

ICL PATHWAY

PROGRAMME OFFICE

MONTHLY REPORT

December 1998

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1. Programme Office

1.1 Planning

1.1.1. Monthly Summary

The focus within Pathway continues to be against the Level 1 plan for NR2, the key Milestones dates from this plan are used by the Checkpoint and SiWG meetings. The revised Level 1 plan, version 6.0 is being used for reporting to the meetings. However, the planned dates for MOT and E2E identified in Version 6.0 have failed to be met, due to slips in the start and completion of System Test Final Passes and disagreement with the Horizon over the timing of Model Office Test. There was little scope or attempt to mitigate the slips and the current forecast dates become accepted as the revised 'planned' dates. There have also been occurrences of new tasks being added to the plan, without prior programme agreement and of development work being performed without prior authorisation of a Change Proposal. Revised dates for MOT, Live Trial and NRO were agreed late December and will be incorporated into the detailed plans in early January. A revised Level 1 plan version 7.0 will be developed and issued also in early January.

1.1.1 NR2

The update cycle is now running against the Level 3 plans with subsequent roll-up to Level 1 and Level 2, where appropriate, and reporting into NR2 meetings.

The programme established at Level 3 to meet the timescales for Version 6.0 of the Level 1 plan showed significant slip in the System Test Final Pass phase. This resulted in a slip to the start date of MOT week 1, to 11th January 1999, against a plan of 14th December 1998. There was little scope or attempt to mitigate the slips to the System Test Final Pass dates. A revised plan has now agreed, late December, with MOT week 1 starting 15th February 1999, and these revisions will be incorporated into the detail plans in early January 1999.

1.1.2 NR2+

The design plan has been developed and baselined for some time and is now being updated and monitored. The plan was distributed to the other departments to act as a map to develop the plans for their departments. These departments, particularly development, continued to be pressed to provide their inputs to the NR2+ plan, still without much success thus far. The planning department will now distribute a

generic plan for development of NR2+ for review and approval, based on the information contained in the on-line standards. The plans will be reviewed against the requirements for the release to ensure that all activities planned for NR2+ are captured in the plan. A draft P.B.S. has been derived from the RCD, Design Plan and discussion with the Release Manager. This needs to be reviewed with the programme to ensure that all the NR2+ activity is covered.

1.1.3 Planning

Planning within the programme has during the last few months concentrated on the prediction of revised start and end dates for activities. These revisions have not been supported by evidence of the manpower required or resource availability to each activity in the plan to meet these forecasts.

As part of Tracking & Control enhancements, it is proposed to include activity estimated effort, resource allocation and forecast to complete in the plan which will allow the calculation of scheduled EV for Release NR2+. These proposals will be presented to the Programme in January.

1.1.4 AMS RealTime software application

The issue of the availability of AMS RealTime software licenses remains, there is now an agreement between ICL Corporate and AMS. However no funding exists within ICL corporate to purchase licenses based on this agreement until the end of Quarter 1 1999 and this will prevent any further progress in the implementation of RealTime at TSC and Kidsgrove and the purchase of additional licenses for Feltham, unless funded separately.

1.1.5 Issues

Although rate of return of turn-around documents remains reasonable, the issue with the support of the planning process from the Directors/L1/L2 managers remains.

Managers are not using plans to determine and drive the work to be performed, they are merely using them to record what has been achieved.

The recently developed detail plan for Audit showed that whilst Level 1 and 2 managers may agree a plan for a specific piece of work, this is not

being communicated to those doing the work, to the effect that the work is not being performed within the agreed planned timescales.

Reporting in the Turnarounds is often at variance from that reported in the same weeks progress report.

Slippage reported is often being accepted as the new 'planned' date, and consequently there are rarely attempts to mitigate the slippage.

Obtaining the NR2+ plans from the managers for post Design activities, specifically Development.

Lack of interest in the planning awareness events, poor response to the last event and note sent requesting best timing for the events.

The move to B3 has the propensity to exacerbate some of the issues above, because the planning department is now more remote from the programme than before.

1.1.6 Staffing

The group has now moved to B3, which whilst it provides more acceptable accommodation, leaves the group more on the periphery of the Programme.

