

01 SEP 1999
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cc

Hard Copy To

Hard Copy cc

From

Date

Altea Walker@GRO

02/09/99 13:19

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Subject

Agenda for 2 Sep Acceptance Workshop

Attached tomorrows agenda. Please contact me if you are unsure whether you are
expected to attend this workshop.

Altea



AGENDA.DOC

Horizon - Acceptance Dispute Workshop

Renaissance Hotel, Heathrow, 2 September 1999

Outline Agenda

Spitfire Suite

Thursday 2 September 1999

09:15 - 09:30	Coffee
09:30 - 09:45	Introduction
09:45 - 09:50	Minutes of 25/26 Aug workshops
09:50 - 13:00	AI 391- issues arising from report AI 376 - plan for fixes and working group update AI 314 - progress on resolution AI 372 - check on progress
13:00 - 14:00	Buffet Lunch
14:00 - 17:00	AI 218 - severity AI 298 - working group report and criteria for reducing from high severity AI 369 - check on progress
17:00 - 17:15	Planning for Monday 6 September
17:15 - 17:30	Any Other Business
17:30 - 18:00	POCL-only wash-up meeting

Coffee, tea & biscuits at 11:00 and 16:00

Horizon Acceptance Team

Tel. **GRO**

Horizon Programme

Acceptance Workshop

Renaissance Hotel, Heathrow

11.00 - 16.00 on 25th August 1999

ACTION POINTS

Attendees

POCL: Keith Baines, John Meagher, Ruth Holleran, Min Burdett, Graham White, Jeremy Folkes, Jeff Austin (minutes)

Pathway: Tony Oppenheim, John Dicks, Tony Hayward (item 4), Barry Procter (item 5), Dave Jones (item 5), Dave Hollingsworth (item 6).

Agreed Category B Faults

		Action Date	Workshop Date
1.	Of the nine Agreed Category B Faults, there are six with agreed resolution plans. It was agreed that ICL Pathway would submit an Acceptance Incident Analysis Form to cover the agreed resolution plan for each of the six Acceptance Incidents for POCL's agreement. (The six incidents are 342, 361, 371, 211, 390 and 395.) <i>371/115 - long believe ready for closure</i>	31 st Aug to 5 th Sept	6 th Sept

Preliminary discussion of AI 378 - Incomplete cash account records

		Action Date	Workshop Date
2.	AI 378 is to be discussed on 26 th . It was thought that a new occurrence of this fault had arisen (12 th August). However, Pathway have now stated that this was a different fault. Therefore, one of the issues to discuss on 26 th will be for Pathway to demonstrate that this new occurrence is a different fault. In the meantime, it was agreed that POCL would raise a separate new Acceptance Incident for the new fault	26 th Aug	26 th Aug

AI 369 - Scanner Reliability

		Action Date	Workshop Date
3.	<p>The following were agreed:</p> <ul style="list-style-type: none"> • Pathway would write up the results of the last 100-cover laboratory tests and submit a report to POCL. • Pathway and POCL would conduct data analysis to validate the DSS proposition that there has been a higher level of impound rates on OBCS compared with ESNS yet, as they were all valid books, there must therefore be a higher rate of false rejection (impounds) on OBCS than on ESNS. Pathway will conduct the data analysis and validation work for OBCS; POCL will conduct the work for ESNS. • Pathway will set up field validation of actual rejects occurring in outlets. The validation tests will determine the cause of the rejects as between scanner, user, paper, ink, damage, condition etc. This activity is expected to require a mobile laboratory facility. • POCL will seek observation of the field validation tests by DSS 		2 nd Sept (Progress check)

Horizon Programme

		Action Date	Workshop Date
	<p>observers.</p> <ul style="list-style-type: none"> POCL will request the DSS to provide the covers off books rejected during field validation &/or historically rejected books to Pathway for laboratory testing. POCL will check training course material for the adequacy of scanner user training and/or instructions. POCL will obtain the DSS's buy-in to the above approach to the resolution of this AI. <p>It was expected that Karen Rogers would co-ordinate this activity for POCL and that John Dicks would initially do so for Pathway.</p>		

AI 314 - Provision of Technical Documentation

		Action Date	Workshop Date
4.	Pathway provided new proposals (AI 314 - Third Party Procurements dated 23/08/99) at the workshop. It was agreed that POCL would review these proposals and provide review comments to Pathway by close of play 31 st August and that Pathway would accordingly amend and re-issue the proposals in advance of the workshop planned for 2 nd September.	31 st Aug	2 nd Sept

