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27 JAN 2000 - 2337

Electronic *memo*

THE POST OFFICE

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cc:

Hard Copy To

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From Min Burdett/POCL/POSTOFFICE

Date 27/01/2000 16:35

Subject: New Acceptance Process

Keith, Chris

Following our meeting yesterday, I have put down my understanding of how Acceptance should work in the future. I will be discussing this with various people next week (Andrew Simpkins, Graham Shervington, Bob Burkin, Douglas Craik) to get their buy-in. I would appreciate it if you could have a quick look and see whether there are any hostages to fortune/gross misconceptions. Comments by close of play Monday would be appreciated.



New Rep&Close. AI Summary.d

Min

New Rep&Close

CONCLUDING PATHWAY ACCEPTANCE

Author: Min Burdett
Authority: Keith Baines
Reference: ??

Version: 0.1

0. DOCUMENT CONTROL**0.1. Document History**

Version	Date	Reason
0.1	28-Jan-00	First draft to propose the way forward

0.2. Associated Documents

No.	Reference	Title	Version	Author
1.	BA/ACC/004	Horizon Acceptance Management Organisation	1.0 (?)	Mary Reade (?)
2.	28 CCN550	First Supplemental Agreement	Final	28
3.	Hz_AJH_003	Product Management Reporting Process and Responsibilities	1.0	Tony Houghton

1. PURPOSE

In early 2000, the PONU Automation Directorate re-organisation resulted in a change to the meeting structure. In tandem, the Pathway Contractual Acceptance activity was coming to a conclusion, and the Acceptance Team disbanded. This paper describes the residual Acceptance activities and the new process and responsibilities for managing these to a successful conclusion.

2. CURRENT ACCEPTANCE STATUS

412 Acceptance Incidents (AI) were raised by PONU. Each of these has been assigned a PONU Accept Test Manager (ATM) whose job it is to agree the rectification activities with Pathway and manage the AI to closure (Reference 1 gives further information on the ATM Role and Responsibilities).

There are now nine Medium Severity AIs and 48 Low AIs still open. The details of these are attached in Appendix 1. Further information on all AIs can be obtained from the maintainer of the Horizon Acceptance Database (HAD), currently Adrian Curtin (e-mail address Lisa De-Sousa) in Product Management.