1.1.7 Last Months (December) Activities

1. Conclude the addition of resource man day estimates to the Design plan and agree the remainder of the implementation plan.
The method of achieving this has now been agreed, the inclusion of resource man day effort estimates into the Design plan will be concluded early in January 1999.
2. Complete the addition of all activities to the vertical plans such that all horizontal projects activities can be extracted from them.
The two specific projects identified, so far, are Audit and RoDB Move, the activities for the former have been baselined and are included in the vertical plans. The RoDB Move plan is still iterating and the addition of the activities into the vertical plans will not be concluded until early January 1999.
3. Agree process and procedures document and any amendments to on line standards.
The draft process and procedure documents have been issued within Planning, they need further reviewing before formal issue.

4. Discuss planning awareness requirements with Level 1 managers and agree revised, if appropriate, course of action.

A note was issued to 15 managers, which drew but a single response.

1.1.8 Next Months (January) Activities

1. Complete the generation and agreement of the P.B.S. for NR2+.
2. Complete the Tracking & Control enhancements for the NR2+ Design Plans.
3. Develop and 'approve' NR2+ Development plans.
4. Commence implementation of Tracking & Control enhancements for other NR2+ plans, and NR2 plans where applicable.
5. Review forward plans for TSC and KMS at Bracknell, meeting arranged for 7th January 1999.
6. Complete the addition of RoDB Move activities into vertical plans and identify any other horizontal 'projects'.
7. Review and Issue Process and Procedure documents.

1.2 Planning Co-ordination

1.2.1 Monthly Summary

1.2.1.1 New Release 2 High Level Plan

- Exception reports continue to be produced against the version 6.0 baseline.
- A disappointing response from the Directors and Level 1 managers to the exception reports.
- The revised Model Office dates will be included into the plan and issue during January.

1.2.1.2 Handshake Milestones

- Progress this month has been hampered by the on-going negotiations.
- Communications with POCL re: the status of Handshake Milestones has been concluded and a meeting will be established to review, on a on-going basis, the status of existing and new milestones.

1.2.1.3 IWG

- Meetings continue no issues to report this period.

1.2.1.4 CAPS Card Enablement plan

- Further work has been carried out this period.
- Peter Robinson has been involved in mapping the CAPS plan onto Pathway's volumetrics, the results should be available early January.
- The number of Post Office's in each BA Districts has also been added to the CAPS plan.

1.2.1.5 POCL Integrated programme plan (IPP)

- Review of POCL's IPP plan has been overtaken by events and will be reviewed early in the New Year.
- We should expect a new version following completion of the negotiations.

1.2.1.6 Technical

- Outline discussions within the Planning team have started re: the use of Web Technology with the planning arena. The sourcing of the publishing tool has been delayed due to my contact crashing his car!
- I have met with AMS re: the level of support and have received written confirmation of the changes that have been put in place to guarantee support in the future.
- In order to maintain a backup of all the planning data stored on the server we will have purchase some additional software.

1.2.1.7 Planning development

- The generic life cycle model has been developed and now requires testing. We are awaiting the start of development planning for NR2+ to trial this model. A review of additional "Quality" checkpoints will be undertaken by the planning team.
- The production of a Level 2 plan has been passed over to Laurence Price for completion.

1.2.2 Issues

- Without the ongoing, visible support of the Directors and Level 1 managers, the planning reporting process is of limited value. This issue must be resolved at the Pathway management level and communicated to the "Work Face".

1.2.3 Last Month (December) Activities

1. NR2 High Level Plan Version 6.o progress reporting.
2. Handshake Milestone implementation set entered into progress reporting process.
3. Generic plan developed.
4. RoDB / AcDB support.

1.2.4 Next Month (January) Activities

1. Develop Version 7.o of High level Plan
2. Continuing support to Handshake Milestone list.
3. Generic Life Cycle Model for NR2+ issued for review.
4. Review of POCL IPP

1.3 *Programme Control / Tracking*

1.3.1 Monthly Summary

All Metrics reports as well as the weekly NR2 Progress reports are now produced as part of normal operation. Unfortunately there is an increasing trend of late submissions of progress reports despite issuing reminders.

A Finance Review was held in the month concentrating on the cost performance of the Customer Service directorate.

