

ICL Pathway	DSS/POCL Implementation Part A - User Training/Procedures Acceptance Specification	Ref: IM/ACS/001 Version: 3.0 Date: 20/08/98
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**Document Title:** DSS/POCL Implementation Part A - User  
Training/Procedures Acceptance Specification

**Document Type:** Acceptance Specification

**Abstract:** This document describes the Acceptance Test for  
DSS/POCL Implementation Part A - User  
Training/Procedures

**Status:** Issued

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**Approval By:** 26/05/97

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<b>Date:</b>	24/09/98	24/09/98

<b>Approved:</b>	For and behalf of ICL Pathway	For and behalf of Authority(ies)
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**Name:**  
**Date:**

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## 0. DOCUMENT CONTROL

### 0.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	21/03/97	First draft for internal Pathway review
0.2	11/04/97	For issue to PDA
0.3	15/05/97	Incorporating revisions following review by PDA/ICL Pathway
1.0	30/06/97	First formal issue following review by PDA/ICL Pathway
1.1	03/04/98	Incorporating revisions to the document format and updates to Release 2
2.0	23/06/98	Final version for sign off by PDA following QR
3.0	20/08/98	Incorporating Requirement 532/1

### 0.2 ASSOCIATED DOCUMENTS

	Reference	Version	Date	Title	Source
(1)	Acceptance Criteria		11/02/97	Acceptance Criteria	Pathway
(2)	Acceptance Standard	0.1	13/09/96	Standard for Raising and Progressing Acceptance Incidents.	Pathway
(3)	Acceptance Standard	1.1	29/5/98	Standard for documenting Acceptance Specification	Pathway
(4)	Authorities' Agreement	8.0	14/11/97	Acceptance Procedures Schedule (A)A07	DSS/POCL
(5)	POCL Agreement	8.0	13/11/97	Acceptance Procedures Schedule (P)A11	POCL
(6)	DSS Agreement	8.0	14/11/97	Acceptance Procedures Schedule (D)A11	DSS
(7)	Authorities' Agreement	8.1	09/03/98	Requirements Schedule (A)B04	DSS/POCL
(8)	Authorities' Agreement	8.1	09/03/98	Solutions Schedule (A)B05	Pathway
(9)	DSS Agreement	8.1	09/03/98	Requirements Schedule (D)A15	DSS

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(10)	DSS Agreement	8.1	09/03/98	Solutions Schedule (D)A16	Pathway
(11)	POCL Agreement	8.0	13/11/97	Requirements Schedule (P)A15	POCL
(12)	POCL Agreement	8.1	09/03/98	Solutions Schedule (P)A16	Pathway
(13)	CR/FSP/004	4.0	30/09/97	Service Architecture Design Document	Pathway
(14)	PA/STR/009	2.0	24/02/98	Release Contents Definition for Pathway New Release 2	Pathway
(15)		TBA		Training Scheduling & Minimum Compliance	Pathway
(16)	SU/TRN/006	0.1	15/10/97	Remedial Training	Pathway
(17)	SU/TRN/005	0.1	15/10/97	Training Evaluation	Pathway
(18)	SU/REP/021	0.1	15/10/97	Standard Reports & Layouts	Pathway
(19)	SU/TRN/001	1.0	18/04/97	Training Need's Analysis	Pathway
(20)	BP/TRN/001	4.0	07/08/98	Training User Awareness Baseline	Pathway
(21)	IM/PRO/134	1.0	12/12/97	Training Development & Sign Off	Pathway
(22)	IM/PRD/039	1.0	7/11/97	Training Review Meetings	Pathway
(23)	IM/STR/025	1.0	20/3/98	High Level Counter Infrastructure Rollout Strategy	Pathway
(24)		TBA		Training Communications	Pathway
(25)		TBA		Escalation & Management	Pathway
(26)	PA/PRO/0001	2.0	01/08/96	Change Control Procedure	Pathway
(27)		TBA		Job Description, Roles & Responsibilities	Pathway
(28)		TBA		Release 2 Plan	Pathway
(29)	IM/STR/041	TBA	18/2/98	Release 2 Counter Procedures Strategy	Pathway
(30)		TBA		Documentation Style Guide	Pathway

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(31)	IM/PRO/133	1.0	18/2/98	Production & Sign Off	Pathway
(32)		TBA		BA/DSS Training Review Process	Pathway
(33)		TBA		Internal Procedure for Remedial Training & Competency in Steady State	POCL
(34)		TBA		Mandating Training & Minimum Training Compliance	POCL
(35)		TBA		Release 2 Turnover Training	POCL
(36)		TBA		Releasing Specialist Staff	POCL
(37)		TBA		Training Development & Sign Off	POCL
(38)		TBA		Escalation & Management	POCL
(39)		TBA		Job Description, Roles & Responsibilities	POCL
(40)		TBA		Release 2 Plan	POCL
(41)		TBA		Counter Procedures Strategy	POCL
(42)		TBA		Documentation Style Guide	POCL
(43)		TBA		Horizon User Guide	POCL
(44)		TBA		Horizon Update	POCL
(45)		TBA		Production and Sign Off	POCL
(46)		TBA		Document of Requirement and Specification	POCL
(47)		TBA		Counter Procedures Survey	POCL
(48)	531.000.03			CAR	POCL
(49)			11/03/97	Letter - from L. Holt	Pathway
(50)			31/10/96	Letter - from D. Steane	BA
(51)			06/04/98	Letter - from L. Holt	Pathway

### 0.3 ABBREVIATIONS



BA	Benefit Agency
CAPS	Customer Accounting and Payments Strategy
CAR	Contracting Authorities Responsibility
DSS	Department of Social Security
HO	Head Office
MOR	Model Office Rehearsal
MOT	Model Office Testing
PDA	Programme Delivery Authority
POCL	Post Office Counters Ltd
SLA	Service Level Agreement
The Guide	Supersedes the term 'User Documentation' and is replaced with 'The Horizon User Guide'
TNA	Training Need's Analysis
QA	Quality Assurance

#### 0.4 CHANGES IN THIS VERSION

This version incorporates Requirement 532/1.

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## 1. PURPOSE & SCOPE

The requirements under the DSS/POCL Implementation Acceptance Test have been divided into three parts. This document, Part A, describes the Acceptance Test for Implementation User Training/Procedures in accordance with the Acceptance Procedures that are set out in the Schedules referred to section 0.2, and also the Pathway document “Standard for Documenting Acceptance Specifications”. This Test will determine that Implementation User Training/Procedures meets all the Acceptance Criteria that are agreed in the Acceptance Test Specification and that are within the scope of the “Pathway Release Contents Specification” document for New Release 2 if applicable.

