

**Acceptance Workshop (6)**

**Renaissance Hotel - 10:00 – 18:00 on 13<sup>th</sup> September 1999**

**ACTION Points**

**Attendees:**

**Expert:** Peter Copping

**POCL:** Keith Baines, John Meagher, Ruth Holleran, Min Burdett (minutes), Mark Burley (376, 378), Calum Craig (376, 378), Bob Booth (391, 372, 298), Andrew Simpkins (plan)

**Pathway:** Tony Oppenheim, John Dicks, John Pope (376, 378), Dave Hollingsworth (298), Dave Cook (412), Steve Muchow (298), Mike Coombes (plan), Lawrence Price (plan)

**218 Training**

	Work shop		Action Date	Workshop Date
10.	3	POCL (Steve Grayston) and Pathway (Liam Foley) to progress and agree the rectification plan.  <b>Workshop 4 Update:</b> Plan being discussed at working group on 8 Sept. Outcome to be brought to this group.  <b>Workshop 5 Update:</b> Rectification plan now subject to some detailed changes. Confirm agreement to this group.		6 <sup>th</sup> Sept  9 <sup>th</sup> Sept  17 <sup>th</sup> Sept
11.	5	Pathway to provide final AI analysis form and POCL to confirm agreement.		17 <sup>th</sup> Sept

**298 System Stability**

	Work shop		Action Date	Workshop Date
2.	2	<p>POCL (John Meagher/Ruth Holleran) and Pathway (Terry Austin) to agree achievement levels for each deficiency. This will establish the target levels for reducing this Acceptance Incident from High to Medium.</p> <p><b>Workshop 4 Update:</b> POCL presented their view of the target levels for closure. Pathway to review and feed back to this meeting: the achievability of the closure target; the associated timescales; and their view of the target for moving from High to Medium.</p> <p><b>Workshop 5 Update:</b> POCL to review Pathway's proposal for reducing the severity (section 5.4 of Resolution Plan for AI 298). Pathway reconsidering their "complexity of technology" argument for justifying the acceptability of higher incident rates.</p> <p><b>Workshop 6 Update:</b> "Complexity of Technology" argument removed from text. <b>Delete next time.</b></p>	6 <sup>th</sup> Sept	6 <sup>th</sup> Sept  9 <sup>th</sup> Sept  13 <sup>th</sup> Sept 13 <sup>th</sup> Sept
3.	2	<p>Pathway will develop a policy document describing how they will minimise the risk of destabilising the system in subsequent releases. Policy document to be issued and discussed with POCL (Jeremy Folkes to arrange POCL participants) in advance of discussions at this group.</p> <p><b>Workshop 6 Update:</b> Workshop 5 action carried forward.</p>	9 <sup>th</sup> Sept  14 <sup>th</sup> Sept	13 <sup>th</sup> Sept  17 <sup>th</sup> Sept
4.	3	<p>POCL (John Meagher) to produce mapping of Pathway to POCL classifications of the incidents. Agree this mapping with Pathway. As part of 298/1 above, report back any issues.</p> <p><b>Workshop 4 Update:</b> Mapping has been done by POCL. POCL to send to Pathway for review.</p> <p><b>Workshop 5 Update:</b> The new report (see action 298/6 below) to be reviewed to ensure that the mapping overlaps and omissions are properly accounted for and reported.</p> <p><b>Workshop 6 Update:</b> Actions complete. <b>Delete next time.</b></p>	6 <sup>th</sup> Sept	6 <sup>th</sup> Sept  13 <sup>th</sup> Sept