1.3.2 Metrics

No major issues concerning the Metrics reports and production of these have slipped into routine maintenance. However these reports are dependent on receipt of weekly progress reports being submitted by the Wednesday noon deadline. Unfortunately several managers are not meeting this deadline and repeated emails have already been sent as reminders.

1.3.3 PinICL MIS

There have been no new developments on PinICL MIS. A CP was raised seeking authority for funds to develop and implement Root Cause Analysis Work. This has been capped by the Finance Director and

further work is needed to provide a more detailed breakdown of development costs.

A full review of PinICL MIS is needed following the work of the PinICL Clearance task-force and this is envisaged to be sometime next month.

1.3.4 Pathway Budget Forecast

The monthly Finance Review was held concentrating on the cost performance of Customer Service.

The conversion programme from Excel spreadsheets to Access continues. There are still a few technical problems requiring resolution on report production. It is intended to start production of regular monthly cost reports from 1999.

Given that not all departments' budget forecast for 1998 was baselined, it is important to do so for 1999. The planning horizon must now extend to at least March 2000 to comply with ICL Group's requirements.

In the last week of December notification was given of a Fujitsu "due diligence" review to be held in the 1st week of January 1999. Some effort was therefore spent on formatting all historic DEV COST spreadsheets in preparation for this review as well as integrity checks to ensure that approved cost CPs have been correctly implemented.

1.3.5 General

The Programme Control/Tracking Study document has been passed onto the Director, Programmes for internal review.

Reminders were issued for outstanding responses to the questionnaire issued a few months ago and a few more have been returned completed.

1.3.6 Issues

No major issues this month.

1.3.7 Staffing

Despite amending the job description to align with the role of a Project Control Officer, there has still been no further progress in filling the vacancy of Numerical Analyst.

1.3.8 Last Month (December) Activities

PinICL MIS

- | | |
|---|---------|
| 1. Refine PinICL MIS requirements from PinICL Clearance Task-force. | Ongoing |
|---|---------|

Pathway Budget Forecast

- | | |
|--|--------------|
| 2. Finance Review (Quality & Risk, Customer Service and Business Development directorates. | Only CS held |
| 3. Ongoing review of progress of Access database pilot. | Ongoing |

General

- | | |
|--|------------------------|
| 4. Issue Control/Tracking strategy document | Completed (internally) |
| 5. Define Control/Tracking requirements for NR2+ | Ongoing |

1.3.9 Next Month (January) Activities

PinICL MIS

- | |
|---|
| 1. Refine PinICL MIS requirements from PinICL Clearance Task-force. |
|---|

Pathway Budget Forecast

- | |
|---|
| 2. Finance Review (Programmes, Systems: Architecture, Design and Development groups). |
| 3. Finalize conversion of Budget Forecast to Access database and prepare for 1 st month's report production. |
| 4. Start exercise for Budget Forecast for ICL Pathway from Jan99 to Mar2000. |

General

- | |
|--|
| 5. Finalize Control/Tracking strategy document |
| 6. Define Control/Tracking requirements for NR2+ |

1.4 Configuration Management

1.4.1 Software Configuration Management

Management of the installable software is continuing well.

1.4.2 Hardware Configuration Management

Work is continuing to develop the Hardware Configuration Baseline for NR2.

1.4.3 Change Management

The volume of CPs for NR2 being raised both internally and externally has stayed at approximately 10 per week for the last month. The total number in the process for NR2 is now 82, of which 39 are awaiting Horizon's sign off of the associated CCN. As stated last month (and before), some serious discussions should be had with Horizon to either approve the changes or agree a deferral to Release 2+.

All of the Quality & Risk Directorate, FELo1 Development, and Design now enter their CP impacts directly into PCMS. This process will be rolled out to all FELo1 impactors in the short term, then external ICL Pathway groups (not external suppliers).

1.4.4 Document Management

The volume of documents and reviews continues at a steady level.

The document baseline activity is progressing well against plan in most areas. We are still waiting for a statement of which documents are to reside in which worksets from Requirements and Development. This will extend the plan beyond the original timescale and hence will result in increased external consultancy cost.

The training of staff in the new processes and PVCS usage has begun, although some had to be called off later in the month due to ill health. This will resume when Angela returns.