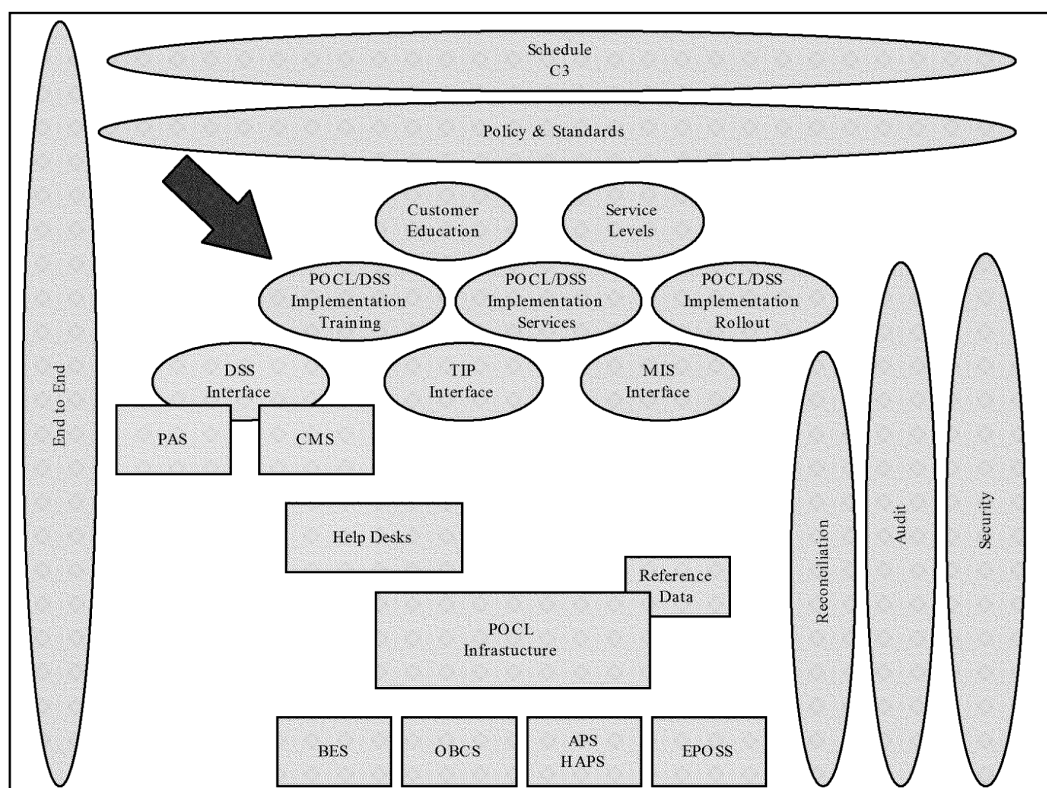


Figure1-1: This Acceptance Test in relation to others

## 2. ACCEPTANCE INCIDENTS

The standard and method for originating, progressing and resolving Acceptance Incidents shall be as described in the associated Document “Standard for Raising and Progressing Acceptance Incidents”.

## 3. ACCEPTANCE PERIOD

The Acceptance Period for the Acceptance Tests which comprise the Operational Trial is as determined by schedule B07 of the AUTHORITIES' Agreement.

The Pathway programme plan details the schedule for the Implementation User Training/Procedures Acceptance Test.

#### 4. DELIVERABLES & SERVICE

This section details the Deliverables and Services that are the subject of this Acceptance Test and as defined by the related Agreements.

Deliverable or Service.	Contract Reference	Method
Implementation Acceptance Test Criteria which are User Training/Procedures related	Authorities Agreement Schedule B04 POCL Agreement Schedule A15 DSS Agreement Schedule A15	Acceptance Review

*Table of Deliverables and Services.*

The Acceptance Review will take place at ICL Pathway's office in Feltham. Supporting documentation, as specified in the Test Conditions, will be provided to determine that the Criteria have been met. The Review will be conducted over one day. However, a further meeting will be scheduled to complete the Review if required. Attending the review will be ICL Pathway's Implementation Acceptance Test Manager, the User Implementation Manager and the nominated Authorities Test Manager or deputies.

## 5. ACCEPTANCE CRITERIA

This section lists the identifier of each Acceptance Criterion that will be demonstrated by the Acceptance Test. It also lists the Acceptance Test Conditions that are used to determine whether (or not) the Acceptance Criterion has been met together with the applicable test Phase.

### 5.1 ACCEPTANCE CRITERIA AND TEST CONDITIONS

Conformance of the Implementation User Training/Procedures Acceptance Criteria will be demonstrated through Acceptance Trials and/or Acceptance Reviews.

Tests conducted by Acceptance Trials comprise practical tests using prepared test scripts. If applicable the Test Condition(s) appropriate to a criterion are specified in section 5.1.1 together with a description of the test. Detailed composition of the test in terms of sequences of Test Conditions is contained in Section 10. In the tables in section 5.1.1 the rows labelled Function Run entry will be populated immediately prior to the running of the Acceptance Trials in a working version of the Acceptance Test Specification. These will provide invigilators with references to the checklists used to monitor the progress of the testing. The order of running of Test Conditions will not necessarily correspond to the order presented in HLTPs because of the “physicalisation” of the testing. The Function Run entry will allow the invigilator to read across from the criterion to the checklist.

Tests conducted by Acceptance Review comprise typically document reviews, site visits or presentations. If applicable the Test Condition(s) are described in section 5.1.2.

#### 5.1.1 Description of tests conducted by Acceptance Trial

There are no Acceptance Trial tests associated with this review.



## 5.1.2 Description of tests conducted by Acceptance Review

The table below shows which Acceptance criteria are to be met by Acceptance Review. Each Acceptance Test will use the latest baselined version of any document referred to in section 0.2 or below.

Requirement Id	515
Criterion	1
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall provide a process to identify POCL Premises where additional training or other corrective action is required within the first few weeks after activation of the Service Infrastructure at such POCL Premises.
Test Condition	Users will be required to complete a mandatory competency test i.e. the Horizon Achievement Certificate to prove proficiency on the platform. Upon failure of this test and up to three attempts, ICL Pathway will provide remedial training. This will be provided after a training event, or on specific scheduled events. Upon the third failure of a competency test Users will be the responsibility of POCL for additional support and remedial action.
Method	Document Inspection
References	ICL Pathway Remedial Training ICL Pathway Training Scheduling & Minimum Training Compliance CAR 531.000.03 POCL Internal Procedure for Remedial Training & Competency in Steady State POCL Mandating Training & Minimum Training Compliance
Phase	Technical Test

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Requirement Id	515
Criterion	2
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall provide [that] additional training and other corrective action if required by POCL.
Test Condition	A Competence Test will be carried out by Users with the aid of Training Mode and Training Data supervised by a trainer. This will be carried out at the end of each training course and will be supported by a paper based competency test for audit purposes. The use of Training Mode and Training Data will be available at the counter should additional training be requested or required by Users.
Method	Document Inspection
References	CAR 531.000.03 ICL Pathway Training Evaluation
Phase	Technical Test



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Requirement Id	531
Criterion	1
Derivation	POCL Requirements
Criterion Description	Training shall be provided to enable POCL's target audience to achieve acceptable standards in key competencies as defined by POCL by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
Test Condition	Training will be scheduled in accordance with the data provided by the Rollout Database to POCL's database for Live Trial and National Rollout. Progress against that schedule will be reported separately to POCL nominee's via emailed reports as defined and agreed by ICL Pathway and POCL. Management monthly reports will provide statistics on competencies and reviews carried out and will also form Exception Reports should failures occur. This will be documented in the ICL Pathway Standard Reports and Layouts document along with POCL's Mandating Training and Minimum Training Compliance.
Method	Document Inspection
References	ICL Pathway Standard Reports & Layouts POCL's Mandating Training & Minimum Training Compliance
Phase	Live Trial

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Requirement Id	531
Criterion	2
Derivation	POCL Requirements
Criterion Description	POCL's target audience acceptable standards in key competencies shall be reviewed from time to time. For some groups this may mean familiarisation training only. The target audience shall include Users, managers, trainers, auditors and certain non User groups i.e. retail network managers, regional helpline staff, and account teams in business centres.
Test Condition	Acceptable competency standards for key target audiences i.e. users, managers, trainers auditors and non-user groups, will be defined by POCL as part of CAR 531.000.03. This will be tested and supported by ICL Pathway (up to third attempt) via a remedial training programme during Rollout up to Site Acceptance/Go Live. After Site Acceptance/Go Live this will be the responsibility of POCL.
Method	Document Inspection
References	ICL Pathway Remedial Training CAR 531.000.03 POCL Release 2 Turnover Training
Phase	Live Trial

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Requirement Id	531
Criterion	3
Derivation	POCL Requirements
Criterion Description	Pathway shall deliver the training in the manner specified in the solution to this Requirement
Test Condition	As outlined in the Training Needs Analysis document approved by POCL.
Method	Document Inspection
References	ICL Pathway Training Need's Analysis
Phase	Technical Test

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Requirement Id	531
Criterion	4
Derivation	POCL Requirements
Criterion Description	Competence shall be measured by a method agreed between POCL and Pathway by a date consistent with the project plan agreed by the parties, such that the date does not adversely impact contractual milestones as defined in Clause 605.1 of the Authorities Agreement.
Test Condition	Competency Test criteria will be documented and agreed by POCL by ICL Pathway. POCL to provide defined criteria to ICL Pathway as part of CAR 531.000.03. Completion of a jointly agreed CAR shall be approved by the start of MOR 1.
Method	Document Inspection
References	CAR 531.000.03
Phase	Technical Test