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	Work shop		Action Date	Workshop Date
5.	3	Additional stability issues have been noted by POCL (e.g. hour glass appearing at unexpected times). POCL (John Meagher) to ensure that Pathway is kept up to date with new types of incidents as seen by POCL.	As they occur	
6.	3	<p>To inform the 10<sup>th</sup> Sept meeting (deciding whether to roll out to the next 158/178 outlets) we need the best view we can get of the data and trends. The working group should provide an initial draft of a management summary report on 6<sup>th</sup> Sept and a further report for 9<sup>th</sup>.</p> <p><b>Workshop 5 Update:</b> Pathway to produce an updated report including categories around disputed calls. This report to be reviewed by POCL.</p> <p>Pathway (Steve Muchow) to consider how to report the data and trends to minimise the effect of new offices' learning curve calls.</p> <p><b>Workshop 6 Update:</b> Pathway to produce the next version of the metrics ("Acceptance Incident 298 - Resolution Plan v0.5" includes the system incident metrics). The figures to be available to inform the workshop (see issue 298/7 below). This version to include:</p> <ul style="list-style-type: none"> <li>• as an addition to section 5.2, a summary table showing, for each incident category and in total, the metrics to date and the forecast for weeks 25 and 26</li> <li>• longer term (6 months) targets which can be monitored at the Delivery Meeting (see Management Forum note at end). This should if possible show the logic for the reductions (e.g. association with fixes to be applied - see 376 output as an example)</li> </ul> <p>In addition Pathway (Steve Muchow) to produce a report to show how existing outlets will be monitored separately from newly rolled out outlets (Borough High Street being the first of these).</p>	14 <sup>th</sup> Sept	6 <sup>th</sup> Sept 9 <sup>th</sup> Sept  13 <sup>th</sup> Sept  13 <sup>th</sup> Sept  17 <sup>th</sup> Sept  17 <sup>th</sup> Sept
7.	4	<p>Pathway issued a draft Rectification Plan. POCL (John Meagher) to review and feedback to Pathway (Terry Austin cc: Dave Hollingsworth). Update this meeting.</p> <p><b>Workshop 6 Update:</b> Pathway (John Dicks) and POCL (Bob Booth) to arrange a workshop to resolve any issues around the rectification plan.</p>	9 <sup>th</sup> Sept  15 <sup>th</sup> Sept	9 <sup>th</sup> Sept  17 <sup>th</sup> Sept
8.	4	Pathway to clarify whether in the Long Term Stability Policy document there is just going to be testing, or whether other elements of the development life-cycle will be part of the approach.		9 <sup>th</sup> Sept

**AI 314 - Provision of Technical Documentation**

	Work shop		Action Date	Workshop Date
3.	3	<p>Pathway will produce a revised version of CS/SPE/007 including:</p> <ul style="list-style-type: none"> <li>(i) the document will contain Pathway specific APIs as will be required for the development process;</li> <li>(ii) an undertaking to provide a list of 'excluded' Riposte APIs which are in conflict with the Pathway implementation;</li> <li>(iii) addition of an appendix containing technical details of Systems Management and Key Management that would be subject to an NDA;</li> <li>(iv) Pathway to add a new section on standards.</li> </ul> <p>Pathway to report progress to this group having discussed the revised draft with POCL.</p> <p><b>Workshop 4 Update:</b> Note the change in date for review by this group.</p> <p><b>Workshop 5 Update:</b> Document agreed. Pathway to raise final AI analysis form and POCL to confirm agreement.</p>	13 <sup>th</sup> Sept	17 <sup>th</sup> Sept

**AI 369 - Scanner Reliability**

	Work shop		Action Date	Workshop Date
3.	3	<p>Pathway (Steve Muchow) and POCL (Karen Rogers) to develop an action plan for the “roving lab” to pick up reject books as they occur. Target is for the lab to be in operation on 7<sup>th</sup> and/or 9<sup>th</sup> Sept. Pathway will attempt to provide bar-code evaluation equipment as part of the lab.</p> <p><b>Workshop 5 Update:</b> Roving Lab in NE 9<sup>th</sup> Sept . Feed back outcome to this meeting.</p> <p><b>Workshop 6 Update:</b> Joint report on outcome to be written.</p>	3 <sup>rd</sup> Sept	13 <sup>th</sup> Sept
			14 <sup>th</sup> Sept	17 <sup>th</sup> Sept