1.4.5 Problem Management

The Problem Review Forum and progress chasing continues as normal. The PinICL Defect Register shows a levelling off in the number of PinICLs for NR2 (350 to 377), and the Incident Register shows an increase of about 75 (425 to 500).

The Problem Management processes recently introduced have relied upon a high level of discipline (process adherence) to ensure smooth functioning and reporting of the process. This has not occurred.

A review of the new processes, their use, and the responsibilities of the various parties involved in Problem Management will be conducted to ensure that:

- the processes meet the Programme's requirements and are understood by all

- the Roles & Responsibilities of all parties involved are agreed
- the Terms of Reference for each of the review forum's are documented

1.4.6 Issues

None

1.4.7 Staffing

Doug Jones (Problem Manager) has applied for a transfer to Implementation.

1.4.8 Last Month (December) Activities

The planned activities for December were:

1. Complete implementation new Change Control impact process - *partially complete.*
2. Complete Programme Office Charter - *not done.*
3. Populate PCMS Worksets as a result of the Population Plan - *Complete for those received.*
4. Complete Pilot Report of PCMS SCC for RODB - *not done.*
5. Move PCMS disaster recovery machines to Bracknell - *not done.*
6. Complete PCMS Security Statement. - *not done, requirement definition to be reviewed.*

1.4.9 Next Month (January) Activities

The planned activities for January are:

1. Complete implementation new Change Control online impact process.
2. Populate PCMS Worksets as a result of the Population Plan.
3. Complete Pilot Report of PCMS SCC for RODB.
4. Move PCMS disaster recovery machines to Bracknell.
5. Complete PCMS Security Statement.

2. New Release 2

2.1 NR2 Summary

2.1.1 General

December was spent by Pathway attempting to convince BA and POCL that the system was ready for an MOT, a testing phase that is still some months before the Data Centre is migrated.

Pathway had requested an intermediate test to prove the POCL back end systems, this was replaced by a number of Pre-Proving tests, the contents of which were defined by the sponsors.

One of these was with CAPS over a four day period and was deemed by CAPS to have been successful.

The others were with POCL and consisted of a 2 day and then 4 day test. Although the incidents detected were mainly minor and the tests deemed successful in what they attempted, POCL still felt that further tests should be attempted before MOT, testing a wider selection of requirements.

On the 23rd December a review was held with Horizon where Pathway and Horizon continued the hold different positions on when an MOT should commence. It was finally agreed that Pathway would support two further, additional, 6 day test cycles during January before an MOT started on 15th February 1999. As part of the agreement for Pathway to support these additional test streams it was agreed that Horizon would re-visit the length of the Live Trial in order to minimise the impact on the national roll Out.

The National Roll Out date is therefore planned to be during August, early August if Pathway are fully supported by Horizon and late August if there is no support.

POCL have re-structured it's testing team to ensure they receive full visibility of any issues during future test cycles and have promised early feedback on any potential problems within their system.

Final Pass System Test activities for EPOSS, MIS and BPS have completed and the Final Pass of Business Integration Testing and Migration Testing have completed.

The management of the volume of PinICLs and their rectification between the various test stages continues to cause concern. Daily

meetings are now in operation with Horizon, during testing cycles, to decide how best to progress new incidents resolution.

3. NON-ISDN

3.1 Progress

No significant issues have been raised with Frame Relay in either Technical or End to End testing.

Earlier this month further results were published from BT/Energis exercise to re-visit all the Non-ISDN sites. A further 80 sites have now been identified as supporting ISDN thus reducing the total of Non-ISDN sites to 370. On these figures it is anticipated that the number of Frame Relay sites will be less than 30.

3.2 Issues

The proposed PSTN solution needs to be proven and potential performance evaluated to ensure that it will be able to cope with the peak workload at any single counter office is required. If PSTN performance is very poor then this could potentially increase the number of Frame Relay sites.

4. Security

4.1 Monthly Summary

A task force was formed to produce a functional Secure NT Build for the MOT Build. This was delivered to TI on 18th December. Good progress was made with the implementation of the Secure Sequent build, although there are a number of issues that require resolution during January.

The KMS design is progressing to plan and is on target to complete by 29th January. Phase 1 of the SG VPN acceptance testing was successfully completed.