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Requirement Id	532
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall train all appropriate staff in the handling of new Products or Product changes.
Test Condition	<p>ICL Pathway shall train any NEW User to the Horizon platform on products covered in Release 2/Release 2+ training specs (cross reference to ICL Pathways Training Needs Analysis document). Training delivery and strategy is covered in the ICL Pathways Training User Awareness Baseline document.</p> <p>Any new product or upgrade training (after Release 2+) will be subject to a separate joint agreement between ICL Pathway and POCL via the Business Requirement Definition (BRD) process.</p> <p>(<b>NOTE:</b> ICL Pathway have committed to upgrading Release 2 training courses/workbooks for New Users ONLY and Not to train previously trained Horizon Users on the new facilities.)</p>
Method	Document Inspection
References	ICL Pathway Training Needs Analysis ICL Pathway Training User Awareness Baseline
Phase	Live Trial

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Requirement Id	534
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway's training solution shall take account of Users' experiences in term of automated products and platforms (ECCO+, APT, ALPS) and their differing abilities to learn.
Test Condition	As outlined in the ICL Pathway's Training Needs Analysis document and agreed with POCL.
Method	Document Inspection
References	ICL Pathway Training Need's Analysis
Phase	Technical Test

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Requirement Id	534
Criterion	2
Derivation	POCL Requirements
Criterion Description	Pathway shall agree with POCL (such agreement not to be unreasonably withheld or delayed) the training requirements for the different target audiences identified including training required when individuals move between these target audiences. This may include change of Outlet, promotion, new recruits etc.
Test Condition	Training for all target audiences are defined and agreed by ICL Pathway and POCL in the ICL Pathway Training Need's Analysis Document. All non counter training will be notified via a POCL and ICL Pathway approved form, indicating which course and timescales individuals can attend as detailed in the course specification (included in the TNA). This will be the responsibility of ICL Pathway up to Site Acceptance/Go Live, after this it becomes the responsibility of POCL.
Method	Document Inspection
References	ICL Pathway Training Need's Analysis POCL Release 2 Turnover Training POCL Releasing Specialist Staff
Phase	Live Trial



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Requirement Id	915
Criterion	1
Derivation	POCL Requirements
Criterion Description	This requirement documents the training requirements and key measurables that shall be used to assess the effectiveness of the training Service as a whole.
Test Condition	ICL Pathway will provide training statistics via end of course Appraisal Form and User Competency Test. These will be provided via standard report formats as agreed between POCL and ICL Pathway and documented in the ICL Pathway Standard Reports & Layout document. These reports will be emailed to POCL nominee's and will indicate effectiveness of the training Service provided as measured as part of this requirement.
Method	Document Inspection
References	ICL Pathway Standard Reports & Layout ICL Pathway Training User Awareness Baseline
Phase	Live Trial

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Requirement Id	915
Criterion	2
Derivation	POCL Requirements
Criterion Description	The training provided shall enable AUTHORITIES' staff or Agents to achieve acceptable standards in key competencies in the use of the Services.
Test Condition	All training specifications have been agreed by ICL Pathway and POCL as part of the ICL Pathway Training Need's Analysis document. This document outline's the content and structure for each course and will be evaluated as described in the ICL Pathway Evaluation document.
Method	Document Inspection
References	ICL Pathway Training Need's Analysis ICL Pathway Training Evaluation
Phase	Live Trial

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Requirement Id	915
Criterion	3
Derivation	POCL Requirements
Criterion Description	The Training Services shall incorporate the development design and delivery of agreed training events and support materials.
Test Condition	As outlined and agreed within ICL Pathways Training Needs Analysis document and approved as part of Dry Run events during development and MOR.
Method	Document Inspection
References	ICL Pathway Training Need's Analysis ICL Pathway Training Development & Sign Off
Phase	Technical Test

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Requirement Id	915
Criterion	4
Derivation	POCL Requirements
Criterion Description	<p>Specific Responsibilities - CONTRACTOR</p> <p>Design of training events; development of training materials (day to day and maintenance); delivery of training:     (a) to delegates (as appropriate);     (b) to trainers; Communication of training activity:     (a) to delegates;     (b) to AUTHORITIES;     (c) to POCL Regions;     (d) to DSS District Offices; Management of training processes:     (a) training plans;     (b) call up notices;     (c) site selection and preparation;     (d) provision of appropriate Equipment; Management information (training):     (a) provide defined reports on training completed for agreed periods; Attend regular training review meetings; Identify improvement to training Services.</p>
Test Condition	<p>Design of all training events are described and agreed in the ICL Pathway Training Need's Analysis document. This covers how it will be designed and delivered to both delegates i.e. Users/Non-Users of the platform and to POCL trainers.</p> <p>Formal acceptance for each training event will be subject to POCL and ICL Pathway reviews/dry run and testing in MOT.</p> <p>All communication to Users relating to the training programme will be documented in the ICL Pathway Training Communications document and agreed by POCL. This will document all letters and course scripts used by ICL Pathway training during National Rollout.</p> <p>Management of training programme and User Awareness Events are described in the ICL Pathway Training and User Awareness Baseline document agreed by POCL.</p>



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	<p>All management reporting and exception reports will be produced by ICL Pathway in accordance with the ICL Pathway Standard Reports and Layout document.</p> <p>All scheduling of training and invitations etc are described and documented in the ICL Pathway Training Scheduling document which has been agreed with POCL.</p> <p>During Rollout regular training review meetings will take place by ICL Pathway in accordance with the ICL Pathway Training Review Meeting document.</p>
Method	Document Inspection
References	ICL Pathway Training and User Awareness Baseline ICL Pathway Standard Reports & Layouts ICL Pathway Training Scheduling & Minimum Training Compliance ICL Pathway Training Review Meetings
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Requirement Id	915
Criterion	5
Derivation	POCL Requirements
Criterion Description	Specific Responsibilities - POCL  Consider and once it has agreed sign off CONTRACTOR's training proposals and processes;  monitor and review performance;  attend regular training review meetings;  identify improvements to training Services.
Test Condition	POCL to provide ICL Pathway with Dry Run attendee's who represent the target audience for a course to review course style and delivery. This will be approved as part of a formal review and accepted in writing by POCL. ICL Pathway will report on evaluation and improvements to the training programme as part of a monthly management report produced by ICL Pathway.
Method	Document Inspection
References	POCL Training Development & Sign Off ICL Pathway Standard Reports & Layout
Phase	Technical Test

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Requirement Id	915
Criterion	6
Derivation	POCL Requirements
Criterion Description	Training courses shall be available within ten (10) POCL Core Days notice being provided by POCL
Test Condition	This will apply to POCL specialist training only and will be subject to an approved request form as part of POCL's Procedure document entitled Releasing Specialist Staff. This will be during Live Trial and National Rollout and will be delivered with a minimum of six people per course. Any course scheduled during Rollout by ICL Pathway will require a four week notice period as outlined by this requirement.
Method	Document Inspection
References	POCL Releasing Specialist Staff
Phase	Live Trial



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Requirement Id	915
Criterion	7
Derivation	POCL Requirements
Criterion Description	Training shall not be delivered more than five (5) POCL Core Days before live usage of the Service Infrastructure or the relevant Service by delegates.
Test Condition	ICL Pathway will deliver training and remedial training not more than five days from Installation/Go Live as outlined in the ICL Pathway Training and User Awareness Baseline and ICL Pathway Training Scheduling and Minimum Training Compliance documents. This will be delivered in accordance with the Rollout Schedule and required beat rate as specified in the ICL Pathway High Level Rollout Strategy.
Method	Document Inspection
References	ICL Pathway Training Scheduling & Minimum Training Compliance ICL Pathway High Level Counter Infrastructure Rollout Strategy ICL Pathway Training and User Awareness Baseline
Phase	Live Trial