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4.	3	<p>POCL to escalate with DSS the need to be involved in the activities (a) providing impounded books for further testing and (b) observe the “roving lab” tests. Update this group with progress.</p> <p><b>Workshop 4 Update:</b> DSS (Steph Fowler) has noted that their concern with the proposal to provide impounded books is (a) getting agreement from DSS Security and (b) concerns around the delay in returning books. POCL (Bruce McNiven via John Meagher) to escalate this with DSS (Ken Davenport and Vince Gaskell) to try to get their agreement.</p> <p><b>Workshop 5 Update:</b> Vince Gaskell no longer involved in this area. John Meagher to speak to Ken Davenport to determine appropriate operational contacts in DSS to be involved with on-going issues around the service.</p> <p><b>Workshop 6 Update:</b> Now subsumed under action 369/5 below. <b>Delete next time.</b></p>	<p>3<sup>rd</sup> Sept</p> <p>9<sup>th</sup> Sept</p>	<p>6<sup>th</sup> Sept</p> <p>9<sup>th</sup> Sept</p> <p>13<sup>th</sup> Sept</p>
5.	3	<p>Pathway reported that about 90% of books not scanned were from 4 or 5 offices. Pathway will undertake root cause analysis of these offices.</p> <p><b>Workshop 4 Update:</b> Analysis of single office with 50% of failures indicates incorrect procedure being used in outlet. POCL (Dave McLaughlin via John Meagher) to telephone to determine reason for high failure rates in the other cluster offices.</p> <p><b>Workshop 5 Update:</b> Ring around cluster offices has identified a number of causes of user problems with system. There is some <del>justifiable</del> confusion with the procedures (having to do different processes in similar, but different circumstances). A reference data change will help with one misleading icon. John Meagher to action change.</p> <p><b>Workshop 6 Update:</b> Reference data change initiated and will now go through the normal OBC process. POCL have issued new procedures to Horizon offices to ensure appropriate action is taken. <b>Delete next time</b></p>		<p>6<sup>th</sup> Sept</p> <p>9<sup>th</sup> Sept</p> <p>13<sup>th</sup> Sept</p>

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	Work shop		Action Date	Workshop Date
6.	5	<p>POCL (John Meagher) and Pathway (John Dicks) to develop a joint rectification plan for presentation to DSS. This rectification plan to include the targeting of cluster offices (Pathway providing the MIS/POCL to determine and manage the process for dealing with problem offices).</p> <p><b>Workshop 6 Update:</b> POCL (John Meagher) has arranged to meet DSS (Paul Wootton) on 16<sup>th</sup> Sept to present outcome of work to date and proposals going forward. John Meagher to agree with Pathway (John Dicks) whether Pathway representation required.</p> <p>Pathway to provide evidence and representation of statistics (content to be agreed with John Meagher).</p>	<p>15<sup>th</sup> Sept</p> <p>15<sup>th</sup> Sept</p> <p>15<sup>th</sup> Sept</p>	17 <sup>th</sup> Sept
7.	6	POCL (John Meagher) to determine POCL's view of this as an incident. This view to be communicated to Pathway (Tony Oppenheim) by close of play 15 <sup>th</sup> Sept.	15 <sup>th</sup> Sept	17 <sup>th</sup> Sept.

## AI 372 - Systems Management

	Work shop		Action Date	Workshop Date
3.	3	<p>Pathway to document the resolution proposal as an AI Analysis form.</p> <p><b>Workshop 4 Update:</b> Note change in date for next review at this meeting.</p>		13 <sup>th</sup> Sept.
4.	4	<p>POCL to review whether re-down-loading of Riposte file is an acceptable part of the test.</p> <p><b>Workshop 5 Update:</b> It is not acceptable to POCL that re-down loading Riposte as part of the Systems Management test. Pathway to produce provisional release note for the test drop and discuss this with POCL (Bob Booth in Jeremy Folke's absence.)</p> <p><b>Workshop 6 Update:</b> As changes to Riposte have to be part of the test drop, Pathway plan that the drop circa 17 Sept should constitute the test. Pathway to confirm details of the drop for POCL to review. POCL (Bob Booth) to feed back any issues to Pathway for joint resolution by end 15<sup>th</sup> Sept. Bob Booth to ensure Keith Baines knows status 16<sup>th</sup> Sept a.m.</p>	<p>9<sup>th</sup> Sept</p> <p>15<sup>th</sup> Sept</p>	<p>9<sup>th</sup> Sept</p> <p>13<sup>th</sup> Sept</p> <p>17<sup>th</sup> Sept</p>

