



Branch Support Programme

IT Requirements workshop
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Agenda

Item:	Detail/output:	Timing:
Welcome , introductions and background	Everyone understands purpose of the session and objectives for the day	11:00
IT requirements	Group discussions on IT requirements for branch view tool. Each group to look at specific areas and work through lower level requirements	11:45
Lunch		12:30
Group feedback	Each group to present back views on requirements	13:00
Full group discussion on requirements	Open room discussion to capture extra requirements	13:30
Extra requirement	Open room discussion to capture extra requirements Capture of: <ul style="list-style-type: none">•Non-functional requirements•Risks/issues•Other business activity that needs to be considered•Considerations for implementation	14:00
Meeting next steps and close		14:30

Branch Support Programme - Background



To address the concerns of some subpostmasters over recent years about Horizon, the Post Office commissioned forensic accountants, Second Sight in 2012 to undertake an independent review of the cases.

The interim report was published in July 2013 and whilst the report identified that there were no systemic issues with the Horizon system, it suggested that Post Office should examine the training and support offered to its subpostmasters.

As a result the Branch Support Programme was established to review the lifecycle of the subpostmaster's experience with Post Office; to "fix" the issues identified in the Second Sight report and the subsequent mediation cases and to ensure any lessons learnt are factored into future ways of working.





Branch Support Programme - Background

- One of the issues the report highlighted the following:
 - **Lack of timely, accurate and complete information** provided to subpostmasters to support them in resolving issues
 - **Lack of centralised data or files** specific to each branch which hinders a quality investigation from taking place.

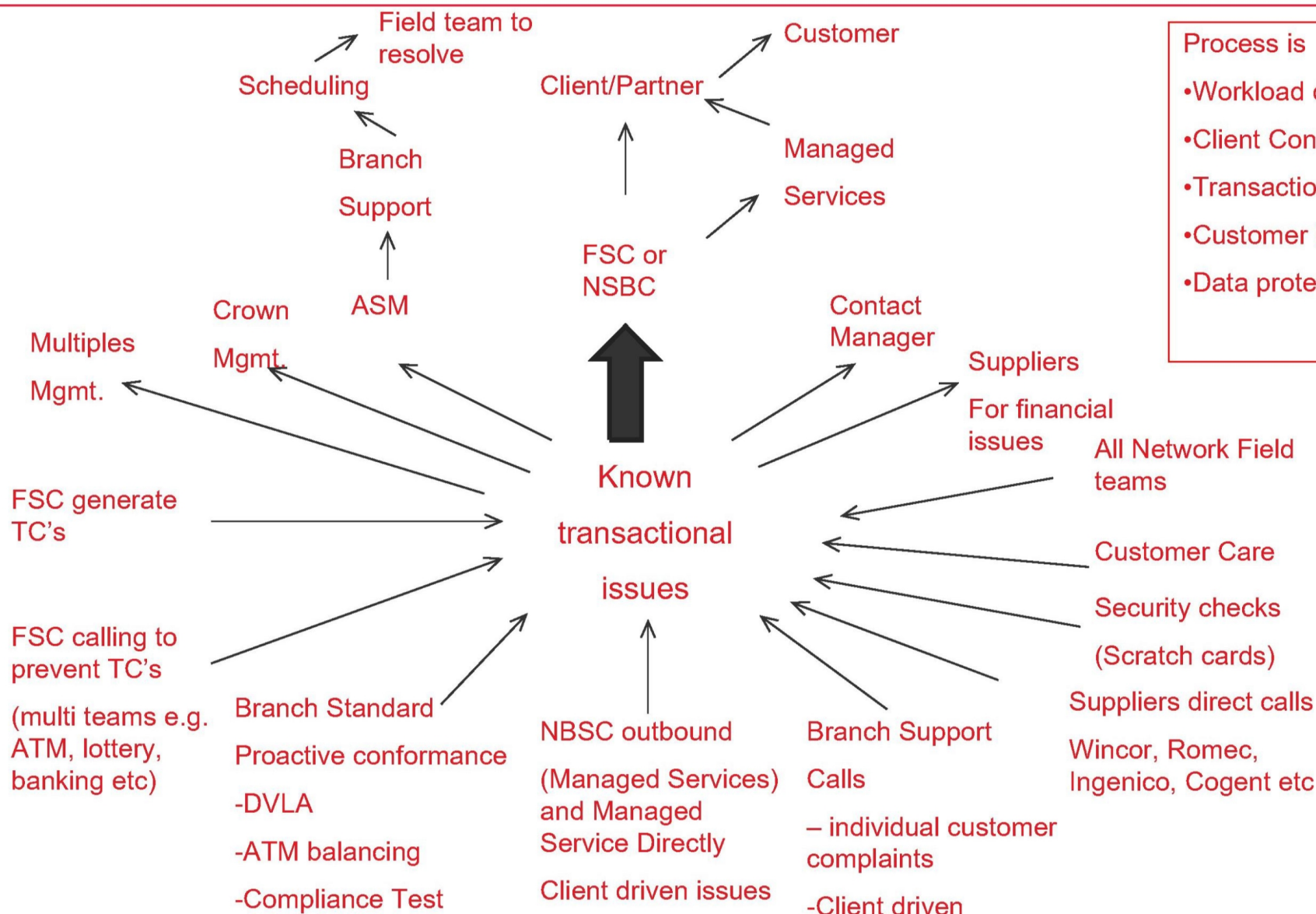
The investigation undertaken by the Programme highlighted/confirmed the following issues:

- Inconsistent record keeping by internal teams or contact made with branches
- Inconsistent quality of information retained by teams
- Lack of consistent processes or workflows between different teams within a process
- Lack of timescales to resolve branch issue, coupled with lack of monitoring of issues
- Inconsistent sense of “ownership” of different issues





Branch Issues - Business As Usual



Process is

- Workload drive
- Client Contract driven
- Transaction Process
- Customer behaviour
- Data protection



Slide 5 Notes

ALSO

GENERALL FOR ALL SLIDES – WHY DO WE MANAGE CROWN AND AGENCY SEPARATELY (BOTH MUST HAVE SIMILAR ISSUES, COULD WE BE LEARNING BETTER, MAKING IT LESS OF AN US AND THEM)

SUPPORT FOR SPMRS – NEED TO FORMALISE THIS AND MANAGE BETTER

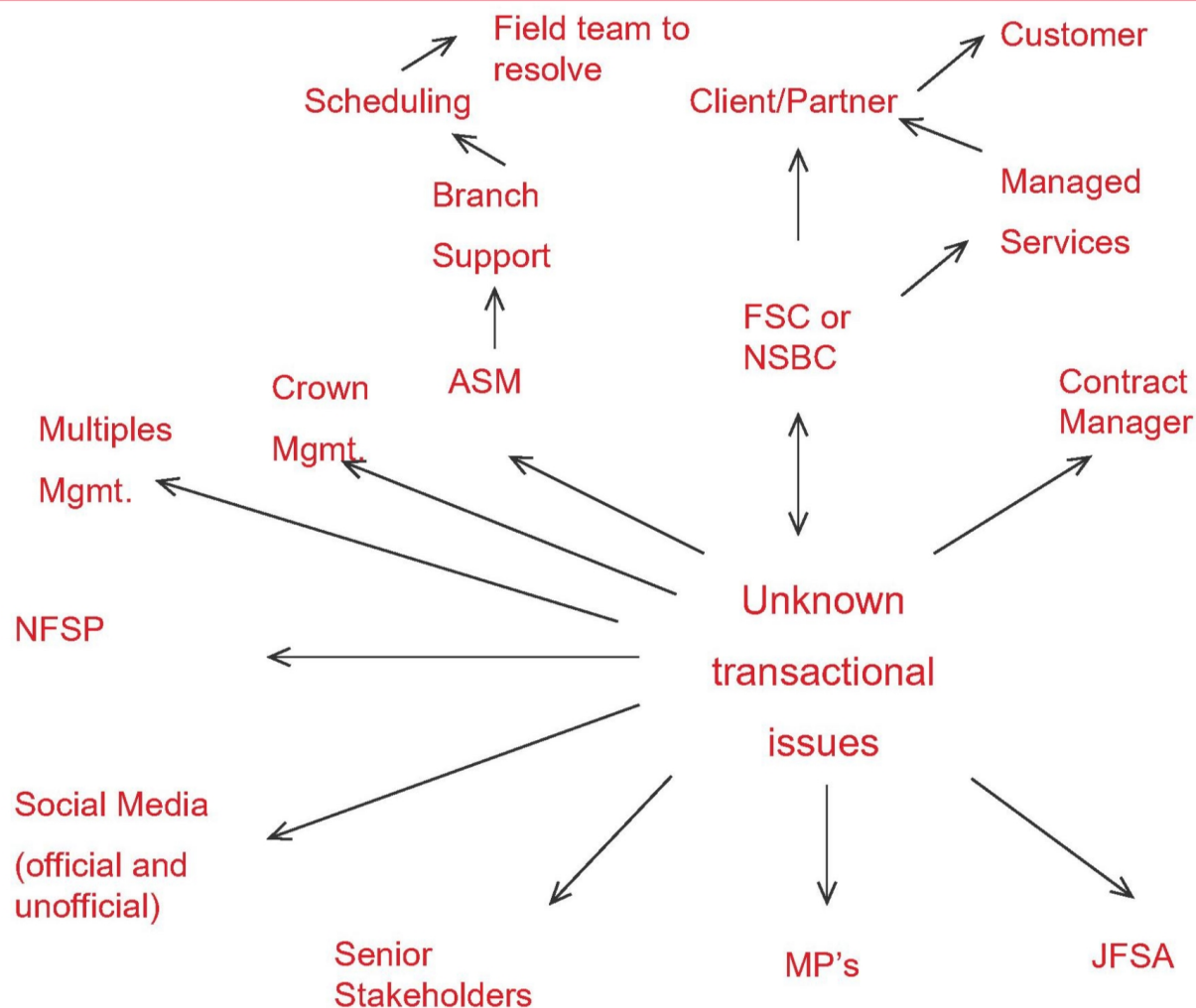
SUPPLIERS – EXAMPLES WHERE WE ARE NOT MANAGING HOW OUR SUPPLIERS MANAGE/WORK WITH SPMRS

