KELs have been generated, GW will generate the required documentation and forward to Barry Evans.</p> <p>25/02 C/fwd. Not received. GW to check and re-send if required.</p> <p>11/03 C/fwd.</p>	18/03
New Actions and Points from meeting of 18th February 2010				
145.03	PN	Trial Report / Final Balance issue: PN to check if the proposed workaround is acceptable to the	<p>25/02 C/fwd. POL have requested that this be a Hot Fix as it is required before we migrate any further branches.</p> <p>Fujitsu to ensure deliverables listed in PN</p>	18/03

Horizon Next Generation Joint Progress Meeting Meeting 148



		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. GB will also prepare a statement that confirms the legality / integrity of the trial balance report if this needs to be used.	email (dated 24 th Feb) for current live branches are included. 04/03 C/fwd. GB has received feedback on integrity statement from FS legal. Info will be forwarded to PN. 11/03 C/fwd. PN has passed statement to P&BA who are reviewing with POL Legal team. PN will feed back to GB.	
145.07	GA BE	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.	25/02 C/fwd. Investigations continue. Fujitsu to provide a response by close of business 26 th Feb 04/03 C/fwd. Presentation sent by GA. It includes a high level summary recommending the preferred approach to migrating large branches. BE to review and respond to CD. 11/03 Closed. Not yet fully resolved, but being dealt with at Pilot RAG meeting by CD and BE (with input from Ann Cruttenden). Can be closed from these notes.	Closed
145.14	PN GB (M-C-J) GB AD, IT	Ensure M C-J is actively pursuing the rectification of the 2 3 high severity Security incidents.	25/02 C/fwd. There are now 3 High Severity Security incidents. Fujitsu internal meeting later today to discuss. Output from this meeting to be forwarded to PN. 04/03 C/fwd. Security teams have met, but PN reported that insufficient progress has been made. GB to provide a proposal as to how these high severity incidents will be resolved. 11/03 C/fwd. This is becoming urgent; POL and Fujitsu have differing views as to status of the Als, with POL believing they remain open and "High". This may stop progression through AG4, and therefore stop the move into full rollout from pilot. IT will articulate what is needed from POL's perspective to reduce the severity or resolve the Als. AD will discuss as a matter of urgency with Dave Cooke as to how this can be progressed and why the two organisations have different understandings. Note that a meeting is arranged with the respective security teams on 12 th March	15/03

Horizon Next Generation Joint Progress Meeting Meeting 148



			which should assist in resolution.	
New Actions and Points from meeting of 25th February 2010				
146.01	GW PS	Excessive number of Recoveries/ Screen Freezes: Fujitsu to provide a formal response on how the system is performing. This should be measured against an Horizon Baseline and refer back to the levels agreed in the Assumptions and Constraints documentation.	04/03 C/fwd. Data is now being provided, but this still needs to be referred back to the contract Assumptions and Constraints document. PS to confirm that the Daily report is giving POL the required level of information. 11/03 Closed. GB noted that the figures for recoveries in the Assumptions and Constraints are for “steady state” operation, not pilot, and a precise statement is not possible at this time. However the numbers are too high. IT/PS and Gareth Jenkins will continue to progress this, with data now available to assess progress. This item can be closed from this meeting (and re-raised by exception from the IT/GJ activities). See also 148.01 for follow-up.	Closed
146.02	IT AJ GB	Excessive number of Recoveries/ Screen Freezes: Wider MI. IT to discuss with AJ, POL's requirements for MI that Fujitsu need to provide regarding the on-going monitoring of Recoveries/Screen Pauses. IT to then forward these requirements to GW.	04/03 C/fwd. Screen Pauses do not create a system event, therefore the focus has switched to monitoring and recording counter re-boots. Additionally POL have provided a list of additional MI requirements via email to GW. GB to confirm back that this MI – or an adequate variant – can be provided 11/03 Closed. Data in a variety of formats is now being provided. However it is difficult to get a simple understanding of progress – or remaining issues – in each area. See 148.01 for follow-on.	Closed
146.04	GW GA, WR	Excessive number of Recoveries/ Screen Freezes: Daily update to be provided by GA on progress towards resolution. (Email to IT/WR and PS).	11/03 Closed. Superseded by introduction of r108 at data centre which has significantly reduced the screen freezes. The data on recoveries is being separately progressed by IT and Gareth Jenkins (as per 146.01)	Closed
New Actions and Points from meeting of 4th March 2010				
147.01	info	The Joint Steering Board agreed that until a clearer understanding of the root cause of the current live issues was understood the rollout of any new branches will be suspended.	For Information	
147.02	GB WR	As per Action 147.01 It was agreed that rollout would not be	11/03 C/fwd. A set of criteria has been provided by POL and	12/03


Horizon Next Generation Joint Progress Meeting Meeting 148



		recommended until a period of stability had been achieved. GB/WR to agree what is meant by 'Stability' and what would be an adequate period.	this was reviewed for understanding in the meeting. Fujitsu will provide as much supporting data/evidence by 11:30 on 12 th March to enable a decision to be made if pilot can restart, (and if so, when). It was agreed this data would not be perfect or complete, but needs to provide sufficient relevant information if a re-start decision can be made. The evidence should ideally be in Powerpoint or similar presentational format	
147.03	GW	Set up a 'Tech Bridge' to manage the latest Live Issue (as at morning of 4 th March). Invitees to include DH, JW, PS and the Duty Manager.	11/03 Complete – resolved on the day	
147.04	info	It was noted that R01.08 will improve the current position regarding screen freezes and other stability items, but it will not be a complete fix.	For information	
147.05	GW	Ensure that all necessary parties in Fujitsu and their counterparts in POL are aware that there will be an OCP raised late on Friday to enable the R01.08 Data Centre and Counter upgrades to take place.	11/03 Complete – this was achieved and the upgrade was successful	
<i>New Actions and Points from meeting of 11th March 2010</i>				
148.01	GB	A large amount of MI / statistics is now being provided on system performance, stability, etc, but in a variety of formats and from a variety of sources. GB to consider how this can be brought together to give a more accessible summary position going forward.	11/03 New item	15/03
148.02	IT, DH	POL voiced a concern that there may be a "blind spot" in terms of monitoring connectivity at branches. IT and DH to discuss implications of this and raise back to this board	11/03 New item	18/03
148.03	WR	Consider when it may be possible to trial the migration to 325 branches in one night.	11/03 New item	15/03
148.04	CD	Provide update on the Action Plan and success criteria for the Fujitsu items listed in the original set of items required to be addressed before	11/03 New item	18/03

Horizon Next Generation Joint Progress Meeting Meeting 148



		<p>progressing to the next 100 branches. (This is the list provided on 24th Feb, with “K” references as embedded below).</p> <p>Some of these are covered by the current activities in gathering MI, but an assessment of each is required as we must not ignore previously identified concerns before we resume pilot.</p> <p>Note that these items were subsequently embedded into the “HNG-X Migration RAG report”, but original document is re-embedded below for reference</p> <div style="text-align: center;">  <p>HNG Key Issues to move forward draft 1</p> </div>		
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3 Points to note

- Incorporated into actions/points to note above

4 AOB

- incorporated into actions/points to note above

5 Next meetings:

- **Next Interim Joint Steering Board:** Thursday 25th March, 14:00 – 15:30, Teleconference.
- **Next Full Joint Steering Board:** Thursday 18th March, 10:00 – 13:00, London

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Remote attendance numbers (when provided) are as follows:

Number to dial:

GRO

Participant Password:

GRO

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