4.2 Progress

4.2.1 Security - NR2

4.2.1.1 Secure Sequent

- Secure Sequent COS Manager Implementation, RS/DES/022, version 0.1 produced.
- Secure Sequent Definition, RS/DES/007, version 0.3 produced.
- Both documents require updating; target for completion 8/1/99.
- Once the COS Manager audit information is documented an SP needs to be raised on ICL Outsourcing to create and/or amend Patrol Knowledge Modules to collect relevant events and pass them on to the Tivoli Event Management System.

4.2.1.2 Secure NT

- A task force was formed to produce a functional Secure NT Build.
- This was delivered to TI on 18th December and included:
 - FTMS FS Script
 - MAS FS Script
 - Global Group cmd files
 - Local Groups cmd files
 - User rights file XL spreadsheet
 - System Policy files
 - User Group XLS
 - System Policy XLS
 - Cmd files for NT Groups compliant with RS/REQ/012

- Supporting Secure NT documentation was updated:

- RS/DES/005
- RS/DES/008
- RS/DES/012
- RS/DES/013
- RS/DES/014
- RS/DES/015
- RS/REQ/012

4.2.1.3 Cryptography

- Hand over of Work Packages 2665 to 2676 made on 11.12.98 (Crypto Keys for Test)
- Release 1C to 2 Crypto Key Migration strategy RS/STR/002, version 0.6, issued for final inspection.

4.2.1.4 Secure Test

- Regression testing continuing in all 8 security test domains, and is now 70% complete.
- Horizon and Pathway joint 3rd Party Test visits made to Outsourcing Stevenage, and the Girobank Help Desk. Site visit reports will be issued.
- PinICL clearance has continued in parallel with regression. A large number of PinICL issues are still outstanding. All were reviewed by Pathway and Horizon on 21/12, and joint Business Impacts

As of 22 December;

Phase	Tests Planned	Tests Passed to Date	Tests Failed to Date	Scripts Deferred / Mitigated to Date	Scripts Run to Date	Tests Remaining to be Run
Main Pass	1325	1037	186	72	1223	30
Regression	281	166	32	12	198	71

4.2.2 Security - NR2+

4.2.2.1 KMS

Planning/Project Control

- Work continued on the development plan. The Crypto Team have recruited a Planner to progress this and link in with the Pathway Planning Unit.

Design

- Design progressing to plan and holding the date for completion, with the exception of VPN, of 29th January.
- KMA Database Design external draft produced 10/12/98.
- Key Management Migration (NR2 - NR2+) external draft produced 21/12/98.
- KMA Help Desk Application Detailed Design external draft produced 23/12/98.
- KMA HLD inspection copy produced 18/12/98.
- KM Manual Channel Detailed Design inspection copy produced 8/12/98.
- KM Automatic Channel Detailed Design inspection copy produced 14/12/98.
- KM PMMC Agent Detailed Design inspection copy produced 21/12/98.
- KM Interactive Channel Detailed Design inspected 7/12/98.
- KM Client Support Services Detailed Design inspected 11/12/98.
- Key Management Platform Specifications inspected 10/12/98.
- Cryptographic Support for L&G Smart Token detailed design inspected 16/12/98.
- Of the 18 design documents;
 - 1 has been approved
 - 8 have been inspected
 - 4 have been issued for inspection
 - 5 have been issued in draft for external comment

Development

- Recruitment for the development stage continuing apace.
- Development on target to commence 4th January 1999.
- Work on refining the development plans are highlighting the need for additional resources to complete development activity by June 1999.
- Space to accommodate the growth of the Crypto Team is becoming a major issue.

4.2.2.2 VPN

- Phase 1 of the SG VPN Product Acceptance Testing was successfully completed.
- A workshop has been arranged for the 6th and 7th January in order to progress the production of a VPN project plan.
- Resource is urgently required to progress the implementation of VPN.

4.2.2.3 AP Signing

No progress to report.

4.3 Issues

There are a number of PinICLs on the Secure Sequent build and issues around the security of the Oracle databases which are being progressed. Chris Sundt has produced a briefing note on the issues and requirements for resolution and passed the PinICLs onto the relevant stacks.

Dedicated resource is urgently required to progress the implementation of VPN.

Additional resource is required to hold onto completion of the KMS development activity by June. There is also an urgent requirement for additional space to accommodate the expansion of the Crypto Team.