**376 Data Integrity**

	Work shop		Action Date	Workshop Date
2.	2	<p>Pathway needs to make clear the OBC procedures and practice that will be in place, both up to CSR+ and after CSR+, for:</p> <ul style="list-style-type: none"> <li>• changing the status of core products to non-core</li> <li>• decreasing the availability of non-core products.</li> </ul> <p>This to be documented by Pathway (referring to existing documents where appropriate) and reviewed by Working Group (see 1). There will be a test of the agreed (interim) procedures by releasing currently suppressed changes through a managed programme. This test to be planned by 2<sup>nd</sup> Sept and progressed sufficiently to assure the procedures by 9<sup>th</sup> or 13<sup>th</sup> Workshop. Flag up on 2<sup>nd</sup> Sept Workshop if problems with progress.</p> <p><b>Workshop 3 Update:</b> See new action 376/10 below.</p> <p><b>Workshop 5 Update:</b> Because of the nature of the process to release the embargoed reference data changes, it will not be possible to manage the release, test the fix and report back in the remaining time for Acceptance. Determine the implications of this at next meeting - each party to determine appropriate representation for the discussion.</p> <p><b>Workshop 6 Update:</b> It has been agreed that it is now safe to release the embargoed changes into the live environment. This will now take place. POCL and Pathway to determine how the procedures will be “tested” (monitor their operation in the live environment).</p> <p>NB. The release of the embargoed changes and the testing of the procedures will occur after the associated fix which will be implemented on the 14<sup>th</sup> Sept.</p>	2 <sup>nd</sup> Sept	9 <sup>th</sup> or 13 <sup>th</sup> Sept
			14 <sup>th</sup> Sept	13 <sup>th</sup> Sept
				17 <sup>th</sup> Sept



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5.	2	<p>Pathway are proposing a 3-level data integrity check to be implemented in December. This needs to be documented as a high level design including failure state analysis. POCL (Calum Craig, Graeme Seedall, Martin Box and Jeremy Folkes) to be involved in interactive walkthroughs during the development of the design. Report progress and issues to this group.</p> <p><b>Workshop 4 Update:</b> POCL consider high level design generally good. Further joint work needs to be undertaken on:</p> <ul style="list-style-type: none"> <li>• <b>failure scenarios.</b> POCL will undertake an internal review of the design (including TIP and TP) to determine failure scenarios. These will be documented and fed back to John Pope by close of play 9<sup>th</sup>. John Pope (calling on others if required) will identify how these scenarios will be dealt with. Update at this meeting</li> <li>• <b>operating procedures.</b> The development of the operating procedures, including reporting failures to TIP, will be included in the rectification plan. (see 8 below)</li> </ul> <p><b>Workshop 5 Update:</b> POCL review identified failure scenarios and some issues with the high level design which needed clarification. (It was reconfirmed that the high level design was acceptable, but the resolution of detailed aspects of the design may impact the high level design.). POCL and Pathway will meet to discuss the POCL paper "EPOSS/TIP Reconciliation Controls" which summarises the failure scenarios and design issues.</p> <p><b>Workshop 6 Update:</b> Progress at 10 Sept was good. Pathway to issue paper (13<sup>th</sup> Sept) for POCL review to confirm agreement.</p>	<p>3<sup>rd</sup> Sept</p> <p>9<sup>th</sup> Sept</p> <p>10<sup>th</sup> Sept</p> <p>14<sup>th</sup> Sept</p>	<p>6<sup>th</sup> Sept.</p> <p>13<sup>th</sup> Sept</p> <p>13<sup>th</sup> Sept</p> <p>17<sup>th</sup> Sept</p>
6.	2	<p>POCL's position is that roll-out should not commence until data integrity can be assured. Ruth Holleran to consider with the Auditors, and report back to this group, whether the current Pathway checks plus, possibly, continuing POCL checks, would be adequate until Pathway's full data integrity checks are in place.</p> <p><b>Workshop 4 Update:</b> POCL and Pathway need to develop a contingent approach possibly including indemnities. Keith Baines and Tony Oppenheim to meet with lawyers to initiate.</p> <p><b>Workshop 5 Update:</b> POCL's position remains that this Incident should remain High until the data integrity fix is in place. POCL have further internal meetings to confirm this position. POCL will contact Pathway should further clarification be required. POCL to report back to this meeting.</p> <p><b>Workshop 6 Update:</b> This will now be part of the contractual discussions being held between POCL (Keith Baines) and Pathway (Tony Oppenheim).</p>	<p>8<sup>th</sup> Sept</p> <p>14-16<sup>th</sup> Sept</p>	<p>6<sup>th</sup> Sept</p> <p>9<sup>th</sup> Sept</p> <p>13<sup>th</sup> Sept</p>