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Requirement Id	915
Criterion	8
Derivation	POCL Requirements
Criterion Description	Trainees' satisfaction with the training venue shall be measured by a training satisfaction questionnaire and shall achieve not less than 85% satisfaction.
Test Condition	Training Venue Satisfaction Questionnaires will be completed by Users at the end of each course on ICL Pathway venue's only. Any POCL venue's will be assessed, but not included as part of overall assessment. Any venue falling below 85% will either be discontinued or improved to achieve 85% satisfaction. This will be reported monthly as part of ICL Pathway and POCL approved forms. These are outlined in the ICL Pathway Evaluation and ICL Pathway Standard Reports and Layout documents for reference.
Method	Document Inspection
References	ICL Pathway Training Evaluation ICL Pathway Standard Reports & Layouts
Phase	Live Trial

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Requirement Id	915
Criterion	9
Derivation	POCL Requirements
Criterion Description	The training shall have received a positive rating of not less than 95% as a result of a training measurement questionnaire.
Test Condition	Training Satisfaction Questionnaires will be completed by Users at the end of each course. All questionnaires will be sent for analysis to ICL Pathway's training centre where formal reports will be produced in accordance with the ICL Pathway Standard Reports and Layout document. All reports will be emailed to ICL Pathway and POCL representatives and reviewed as part of a joint training review meeting.
Method	Document Inspection
References	ICL Pathway Training Evaluation ICL Pathway Standard Report Formats & Layouts
Phase	Live Trial

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Requirement Id	915
Criterion	10
Derivation	POCL Requirements
Criterion Description	Training shall take no longer than the timescale specified by the CONTRACTOR in their solution to requirements 531 and 534 to enable delegates to achieve the required standard of competence.
Test Condition	Training specifications and duration's have been specified in the ICL Pathway Training Need's Analysis document and agreed by POCL.
Method	Document Inspection
References	ICL Pathway Training Need's Analysis
Phase	Live Trial

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Requirement Id	915
Criterion	11
Derivation	POCL Requirements
Criterion Description	Notification of course cancellations shall be issued at the earliest possible time . A minimum of forty eight (48) hours notice must be provided for 98% of cases.
Test Condition	All notification of course cancellations will be provided using the agreed ICL Pathway and POCL form and will be distributed by email to all relevant parties. This form will be part of a standard report agreed between ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Standards Reports & Layouts
Phase	Live Trial



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Requirement Id	915
Criterion	12
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall cancel no more than 2% of courses.
Test Condition	All notification of course cancellations will be provided using the agreed ICL Pathway and POCL form and will be distributed by email to all relevant parties. This form will be part of a standard report agreed between ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Standards Reports & Layouts
Phase	Live Trial

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Requirement Id	915
Criterion	13
Derivation	POCL Requirements
Criterion Description	When a designated training site becomes inoperative the CONTRACTOR shall make an alternative available and functioning within (approximately five days) to enable continuation of the training plan.
Test Condition	Course cancellations will be managed by exception and notified to POCL via a standard report. This will be at ICL Pathways or POCL's written request for cancellation.
Method	Document Inspection
References	ICL Pathway Standard Reports & Layouts
Phase	Live Trial



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Requirement Id	915
Criterion	15
Derivation	POCL Requirements
Criterion Description	Training course content shall have no known factual errors at the time of release.
Test Condition	All course materials and course delivery will be reviewed prior to Live Trial and National Rollout by both ICL Pathway and POCL. Training events and training workbooks are tested by Model Office Rehearsal testers as part of a QA function. All known errors are recorded using Pinicls during this phase. ICL Pathway carry out their own internal review prior to submission to POCL and this is documented in the ICL Pathway Training Development and Sign Off document.
Method	Document Inspection
References	ICL Pathway Training Development and Sign Off
Phase	Technical Test

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Requirement Id	915
Criterion	16
Derivation	POCL Requirements
Criterion Description	The training Services provided shall ensure that 95% of trainees on completion of the training shall be able to demonstrate achievement of the agreed level of competence, which shall reflect a score of 90% for knowledge related areas for transactions and the operating platform.
Test Condition	Competency Test criteria will be documented and agreed by POCL to ICL Pathway. POCL to provide defined criteria to ICL Pathway as part of CAR 531.000.03. Completion of a jointly agreed CAR should be approved by the start of MOR 1. POCL to define how this will be maintained during Steady State as part of a POCL Release 2 Turnover Training document agreed by ICL Pathway.
Method	Document Inspection
References	CAR 531.000.03 POCL Release 2 Turnover Training
Phase	Technical Test

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Requirement Id	915
Criterion	17
Derivation	POCL Requirements
Criterion Description	Competence levels shall be measured by the CONTRACTOR for delegates to second level of the Kirkpatrick model utilised by POCL.
Test Condition	All reports on competency tests (level 2) will be carried out during Live Trial and National Rollout as described in ICL Pathways Standard Reports and Layouts document agreed by ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Standard Reports & Layouts
Phase	Live Trial

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Requirement Id	915
Criterion	18
Derivation	POCL Requirements
Criterion Description	Delegate performance feedback shall be provided by the CONTRACTOR for each person attending a training course.
Test Condition	All course feedback will be defined and agreed by POCL and ICL Pathway as outlined in the ICL Pathway Standard Reports and Layouts document. All reports will be emailed to POCL and ICL Pathway nominee's during Live Trial and National Rollout. POCL to provide feedback during Steady State to ICL Pathway. POCL shall document and define this process as part of the POCL Release 2 Turnover Training document.
Method	Document Inspection
References	ICL Pathway Standard Reports & Layouts POCL Release 2 Turnover Training
Phase	Technical Test

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Requirement Id	915
Criterion	19
Derivation	POCL Requirements
Criterion Description	Regional offices shall be provided by the CONTRACTOR with a status report on delegates whose attainment level of the key competencies for their user group is below the agreed standard within five (5) days of training completion.
Test Condition	All reports on competency tests carried out during Live Trial and National Rollout as described in ICL Pathway Standard Reports and Layouts document agreed by ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Standard Reports & Layouts
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Requirement Id	915
Criterion	20
Derivation	POCL Requirements
Criterion Description	Trainees shall receive call up papers one (1) month prior to proposed date of training.
Test Condition	This will be in accordance with the ICL Pathway Scheduling Strategy and rollout beat rate. Training call up papers and processes are described in ICL Pathways Training Scheduling and Minimum Training Compliance document. All processes outlined in this document have been agreed by both POCL HO and POCL Regions.
Method	Document Inspection
References	ICL Pathway Training Scheduling & Minimum Training Compliance ICL Pathway Scheduling Strategy
Phase	Technical Test

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Requirement Id	915
Criterion	21
Derivation	POCL Requirements
Criterion Description	Call up notices shall provide options as to days and times of attendance for training.
Test Condition	Examples of Call Up Notices i.e. course invites are approved by POCL and ICL Pathway and are documented as part of ICL Pathways Training Communications document.
Method	Document Inspection
References	ICL Pathway Training Communications
Phase	Technical Test

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Requirement Id	915
Criterion	22
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall supply information to POCL in the agreed format which identifies actual performance against the key measurables stated.
Test Condition	Training performance measures will be defined and agreed by POCL and ICL Pathway as outlined in the ICL Pathway Standard Reports and Layouts document. Evaluation forms have been approved and agreed by POCL and ICL Pathway as part of the ICL Pathway Evaluation document. All reports will be emailed to POCL and ICL Pathway nominee's during Live Trial and National Rollout. POCL to provide feedback during Steady State to ICL Pathway. POCL shall document and define this process as part of the POCL Release 2 Turnover Training document.
Method	Document Inspection
References	ICL Pathway Standard Reports & Layouts ICL Pathway Training Evaluation
Phase	Technical Test