5. Audit

5.1 *Monthly Summary*

BIT problems were encountered with running the daily files produced. These comprised file naming problems, the “Time synchronisation” problem which switched from Legato to MAESTRO to the Windows NT system parameters. This problem alone consumed over a week. Although the Audit system was not able to be proven to pass the BIT testing, by the end of December, end to end runs were demonstrated with MAESTRO and confirmed by BIT.

Of the four utilities within the Extraction and Filter, the sealer and Oracle utilities were delivered before target and the other two delivered on time.

5.1.1 Audit System

Gatherer, Sealer, Hoarder, Deleter, Retriever, Legato, MAESTRO.

5.1.1.1 Testing Status

A tremendous effort was made by all participants in the BIT testing. A number of fast paths were delivered as each obstacle was knocked down in turn.

Problems were encountered until December 22nd, when there appeared to be a major breakthrough when the “Time synchronisation” problem was finally solved and a successful end to end run undertaken by MAESTRO.

It should be pointed out here that we still need to test with Tivoli and Security (encryption).

Maestro has been used to run the Audit System end to end in writing to the Legato files on the DLT's. At an audit meeting on 23/12/98, BIT confirmed that there are no outstanding PinICLs inhibiting them from continuing with the testing through the Christmas period into the New Year.

5.1.1.2 PinICLs

Of the 46 PinICLs raised so far, only 9 have resulted from software development. The majority have been raised due to naming or directory problems because standards for host files have either been mis-applied or incorrect.

5.2 Issues

5.2.1 Tivoli

- Integration with existing software

5.2.2 Security

- Integration with existing software

5.2.3 Change Proposals

- CP for logging MAESTRO files.
- CP for AP Reconciliation.

5.3 Extraction and Filter

5.3.1 Design

The Extraction and Filter HLD has been baselined, and all four software utilities specified have now been delivered into PCMS.

5.3.2 Plan

Detailed planning has been done for the first two weeks of the new year taking us up to the MOT rehearsal confidence test.

5.3.3 Delivery Strategy

Subject to ratification by Design the three stages look as follows:

5.3.3.1 MOT

Deliverables for MOT are still being defined. The deliverables are the minimum necessary to meet the acceptance requirements (ie an interim solution). The full Extraction and Filter system is being delivered for Live Trial.

There will be more PIT building and testing of the MOT RiposteImporte UK and NR2 Query with Retriever in the last week of 1998.

The Workstation is scheduled to be built in the Secure Room at Feltham week commencing 4/1/99.

5.3.3.2 Live Trials

Deliverables for Live Trials is the completeness of the development of the HLD Extraction and Filter document produced by Michelle Myles. Jan Holmes who specified the requirements for audit has confirmed that he does not have a requirement for GUI interfaces to any of these tools. He only requires batch tools. He may at a later date, after the process has been used for some time, ask for such enhancements. However, it was agreed at the meeting on 2/12/98 that the requirement for GUI interfaces would remain in SD/DES/072 vo.1 but that GUIs would not be implemented for NR2.

5.3.3.3 NR2+

Deliverables for NR2+ are enhancements to the GUI interfaces as specified by Michelle, plus further usability enhancements as mentioned in Jan Holmes and David Gent memos. These refer to the usability of retrieving using the existing Legato interfaces.

The current intention is to broaden the usability requirements with Legato to see if our future requirements can form a basis for the future Legato development.

5.4 Issues

1. Support for Brian Orzel utility
2. Dependency on future GUI interfaces

6. Reference Data

6.1 Status at 31/12/98

Daily incremental updates of the 'Live' reference data have been occurring throughout December. This has included Advanced changes held back until the OBC process was in use. Unfortunately procedures at RDS Chesterfield (now corrected) were allowing a mixture of types of data in files and this has caused delays in release of some of the data. This was compounded by delivery of a Cash Account spreadsheet to the new format (see below) before agreement to us of the format.

Type 'B' data - sign off of the non-AIS feeds has been achieved.

OSG (Operational Service Group) continued the validation of the 'Live' reference data however the mix of data along with the incorrect format of Cash Account spreadsheet delayed delivery of data prior to Christmas. The changes required to update the data from the problems identified by OSG were received at the end of December and the intention is to progress these to the OSG test counters, along with a rebuild to MOT baseline, in early January.

