

1428 1429

- 5 NOV 1999

-1429.

John Meagher
POCL
20-23 Greville Street
London
EC1N 8SS

ICL

5 November 1999

Dear John

On 2 November Min Burdett, Martin Box, David Pye and myself met to discuss how to document the progress on criteria for rollout for consideration on 24 November. In relation to activities taken from Acceptance Incident 376, Martin supplied a table containing numbers of outlets affected by the problems encountered before and during the monitoring period. This table classified the very large numbers of outlets affected by the problem initially described under TIP Reference 934 as "under dispute".

We wish to make it clear to POCL that ICL Pathway holds POCL to be responsible for this problem. (For the record also, the fact that this letter does not treat other problems listed in that table does not mean that ICL Pathway agrees to the classifications given to them there. These will be dealt with separately.)

The essence of events was as follows. ICL Pathway correctly applied POCL-supplied Reference Data after having provided the agreed report to POCL and having received due authorisation. The data was, in fact, incomplete and this caused disruption to the live system. Also, ICL Pathway had identified the potential problem and had formally notified POCL of the need to rectify it in June but POCL had not acted on that warning.

This experience demonstrates ICL Pathway's concern that the end-to-end reference data process is not sufficiently robust. John Bennett's letter of 4 November makes clear that we consider this to be an end-to-end, and therefore a joint, issue. Both parties therefore have to commit to developing an operating interface agreement that is more stringent than both the one that was being discussed, and that actually in use.

ICL Pathway
Forest Road
Feltham
Middlesex TW13 7EJ
Tel +44 (0)181 730 4101
Fax GRO

ICL
Registered in England no 3011561
Registered Office
26 Finsbury Square
London EC2A 1DA

-2-

ICL Pathway has devised a number of new checks to screen data, even though that data may have been approved by POCL. These will be brought into service as soon as possible in the New Year. ICL Pathway is considering what other safeguards it can apply, for example pseudo-model office output checks, to ensure that errors are not propagated to the field. We expect to communicate these proposed safeguards shortly.

In the meantime, ICL Pathway urges POCL to be particularly vigilant in putting through Reference Data changes, to address open action items and to co-ordinate and promote related *Counter News* announcements.

Yours sincerely



GRO

John Dicks

Director, Customer Requirements

Copies: Min Burdett, Martin Box, David Pye, Keith Baines,
Ruth Holleran
John Bennett, A Oppenheim, Steve Muchow