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Requirement Id	915
Criterion	23
Derivation	POCL Requirements
Criterion Description	Review meetings shall be held on a regular basis to be agreed by the Drop Down Completion Date.  Operational Trial - fortnightly. First 6 months live running - monthly From 7 months to 18 months - quarterly After 18 months - ad hoc or emergency review meetings may be called by either party
Test Condition	Training Review Meetings will be scheduled as outlined in ICL Pathways Training Review Meetings document as agreed by POCL.
Method	Document Inspection
References	ICL Pathway Training Review Meetings
Phase	Live Trial

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Requirement Id	915
Criterion	24
Derivation	POCL Requirements
Criterion Description	Failures in Service Levels shall be managed and rectified between the nominated SLA managers of POCL and the CONTRACTOR whenever possible.
Test Condition	SLA failures will be formally notified to nominated SLA Managers within POCL and ICL Pathway as documented by both parties i.e. POCL and ICL Pathway in an Escalation and Management document.
Method	Document Inspection
References	ICL Pathway Escalation and Management POCL Escalation and Management
Phase	Live Trial



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Requirement Id	915
Criterion	25
Derivation	POCL Requirements
Criterion Description	Issues which cannot be rectified shall follow the agreed escalation path as detailed in Clause 807.
Test Condition	Issues will be formally notified to nominated SLA Managers within POCL and ICL Pathway as documented by both parties i.e. POCL and ICL Pathway in an Escalation and Management document.
Method	Document Inspection
References	ICL Pathway Escalation and Management POCL Escalation and Management
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Requirement Id	915
Criterion	26
Derivation	POCL Requirements
Criterion Description	Permanent variations to the agreed Service Levels and or the training Services provided shall be progressed through the standard Change Control Procedure.
Test Condition	All changes to service Levels or Training deliverables will be changed using the standard Change Request (POCL), or Change Proposal (ICL Pathway) approved form.
Method	Document Inspection
References	ICL Pathway Change Control Procedure
Phase	Technical Test

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Requirement Id	915
Criterion	27
Derivation	POCL Requirements
Criterion Description	This SLA shall be managed on a day to day basis by: (a) The XXXXXXXXXXXXXXXX Manager for BA/POCL; (b) The XXXXXXXXXXXXXXXX Manager for CONTRACTOR.
Test Condition	Day to day management will be the responsibility of both ICL Pathway and POCL on key related activities. Daily Exception Reports will be emailed to nominated parties for actioning as detailed in the ICL Pathway Training Scheduling and Minimum Training Compliance document. Escalation of issues will be logged and resolved by the appropriate SLA/Escalation Manager as detailed in both ICL Pathways and POCL's Escalation and Management documents.
Method	Document Inspection
References	ICL Pathway Training Scheduling & Minimum Training Compliance ICL Pathway Escalation and Management POCL Escalation and Management
Phase	Live Trial

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Requirement Id	915
Criterion	28
Derivation	POCL Requirements
Criterion Description	The SLA shall be managed within the overall framework of Schedule A04 of the POCL Agreement.
Test Condition	<p>POCL and ICL Pathway to provide job descriptions and key contact names and addresses as part of Section 3 of Schedule A04 of the POCL Agreement.</p> <p>POCL and ICL Pathway to provide the following to ensure all deliverables are met:-</p> <ul style="list-style-type: none"><li>a) Release 2 Plans with key activities and dependencies identified by either party. This should be provided by key representatives in paper and electronically using Microsoft Project.</li><li>b) POCL to agree ICL Pathways Training Review Meetings document.</li><li>c) POCL and ICL Pathway to provide Escalation and Management documents for joint review and sign off.</li></ul>
Method	Document Inspection
References	<ul style="list-style-type: none"><li>a) ICL Pathway Escalation &amp; Management Process</li><li>b) POCL Escalation &amp; Management Process</li><li>c) ICL Pathway Training Review Meetings</li><li>d) ICL Pathway Job Description, Roles &amp; Responsibilities</li><li>e) POCL Job Description, Roles &amp; Responsibilities</li><li>f) ICL Pathway Release 2 Plan</li><li>g) POCL Release 2 Plan</li></ul>
Phase	Live Trial

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Requirement Id	949
Criterion	1
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall be capable of delivering POCL's total training requirement if required in due course.
Test Condition	POCL to provide detailed Requirements Specification as part of a formal request for ICL Pathway to price and deliver appropriate training.
Method	Document Inspection
References	Letter dated 11/03/97 from L. Holt to T. Rollason
Phase	Live Trial



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Requirement Id	481
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall provide, before training commences, a comprehensive and definitive guide ('The Guide') for completing Transactions undertaken in Outlets.
Test Condition	ICL Pathway are responsible for producing automated counter procedures for submission into POCL and MOR. All ICL Pathway procedures will be accompanied by a delivery schedule and receipt which is accepted and returned by POCL. POCL are responsible for producing all manual and clerical procedures including accounting, balancing and business rules etc for transactions performed at the counter or on Horizon. POCL must confirm to ICL Pathway that all procedures, automated and manual, have been approved and tested by POCL and have been produced for distribution to Outlets. ICL Pathways Release 2 Counter Procedures Strategy and POCL's Counter Procedures Strategy detail how this will be done and are approved by both ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy POCL Counter Procedures Strategy
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Requirement Id	481
Criterion	2
Derivation	POCL Requirements
Criterion Description	The Guide shall include the definitive procedural instructions for Transaction support processes at Outlets e.g. accounting, balancing, Value Stock taking, and details of what to do in emergency situations e.g. failure of the Service Infrastructure
Test Condition	ICL Pathway are responsible for producing automated counter procedures for submission into POCL and MOR. All ICL Pathway procedures will be accompanied by a delivery schedule and receipt which is accepted and returned by POCL. POCL are responsible for producing all manual and clerical procedures including accounting, balancing and business rules etc for transactions performed at the counter or on Horizon. POCL must confirm to ICL Pathway that all procedures, automated and manual, have been approved and tested by POCL and have been produced for distribution to Outlets. ICL Pathways Release 2 Counter Procedures Strategy and POCL's Counter Procedures Strategy detail how this will be done and are approved by both ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy POCL Counter Procedures Strategy
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Requirement Id	481
Criterion	3
Derivation	POCL Requirements
Criterion Description	In essence the Guide shall provide full details of completing all business transactions in all Outlets, including non automated transactions such as giving information to Customers
Test Condition	ICL Pathway are responsible for producing automated counter procedures for submission into POCL and MOR. All ICL Pathway procedures will be accompanied by a delivery schedule and receipt which is accepted and returned by POCL. POCL are responsible for producing all manual and clerical procedures including accounting, balancing and business rules etc for transactions performed at the counter or on Horizon. POCL must confirm to ICL Pathway that all procedures, automated and manual, have been approved and tested by POCL and have been produced for distribution to Outlets. ICL Pathways Release 2 Counter Procedures Strategy and POCL's Counter Procedures Strategy detail how this will be done and are approved by both ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy POCL Counter Procedures Strategy
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Requirement Id	482
Criterion	1
Derivation	POCL Requirements
Criterion Description	The Guide shall conform to the POCL documentation standards identified in Schedule A02
Test Condition	POCL to provide ICL Pathway with a Style Guide and Fonts to ensure ICL Pathway can produce automated procedures in POCL's approved style. POCL to ensure ICL Pathway that final production of 'The Guide' includes POCL style, formats and relevant procedures both manual and automated.
Method	Document Inspection
References	POCL Documentation Style Guide ICL Pathway Documentation Style Guide POCL Horizon User Guide
Phase	Technical Test



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Requirement Id	483
Criterion	1
Derivation	POCL Requirements
Criterion Description	The Guide shall incorporate additional product information for specific POCL Products (e.g. posting restrictions) as such information is notified to Pathway by POCL and subsequently agreed between POCL and Pathway
Test Condition	ICL Pathway are responsible for producing automated counter procedures for submission into POCL and MOR. All ICL Pathway procedures will be accompanied by a delivery schedule and receipt which is accepted and returned by POCL. POCL are responsible for producing all manual and clerical procedures including accounting, balancing and business rules etc for transactions performed at the counter or on Horizon. POCL must confirm to ICL Pathway that all procedures, automated and manual, have been approved and tested by POCL and have been produced for distribution to Outlets. ICL Pathways Release 2 Counter Procedures Strategy and POCL's Counter Procedures Strategy detail how this will be done and are approved by both ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy POCL Counter Procedures Strategy
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Requirement Id	484
Criterion	1
Derivation	POCL Requirements
Criterion Description	Pathway shall provide one paper copy and one electronic copy of the Guide
Test Condition	Delivery receipts are signed and accepted by POCL for both paper and electronic versions of the automated procedures.
Method	Document Inspection
References	ICL Pathway Production and Sign Off
Phase	Technical Test

