

HNG – Post Office Highlight Report (for Joint Release Board)

Project/Release	HNG	Reporting Period:	To 17 th March 2010
Stage:	Deployment	Programme Manager:	Mark Burley / Will Russell

1. Tracking Summary

Measurable	Rating	Comments
TIME	RED: the working rollout plan currently extends into June	<p>The Horizon Online continues to run operationally in 144 branches.</p> <p>Further to the incidents experienced at the beginning of March, a decision was made to halt further pilot migrations while the issues are investigated, fixed and a period of stability observed.</p> <p>Fujitsu are now providing evidence to POL which indicates an improvement in stability, and therefore the pilot has been scheduled to re-start this week (as agreed by the POL Internal Release Authorisation Board on 17th March).</p> <p>A further decision will be made next week as to whether to enter High Volume pilot; the key current concern being the ability of the HSD to cope with the projected volume of calls. The average number of calls per Horizon Online Branch remains significantly higher than that of the Horizon branches and the concern remains that the HSD will fail to cope with a significant increase in migrated branches.</p> <p>The end date of rollout has already gone back into June. However; although opportunities do exist to bring this earlier the current level of ongoing problems suggests this may be an optimistic position.</p> <p>The final rollout profile continues to be assessed by the Programme and Service teams and remains subject to approval by the Internal and Joint Release Authorisation Boards.</p>
COST	AMBER	Reverted to Amber (from Green) due to likely over-run of programme and additional costs incurred.
QUALITY	AMBER from RED following positive results from the fixes applied over the last 2 weekends. Remains under close scrutiny however	<ol style="list-style-type: none"> Screen Freezes, Re-boots and Recoveries. The rate of screen freezes and recoveries has been greater than expected and needs to reduce rapidly in order to extend rollout. Improvements have occurred since a number of fixes were applied over the last 2 weekends, but this continues to be monitored and further improvements sought. User opinion [no change]. Some goodwill has been lost following the outages experienced at the beginning of March and also due to continued changes to migration dates. We have not yet "lost" the frontline, but are continuing to meet with stakeholders to proactively manage the situation. Number of calls to, and Level of support from HSD. The rate of calls from Horizon Online branches is significantly higher than from Horizon branches, and level of support received has been poor in some cases. If the rate of calls does not significantly reduce the HSD will not be able to cope when full rollout commences. Live System Test (LST): Work is now focused on testing

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		<p>5. issues arising from Pilot to enable Medium Volume Pilot and HVP to progress further. 2 Factor has now been signed-off. Quality of products into LST is not as it should be which is leading to more hot fixes than expected.</p> <p>6. HNG Volume Testing. Phase 2 of Volume testing is under increasing pressure to maintain the target completion date of 22/03. There are still a number of significant issues that require urgent resolution.</p>
Key Achievements	<ul style="list-style-type: none"> • Over 70% of the network now has Branch Router installed • POL-FS successfully migrated over the weekend of 6/7 March • Data Centre Upgrades (R01.08 and Red Hat) have improved the stability of the system. 	

2.1 Issues and risks / Items for Discussion**NEW ITEMS FOR DISCUSSION :**

- **Release 01.08 deployment.**
- **Future Maintenance Releases** – Timing, content and options to re-open the counter migration package
- **SECURITY** – position against Acceptance Incidents notably Patch Management
- **SECURITY** – progress of PCI audit (repeat)
- **Management information to assess pilot issues and progress.**

EXISTING ITEMS FOR DISCUSSION:

- **Progress on assessment of high incidence of Screen Freezes, Recoveries and Re-boots**
- **Progress against other areas of “action plan” to re-start pilot**
- **Management of live issues; responsiveness and reporting.**
- **Position on Volume Testing ahead of Rollout** : Target exit date of Cycle 2 under pressure.
- **Progress on erroneous “zeros” in client files:** Including the maintenance of “manual checks”
- **Contention for SV+I rig between HNG release 1 and release 2. LST has become a bottleneck:** update on position
- **Validation of performance during pilot** : update on position

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- **Pre-migration counter packages** – Update on overall position.

Other key items are covered within the “Joint Risk Log”.

3 Milestone Tracking Summary

The baselined dates below are the latest contractually agreed set at plan v60 a40 (as referred to from CCN1246).

The pre-Christmas changes to accommodate the EDS testing and additional code releases (V80.a20) are indicated in **green.**, with current forecast below this – if different.