AI 391 - Physical Security at Bootle and Wigan

		Action Date	Workshop Date
5.	The workshop discussed the observations made following the visit to the data centres leading to the raising of the AI. POCL's requirements were expressed and various solutions, some of which had been implemented or were planned to be implemented, were discussed. It was agreed that Pathway would produce a new status report in the form of an Acceptance Incident Analysis. It was expected that this report would be issued at or before the workshop planned for 2 nd September. The report will also confirm or otherwise the site visit planned for some time during week beginning 6 th September. It is expected that this incident should then be discussed in full at the workshop on 13 th September		2 nd Sept 13 th Sept

AI 372 - Systems Management

		Action Date	Workshop Date
6.	<p><u>Corrupted .dll files</u></p> <p>Pathway explained that the root cause has not yet been established but it is thought that it may lie with the system software. Currently, there are daily checks being conducted, which would identify any re-occurrence of the problem and the proposition is that these checks should continue until either the root cause is identified or else both parties are satisfied that the problem is not re-occurring.</p> <p>It was agreed that Pathway would prepare a resolution plan in the form of proposals containing criteria for deciding if and when to discontinue</p>		2 nd Sept (progress check)

Horizon Programme

		Action Date	Workshop Date
	the daily checks and focusing in particular on a further test of similar scale and nature to the LT2 release.		
7.	<u>ATE failure</u> Pathway explained that this was a separate problem, attributable to handling of long error messages, and that the fault had been fixed. It was agreed that Pathway would provide details of the testing involved, e.g. the PinICL number and work number within OTT.		2 nd Sept (progress check)

Jeff Austin

Horizon Programme**Acceptance Workshop (2)****Renaissance Hotel, Heathrow****11.00 - 18:00 on 26th August 1999****ACTION Points****Attendees:****Expert: Peter Copping**

POCL: Keith Baines, John Meagher, Ruth Holleran, Graham White, Jeremy Folkes, Min Burdett (minutes), Graeme Seedall (376, 378 only), Martin Box (376, 378 only), Calum Craig (376, 378 only), Adele Henderson (408 only) Dave McLaughlin (408, 298 only), Steve Grayston (218 only), Trevor Rollason (218 only)

Pathway: Tony Oppenheim, John Dicks, John Pope (376, 378 only), Steve Muchow (408, 298, 218 only), Dave Cook (408 only), Peter Burden (408 only), Terry Austin (298 only), Dave Hollingsworth (298 only), Liam Foley (218 only) Andy Barker (218 only)

376 Data Integrity

		Action Date	Workshop Date
1.	POCL needs to be confident of the root cause analysis and fixes, both applied and planned to be applied. Working Group of POCL (Graeme Seedall, Martin Box, Calum Craig) and Pathway (John Pope) to review "TIP Incident Status Report". Report progress and issues back to Workshop.	26 th August to 1 st Sept	2 nd Sept
2.	Pathway needs to make clear the OBC procedures and practice that will be in place, both up to CSR+ and after CSR+, for: <ul style="list-style-type: none"> changing the status of core products to non-core decreasing the availability of non-core products. This to be documented by Pathway (referring to existing documents where appropriate) and reviewed by Working Group (see 1). There will be a test of the agreed (interim) procedures by releasing currently suppressed changes through a managed programme. This test to be planned by 2 nd Sept and progressed sufficiently to assure the procedures by 9 th or 13 th Workshop. Flag up on 2 nd Sept Workshop if problems with progress.	2 nd Sept	9 th or 13 th Sept
3.	Pathway propose to introduce a fix to ensure that the Cash Account does not lose transactions (PinICL 27748 refers). As part of 1 above, review fix and confirm acceptability of fix to this group.	26 th August to 1 st Sept	2 nd Sept
4.	John Pope to confirm to this group that the fix referred to in 3 above has been implemented.		13 th Sept

To discuss under Ag. It

		Action Date	Workshop Date
5.	Pathway are proposing a 3-level data integrity check to be implemented in December. This needs to be documented as a high level design including failure state analysis. POCL (Calum Craig, Graeme Seedall, Martin Box and Jeremy Folkes) to be involved in interactive walkthroughs during the development of the design. Report progress and issues to this group.		6 th Sept.
6.	POCL's position is that roll-out should not commence until data integrity can be assured. Ruth Holleran to consider with the Auditors, and report back to this group, whether the current Pathway checks plus, possibly, continuing POCL checks, would be adequate until Pathway's full data integrity checks are in place.		6 th Sept
7.	Pathway to review whether there are any interim checks which can be undertaken on the cash account stream - report back to this group.		6 th Sept
8.	Pathway to prepare rectification plan and present to this group.		6 th Sept

378 Incomplete Cash Account Records

		Action Date	Workshop Date
9.	POCL would like to understand how the "Non-Stock" records were lost from the TIP file. John Pope to explain to Martin Box. Report back any issues to this group.	/	6 th Sept
10.	POCL would like to understand how Pathway have undertaken their design level review to analyse and defend against POCL's general exposure to faults occurring due to multiple user key/touch screen entries. Pathway to arrange, Jeremy Folkes to arrange suitable POCL participants. Report back any issues to this group.		6 th Sept
11.	It was agreed that a new AI would not be raised (this supersedes decision made at previous Acceptance Workshop).		