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Requirement Id	485
Criterion	1
Derivation	POCL Requirements
Criterion Description	The Guide shall be updateable and updated, in line with any Service Levels agreed between the parties from time to time, (or if not agreed, then within a reasonable time), to ensure information is always current
Test Condition	Notification of changes and updates come via the configuration management process or change request process. A project plan approved by POCL and ICL Pathway will cover agreed change requests. During Live Trial and National Rollout it will be the responsible of POCL to maintain and update amendments to 'The Guide' and notify Users of changes accordingly. This will be via the POCL Counter News publication or equivalent.
Method	Document Inspection
References	POCL Horizon Update
Phase	Live Trial

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Requirement Id	486
Criterion	1
Derivation	POCL Requirements
Criterion Description	All documentation provided hereunder by the CONTRACTOR shall be subject to final approval by POCL before publication, or (if published before the date of execution hereof) before distribution.
Test Condition	All automated and manual procedures will be tested during Model Office Rehearsal 1 and 2 and Model Office Testing. Amendments during MOR 1 and MOR 2 for automated procedures will be carried out by ICL Pathway. All manual procedures will be amended by POCL. Upon completion of MOR 2 all procedures, manual and automated, become the responsibility of POCL for production and maintaining.
Method	Document Inspection
References	ICL Pathway Production and Sign Off POCL Production and Sign Off
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Requirement Id	913
Criterion	1
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall provide comprehensive User documentation for all Users of the POCL Service Infrastructure and others, as notified by POCL.
Test Condition	ICL Pathway are responsible for producing automated counter procedures for submission into POCL and MOR. All ICL Pathway procedures will be accompanied by a delivery schedule and receipt which is accepted and returned by POCL. POCL are responsible for producing all manual and clerical procedures including accounting, balancing and business rules etc for transactions performed at the counter or on Horizon. POCL must confirm to ICL Pathway that all procedures, automated and manual, have been approved and tested by POCL and have been produced for distribution to Outlets. ICL Pathways Release 2 Counter Procedures Strategy and POCL's Counter Procedures Strategy detail how this will be done and are approved by both ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy POCL Counter Procedures Strategy
Phase	Live Trial

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Requirement Id	913
Criterion	2
Derivation	POCL Requirements
Criterion Description	User documentation shall be available to all Users of the POCL Service Infrastructure 100% of the time that the POCL Service Infrastructure is in use.
Test Condition	POCL to provide a list of all Outlets and non users (i.e. POCL HO staff, Help Desks etc) who have been supplied with a copy of the POCL Counter Procedures Manual and/or the Horizon User Guide (known as 'The Guide').
Method	Document Inspection
References	POCL Horizon Update POCL Counter Procedures Strategy
Phase	Live Trial



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Requirement Id	913
Criterion	3
Derivation	POCL Requirements
Criterion Description	User documentation shall also be available to others, (such as Helpline Operators, non serving staff in retail Outlets, Retail Network Managers etc.) 100% of the time that the POCL Service Infrastructure is in use.
Test Condition	POCL to provide a list of all Outlets and non users (i.e. POCL HO staff, Help Desks etc) who have been supplied with a copy of the POCL Counter Procedures Manual and/or the Horizon User Guide (known as 'The Guide').
Method	Document Inspection
References	POCL Horizon Update POCL Counter Procedures Strategy
Phase	Live Trial

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Requirement Id	913
Criterion	4
Derivation	POCL Requirements
Criterion Description	User documentation which contains information to Users on contingency / disaster Recovery arrangements, such as what to do during a Service Failure, shall be available to all Users during all hours of business.
Test Condition	ICL Pathway are responsible for producing automated counter procedures for submission into POCL and MOR. All ICL Pathway procedures will be accompanied by a delivery schedule and receipt which is accepted and returned by POCL. POCL are responsible for producing all manual and clerical procedures including accounting, balancing and business rules etc for transactions performed at the counter or on Horizon. POCL must confirm to ICL Pathway that all procedures, automated and manual, have been approved and tested by POCL and have been produced for distribution to Outlets. ICL Pathways Release 2 Counter Procedures Strategy and POCL's Counter Procedures Strategy detail how this will be done and are approved by both ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy POCL Counter Procedures Strategy
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Requirement Id	913
Criterion	5
Derivation	POCL Requirements
Criterion Description	<p>User documentation shall contain all information which a User of the documentation requires to complete all business Transactions at POCL Premises. This includes topics such as:</p> <ul style="list-style-type: none"><li>(a) performing counter Transactions;</li><li>(b) accounting;</li><li>(c) balancing, including Value Stock taking;</li><li>(d) Stock ordering;</li><li>(e) Stock acceptance, disposal, destruction, remitting etc.;</li><li>(f) contingency arrangements e.g. for Service Failure;</li><li>(g) giving information to Customers e.g. how to obtain a duplicate Motor Vehicle Licence disc;</li><li>(h) information for specific POCL Products e.g. posting restrictions;</li><li>(i) performing business Transactions at Remittance Units e.g. Girobank deposits.</li></ul>
Test Condition	<p>ICL Pathway are responsible for producing automated counter procedures for submission into POCL and MOR. All ICL Pathway procedures will be accompanied by a delivery schedule and receipt which is accepted and returned by POCL. POCL are responsible for producing all manual and clerical procedures including accounting, balancing and business rules etc for transactions performed at the counter or on Horizon. POCL must confirm to ICL Pathway that all procedures, automated and manual, have been approved and tested by POCL and have been produced for distribution to Outlets. ICL Pathways Release 2 Counter Procedures Strategy and POCL's Counter Procedures Strategy detail how this will be done and are approved by both ICL Pathway and POCL.</p>
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy POCL Counter Procedures Strategy
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Requirement Id	913
Criterion	6
Derivation	POCL Requirements
Criterion Description	All information in User documentation shall be accurate.
Test Condition	All automated and manual procedures will be produced and reviewed prior to Live Trial and National Rollout by both ICL Pathway and POCL. All procedures are tested by Model Office Rehearsal testers as part of a QA function. All known errors are recorded using Pinicls during this phase. Any Pinicls raised on automated procedures will be the responsibility of ICL Pathway to amend and return to POCL up to MOT. At MOT all automated procedures become the responsibility of POCL to amend and maintain. All manual procedures, including accounting etc, will be the responsibility of POCL and therefore any Pinicls raised during MOR or MOT will be the responsibility POCL. ICL Pathway and POCL will carry out their own internal review prior to submission to MOR and is documented in both the ICL Pathway Production and Sign Off document and POCL's Production and Sign Off document.
Method	Document Inspection
References	ICL Pathway Production and Sign Off POCL Production and Sign Off
Phase	Technical Test

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Requirement Id	913
Criterion	7
Derivation	POCL Requirements
Criterion Description	All User documentation shall conform to POCL's 'Design Applications Guidelines', which is part of POCL's 'Visual Identity' policy.
Test Condition	POCL to provide ICL Pathway with a Style Guide and Fonts to ensure ICL Pathway can produce automated procedures in POCL's approved style. POCL to ensure ICL Pathway that final production of 'The Guide' includes POCL style, formats and relevant procedures both manual and automated.
Method	Document Inspection
References	POCL Document Style Guide ICL Pathway Document Style Guide POCL Horizon User Guide
Phase	Technical Test



