BENEFITS AGENCY
SOCIAL SECURITY AGENCY (NI)
POST OFFICE COUNTERS LIMITED

PROGRAMME DELIVERY AUTHORITY
MASTER PLAN
Version 3

8 April 1997

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1. INTRODUCTION

1.1 Purpose

This document sets out the Master Plan for the delivery of the PDA programme. It brings together the activities of the Benefits Agency, Social Security Agency Northern Ireland, Post Office Counters Ltd and ICL Pathway and covers the timescale up to completion of the programme.

The objectives of this plan are to:

- integrate at the high level the activities of all parties. Each activity on the plan will be supported by a lower level sub-ordinate plan

- communicate key information on the status of the programme regarding scope, implementation approach, responsibilities and timescales

- clarify uncertainties and communicate their status

- to provide the framework for ongoing management (monitoring, reporting and control).

This version of the PDA Master Plan has been revised through extensive consultation with all sponsors and the supplier. The strategic milestones are now under formal change control. In future, the plan will be revised as required, whenever a change has been agreed to any strategic milestone.

1.2 Structure of the Master Plan Document

The main body of the plan contains the following sections:

1. **Introduction**

2. **Strategic Milestones**
   - a summary of those milestones critical to the overall success of the programme and which are the responsibility of all parties

3. **Key Elements of the Master Plan**
   - the overall structure of the strategic milestones
   - a summary of the rollout of automation into offices and product availability
   - the responsibilities of the organisations
   - key assumptions on which the plan is based
   - the reporting process

There are five appendices:

A. **Overview plan** - the top level Gantt chart, structured in line with the strategic milestones, and which summarises the integrated plan and the working level plans.

B **Strategic Milestone Definitions**, which describe the scope of the strategic milestone; the conditions and deliverables which need to be in place for the milestone to have been achieved; and the target date.

C. **Integrated Plan** - the middle level Gantt chart, which identifies the key milestones and activities of the stakeholder organisations, and their interdependencies. Progress will be monitored against the integrated plan.

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D.   **Key Assumptions** inherent in the plan, listed in organisation order.

E.   **Definitions** of acronyms and key terms used in the plan.

1.3   Changes from Previous Version

This version of the PDA Master Plan follows a substantial review of the plans of the stakeholder organisations, as a result of which the strategic milestones identified in PDA Master Plan Version 2 have been extensively reviewed and redefined. This activity has concentrated on:

- disaggregating the existing groups of strategic milestones to avoid multiple deliverables and provide a clearer view of what has to be delivered

- defining the strategic milestones in terms of availability for use and acceptance by the stakeholder organisations of key deliverables or groups of deliverables

This has produced a revised and slightly larger set of strategic milestones, but does not materially alter the composition of the plan.

The format of the main body of the document has not been changed materially, except that a section on high level risks to the Programme has now been shown.

The format and content of the appendices have been enhanced from PDA Master Plan Version 2, as follows:

- the format and content of the overview plan (appendix A), key assumptions (appendix D), and definitions (appendix E) have not been changed

- the format of the strategic milestone definitions (appendix B) has been simplified to provide a clearer focus on the key elements of the milestone

- the integrated plan (appendix C), which was in table form in Version 2 of the PDA Master Plan, has been reformatted as a Gannt chart to give a clearer indication of the timescales and dependencies of the key milestones and activities

- the list of dates for reporting progress against the PDA Master Plan (appendix F in Version 2) has been withdrawn and will be managed separately.

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1.4   **Status**

This version of the plan was endorsed by the PDA Board on 20 March 1997 and is the baseline against which progress will be reported to the Board. The strategic milestones and the strategic milestone definitions at appendix B are baselined, and may only be changed through the PDA change control process.

Nothing contained in this plan shall be deemed or construed to affect the existing contractual obligations or create new contractual obligations between BA, SSA NI, POCL and Pathway. In addition nothing contained in this plan shall construe a waiver of any default and the contents of the plan are without prejudice to the rights and remedies of BA, SSA NI, POCL and Pathway, which are hereby expressly reserved.