## Acceptance Workshop (6)

## Horizon Programme

	Work shop		Action Date	Workshop Date
8.	2	<p>Pathway to prepare rectification plan and present to this group.</p> <p><b>Workshop 4 Update:</b> Pathway presented CR/ACD/376 "Acceptance Proposal Acceptance Incident 376" version 0.3. POCL to feed back comments.</p> <p><b>Workshop 5 Update:</b> Pathway to update rectification plan addressing POCL comments provided. Plan to include:</p> <ul style="list-style-type: none"> <li>the process and output for tracking and reporting incidents (along the lines of the current reports to this group)</li> <li>how POCL will be involved with on-going detailed design issues which impact the high level design</li> <li>development of the process/procedures for the December data integrity fix</li> </ul> <p><b>Workshop 6 Update:</b> POCL to review latest version of rectification plan (handed out at meeting). Discuss issues with Pathway and jointly resolve.</p>	<p>9<sup>th</sup> Sept</p> <p>14<sup>th</sup> Sept</p>	<p>6<sup>th</sup> Sept</p> <p>9<sup>th</sup> Sept</p> <p>13<sup>th</sup> Sept</p> <p>17<sup>th</sup> Sept</p>
9.	3	<p>It was agreed that the working group should continue to meet to monitor and review TIP incidents. Next meeting to have on agenda and feed back to this group:</p> <ul style="list-style-type: none"> <li>any further progress on existing incidents (including PinICL 27748 - see 376/3 above)</li> <li>new incidents raised since last group meeting</li> <li>commission the production of a management summary of incidents highlighting: <ul style="list-style-type: none"> <li>summary of incidents by type of occurrence</li> <li>when related fix(es) introduced</li> <li>rate of occurrence before and after fix</li> <li>new incident types</li> </ul> </li> </ul> <p><b>Workshop 4 Update:</b> Draft monitoring report was presented. Working group will update this report including:</p> <ul style="list-style-type: none"> <li>week 23 to be added</li> <li>add notes explaining position of those under investigation</li> <li>fixes forecast</li> </ul> <p><b>Workshop 5 Update:</b> Next report to be presented before the Workshop on 17<sup>th</sup> Sept</p> <p><b>Workshop 6 Update:</b> The next report (including week 23 and 24) is now required to inform the contractual discussions. Pathway and POCL (Calum Craig) to produce the report and get to Keith Baines as early as possible on 16<sup>th</sup> Sept.</p>	<p>3<sup>rd</sup> Sept</p> <p>16<sup>th</sup> Sept</p> <p>16<sup>th</sup> Sept</p>	<p>6<sup>th</sup> Sept</p> <p>9<sup>th</sup> Sept</p> <p>17<sup>th</sup> Sept</p>

## Acceptance Workshop (6)

## Horizon Programme

	Work shop		Action Date	Workshop Date
10.	3	As part of the working group activity, POCL has reviewed the procedures (some of them interim) which will be in place to manage OBC change up to CSR+. POCL to determine the acceptability of proceeding with this interim solution. Any issues to be discussed with Pathway before the 9 <sup>th</sup> Sept review by this group.  <b>Workshop 5 Update:</b> Interim <b>OBC</b> solution acceptable. <b>Delete next time</b>		9 <sup>th</sup> Sept