408 HSH Performance

		Action Date	Workshop Date
12.	Pathway have sent the HSH scripts to POCL for review. POCL will do an early check and feed back to Pathway any scripts which would be "dangerous" to introduce into live operation. (Adele Henderson)	27 th Aug	
13.	A POCL/Pathway workshop will be held to walk through POCL's comments on the scripts. Adele Henderson to arrange. If possible POCL will send comments to Pathway in advance of workshop.	2 nd Sept	
14.	Pathway will arrange a workshop aimed at giving POCL confidence in their resourcing model and to confirm their analysis that a level 3 expert domain for cash accounting is required. Report back outcome and issues to this group.	Some time 6 th to 8 th Sept	9 th Sept

		Action Date	Workshop Date
15.	Pathway are having difficulty with recruitment due to POCL's 6 week security vetting period for candidates. Pathway wish to recruit at their own risk in parallel with the security check and will ensure proper supervision on POCL sensitive areas. Dave McLaughlin to check whether this proposal is acceptable to POCL.	27 th August	
16.	POCL (Dave McLaughlin) to review whether the up to 6 week security check can be shortened.	2 nd Sept	
17.	Pathway to produce a rectification plan for presenting to this group. This plan to include date for when target SLAs will be met.		9 th Sept
18.	Pathway to produce outline proposal on Service Levels for the cash accounting expert domain.		9 th Sept

298 System Stability

		Action Date	Workshop Date
19.	A joint POCL/Pathway working group has been established to review deficiencies. This group is agreeing: <ul style="list-style-type: none"> metrics (current and retrospective monitoring) underlying cause what fixes when (both introduced and in progress) and correlate these to the deficiencies results of the fixes. The working group to report back to this group progress, outcome and issues.		2 nd Sept, 6 th Sept, 13 th Sept
20.	POCL (John Meagher/Ruth Holleran) and Pathway (Terry Austin) to agree achievement levels for each deficiency. This will establish the target levels for reducing this Acceptance Incident from High to Medium.	6 th Sept	6 th Sept
21.	Pathway will develop a policy document describing how they will minimise the risk of destabilising the system in subsequent releases. Policy document to be issued and discussed with POCL (Jeremy Folkes to arrange POCL participants) in advance of discussions at this group.	??9 th Sept	13 th Sept

218 Training

		Action Date	Workshop Date
22.	Pathway will issue a full spec. of the new Pre-assessment event for POCL review.	27 th Aug	
23.	Pathway will issue a CCN for POCL agreement in response to a change request for RNM training. Meeting between Liam Foley and Bruce McNiven to discuss.	Issue 31 st Aug, meet 1 st Sept	
24.	Pathway will issue a draft note on Monitoring Training Delivery for POCL review.	27 th Aug	

		Action Date	Workshop Date
25.	A working group will meet to progress: <ul style="list-style-type: none"> • performance assessment • how to encourage use of training mode (both POCL and Pathway should come prepared with improvement ideas) • the remaining 2 changes to the training courses - output to be a jointly agreed document. 	1 st Sept	
26.	Review progress above at this meeting.		6 th Sept
27.	Steve Grayston to arrange meeting within POCL (Bruce McNiven, Keith Baines, Ruth Holleran, Steve Grayston) to determine the success criteria for reducing this to a Medium and resolving. Report back to this meeting.		2 nd Sept
28.	Pathway proposed that severity is reduced from High to Medium. POCL to review for 2 nd Sept why this should not happen.		2 nd Sept

The meeting summarised the intended topics for future workshops, recognising that additional topics will be added as we progress.

2nd September Workshop (9:30 at the Renaissance Hotel Heathrow)

- 376 plan for fixes and working group update
- 298 working group report and criteria for reducing from High
- 218 severity
- 314 progress on resolution
- 391 issues arising from report
- 369 check on progress
- 372 check on progress

6th September Workshop (TBA)

- 376 } John Lee.
- 378 } 314 Peter C.
- 218 } 372 John D.
- 298 update on progress - June 4th
- 408 update on scripts + the 411 Steve Michow.
- Overall timetable first draft - Mike Coombs.

9th September Workshop (TBA)

- 408 update on resourcing model and cash accounting expert domain SLAs etc
- 376 report on procedures (if possible)
- Overall timetable

13th September Workshop (TBA)

- 376 report on procedures (if not taken at 9/9/99 Workshop)
- 298 longer term plan

Min Burdett

GRO