1.5   **Related Documents**

The content of the PDA Master Plan has been designed to minimise duplication with other documents. The plan should therefore be read in conjunction with the following:

- **Project Initiation Document** for definition of programme objectives, responsibilities and business risks

- **Contracts** between ICL Pathway and the Department of Social Security / Post Office Counters Ltd for the contractual definition of deliverables and responsibilities

- **Business Cases** for the key assumptions on what the programme will deliver and at what cost in delivering the required benefits

- **ICL Pathway Systems Architecture Definition Document and Release Contents Documents** for Pathway release functionality

1.6   **Terminology**

Terminology varies across the programme (sponsors and service provider). Appendix E provides definitions of acronyms and common terms that are used throughout this plan.

Please note that, throughout the document, where square brackets [ ] are used this denotes that the data inside the brackets has to be confirmed.

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2. STRATEGIC MILESTONES
2.1 List of Strategic Milestones

The plan is designed to achieve the strategic milestones and target dates listed below which are defined in Appendix B. Progress toward the strategic milestones will be monitored in greater detail against the integrated milestones and activities listed in Appendix C.

		Milestone Description	Target Date
Initial Go Live (IGL)	A1	One office automated for Child Benefit payment by card to selected customers	23 September 1996 **Completed**
	A2	Ten offices automated for restricted Child Benefit payment by card	21 October 1996 **Completed**
Pathway Infrastructure	B1	Pathway computer centres at Bootle and Wigan set up, commissioned and available for use in Model Office Testing	7 March 1997 **Completed**
Pathway Releases	B2	Pathway Release 1b (OBCS functionality) gains qualified authorisation for restricted live use	28 April 1997
	B3	Pathway Release 1c (OBCS / BPS functionality) gains qualified authorisation for restricted live use	30 June 1997
	B4	Pathway Release 1e (OBCS / BPS / EPOSS / APS functionality) gains qualified authorisation for use in live trial	8 September 1997
	B5	Pathway Release 1 (OBCS / BPS / EPOSS / APS functionality, together with the communications plan) authorised for full use in the national roll out	21 November 1997
	B6	Pathway Release 2 - authorised for national use	26 January 1998 (interfacing to CAPS Release 3.0)
	B7	Pathway Release 3 - authorised for national use	April 1998
	B8	Pathway Release 4 - authorised for national use	October 1998

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		Milestone Description	Target Date
CAPS Releases	C1	CAPS Release 2.0 (functionality for increased volumes for Child Benefit payments) - testing complete and authorised for use	31 March 1997 (interfacing to Pathway Release 1a) **Completed**
	C2	CAPS Release 2.1 (functionality to handle post office closures; standing agents; and PAS exceptions) - testing complete and authorised for use	12 May 1997 (interfacing to Pathway Release 1c)
	C3	CAPS Release 2.2 (performance upgrade) - testing complete and authorised for use	21 July 1997 (interfacing to Pathway Release 1d)
	C4	CAPS Release 3 - testing complete and authorised for use	19 January 1998 (interfacing to Pathway Release 2)
	C5	CAPS Release 4 - testing complete and authorised for use	6 July 1998
POCL Feeder Systems	D1	Reference Data System available for end to end testing	10 March 1997 (linked to Pathway Release 1c) **Completed**
	D2	HAPS system available for end to end testing	27 March 1997 (linked to Pathway Release 1e)
	D3	TIP Phase 3 (Full Interim TIP) available for end to end testing	27 March 1997 (linked to Pathway Release 1e) **Completed**
	D4	POCL Feeder Systems authorised for use in Live Trial	8 September 1997
Roll out for Live Trial - primary stream	E1	Commencement of Roll out to up to 190 manual post offices plus 10 IGL post offices	28 April 1997
	E2	Up to 200 post offices available and ready for customer use	30 June 1997

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		Milestone Description	**Target Date**
Roll out for Live Trial - primary stream	E3	Commencement of Live Trial evaluation period	8 September 1997
	E4	Live Trial Evaluation complete and authorised	24 November 1997
Roll out - secondary stream	E5	Commencement of roll out to 450 post offices with limited functionality and up to 1000 post offices with full functionality prior to National Roll out	28 July 1997
	E6	450 post offices with limited functionality migrated to full system	January 1998
Mainland roll out	F1	Start of national roll out to post offices and BA district offices in all areas of mainland Britain	24 November 1997
	F2	Installation at all post offices and BA district offices in large conurbations complete and available for customer use	[TBA]
	F3	Installation at all main post offices (with four or more counters) complete and available for customer use	[TBA]
	F4	Start of roll out to existing ECCO / ALPS post offices and BA district offices within the M25	[TBA]
	F5	Installation at all existing ECCO / ALPS post offices and BA district offices within the M25 complete and available for customer use	[TBA]
	F6	Installation at all post offices and BA district offices complete and available for customer use	[TBA]
Northern Ireland roll out	G1	Start of roll out to post offices and SSA local offices in Northern Ireland	[TBA]
	G2	Installation at all post offices and SSA local offices in Northern Ireland complete and available for customer use	[TBA]