**378 Incomplete Cash Account Records**

	Work shop		Action Date	Workshop Date
2.	2	POCL would like to understand how Pathway have undertaken their design level review to analyse <b>and improve the deficiencies around the cash account to prevent inappropriate interruptions e.g. multiple user key/touch screen entries.</b> Pathway to arrange, Jeremy Folkes to arrange suitable POCL participants. Report back any issues to this group.  <b>Workshop 3 Update:</b> The action is focused on the cash account process, but <b>will include possible side-effects of the rectification elsewhere.</b>  <b>Note new wording agreed at Workshop 4.</b> Pathway (Alan Ward) and POCL (Jeremy Folkes arranging appropriate participants) to meet by 15 <sup>th</sup> Sept - earlier if possible. Follow on meeting with designer on 20 <sup>th</sup> Sept if necessary	15 <sup>th</sup> Sept	6 <sup>th</sup> Sept  17 <sup>th</sup> Sept
3.	5	New incidents have occurred. Pathway to report back root cause to next meeting.  <b>Workshop 6 Update:</b> It was confirmed that this was the same as the original error. Further clarity required from Pathway (John Pope) whether these new incidents occurred before the associated fix, or whether the fix has been unsuccessful.	13 <sup>th</sup> Sept	13 <sup>th</sup> Sept

**AI 391 - Physical Security at Bootle and Wigan**

	Work shop		Action Date	Workshop Date
2.	3	Pathway will obtain and review A&L procedures for vehicle access at Bootle. POCL to be involved in review. Pathway will propose and gain approval to any changes noted in the review. Review to be done in time for action 391/3 by end of 10 <sup>th</sup> Sept should that be required.  <b>Workshop 4 Update:</b> NB new workshop date.	Circa 8 <sup>th</sup> Sept	<b>13<sup>th</sup> Sept update</b>
3.	3	POCL to participate in site visit to check deployment of security procedures at Bootle if deemed necessary.  <b>Workshop 6 Update:</b> This final issue on the Rectification Plan has now been resolved and so the rectification plan is now agreed.  Pathway to raise the final AI Analysis form.	10 <sup>th</sup> Sept	13 <sup>th</sup> Sept  17 <sup>th</sup> Sept

**408 HSH Performance**

	Work shop		Action Date	Workshop Date
6.	2	Pathway to produce a rectification plan for presenting to this group. This plan to include date for when target SLAs will be met.  <b>Workshop 5 Update:</b> Pathway to update rectification plan in light of actions 7 and 8 below for review by POCL.		9 <sup>th</sup> Sept  17 <sup>th</sup> Sept
7.	2	Pathway to produce outline proposal on Service Levels for the cash accounting expert domain.  <b>Workshop 5 Update:</b> POCL (including Keith Baines, Ruth Holleran) to review Pathway's (including Tony Oppenheim) proposal and discuss.	14 <sup>th</sup> Sept	9 <sup>th</sup> Sept  17 <sup>th</sup> Sept
8.	5	Performance Service Level statistics for August have been re-produced by Pathway to exclude the cash account calls. POCL to assure that the statistics are being appropriately reported. Pathway and POCL (including Ruth Holleran, Dave McLaughlin, Jerome Brice, Adele Henderson) to meet to review the new service level report.	14 <sup>th</sup> Sept	17 <sup>th</sup> Sept

**412 Service Performance Ad Hoc Reporting**

	Work shop		Action Date	Workshop Date
1.	5	POCL and Pathway to meet to review particular examples of concern to POCL (or review all examples on the Pathway log). Report back any issues to this group.  <b>Workshop 6 Update:</b> POCL to review response in Pathway's "Acceptance Resolution Plan - Acceptance Incident 412" v0.2	15 <sup>th</sup> Sept	13 <sup>th</sup> Sept 17 <sup>th</sup> Sept
2.	5	Pathway (Steve Muchow) to consider whether it would be appropriate to provide a targeted teach-in to appropriate POCL experts to enable them to focus their ad hoc requests around the Pathway data structures.  <b>Workshop 6 Update:</b> POCL to review response in Pathway's "Acceptance Resolution Plan - Acceptance Incident 412" v0.2	15 <sup>th</sup> Sept	13 <sup>th</sup> Sept 17 <sup>th</sup> Sept
3.	5	POCL and Pathway presented their respective draft papers explaining their view of the issue. The process for ad hoc reporting is documented in CS/PRO/031. The Pathway report highlighted an issue around the availability of data at appropriate points in the reporting cycle. Pathway to provide further information on this for POCL to review.  <b>Workshop 6 Update:</b> POCL to review response in Pathway's "Acceptance Resolution Plan - Acceptance Incident 412" v0.2	15 <sup>th</sup> Sept	13 <sup>th</sup> Sept 17 <sup>th</sup> Sept
4.	5	POCL to progress (Keith Baines to speak to Dave McLaughlin) the issue around the transaction times for fallback transactions.  Aide Memoire - <b>Delete next time.</b>		