The Tivoli connection fore OSG counters is still being progressed by Customer Services.

APS backlog validation is still causing concern. Changes in the desktop appear to have affected the automated test scripts and changes need to be investigated. There is a significant problem in resourcing necessary skills for resolving issues with the testing mechanisms.

Cash Account mappings and synchronisation of RDS/Pathway/TIP will be tested during January. Systems directorate are producing test scripts which should produce a complete run of the cash account which will then be validate by TIP.

We understand that the ITIP validation for Item Transaction Mode and Organisational Unit has now been removed.

The Customer Services paper to ensure that an RDMC system is available for migration of the 1c counters to NR2 has been reviewed and actions agreed. Customer Services anticipate a revision of this paper to be produced.

Replacement MiMan and MiEcco mappings have been received from Pathway from Horizon. A proposal to test the new mappings, as a separate exercise, is being discussed.

Customer Services are still trying to recruit a suitable replacement for Kevin McKeown. So far there have been no responses to the advertisement. External recruiting has been initiated.

6.2 Actions

1. Pathway to provide OSG with MOT baseline.
2. Customer Services documentation to be finalised
3. Finalise the 'B' interface specification.
4. Urgently further the recruitment of a replacement for Kevin McKeown.
5. Progress the APS backlog testing.
6. Establish a Tivoli connection to Farnborough for OSG.
7. Progress the Change Request for the 1999/2000 cash account
8. Confirm alignment between reference data files received from RDS are identical to those forwarded to TIP.
9. Progress TIP involvement with LRDP
10. Implement all changes being received from RDS, POCL

7. Roll-out Database

7.1 Status as at 31/12/98

7.1.1 Support

Theoretically as a live service RoDB 2.5 should not be part of the ongoing project agenda. However as the moving of RoDB to managed service in the data centres has not yet been completed, it is difficult for the various service levels provide a complete service. Therefore in the interim a co-ordination role is being undertaken in order to facilitate and cover any gaps (in service) that may appear.

In order to bring RoDB support into the line with live service levels that used by other areas of Pathway it is necessary to place RoDB under full managed service within the data centres. A plan is about to be presented for approval that will accommodate such a move. Due to the time required to complete such a move RoDB would have been left unsupported for a period of time that was unacceptable. To redress this a short term plan to place RoDB under a level of support has been implemented. This implementation has meant that there are gaps between service levels that would not normally apply. In order to fill these gaps in the short term, several areas of Pathway have extended their expertise and are accommodating additional duties. It is anticipated that many of these additional duties will no longer be needed early in February the (anticipated) start of the move of the live RoDB server to the Bootle data centre.

7.1.2 PinICL

The problems with the supplier interfaces have now been fixed.

The data required to enable correction of incorrect data migrated from 2.4 or faulty data supplied as part of the new data load into 2.5 was received late in the month. Scripts were prepared and have been run, no further problems in this area have been reported.

7.1.3 Performance

There have been some observations raised by the users as to possible performance difficulties with one or two specific RoDB functions. In order to mitigate this; a housekeeping exercise is being run early January and it is hoped that this will alleviate part of the problem. A workshop is also being arranged early in the new year in order to establish the

relationship between the Server configuration the current access via the LAN and the perceived performance problems. The result of this workshop will be to establish the possible, define a method of proving the actual and the eventual resolution, of the causes of the lack of performance.

7.2 Plans to move RoDB/ACDB server to the Data Centres

7.2.1 Long Term

It is expected that the stage management plan for the upgrading of RoDB and its establishment at both Bootle and Wigan data centres will be available for approval mid January 1999. This plan is being produced upon the assumption that the RoDB workstations will be a dedicated machine and have no non RoDB applications upon them, as per the Pathway security policy.

7.2.2 Short Term

In the short term moving the physical RoDB server to Bootle requires the moving of the AcDB as well (both are currently located at FEL01). It is not possible (due to contractual obligations) to decommission the AcDB box and have no cover for the period of the move. Therefore a backup server will be created and put in place for this period.

It is anticipated that the short term move will be completed by 15 February 1999.