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Requirement Id	913
Criterion	8
Derivation	POCL Requirements
Criterion Description	All User documentation shall conform to POCL's communications policy, which is covered in the document 'A Guide to Head Office Communications Team'.
Test Condition	POCL to provide ICL Pathway with a Style Guide and Fonts to ensure ICL Pathway can produce automated procedures in POCL's approved style. POCL to ensure ICL Pathway that final production of 'The Guide' includes POCL style, formats and relevant procedures both manual and automated.
Method	Document Inspection
References	POCL Document Style Guide POCL Horizon Guide ICL Pathway Document Style Guide
Phase	Technical Test

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Requirement Id	913
Criterion	9
Derivation	POCL Requirements
Criterion Description	All User documentation shall conform to POCL's Environmental policy.
Test Condition	POCL to ensure final production of the Horizon User Guide (known as 'The Guide') conforms to POCL's Environmental Policy as part of POCL's internal review and sign off. Conformance to POCL's Environmental Policy will be adhered to by POCL as described in POCL's Counter Procedures document.
Method	Document Inspection
References	POCL Counter Procedures POCL Horizon User Guide
Phase	Live Trial

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Requirement Id	913
Criterion	10
Derivation	POCL Requirements
Criterion Description	POCL shall advise the CONTRACTOR of the requirement for User documentation for a new Product/Service a number of days before the implementation of that new Product/Service, such number of days to be agreed between POCL and the CONTRACTOR at the time of agreeing to implement such new Products/Services.
Test Condition	ICL Pathway requires a minimum of 60 days notice of a documented Requirements Specification before development can commence. POCL to provide as part of a change control process to be agreed by both POCL and ICL Pathway.
Method	Document Inspection
References	POCL Document of Requirement and Specification
Phase	Live Trial

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Requirement Id	913
Criterion	11
Derivation	POCL Requirements
Criterion Description	The final copy of User documentation for a new Product/Service shall be completed a number of days before the implementation of that particular Product/Service, such number of days to be agreed between POCL and the CONTRACTOR at the time of agreeing to implement such new Products/Services.
Test Condition	All changes to documentation requirements or specifications will be changed as part of the ICL Pathway Change Control Process. This will be documented and agreed by POCL and ICL Pathway before implementation.
Method	Document Inspection
References	ICL Pathway Change Control Process
Phase	Live Trial

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Requirement Id	913
Criterion	12
Derivation	POCL Requirements
Criterion Description	All User documentation for a new Product/Service will be subject to final approval by POCL which shall, if appropriate, be given a number of days before the implementation of that particular Product/Service, such number of days to be agreed between POCL and the CONTRACTOR at the time of agreeing to implement such new Products/Services.
Test Condition	All final drafts of User documentation or Counter Procedures, automated or manual, will be subject to written approval by POCL and will be the responsibility of POCL to obtain. This will be documented as part of an agreed process between ICL Pathway and POCL.
Method	Document Inspection
References	ICL Pathway Production and Sign Off POCL Production and Sign Off
Phase	Live Trial



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Requirement Id	913
Criterion	13
Derivation	POCL Requirements
Criterion Description	User documentation which contains the details of a new Product/Service shall be available to all Users of the documentation immediately prior to implementation of the new Product/Service.
Test Condition	POCL to provide a list of all Outlets and non users (i.e. POCL HO staff, Help Desks etc) who have been supplied with a copy of the POCL Counter Procedures Manual and/or the Horizon User Guide (known as 'The Guide').
Method	Document Inspection
References	POCL Counter Procedures POCL Horizon Update
Phase	Live Trial

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Requirement Id	913
Criterion	14
Derivation	POCL Requirements
Criterion Description	POCL shall advise the CONTRACTOR of the requirement to update User documentation a number of days before the implementation of the change, such number of days to be agreed between POCL and the CONTRACTOR at the time of agreeing to implement such change.
Test Condition	Notification of changes and updates come via the configuration management process or change request process. A project plan approved by POCL and ICL Pathway will cover agreed change requests. During Live Trial and National Rollout it will be the responsible of POCL to maintain and update amendments to 'The Guide' and notify Users of changes accordingly. This will be via the POCL Counter News publication or equivalent.
Method	Document Inspection
References	POCL Horizon Update POCL Counter Procedures
Phase	Live Trial

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Requirement Id	913
Criterion	15
Derivation	POCL Requirements
Criterion Description	The final copy of updated User documentation shall be completed a number of days before the implementation of that particular change, such number of days to be agreed between POCL and the CONTRACTOR at the time of agreeing to implement such change.
Test Condition	All changes to documentation requirements or specifications will be changed as part of the ICL Pathway Change Control Process. This will be documented and agreed by POCL and ICL Pathway before implementation. It will be POCL's responsibility to produce a final publication and distribute to Outlets and HO POCL staff accordingly.
Method	Document Inspection
References	POCL Horizon Update
Phase	Live Trial

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Requirement Id	913
Criterion	16
Derivation	POCL Requirements
Criterion Description	All updated User documentation shall be subject to final approval by POCL a number of days before the implementation of that particular change, such number of days to be agreed between POCL and the CONTRACTOR at the time of agreeing to implement
Test Condition	All automated and manual procedures will be tested during Model Office Rehearsal 1 and 2 and Model Office Testing. Amendments during MOR 1 and MOR 2 for automated procedures will be carried out by ICL Pathway. All manual procedures will be amended by POCL. Upon completion of MOR 2 all procedures, manual and automated, become the responsibility of POCL for production and maintaining. POCL to advise ICL Pathway in writing that POCL formally approve all procedures prior to publication. This will be the responsibility of POCL to obtain prior to implementation.
Method	Document Inspection
References	ICL Pathway Release 2 Counter Procedures Strategy ICL Pathway Production and Sign Off POCL Counter Procedures Strategy POCL Production and Sign Off
Phase	Live Trial



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Requirement Id	913
Criterion	17
Derivation	POCL Requirements
Criterion Description	Updated User documentation shall be available to all Users of the documentation immediately prior to implementation of that particular change.
Test Condition	POCL to provide a list of all Outlets and non users (i.e. POCL HO staff, Help Desks etc) who have been supplied with a copy of the POCL Counter Procedures Manual and/or the Horizon User Guide (known as 'The Guide'). All Guides will be distributed by POCL prior to implementation of upgrade or new product Go Live.
Method	Document Inspection
References	POCL Horizon Update POCL Counter Procedures Strategy
Phase	Live Trial



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Requirement Id	913
Criterion	18
Derivation	POCL Requirements
Criterion Description	Emergency updates to User documentation shall be made available to all Users of the documentation within (24) hours of the changes being notified to the CONTRACTOR by POCL.
Test Condition	This will be the responsibility of POCL during Rollout and Steady State and will be distributed to Users via POCL's Counter News publication or equivalent..
Method	Document Inspection
References	POCL Horizon Update
Phase	Live Trial

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Requirement Id	913
Criterion	19
Derivation	POCL Requirements
Criterion Description	Any request for a new or replacement copy of User documentation must be fulfilled within (3) days of ordering. (This is only required if paper based User documentation is produced.)
Test Condition	All new or replacement copies of 'The Guide' will be distributed and produced by POCL. It will be POCL's responsibility to ensure that all Users, HO or Regional staff are aware of the procedure for ordering during Rollout and Steady State.
Method	Document Inspection
References	POCL Horizon Update
Phase	Live Trial

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Requirement Id	913
Criterion	20
Derivation	POCL Requirements
Criterion Description	The CONTRACTOR shall measure User satisfaction with User documentation annually.
Test Condition	After MOR all Counter Procedures become the responsibility of POCL to produce and maintain. POCL will carry out a User Satisfaction Survey on POCL produced Counter Procedure Manuals and the Horizon User Guide (known as 'The Guide'). Feedback from the survey will be provided by POCL to ICL Pathway for information purposes only. Improvements during Rollout and Steady State will be the responsibility of POCL to incorporate and distribute.
Method	Document Inspection
References	POCL Counter Procedures Survey
Phase	Live Trial

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Requirement Id	913
Criterion	21
Derivation	POCL Requirements
Criterion Description	User satisfaction with User documentation shall be no less than 90%.
Test Condition	POCL to ensure all documentation i.e. The Horizon User Guide (known as 'The Guide') achieves 90% overall User satisfaction as part of an agreed format between ICL Pathway and POCL.
Method	Document Inspection
References	POCL Counters Procedure Survey
Phase	Live Trial