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		Milestone Description	Target Date
BA benefit migration	H1	Payment of Child Benefit in Great Britain available for customer use at non-IGL offices	12 May 1997
	H2	Payment of Income Support and PSCS / Incap benefits in Great Britain available for customer use	20 January 1998
	H3	Payment of Job Seekers Allowance, Family Credit, Disability Working Allowance and Earnings Top Up in Great Britain available for customer use	30 April 1998
	H4	Payment of Attendance Allowance, Disability Living Allowance and Social Fund payments in Great Britain available for customer use	31 July 1998
	H5	Payment of War Pensions, IIDB and ICA in Great Britain available for customer use	30 November 1998
	H6	All benefits can be paid by card at post offices in mainland Great Britain to customers whose personal details have been loaded to the PDR	May 1999
SSA NI Benefit Migration	I1	Payment of Income Support in Northern Ireland available for customer use	January 1998
	I2	Payment of PSCS / Incap benefits and Job Seekers Allowance, Family Credit and Disability Working Allowance benefits in Northern Ireland available for customer use	April 1998
	I3	Payment of Child Benefit in Northern Ireland available for customer use	January 1998
	I4	Payment of Social Fund payments and clerical benefits in Northern Ireland available for customer use	July 1998

		Milestone Description	Target Date
SSA NI Benefit Migration	I5	All benefits can be paid by card at post offices in Northern Ireland to customers whose personal details have been loaded to the PDR	May 1999
POCL Client Take On	J1	Client Take On Release 1 - transactions re-engineered and implemented for customer use	October 1997
	J2	Client Take On Release 2 - transactions re-engineered and implemented for customer use	January 1998
	J3	Client Take On Release 3 - transactions re-engineered and implemented for customer use	April 1998
	J4	Client Take On Release 4 - transactions re-engineered and implemented for customer use	October 1998
	J5	Client Take On Release 5 - transactions re-engineered and implemented for customer use	April 1999
Programme Complete	K1	All elements of the Programme in place, and ongoing responsibilities transferred to supplier / sponsor organisations	[TBA]

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2.2 Strategic Milestones

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The relationships between the milestones and the plan activities are set out in 3.1 below.

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3.   THE MASTER PLAN
3.1   Plan Structure

The plan has been structured with these principles in mind;

1.   The work (and the plan) divides into the eleven groups set out in sections 2.1 and 2.2.

Group A -   **Initial go Live** - activities leading to the setting up of the initial trial at ten post offices and first card payment at an automated outlet   (A1 and A2)

Group B -   **Pathway infrastructure & releases** - creation of the operational infrastructure and development and acceptance of software releases with increasing levels of functionality   (B1 to B8)

Group C -   **CAPS Releases** - development and acceptance of CAPS Programme software releases with increasing levels of functionality   (C1 to C5)

Group D -   **POCL Feeder Systems** - Establishment of POCL systems and operational software necessary to support and interface with ICL Pathway operational systems   (D1 to D4)

Group E -   **Live Trial Roll out** - The roll out and evaluation of the automated system at up to 300 trial post offices, and the commencement of a limited roll out to a further 1900 post offices   (E1 to E6)

Group F -   **Mainland Roll out** - national roll out to post offices and BA district offices in all areas of mainland Britain   (F1 to F6)

Group G -   **Northern Ireland Roll out** - roll out to post offices and SSA local offices in Northern Ireland   (G1 and G2)

Group H -   **BA benefit migration** - Programme of release of BA products into the automated programme   (H1 to H6)

Group I -   **SSA NI benefit migration** - Programme of release of SSA NI products into the automated programme   (I1 to I5)

Group J -   **POCL Client Take on** - Programme of re-engineering and release of POCL client products into the automated programme   (J1 to J5)