### Agreed Category B And Other Incidents

	Workshop		Action Date	Workshop Date
1.	1	<p>Of the nine Agreed Category B Faults, there are six with agreed resolution plans. It was agreed that ICL Pathway would submit an Acceptance Incident Analysis Form to cover the agreed resolution plan for each of the six Acceptance Incidents for POCL's agreement. (The six incidents are 342, 361, 371, 211, 390 and 395.)</p> <p><b>Workshop 3 Update:</b> 342, 371, 390 and 395 Analysis forms received. POCL note the request for closure on 371 and 395.</p> <p><b>Workshop 4 and 5 Update:</b></p> <ul style="list-style-type: none"> <li>• 211 - further 7 incidents investigated. A recent fix, "F1" caused this (and the OBCS read) problem. New fix will be introduced 17<sup>th</sup> Sept. See action IRP 5 for wider implication of this issue - assuring the regression testing is appropriate for the level of fixes being applied. Pathway to submit an updated AI analysis form including these new incidents and including an update to the rectification plan</li> <li>• 342 - No further incidents. Monitoring continuing until 1<sup>st</sup> Oct</li> <li>• 361 - No further incidents. Monitoring continuing until 1<sup>st</sup> Oct</li> <li>• 371 - Reports produced. ATM review to see if appropriate to close.</li> <li>• 390 - No further incidents. Monitoring continuing as per rectification plan</li> <li>• 395 - No further incidents. Monitoring continuing. ATM review to see if appropriate to close.</li> </ul>	31 <sup>st</sup> Aug to 5 <sup>th</sup> Sept	6 <sup>th</sup> Sept       17 <sup>th</sup> Sept
2.	3	Pathway (John Dicks) and POCL (Jeff Austin) to arrange a review of all remaining Low Severity incidents to resolve any Low/None differences of opinion and to determine the plan for closure. Complete review by 21 <sup>st</sup> Sept.	21 <sup>st</sup> Sept	

### Integrated Rectification Plan (IRP)

	Work shop		Action Date	Workshop Date
1.	4	POCL (Ruth Holleran) to confirm dates for monitoring the fix and feed back to Pathway.  Action complete: <b>Delete next time</b>	7 <sup>th</sup> Sept	

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	Work shop		Action Date	Workshop Date
2.	4	POCL (Jeremy Folkes) to review 391 plan and feed back to Pathway.  Action complete: <b>Delete next time</b>	7 <sup>th</sup> Sept	
3.	4	POCL (Andrew Simpkins) and Pathway (Mike Coombes and Lawrence Price) to compare plans and resolve issues. Update Pathway plan. <ul style="list-style-type: none"> <li>Feedback issues to this group</li> <li>Issue plan for review by this group</li> </ul> <b>Workshop 6 Update:</b> Actions above complete. Further activity required: <ul style="list-style-type: none"> <li>Tony Oppenheim/Keith Baines to advise “planners” Mike Coombes/Andrew Simpkins of criteria changes (see Other Actions 3 below)</li> <li>POCL (Min Burdett to co-ordinate) to review individual Acceptance Incident plans and feed back to Andrew Simpkins</li> <li>prepare a level 1 plan to present separately. Pathway (Lawrence Price) and POCL (Andrew Simpkins) to meet and develop</li> <li>modify the level 2 plan as discussed at the meeting. Ensure that the presentation highlight key connectivities between Acceptance Incidents and the connectivity and impact on the overall programme plan.</li> </ul>	9 <sup>th</sup> Sept  14 <sup>th</sup> Sept  15 <sup>th</sup> Sept 16 <sup>th</sup> Sept	9 <sup>th</sup> Sept 13 <sup>th</sup> Sept   17 <sup>th</sup> Sept 17 <sup>th</sup> Sept
4.	5	POCL (John Meagher) to speak to Pathway (Mike Coombes) about Pathway’s wider regression testing plans which are currently being developed to assure the stability of the system going forward.		13 <sup>th</sup> or 17 <sup>th</sup> Sept