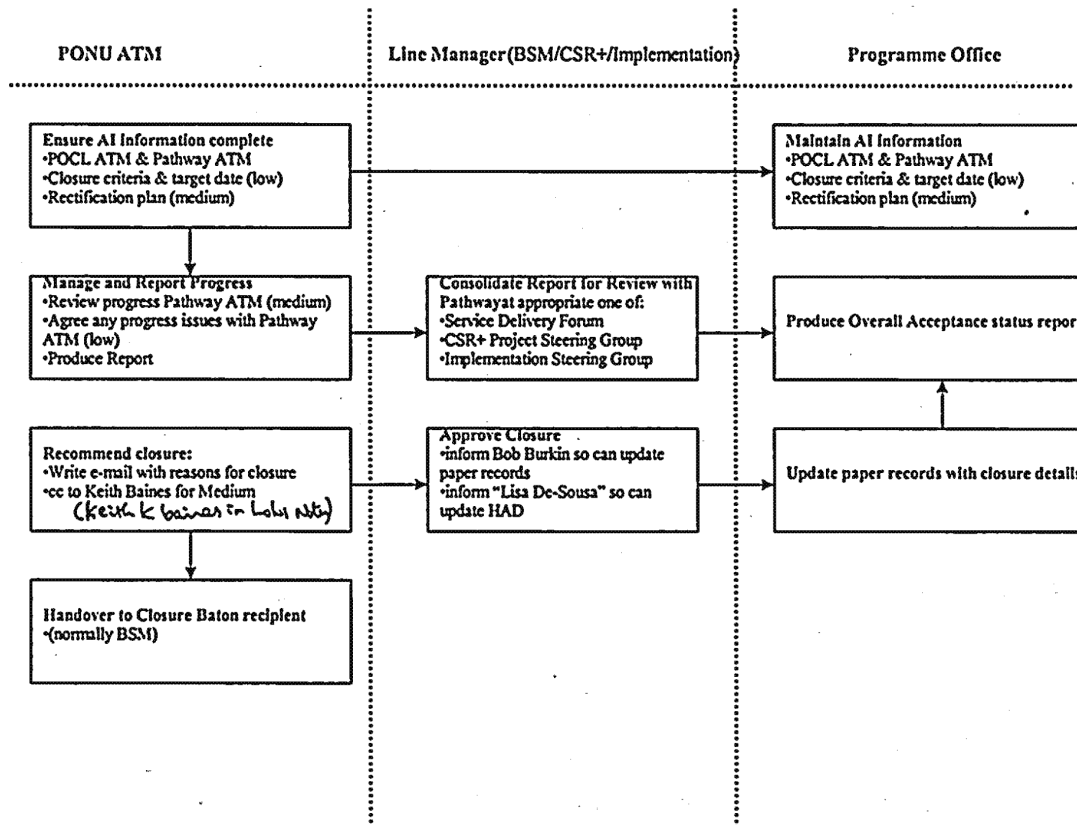
New Rep&Close

3. NEW REPORTING AND CLOSURE PROCESS

The new reporting and closure process described in this section is based on the assumptions that (a) the current ATMs will continue managing their current AIs and (b) the head of their group will take on the responsibilities of the Acceptance Manager in terms of monitoring progress, resolving issues and approving closure of an Acceptance incident. The three groups involved are:

- BSM - (they own 1 medium and 3 low open incidents)
- CSR+ Project (they own 7 medium and 43 low open incidents)
- Implementation Project (they own 1 medium and 2 low open incidents)

The diagram below summarises the new reporting and closure processes. The rest of this section describes each of these in more detail.



3.1 Ensure AI Information Complete (PONU ATM)

This relates to the AI management information as follows:

- PONU and Pathway ATMs. This information is largely complete. At the time of putting the new processes in place it is intended that Appendix 1 will have an up-to-date list of these key people

New Rep&Close

- **Closure criteria and target date (for Low AIs only).** The closure criteria are mostly agreed. A summary of these is contained on the Low AI Resolution plan (which will be held by the Programme Office). Work is on-going to determine the target date for closure. In contrast to the Medium rectification plans there is no contractual significance to the target dates for closure
- **Rectification plan.** These are contractually agreed and referred to in the First Supplemental agreement (reference 2). There have been some changes to these plans agreed at various Delivery meetings. (DN do we need to bring these together to produce an updated plan) *not if there are only a few, but a consolidated list of changes would be useful.*

It is the responsibility of the ATM to ensure this information is complete and inform Programme Management of any changes.

3.2 Maintain AI Information (Programme Management)

As the basis for Acceptance progress reporting and issue management, Programme Management (Bob Burkin) will maintain the summary information relating to the open AIs.

3.3 Manage and Report Progress (PONU ATM)

The PONU ATM will report progress on each of his/her AIs to his/her line manager. The form and frequency of reporting will be determined by the individual groups, but it is envisaged that the CSR+ reporting will continue as at present (Reference 3).

3.4 Produce Consolidated Reports (Line managers - fortnightly?)

Each group will produce a consolidated report on the progress and issues for review with Pathway at the appropriate management meeting:

- Service Management Forum
- Joint CSR+ Board
- Implementation Project - Joint National Roll-out Board.

3.5 Produce Overall Acceptance Status Report (Programme Office - monthly?)

The purpose of the overall Acceptance Status Report is to summarise progress and issues on all incidents. (DN not clear who will receive this. The original intention was for this to be for information only to a PONU/Pathway umbrella group. As there may not be a single group managing the PONU/Pathway relationship the options now are:

- Contract Administration meeting
- PONU only Automation Working Group, with copy of report sent to Pathway

AR
DG
AS
RH
KB

↑
Circulate to
agreed
recipient.

