

To: Cochrane Vince [GRO] [GRO] Allen Graham (BRA01) [GRO] [GRO] Richardson
Debbie DB [GRO] [GRO] Welsh Graham [GRO] [GRO]
Cc: Dodington Chris [GRO] [GRO] Butts Geoff [GRO] [GRO]
From: D'Alvarez Alan [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DALVAREZA]
Sent: Fri 2/19/2010 10:04:23 AM (UTC)
Subject: Note to management

FYI – as it has been reported both by Mark and Will that Mike Young is extremely angry and running around looking for someone to shoot I sent the note out below to management in case they get a call

Alan D'Alvarez

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From: D'Alvarez Alan
Sent: 19 February 2010 09:57
To: Tait Duncan; Bounds Gavin; Wood Mike; Keeling David; Kirkham Suzie
Cc: Butts Geoff; Dodington Chris
Subject: HNGX Migration Major Incident

I thought I would send a quick heads up on the status of a major incident we experienced with the HNGX migrations due to go live today.

Overview of the issue:

- 19 Post Offices were scheduled to migrate to HNGX as part of the Medium Volume Pilot
- All 19 Post Offices failed to migrate
- Initial analyses shows the failure to be in the Systems Management toolset
- The failure appears to be linked to an operational change made yesterday to fix a different issue that was experienced at one post office during the previous days migrations
- The current view is that by backing out the change made yesterday will fix the issue that caused today's migrations to fail
- This will allow the migrations scheduled for tomorrow (21 branches) to go ahead with a high degree of confidence

Next steps:

- Root cause paper being produced – target 12 noon – to cover
 - a. Technical explanation of the cause of the issue
 - b. Overview of how this manifested itself in live
 - c. Proposed fix and timetable for implementing (assume today)
 - d. Confirmation that Medium Volume Pilot can continue
 - e. Additional monitoring controls that will be put in place as a consequence of this issue
- Root cause to be shared with Post Office at 12.30 war room
 - a. Decision to be made with regard to proceeding with Medium Volume Pilot
 - b. Decision to be made with regard to rescheduling branches due to migrate today

Impact to the Programme:

- Logistical impact to the programme will be minimal as we have options to reschedule the 19 failed branches next week
- The issue will cause reputation damage to our ability to successfully migrate post offices consistently

Impact to Post Office:

- Post Office Trainers lined up to support migrated offices booked and on-site
- A number of Post Offices migrating have taken on additional staff to assist with the migration
- Staff at 19 Branches mentally and emotionally geared up for HNGX 'let down'
- Reputation damage of HNGX across the network

I have been advised by both Mark Burley, POL HNGX Programme Manager, and Will Russell, POL Deployment Manager, that Mike Young is extremely "angry" at the news.

I will forward a copy of the Root Cause analyses paper when available.

Some statistics regarding HNGX to date

- 11,200 Post offices in Live Estate
- To date 54 Post Offices successfully migrated to HNGX
- Yesterday 21 of a scheduled 22 branches successfully migrated to HNGX. Cause of failed migration understood
- 4424 Branch Routers, key HNGX enabler, successfully deployed to Live Estate

Rgds

Alan D'Alvarez

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