7.3 Pearce Interface

A draft of the user requirements for this interface have been issued by Implementation but cannot be impacted until a corrected version is issued.

7.4 RoDB 2.6

The user requirements for this are not yet available but are expected from Implementation sometime in January.

7.5 Actions in focus during the next period

1. Delivery to live service of any 2.5 system fixes outstanding

2. Daily operational support for the system at an application/database level
3. Completion of a fully, scoped, documented and reviewed plan for the move of RoDB to the data centres
4. Receipt of the 2.6 requirements and plan for delivery
5. Receipt of the Pearce interface definitions.
6. Progression toward partial managed service for RoDB established at the Bootle data centre.

8. New Release 2 Plus

8.1 *Monthly Summary*

Comments have been received from the customer on the Release Contents Description version 0.6 - these need to be addressed in parallel with the comments on the SADD version 5.1 which are being handled by John Dicks. A target of early February has been set for the updated versions of the SADD and RCD to be issued for review. SFS V3.3 was sent out for review in mid December.

Little progress has been made on producing a full High level Plan for NR2+. Some progress has been made on producing Development plans but further work is required to both create new plans and review initial drafts that have been produced. Test Analysis planning has started but is delayed pending agreement on a revised T&I organisation structure for NR2+.

Work on LFS is progressing well with several meetings with the SAPADS and SAT teams having been held during December. Considerable effort has been made within POCL to achieve the dates required for providing draft CARs before Christmas.

Design activities have started to slip, mainly as a result of the impact of NR2 PinICLs and the late approval of the LFS CCN. The end of January design deadline for the business applications is expected to be held, except for LFS which is planned to complete in mid February.

KMS Design documents are all out for review and are planned to be baselined by the end of January, although some KMS design will have to be re-visited in March when the VPN design is completed.

A meeting was held to review the impacts for the SPM Smart card CP which has been given approval to proceed with the High Level Design only, this is planned to complete by the end of January. The full approval will be sought from the CCB when the revised impacts (showing a greater breakdown) have been collated.

Designs for Internal Services and Technical Infrastructure are generally being delivered later than the end of January, currently the latest is the end of March. Further services such as Estate Management may be included and the dates for design have not been planned as the feasibility study is awaited.

The Soft EVP CCN has still not been signed although there was some useful discussion and progress was made during December. This is being followed up by Mike Coombs with Dave Miller.

Formal test scripts for CAPS Online Enquiry were completed in December and formal system testing is planned to start in January. Informal tests were successfully performed by Development in December to prove the build worked OK.

The proposed PSTN solution depends on a change in Tivoli software which is being discussed and a CP has been raised to get budgetary approval for the work.

The VPN software has been undergoing tests to ensure that it meets our performance and crypto requirements. Some issues have been raised with Utimaco as a result of this testing and further work is required. A suitable resource is being sought to continue with the VPN design and proving work. VPN work-shops are planned in early January to resolve some of the outstanding issues.

A new team has been set up at Kidsgrove for APS Counter development and they are taking over the development of the NR2+ code and its integration with the NR2 baseline. Work continues on the AP Client Migration Strategy, responsibility for this has now been transferred to Robert Nikiel. Expanded security statements for Landis & Gyr have been prepared and approved internally within Pathway for technical and Contractual/Commercial implications. These were sent to POCL who have identified an omission which is being addressed by Tom Parker.

8.2 Issues

Some slippage on Design schedules has occurred - Design management are trying to contain this.

A full set of development plans is still required.

Confirmation of the T&I structure for NR2+ is required as this is delaying the completion of Test analysis plans.

The proposal by the sponsors to run Multi-Benefit Model Office tests in 1999 has yet to be fully impacted. Once further understood, the NR2+ test activities in 1999 must take full account of these activities. (An initial plan of Multi Benefit testing was prepared in December).

Resolution of the Security issue with Landis & Gyr is critical - without this Pathway will not be allowed to have their Security module and

would therefore not be able to support Quantum or the new Smart card SPM.

The content of the Performance release NR2.1 needs to be agreed and implementation scheduled.

The NR2 KPR and deferred PinICLs are a possible risk to NR2+.

The testing strategy for NR2+ needs to be reviewed in respect of User testing i.e. Model Office and End to End testing.

9. System Performance Co-ordination

No report available.