Issues raised
at Cabinet Admin
meeting.

[Handwritten signature]

AR not
a member

3.6 Recommend Closure (PONU ATM)

The ATM's role in closure of AIs will continue as now. When the ATM is satisfied that the closure criteria have been met, he/she should e-mail his/her line manager explaining the reason for and recommending closure. The ATM should consult with appropriate business representatives who typically have been involved during the life-time of the AI.

NB the e-mail recommending closure is part of the audit trail and will be incorporated in the HAD and the paper Acceptance records. It is important that the ATM gives a full explanation of why the AI is now fit for closure. The ATM should assume that the reader has no knowledge of the activities leading up to closure. Cross-refer or attach any relevant documentation.

For Medium Severity AIs only, the ATM should copy the closure recommendation e-mail to Keith K Baines.

3.7 Approve Closure (Line Manager)

The Line Manager assures that closure is appropriate and properly documented. He forwards his approval of the recommendation to the HAD maintainer, Adrian Curtin ("Lisa De-Sousa") and to Programme Office (Bob Burkin).

3.8 Update Paper Records (Programme Office)

Acceptance files are kept by the Programme Office of each AI. These are updated with the closure details. Summaries of the AI management information (see 2 above) should also be updated.

3.9 Handover to Closure Baton Recipient

For a number of the AIs, there will be on-going monitoring to ensure that the AI solution does not regress. The ATM will be responsible for properly briefing the Baton Recipient (DN - more guidance on this needs to be included here when the issue has been discussed with BSM).

Typically (as shown in appendix 1) the baton will be passed to BSM. In the past this has not always been done, and a review of all currently closed AIs will take place shortly to identify any missed batons.

4. IMPLEMENTATION OF NEW PROCESS

It is proposed to implement this new process with effect from (Monday 14th February). Leading up to the 14th, focussed around drafts of this document, key players will be discuss and agree the new process and their responsibilities within it.

Draft

Medium Severity Acceptance Incident Summary

Version 0.1

Medium Severity Acceptance Incident Summary

AI No.	AI Title	POCL ATM	Pathway ATM	Steering Group	Closure Baton Recipient	
211	Receipts ≠ Payments	Dave Pye	John Pope	CSR+ Project	BSM	
218	Training	Graham Katon		Implementation	Implementation	
314	Documentation for 3 rd Party procurement	Bob Booth		CSR+ Project	Commercial	
342	TIP data file delivery	Dave Pye	John Pope	CSR+ Project	BSM	
369	OBCS Scanning Failure	Jill Turner	John Dicks	CSR+ Project	BSM for fix monitoring Commercial for other issues	
372	System Management	Bob Booth		CSR+ Project	BSM	
376	Data Integrity	Dave Pye	John Pope	CSR+ Project	BSM	
378	Data Integrity on Cash Account	Dave Pye	John Pope	CSR+ Project	BSM	
408	HSH Performance	Adele Henderson	Steve Muchow	Service Management Forum	BSM	

