COMMUNICATION WORKERS UNION

CIRCULATED TO THE POSTAL EXECUTIVE ON 30 JUNE 1998 322/98 (PE) 'B'

B.71217

FOR CONSIDERATION AT THE POSTAL EXECUTIVE MEETING ON TUESDAY 7 JULY 1998

HORIZON PROGRAMME: POST OFFICE COUNTERS LTD

The attached Newsbrief published by Post Office Counters Ltd in connection with the Horizon Programme is provided for the information of the Postal Executive.

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Newsbrief

Urgent information for cascade

Number 30/98

This Newsbrief is being sent to all senior salaried staff. Please give it as wide a circulation as possible amongst your team.

Automation Organisation

Newsbrief 5/98, which announced the Business Strategy review, also advised that the Automation Transformation Management Team, which had been due to move to the then newly established Horizon Directorate, would for the time being remain in the Development Directorate, to allow the former's focus to be fixed on the Horizon Programme. The expectation was , however, that the integration and deployment planning of Post Office Counters' suite of automation programmes would at some stage pass to Horizon.

Some six months on, the Counters Executive Committee has reviewed that decision in the light both of experience of the working model and the state of play with Horizon, and has decided that the existing arrangement is the most appropriate for now. As a consequence, the Transformation Management Team will remain as a whole where it is within Development.

The Counters Executive Committee also formalised the role which Dave Smith, Head of Automation Transformation, has been undertaking via the Automation Process Group to identify and integrate the Business' end to end operating process and make it fit for purpose for automation, by designating him as its overall owner. His authority to undertake the integration role will be derived from a Process Steering Group, chaired by Rob Durrant, Communications Director. That group will also determine the methodology and standards under which process design will take place and will be responsible for owning their deployment.

The Counters Executive Committee also confirmed that the Automation Development Team, which had been parented temporarily on Dave Smith, Head of Automation Transformation since early in the year, should remain there. It's role is one of converting products, whether individual client ones or generic ones such as means of payment, into standard requirements specifications and assuring their delivery on behalf of the Business. As such, it is an integral link between practical delivery of commercial strategy and an automated operating process, and within the current structure, Automation Transformation is its most logical home. In other organisations, the role which the Automation Development Team is fulfilling is known as Service Development and so the name of the team is being changed to reflect that.

Paul Rich Development Director 17 June 1998 4