Group K -   **Programme Completion** - the 'programme complete' strategic milestone when all post offices and BA / SSA NI local offices are connected to the automated network; all main benefits can be paid electronically; and all POCL   (K1)
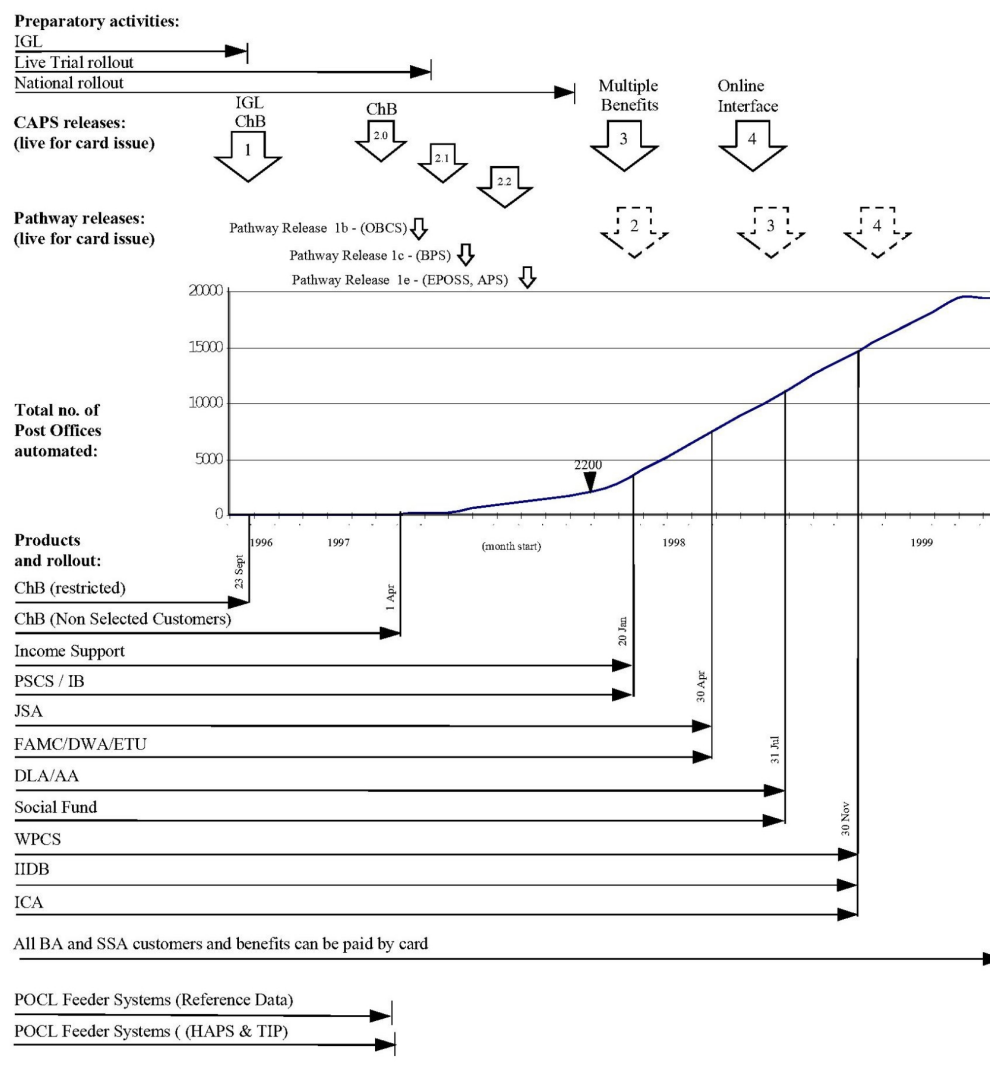
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current products are re-engineered and implemented

2. Responsibility for activities which support the delivery of strategic milestones will be identified to named individuals in the sub-ordinate plans (integrated plan and working plans). This will facilitate the process for ongoing management review and reporting.

3.2 Plan Summary

The overview plan is presented in Appendix A. The plan is summarised in the diagram below.