NO MI ON HOW OFTEN OR HOW GOOD INTERACTIONS WITH BRANCHES ARE (AND WHETHER WE DEAL WITH THERE ISSUES)

ALSO NEED TO THINK ABOUT HOW WE CHANGE SPMR BEHAVIOUR (GET THEM COMFORTABLE USING THE PROCESSES)



Branch Issues - Business As Usual



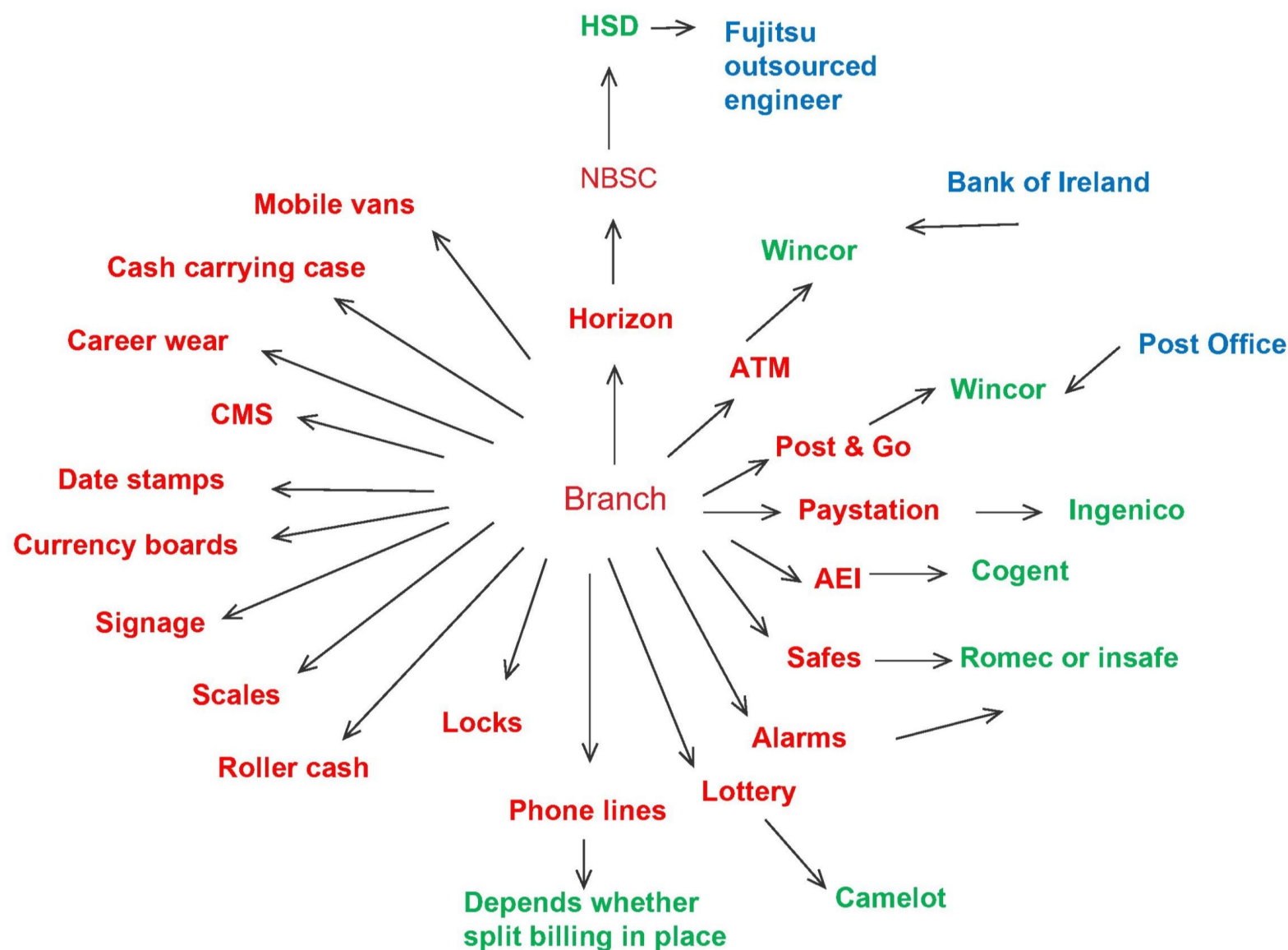
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Branch Issues – Equipment and IT



Slide 7 Notes

The branch is required to go to the supplier direct. No visibility is given to the types of branches who are experiencing equipment issues.

Escalation points will also be Area Sales Managers, Post Office personnel, Senior Stakeholders, NBSC, Crown Management and Paula etc. Once it gets escalated, the issue resolution usually ends up in Dave Hulbert's area.

Branches going through the Network Transformation Programme and Crown Transformation are project managed. The main people who get involved here are the FCA, the NCA and RLB. If there are multiple partner branches going through the process then there is also an implementation manager involved in the process.



How can we resolve this?

The role of the Programme will be to embed the guiding principles into all teams supporting the network, which are:

- **Stand in the subpostmaster's shoes**
- **Treated with dignity and respect**
- **Right first time**

The Programme will be looking at a number of improvement activities across the organisation. However, underpinning this is the need for a common IT platform to be used across all teams supporting or having interactions with our branches, to create one branch view.

Purpose of today is to capture the requirements or the relevant teams across the business to ensure the business can make an informed decision about the options available and a fit for purpose tool is implemented.



Structure of the 1st session

Each group to spend 45 minutes focusing on two of the following 6 “functional requirement” categories which will then be fed back to the wider group

- **Workflow – processing requests** – how would we want the system to manage processes, especially between different teams?
- **Access rights**- who would we want to use the system, and how?
- **System/data integration** – which other systems and data would it need to talk to?
- **Management Information** – what types of things would we need to report on?
- **Records/audit** – what would the system need to do in terms of keeping records and accessing information?
- **Evolution/design** – what would our requirements be if our internal processes changed?



Further requirements

- What other “non-functional” requirements would we have for this tool? –i.e. look and feel
- What training requirements or communications would be required to implement this kind of tool?
- What are the risks, issues and dependencies?



Next steps

- Requirements to be formerly documented in requirements catalogue
- Business case for the Programme to be discussed at POLIC on the 16th May
- Once agreed, requirements will be shared formerly with IT and formal scoping of options and recommendations will start
- PID would be circulated internally within the business
- Project initiated to implement solution by end of Q3