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Requirement Id	913
Criterion	22
Derivation	POCL Requirements
Criterion Description	Topics to be covered by the User satisfaction survey will include areas such as:  (a) overall use/effectiveness of User documentation; (b) comprehensiveness of index/indices; (c) accuracy of index/indices; (d) relevance of any cross references; (e) accuracy of any cross references; (f) layout, style and language etc.; (g) readability/size/usefulness of graphics; (h) quality and clarity of text.
Test Condition	POCL to submit questionnaire and formats to ICL Pathway for approval before carrying out Live Trial or National Rollout Surveys.
Method	Document Inspection
References	POCL Counter Procedures Survey
Phase	Live Trial



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Requirement Id	932
Criterion	1
Derivation	DSS Requirements
Criterion Description	The CONTRACTOR shall provide information to DSS to enable it to complete training material. This information shall be provided within 21 days of the date of execution hereof. It shall be possible to update this information to cover any changes. Such information shall be available, where timescales allow, four months before such proposed change is implemented.
Test Condition	ICL Pathway will provide Horizon Training Work Books for review and comment to a nominated BA representative. BA have the responsibility to include relevant information as appropriate from the Training Work Books to complete DSS/CAPS related training. The BA representative will forward CAPS and DSS related training information for ICL Pathway review and comment by return. This will be reviewed by both parties using ICL Pathway standard Review Sheets.
Method	Document Inspection
References	BA/DSS Training Review Process
Phase	Live Trial

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Requirement Id	932
Criterion	2
Derivation	DSS Requirements
Criterion Description	The CONTRACTOR shall provide training for a limited number of CAPS training development staff. This training shall be available during Roll Out and after the Roll Out Completion Date.
Test Condition	BA CAPS Training Team informed ICL Pathway at a POCL and ICL Pathway meeting that training for BA/DSS staff or trainers was no longer required. ICL Pathway confirmed in writing that this Service was no longer required and has therefore been withdrawn.
Method	Document Inspection
References	Letter dated 31/10/96 from BA David Steane Letter dated 6/4/98 from ICL Pathway L Holt to POCL/BA (T Rollason)
Phase	Technical Test

Fig 2 - Table of Acceptance Criteria

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There are no Criteria associated with Later Acceptance.

**5.3 CRITERIA SUMMARY**

Req ID	Criterion	Trial	Review	Later Acceptance
515	1		3	
515	2		3	
531	1		3	
531	2		3	
531	3		3	
531	4		3	
532	1		3	
534	1		3	
534	2		3	
915	1		3	
915	2		3	
915	3		3	
915	4		3	
915	5		3	
915	6		3	
915	7		3	
915	8		3	
915	9		3	
915	10		3	
915	11		3	
915	12		3	
915	13		3	
915	15		3	
915	16		3	
915	17		3	
915	18		3	
915	19		3	
915	20		3	
915	21		3	
915	22		3	
915	23		3	
915	24		3	
915	25		3	
915	26		3	

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915	27		3	
915	28		3	
949	1		3	
481	1		3	
481	2		3	
481	3		3	
482	1		3	
483	1		3	
484	1		3	
485	1		3	
486	1		3	
913	1		3	
913	2		3	
913	3		3	
913	4		3	
913	5		3	
913	6		3	
913	7		3	
913	8		3	
913	9		3	
913	10		3	
913	11		3	
913	12		3	
913	13		3	
913	14		3	
913	15		3	
913	16		3	
913	17		3	
913	18		3	
913	19		3	
913	20		3	
913	21		3	
913	22		3	
932	1		3	
932	2		3	

## 6. ACCEPTANCE INCIDENT SEVERITY

This section identifies the guidelines to be applied during the analysis of Acceptance Incidents, in order to establish the severity of such Acceptance Incidents.

### 6.1 HIGH SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which would have a substantive impact on the service received by the Customer, e.g. failure to pay benefits to the right person, at the right place, at the right time.

Failure to meet an Acceptance Criterion which would have a major impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a major impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. failure to support accurate POCL accounting.

Failure to meet an Acceptance Criterion which would impact the security of the service where there is no procedural workaround.

Consistent failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. where particular transactions do not meet the minimum Acceptable Threshold under normal loading.

### 6.2 MEDIUM SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion which is visible to the Customer and is likely to give rise to an adverse public perception of the service, but does not substantively impact the service received by the Customer, e.g. incorrect spelling on a receipt.

Failure to meet an Acceptance Criterion which would have a medium impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a medium impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at every outlet of the average duration of one hour per week per outlet.

Occasional failure to meet Minimum Acceptable Thresholds for Service Levels, e.g. at peak loading, some transactions fail to meet Minimum Acceptable Thresholds, but on average all transactions within the service do achieve Minimum Acceptable Thresholds.

### 6.3 LOW SEVERITY INCIDENTS

Failure to meet an Acceptance Criterion that is neither visible to nor has substantive impact on the service received by the Customer e.g. presentational, style and other cosmetic faults that are only visible to the user.



Failure to meet an Acceptance Criterion which would have a minor impact on the ability of the AUTHORITY or AUTHORITIES to perform their business, or where there was a minor impact on the resources of the AUTHORITY or AUTHORITIES necessary to overcome that impact on their business, e.g. non-production of a weekly report, resulting in its manual transcription, which causes additional resource or effort at ten or fewer outlets of the average duration of one hour per week per outlet.

Failure to meet an Acceptance Criterion which would impact the security of the service but where the workaround is as secure as the original solution (i.e. the only impact on risk is in ensuring that the workaround is performed, but where procedures have been agreed and are in place).

## 7. TEST DATA

There is no Test Data associated with this review.

## 8. AUTHORITY RESPONSIBILITIES

This section describes the AUTHORITY's or AUTHORITIES' Responsibilities in relation to this Acceptance Test. Particular Acceptance Tests may also require additional participation and responsibility by the AUTHORITY or AUTHORITIES.

### 8.1 APPOINT TEST MANAGER

The AUTHORITY or AUTHORITIES shall nominate a Test Manager and other representatives to review the tests prior to commencement of the test.

### 8.2 ACCEPTANCE INCIDENT REPORTS

The nominated representatives and Test Manager shall be diligent in raising complete, accurate and timely Acceptance Incident Reports as set out within this Acceptance Test specification.

### 8.3 ACCEPTANCE INCIDENT ANALYSIS REPORTS

The Test Manager shall be diligent in returning signed Acceptance Incident Analysis Reports with their decision (e.g. Accept, Reject, Discuss) normally within five working days, or when urgency is requested by Pathway, within two working days of receipt from Pathway. A copy of all correspondence will be faxed to reduce delay.

### 8.4 ATTENDANCE AT TRIALS AND REVIEWS

The nominated representatives shall attend Acceptance Test Trials and Reviews including repeat Tests at times and locations specified and with reasonable advance notice by Pathway.

## 8.5 MANAGEMENT AND CO-ORDINATION

The Test Manager shall be the single point of communication and co-ordination with Pathway's nominated Test Manager for all matters concerning this Acceptance Test from its initial planning through to Acceptance.

## 8.6 PROGRESS REVIEWS

Unless otherwise waived by both parties, Pathway's Test Manager and the AUTHORITY or AUTHORITIES Test Manager shall meet each week to review the progress and actions of both parties until Acceptance of the Acceptance Test is achieved. The time and location of review meetings will be scheduled with at least one week advance notice by Pathway.

## 9. CONTRACTOR RESPONSIBILITIES

Upon receipt of a signed Acceptance Incident Analysis Report from the Authority, where correction is required to be re-tested within the same phase of Acceptance Test, the Contractor will return the amended component(s), on average, within 4 days. This will include re-testing necessary as per the agreed test strategies.

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## 10. ACCEPTANCE TRIAL TEST CONDITIONS

There are no Acceptance Trial Test Conditions associated with this review.