Preparatory activities:
IGL
Live Trial rollout
National rollout

CAPS releases:
(live for card issue)
IGL ChB — 1
ChB 2.0
2.1
2.2
Multiple Benefits — 3
Online Interface — 4

Pathway releases:
(live for card issue)
Pathway Release 1b - (OBCS)
Pathway Release 1c - (BPS)
Pathway Release 1e - (EPOSS, APS)
2
3
4

Total no. of Post Offices automated:
20000
15000
10000
5000
0
2200

1996 — 1997 — (month start) — 1998 — 1999

Products and rollout:
ChB (restricted) — 23 Sept
ChB (Non Selected Customers) — 1 Apr
Income Support
PSCS / IB — 20 Jun
JSA
FAMC/DWA/ETU — 30 Apr
DLA/AA
Social Fund — 31 Jul
WPCS
IIDB — 30 Nov
ICA

All BA and SSA customers and benefits can be paid by card

POCL Feeder Systems (Reference Data)
POCL Feeder Systems ((HAPS & TIP)

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3.3   Responsibilities

Responsibilities are defined in detail in the Programme Initiation Document. At a high level the responsibilities of the parties are:

CAPS Programme and Benefits Agency

- to deliver the CAPS systems on time and meeting the requirements in the interface specification (feeds, responses etc)
- to upgrade the functionality of equipment in BA offices and centres
- to develop processes and procedures for the new systems
- to ensure customer data is migrated in a timely manner to be fed to Pathway to the agreed quality

Post Office Counters Ltd

- to provide the interim TIP system in time for national roll-out, preceded by ABED for IGL
- to provide reference data in an agreed format to meet the programme timescales and agreed quality standards
- to make all relevant staff available for training
- to edit, print and distribute appropriate Post Office procedures
- to manage data links with client systems ensuring feeds operate satisfactorily
- to specify re-engineered, and new, products for Pathway to implement
- to provide details of outlets to be automated
- to provide agreed access for ICL Pathway to outlets

Social Security Agency Northern Ireland

- to upgrade the functionality of equipment in district offices, introduce new processes and train staff appropriately
- to ensure customer data is migrated in a timely manner to be fed to Pathway

ICL Pathway

To provide the service as set out and defined in the contract and in particular

- to develop, test, implement, operate and maintain the service
- to install equipment in Post Offices, write procedures and train staff to meet the roll-out programme
- to produce cards and manage all customer communications
- to migrate existing POCL services onto the Pathway services

Programme Delivery Authority

- to provide overall management and co-ordination of the programme to ensure the business case objectives are met
- to monitor the development of the service to assure satisfactory performance and that the service is fully secure
- to co-ordinate the user requirements and sign these off on behalf of the Benefits Agency, Social Security Agency Northern Ireland and Post Office Counters Ltd
- to manage the contracts with ICL Pathway
- to oversee Pathway testing (functional, performance and security) and conduct end to end tests. To provide a model test office with the full range of Post Office equipment.
- to manage the implementation of the new systems within the Benefits Agency and Social Security Agency Northern Ireland district and local offices.

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3.4 Plan Assumptions

In preparing the plan a number of assumptions have been made. These are set out in Appendix D with the key ones being:

- a stable interface has been established between Pathway and CAPS in line with the Batch Interface Specification (v6) which will be valid for all future CAPS releases.
- that following the commencement of national roll out to post office, ICL Pathway will maintain an installation programme of 300 post offices per week, and that POCL and BA will be able to support this rate of roll out.
- that the POCL migration plan will maintain a seamless service to the AP clients allowing the best reaction to Pay Point. It is expected that POCL will, however, take additional measures.

The plan is constrained by a number of factors. The key constraints are:

- SSA require all Giro Payments to be transferred to card by 31 March 1998
- Post Office roll-out must not disrupt POCL business during the busiest trading period from mid November to the end December

3.5 External Dependencies

The programme has few external dependencies. The primary one is government policy and other political decisions or priorities which may affect the direction or speed of the programme.

The SSA are dependent on ITSA completing activities by particular dates, as identified in the SSA plan

3.6 Internal Dependencies

The major dependencies between parties are identified as milestones in Appendix C which gives the date for the provider / recipient handover.

Other dependencies are included in sub-plans. The monthly Corporate Review Process endorsed by the PDA Board will develop the plans such that dependencies are well understood and communicated to the responsible parties by the programme management process, and will ensure that conflicts are resolved or escalated in a timely manner.