Draft

Low Severity Acceptance Incident Summary

Version 0.1

Low Severity Acceptance Incident Summary

AI No	AI Title	POCL ATM	PWY ATM	Steering Group	Closure Baton Recipient	
AI 2	Key storage not released	Bob Booth		CSR+ Project	BSM	
AI 10	Externally identified users	Bob Booth		CSR+ Project	None	
AI 95	Employee identifier field	Paul Redwood	John Pope	CSR+ Project	BSM	
AI 98	PLU Tablet	Paul Redwood	John Pope	CSR+ Project	BSM	
AI 117	MS SQL Server	Bob Booth		CSR+ Project	BSM	
AI 124	Simultaneous Maestro access	Bob Booth		CSR+ Project	BSM	
AI 142	Firewalls to obviate authentication	Bob Booth		CSR+ Project	BSM	
AI 143	Stock Unit rollover egg timer	Paul Redwood	John Pope	CSR+ Project	BSM	
AI 151	Flat Screen power cord	Bob Booth		CSR+ Project	BSM	
AI 152	Negative volume value	Dave Pye	John Pope	CSR+ Project	BSM	
AI 153	Transacting AP Reversal	Bob Cragg		CSR+ Project	BSM	
AI 155	Node ID on EPOSS report	Paul Redwood	John Pope	CSR+ Project	BSM	
AI 159	Outsourced access rights	Bob Booth		CSR+ Project	BSM	
AI 199	Acknowledgement Agent	Bob Booth	Dave Cooke	CSR+ Project	BSM	
AI 212	FTMS File Transfer	Bob Booth	Dave Cooke	CSR+ Project	BSM	
AI 232	EPOSS transaction log error	Sean Smith		CSR+ Project	BSM	
AI 238	Monitoring of HSH Calls	Graham Shervington		Service Management Review	BSM	
AI 239	HSH PPD	Graham Shervington		Service Management Review	BSM	
AI 270	OPS Reports and Receipts	Bob Booth		CSR+ Project	? BSM	
AI 290	GMT Usage	Bob Booth	Dave Cooke	CSR+ Project	None	
AI 291	Security event Management	Bob Booth	Dave Cooke	CSR+ Project	None	
AI 293	Maintenance without interrupt	Bob Booth	Dave Cooke	CSR+ Project	? BSM	

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Low Severity Acceptance Incident Summary

Version 0.1

AI No	AI Title	POCL ATM	PWY ATM	Steering Group	Closure Baton Recipient	
AI 294	OPS/TMS Audit Trail	Bob Booth		CSR+ Project	? BSM	
AI 296	SMC Site Visit	Bob Booth	Dave Cooke	CSR+ Project	? BSM	
AI 297	Counter system error messages	Graham Shervington		Service Management Review	BSM	
AI 304	Style Guide Non-Conformance	Mark Stocks		CSR+ Project	? BSM ?	
AI 333	HCI Specification	Mark Stocks		CSR+ Project	None	
AI 335	Adjust Stock Dec Screens	Paul Redwood		CSR+ Project	? BSM	
AI 339	APS Recovery Process	Bob Cragg		CSR+ Project	BSM	
AI 344	Detail of data change acknowledgement	Dave Pyc		CSR+ Project	BSM	
AI 364	Inconsistent Doc'n & training mode	Jacqui McNeice		Implementation	Implementation	
AI 365	Leaving training mode time	Jacqui McNeice		Implementation	Implementation	
AI 370	Witness statement	Bob Booth		CSR+ Project	BSM	
AI 377	New/Existing Reversals	Dave Pyc	John Pope	CSR+ Project	BSM	
AI 384	Sequent Failover	Bob Booth		CSR+ Project	BSM	
AI 385	Business Continuity Doc'n	Bob Booth		CSR+ Project	None	
AI 386	Business Continuity Testing	Graham Shervington		Service Management Review	BSM	
AI 389	Database Corruption Escalation	Bob Booth		CSR+ Project	None	
AI 398	Cluster look-up service	Bob Booth		CSR+ Project	BSM	
AI 399	Polo Login	Bob Booth		CSR+ Project	BSM	
AI 400	Memory Leaks	Bob Booth		CSR+ Project	BSM	
AI 401	Data store corruption	Bob Booth		CSR+ Project	BSM	
AI 402	Roll-out not replacement	Bob Booth		CSR+ Project	BSM	
AI 403	Group permission restrictions	Bob Booth		CSR+ Project	BSM	
AI 404	Micro Installation	Bob Booth		CSR+ Project	None	

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Low Severity Acceptance Incident Summary

Version 0.1

AI No	AI Title	POCL ATM	PWY ATM	Steering Group	Closure Baton Recipient	
	procedures					
AI 405	Req 905 omission	Mark Stocks		CSR+ Project	None	
AI 406	HCI Deficiencies	Mark Stocks		CSR+ Project	? BSM,	
AI 409	RED Process shortfalls	Dave Pye		CSR+ Project	BSM	