**Other Actions**

	Work shop		Action Date	Workshop Date
1.	4	<p>POCL (Ruth Holleran and Keith Baines) to determine the management forum to oversee the implementation of the rectification plan.</p> <p><b>Workshop 6 Update:</b> Agreed that this would become part of the fortnightly Delivery Forum Meeting. POCL (Andrew Simpkins) to update and reissue agenda and attendance to take account of this.</p> <p>It was agreed that the Delivery Meeting on the 24<sup>th</sup> November and 22<sup>nd</sup> December (especially for the latest position on 376) would be key review meetings for the decision to start roll out in January. There will also be a step check on the 8<sup>th</sup> December.</p>	24 <sup>th</sup> Sept	13 <sup>th</sup> Sept
2.	6	Pathway (John Dicks) and POCL (Min Burdett) to progress all outstanding actions on “Workshop” incidents prior to 17 <sup>th</sup> Sept Workshop and ensure they are all appropriately documented and the position agreed.	15 <sup>th</sup> Sept	17 <sup>th</sup> Sept
3.	6	<p>To support the contractual meetings (especially the second one on 16<sup>th</sup> Sept, the meeting discussed the criteria that must be met for roll-out to commence in January. The headline criteria were discussed, and actions agreed to progress the detail and the threshold levels (all output to be received by Keith Baines in time for contractual meeting on 16<sup>th</sup> Sept):</p> <p><b>298 Criteria</b></p> <ul style="list-style-type: none"> <li>incident frequency (per counter day) by incident category. Weightings (indicating relative business impact) to be considered depending on category (e.g. those requiring reboots are more disruptive than those with workarounds). John Meagher and John Dicks to progress at 15/9 workshop. John Dicks to provide at this meeting Pathway’s view or thresholds.</li> </ul> <p><b>376 Criteria</b></p> <ul style="list-style-type: none"> <li>period of “clean” running where no incidents occurred. POCL (Ruth Holleran) to propose the length of time required and whether incidents identified and reported by Pathway’s interim measures are admissible.</li> <li>adherence of Pathway to the development and testing plan. This requires Pathway (Mike Coombes) to provide a breakdown of this activity on the rectification plan and the production of the entry and exit criteria for each sub-activity (to Ruth Holleran).</li> </ul>	15 <sup>th</sup> Sept  14 <sup>th</sup> Sept 15 <sup>th</sup> Sept	

Acceptance Workshop (6)

Horizon Programme

	Work shop		Action Date	Workshop Date
		<b>408 Criteria</b> <ul style="list-style-type: none"> <li>achievement of the HSH resourcing plan. Pathway (John Dicks/Steve Muchow) to provide the appropriate stage points for monitoring.</li> <li>performance against service levels. Level 3 cash account expert domain SLs need to be agreed (existing meeting 14<sup>th</sup> Sept)</li> </ul>	15 <sup>th</sup> Sept 14 <sup>th</sup> Sept	
4.	6	Also for the contractual meeting, POCL needs to determine how many/which week's offices need to be rescheduled from the current plan. Andrew Simpkins to provide a briefing paper (close of play 13 <sup>th</sup> Sept). Keith Baines and Ruth Holleran to determine POCL view.	15 <sup>th</sup> Sept	

The meeting summarised the intended topics for the next Workshop.

**17<sup>th</sup> September Workshop (9:30 Gavrelle House)**

- 408
- 412
- 369
- 298
- 376
- 378
- Sandwich Lunch (ordered for 12:30)
- check to ensure all incidents have been appropriately documented (including rectification plan and AI analysis form)
- Integrated Rectification Plan
- Preparation for pre-Acceptance Board

Min Burdett

GRO