3.7 Significant Risks to the Programme

The process for the identification and response to risks at a Programme level is currently under review. The key risks which may inhibit or prevent the successful delivery of the Programme fall into the following areas:

- Government action
  - impact of Government budgetary restraint on PDA / CAPS Programmes
  - privatisation of benefit payment

- Supplier viability
  - impact of slippage on business case
  - capacity of constituent companies to work together
  - reliability of sub-contractors

- Customer attitude
  - resistance to new technology
  - confusion about change to existing processes
  - negative response to transaction or authentication failures

- Structural /
  - complexity of the organisational structure

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organisational factors
- conflicts of interest between sponsors / supplier
- lack of clarity around responsibilities / ownership of activities and data streams

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- Risks to timescale
  - conflict of political / commercial imperatives against operational logistics
  - plans concentrated on the short term
  - failure to deliver to deadline
  - late changes to specification for sponsors' requirements
  - sponsors' capacity to manage and fund change

- Risks to quality
  - use of unproven equipment, software and processes
  - unclear specification - solutions do not meet sponsors' interpretation of requirements
  - use of Rapid Application Development may lead to lack of acceptance by sponsors
  - tight timescales for testing and evaluation
  - failure to communicate opportunities to POCL clients and agents

- Commercial risks
  - failure to deliver business cases
  - damage to sponsor / suppliers reputation from any failure in systems or process
  - damage to client relationships from disruption to service during installation

Responsibility for managing these risks and escalating them when necessary rests with the PDA.

3.8 Programme Organisation
The PDA organisation is defined in the Programme Initiation Document together with the major responsibilities. The supplier / sponsor organisation is the responsibility of each supplier / sponsor.

3.9 Programme Resourcing
A Resource Plan has been developed based on PDA Master Plan Version 2. It will shortly be revised to identify the current assessment of PDA resourcing requirements. This will be further updated as the Programme workload stabilises, or if any significant change arises. Supplier / sponsor resourcing is the responsibility of each supplier / sponsor.

3.10 Reporting
Progress against this plan will be reported monthly to the PDA Board, in the format agreed at the PDA Board Meeting on 9 October 1996.

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3.11 PDA Master Plan Version 4

Some elements of the Programme subsequent to Live Trial evaluation (particularly the Roll out to post offices and BA / SSA NI districts) are still under review, and strategies to deliver them will need to be redefined to fit with the outcome of the replanning exercise. The detail of these revisions will be incorporated into Version 4 of the PDA Master Plan, which will be issued during April 1997.

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APPENDIX A - OVERVIEW PLAN

The overview plan has been structured into the eleven groups defined in Section 3.1. The plan includes a reference to the organisation and person responsible for each of the key activities and milestones.

Group A: Initial go live

Group B: Pathway Infrastructure and Releases

Group C: CAPS Releases

Group D: POCL Feeder Systems

Group E: Roll out for Live Trial

Group F: Mainland Roll out

Group G: Northern Ireland Roll out

Group H: BA benefit migration

Group I: SSA NI benefit migration

Group J: POCL Client Take On

Group K: Programme Completion

Programme support activities are captured within the areas supported. For the most part, these are identified in lower level plans

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APPENDIX B - STRATEGIC MILESTONE DEFINITIONS

The Strategic Milestone Definitions that follow describe:

- the scope of the strategic milestone
- the premises (the conditions and deliverables which need to be in place for the milestone to have been achieved)
- the target date.

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APPENDIX C - INTEGRATED PLAN

The key intermediate milestones leading to the delivery of each strategic milestone are identified in this appendix.

Note:

Within the Programme Delivery Authority, a naming convention has been adopted to indicate significant steps in functionality. Individual releases are code-named and numbered to represent the upgrade of one or more release domains. Current releases within Stage 2 of the Programme are code-named 'Congo'. The constituent elements of the Congo releases are defined below:

	Pathway Releases	CAPS Releases
Congo Release 1	Pathway Release 1a (IGL 0.3)	CAPS Release 2.0
Congo Release 2	Pathway Release 1b	
Congo Release 3	Pathway Release 1a (IGL 0.3)	CAPS Release 2.1
Congo Release 4	Pathway Release 1c	CAPS Release 2.1
Congo Release 4.1	Pathway Release 1d	CAPS Release 2.2
Congo Release 5	Pathway Release 1e	CAPS Release 2.2

The Congo release groupings are used primarily for release authorisation by the PDA. Within the Integrated Plan in this appendix, the individual Pathway and CAPS Release dates are identified, but the Congo Releases are not.