Unique ID	Milestone:	Owner	Baseline Delivery Date:	Forecast/ Actual Delivery Date:	Comments
HNGX-D-069	POL Sample Use Case Available for UI	POL	25/08/2006	25/08/2006	Complete
HNGX-D-073	Receipt of POL general requirements for the UI	POL	25/08/2006	25/08/2006	Complete
HNGX-D-030	Service Barrels/Use Cases for App 1 available	POL	30/08/2006	02/08/2006	Complete
HNGX-D-067	POL Joint Test Resourcing Profile Agreed	JOINT	03/11/2006 31/01/2007	25/01/2007	Complete.
HNGX-D-071	Receipt of POL Business Rules for Postal Services	POL	15/09/2006	15/09/2006	Complete
HNGX-D-016a	Confirm all clients plan to move to EDG. EDG GO/NO GO	POL	29/09/2006	29/09/2006	Complete
HNGX-D-038	Service Barrels Gateway 4 Completed	POL	29/09/2006	29/09/2006	Complete
HNGX-D-004b	Service Barrels Gateway 6 Completed.	POL	30/10/2006	30/10/2006	Complete
HNGX-D-057	Order Router (Initial Order)	POL	07/12/2006 01/03/2007	20/04/2007	Complete Confirmation provided to Fujitsu on 20/04/07
HNGX-D-063	POL Provide Reference Data to support INT4 System Test	POL	29/04/2007 02/04/2007	07/01/08	Complete (final drop provided and agreed)
HNGX-D-056	Purchase Point 1: Purchase of the branch router.	POL	09/03/2007	20/04/2007	Complete
HNGX-D-003	Wire frame & details of the UI including house style, look & feel.	POL	29/03/2007	29/03/2007	Complete Sample Screen shots have been supplied.
HNGX-D-064	POL Provide Reference Data to support SV&I INT5 INT7 System Test in IRE	POL	18/06/2007	05/05/2008	Complete
HNGX-D-047	System Test Report Issued (INT-5) (INT7)	POL	28/10/2007	12/09/2008	Complete. Initial Reports produced, but INT7 now merged with INT8, INT9 and INT10 with formal report covered under HNGX-D-074
HNGX-D-076	Router & Gateway solution developed	Fujitsu	29/08/2008	29/08/2008	Complete. (NB This excludes development for the 2 nd WWAN provider)
HNGX-D-077	Network Rebuild	Fujitsu	29/08/2008	29/08/2008	Complete
HNGX-D-074	Formal System Test Report for Cycles 10-12 issued	POL	12/09/2008	12/09/2008	Complete
HNGX-D-078	Application development completed	Fujitsu	27/10/2008	27/10/2008	Complete
HNGX-D-079	System test completed	Fujitsu	27/10/2008	12/12/2008	Complete
HNGX-D-080	SV&I testing commenced on HNG	Fujitsu	03/11/2008	26/11/2008	Complete
HNGX-D-075	Final Formal System Test Report issued	POL	14/11/2008	07/01/2009	Complete – Document out for review
HNGX-D-072b	Provide list of Pilot branches for Router rollout	POL	31/10/2008	31/10/2008	Complete
HNGX-D-016b	Confirm all clients have	POL	04/02/2008	16/10/2008	Complete

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	successfully moved to EDG		28/07/2008 16/01/2009		
HNG-X-D-089	V&I Testing Commenced	Fujitsu	31/12/2007 18/12/2008	16/03/2009*	*Complete However it should be noted that this is now only Integrity Testing.
HNGX-D-046	Train the Trainers Commences	POL	01/02/2008 26/01/2009	31/01/2010 18/11/2009	V80 a20 forecast Current forecast Complete
HNGX-D-065	POL Provide Reference Data to support Pilot	POL	15/02/2008 02/02/2009	01/10/2009 22/10/2009	V80 date in Bold V80 a20 forecast Complete. Data is ready for LRDP after DC migration
HNGX-D-081	Data centre migration prep complete	Fujitsu	09/02/2009	05/10/2009 26/10/2009 30/10/2009	Allows us to proceed with the migration of the Data Centres V80 date in Bold V80 a20 forecast COMPLETE
HNGX-D-052	Provide access to all Pilot Branches for Router installation	POL	31/01/2008 16/02/2009	16/02/2009* 26/05/2009*	Notification that Access has been granted to FS has been given. Propose closure of this milestone.
HNGX-D-082	Weekends B&C complete	Fujitsu	23/02/2009	11/10/2009 01/11/2009	Critical applications moved to Belfast and new Data Centres operational V80 date in Bold V80 a20 forecast COMPLETE
HNGX-D-083	Router pilot commenced	JOINT	16/02/2009	02/11/2009 20/11/2009	V80 a20 forecast Complete
HNGX-D-058	HNGX Pilot in Model Office commences	JOINT	31/03/2008 16/03/2009	23/11/2009 17/12/2009 21/12/2009	V80 a20 forecast Complete
HNGX-D-090	HNGX Pilot in Live Office Commences	JOINT	14/04/2008 30/03/2009	07/12/2009 13/01/2010	V80 a20 forecast Complete
HNGX-D-084	POL FS migrated to new Data Centres	Fujitsu	15/05/2009	12/12/2009 17/01/2010 28/02/2010 07/03/2010*	V80 a20 forecast Current forecast – * moved to avoid financial period end Complete
HNGX-D-085	Full roll out commences	JOINT	22/06/2009	15/02/2010 25/02/2010 29/03/2010	V80 a20 forecast Current published forecast Working plan date (not released)
HNGX-D-054	HNG-X Application Rollout is completed	JOINT	01/04/2009 18/09/2009	21/04/2010 30/04/2010 07/06/2010	V80 a20 forecast Current published forecast Working plan date (not released)
HNGX-D-053	Enable FS to access Back Office Printers for Network Connectivity	POL	01/04/2009	27/07/2009 TBA	CCN1245 – revised contract states XP rollout no longer included
HNGX-D-059	X5 – Counter XP Rollout completes	FS	01/10/2009	05/01/2010 TBA	CCN1245 – revised contract states XP rollout no longer included