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APPENDIX D - ASSUMPTIONS

This details the specific programme assumptions upon which the plan is based and the organisations to which they relate.

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APPENDIX D - ASSUMPTIONS

Assumption Number	Description

Benefits Agency

BA1   Batch Interface Specification (Vn6) is valid for all CAPS releases.

BA2   Implementation of new BA Benefit Payments will not require changes to Pathway systems or training of PO staff (except where specifically identified) but Pathway will most probably wish to carry out regression testing prior to roll out of new benefits.

BA3   CAPS delivery schedules are achieved such that live operation can commence in line with the release plan listed in CAPS Version One Plan (Vn 1.0). No other releases are foreseen or planned for within the programme.

BA4   The BA are able to resolve any conflicts over priority of access to the EDS systems (the CAPS systems provider) at weekends for testing and data conversion.

BA5   The BA will arrange special procedures to ensure the convergence of Child Benefit Payee details to Personal Details Computer System (PDCS) to support end to end testing and the evaluation of the Live Trial.

BA6   CAPS System redevelopment under the BA Change Programme doesn't change the interfaces and that all necessary redevelopment of the BA feeder systems will be completed in time for the roll-out

BA7   CAPS Release 3 will support the take on of at least IS/JSA and PSCS/IB. Any further CAPS Release would provide all of the existing requirements

BA8   Initial Go Live with Child Benefit is limited to 10 Post Offices.
There will be no Limited Go Live for the introduction of FAMC / ETU / DWA and DLA / AA.

BA9   Once CAPS Release 2.2 is implemented (July 1997) then the BA will not be a constraint on the rate of roll-out providing adequate notice of plans is given.

BA10   The project plans are unaffected by the possibility of the privatisation of the Child Benefit Centre or any other part of the Benefits Agency.

BA11   CAPS central data and support systems (including EDS / ITS post office table building etc) can cope with the roll out of 300 POs per week from January 1998

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POCL

PO1   POCL plans for the re-engineering of their current products will be defined and agreed in sufficient time for the first products to be incorporated in the January 1998 Pathway release.

PO2   POCL Feeder Systems (Reference Data, HAPS and Interim TIP) will be tested and implemented by the agreed dates.

PO3   POCL will have established reliable processes to manage and validate changes to reference data by the start of the appropriate Model Office Rehearsal.

PO4   POCL will have a system acceptable to BA for reconciling card payments by the relevant Model Office Rehearsal

PO5   PO Regions will be able to cope with levels of work generated by up to 75 post offices being rolled out per week in each region from 31 January 1998

PO6   POCL central data and support systems can cope with the roll out of 300 post offices per week from 31 January 1998

Pathway

PW1   Pathway Release 1e contains all of the functions described in the Release Contents Document for Release 1. Exceptions listed in the Release Contents Document (including Smart AP) will be implemented in Release 2

PW2   The frequency of Pathway software releases will be two per year (April and October) after release 2 in January 1998. The commercially-agreed functional specification for each release will be nine months in advance of the release date. The interfaces for each release will be stable, for testing, at least four months prior to the release date.

PW3   Three weeks of installation will be lost due to breaks during Christmas pressure and installation will be completed by [   ].

PW4   Following the primary and secondary stream roll out to post offices during the Live Trial period, the rate of roll-out will be maintained at 300 POs per week, achieved by four teams.

PW5   If the joint testing of Pathway Release 1 proceeds according to plan, the same strategy will be adopted for subsequent Pathway releases.

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Social Security Agency

SS1   SSA benefits systems are identical to the Great Britain systems, except that they do not have ETU. SSA will migrate from the existing Child Benefit system to the Great Britain system in time for card roll out.

SS2   The SSA will, in general, rely on the PDA team for their Government and other communications. However, they will maintain their own parallel communication stream into the NI Ministers for use as appropriate. All customer communications, including PUNs and forms, will be reviewed by the SSA to allow changes to reflect the different Agency name, organisations, legislative references etc.

SS3   Any help desks supporting the SSA will have slightly modified procedures for SSA calls, reflecting their organisation and different terminology and forms. The SSA will review the procedures manual and identify any changes required to reflect these differences.

SS4   The SSA will follow the Great Britain (GB) card procedures.

SS5   The SSA will accept whatever account reconciliation mechanism is agreed between BA and POCL.

SS6   The SSA will implement payment of each benefit by card either in parallel with the BA or after. The implementation of benefits will be carried out in broadly the same way as within the BA, despite the differences in size and benefit administration.

SS7   Cards and customer documents will all be made available for the SSA to review in sufficient time for them to be customised prior to implementation.

SS8   The NI POs will all be brought live over a continuous period of approximately six weeks.

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APPENDIX E - DEFINITIONS

TERM:	DEFINITION:
AA:	Attendance Allowance
ABED:	Automated Benefit Encashment Data (temporary system to provide preliminary TIP functionality)
ALPS:	Automation of London Post Offices (stop notice system in use at post offices within the M25)
APACHI:	Automated Payment At Chesterfield Interface
APS:	Automated Payment Systems (POCL system for bill prepayment)
BES:	Benefit Encashment Service
BPS:	Benefit Payment Service
CBC:	Child Benefit Centre (Washington)
CBDB:	Counters Business Database
ChB:	Child Benefit
CMS:	Card Management System
CPCS:	The CAPS Customer Payment Computer System
CTP:	Client Transaction Processing - an existing POCL system to be partially replaced by TIP.
DLA:	Disability Living Allowance
DNS:	Department of National Savings
DWA:	Disability Working Allowance
End to end test:	The final testing of the entire system prior to its live use. It is intended to prove both technical and business process aspects of the system
ECCO:	Electronic Cash Registers at Counters
EPOSS:	POCL Electronic Point of Sale System
ETU:	Earnings Top Up
FamC:	Family Credit
FCP:	'First card payment' is the date of the first card payment of a particular benefit. Note that this may be initiated by normal renewal cycle, manually prepared entries or by a set of special circumstances
Foreign Encashments:	when a customer collects a benefit from a Post Office that is not their normal Office
FRM:	Fraud Management Procedures
FS:	'Full service' is when payment of a particular benefit by card is released for all applicable customers

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HAPS:	Host Automated Payment System - current system for consolidating and distributing POCL client automated payment system data
ICA:	Invalidity Care Allowance
IGL:	*'Initial go live'* is the programme of work leading to the payment of Child Benefit at 10 Post Offices, starting with FCP on 23 September 1996. This programme will continue until the first 10 offices are upgraded to the full release specification
IIB:	Industrial Injuries Benefit
INCAP:	Incapacity Benefit
IS:	Income Support
JSA:	Job Seeker's Allowance
LGL:	*'Limited go Live'* is the trial period for a limited release of a benefit.
LIFs:	*'Leaflets, Instructions and Forms'* sent to benefit customers
Live for Card Issue:	The date when CAPS releases will issue instructions to the CMS to issue live cards.
Live trial:	An eleven week period for the bringing live of automation equipment and trialling of the payment of ChB and EPOSS, APS and OBCS functions at 200 Post Offices. This leads to full service acceptance
National Roll-out:	Making available for customer use automation equipment at Post Offices throughout the UK in accordance with the agreed roll-out plan.
NI:	Northern Ireland
NRC:	Normal Renewal Cycle for BA and SSA cards and tokens
OBCS:	Order Book Control System
On-line interface:	Interface required to provide fast updates to the PAS details allowing urgent card payments and stops.
PAS:	Payment Authorisation System
PACS:	Programme Accounting Computer System
PDCS:	Personal Details Computer System. The single system to which the personal (customer) details are to be migrated from the many different benefit systems
PUN:	Pick Up Notice - advice to customer that benefit card is available at post office
PSCS:	Pensions Strategy Computer System
Reference Data Project:	POCL project to develop feeder system to provide reference data on post offices and products to the Pathway systems
RFRO:	*'release for roll-out'* is the time when software becomes available for global implementation.

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RP: Retirement Pension

SIGs: Special Interest Groups

SLAs: Service Level Agreements

SF: Social Fund

TIP: Transaction Information Processing, the planned POCL settlement
                           and reconciliation system

TMS: Transaction Management System

WarP: War Pensions