

**From:** "David.Randall@[REDACTED] GRO" <[REDACTED]>  
**To:** Jason Black [REDACTED] GRO  
**Subject:** RE: Drop & Go - Checkpoint Approval to release for Pilot  
**Date:** Fri, 28 Apr 2017 10:11:30 +0100  
**Inline-Images:** image001.png; image002.png; image003.png; image004.png

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Jason,

This is a really simple solution which AtoS are complicating!

Regards

**David Randall**  
Programme Director  
Business and Application Services (Post Office)

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**From:** Jason Black [REDACTED] GRO  
**Sent:** 28 April 2017 09:58  
**To:** Randall, David (IRE02) [REDACTED] GRO  
**Subject:** FW: Drop & Go - Checkpoint Approval to release for Pilot

This looks like the simple tactical ref data solution isn't yet confirmed?

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**From:** Owsley, Meyrick [REDACTED] GRO  
**Sent:** 28 April 2017 09:33  
**To:** Andy Garner; Jeff Smyth; Ajay Patel1; Jason Black  
**Cc:** Tom Fitzgerald; Kelay, Nin  
**Subject:** RE: Drop & Go - Checkpoint Approval to release for Pilot

Ok Andy am working on it. Sians note was a little confusing but she has now clarified it. Of your points below 1,3 and 4 are what the team is currently investigating. Question 2 relies on Fujitsu and to some extent some further investigation we can do in reference data (I mention it as it won't just be a function of the regression test output that Fujitsu will provide). Will come back to you with an update/answers as soon as I have further information.

Meyrick

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**From:** Andy Garner [REDACTED] GRO  
**Sent:** Thursday, April 27, 2017 3:52 PM  
**To:** Owsley, Meyrick [REDACTED] GRO; Jeff Smyth [REDACTED] GRO; Ajay Patel1 [REDACTED] GRO; Jason Black [REDACTED] GRO  
**Cc:** Tom Fitzgerald [REDACTED] GRO; Kelay, Nin [REDACTED] GRO  
**Subject:** RE: Drop & Go - Checkpoint Approval to release for Pilot

Thanks Meyrick. Based on the due diligence below, I would agree that option 3 is the correct approach. However this comes with a couple of asks;

1. Confirmation of the impact to Telco and other products i.e. is it just the Horizon option list which now appears on 2 not 1 line OR is it more serious and the product cannot be sold in branch
2. Clarification is provided as to the output of the original regression tests and any impact to other products/services
3. Confirmation of the target timeline for the reference data fix to be scoped and deployed
4. Confirmation, subject to 2., when D&G can Model and pilot will commence ? I am assuming days

if this is substantially longer then serious consideration needs to be provided to option 2 i.e. release 15.92 and hot fix Telco with 16.24

That said I have just seen another email from Sian ... I assume the above is Option 1 however Meyrick please can you confirm. I would like AtoS to provide this final confirmation.

Andy

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**From:** Owsley, Meyrick [REDACTED] GRO  
**Sent:** 27 April 2017 13:32  
**To:** Andy Garner [REDACTED] GRO; Jeff Smyth [REDACTED] GRO; Ajay Patel1 [REDACTED] GRO  
**Cc:** Tom Fitzgerald [REDACTED] GRO; Kelay, Nin [REDACTED] GRO  
**Subject:** RE: Drop & Go - Checkpoint Approval to release for Pilot

We've now run through this in more detail – AtoS and Fujitsu. The issue has been caused by a PEAK fix arising from Transaction Simplification activity on Postage labels. This fix is being implemented in the 15.92 release alongside Drop and Go (not as a result of Drop and Go development itself). The impact of this is that list options are truncated from the current 2 lines to 1 – we have seen this in the Telephony response which cuts off the payment method on the Horizon screen during the Home Phone

and Broadband sign-up process. This list function is used in a number of other places within Horizon and these need to be reviewed to see if any further products are affected by the issue. I would stress that these are potential impacts as the uses of the function identified (210 of them noted by James) could be inactive or not requiring the 2 lines on the screen. Any products that are impacted out of this list can then be reviewed to see if the reference data fix proposed by James will resolve the issue. On that note the reference data mentioned yesterday looks like it will resolve the issue for Home Phone and Broadband, although James is still running through scenarios.

Underlying issue is whether the testing for the PEAK fix should have picked up this defect. Fujitsu are investigating this and will come back to us asap with details of the testing conducted for the PEAK fix (for transaction simplification) and its extent. However to resolve the immediate problem there are 3 clear options:

1. Fujitsu to undertake emergency hotfix. This would take resources from other projects and result in a ripple effect of additional testing for subsequent code releases, which are built on top of release 15.92 (which is why impacts were identified on HNGA and HDCR as well as Drop and Go); or
2. Release 15.92 to go live as is (either for 28<sup>th</sup> April for 53 pilot branches and/or subsequent network release on 16<sup>th</sup> May) and the Fujitsu hotfix to be included in next counter code release (16.24) due 27<sup>th</sup> June in Model Office; or
3. Reference data fix to be investigated and deployed for any affected products (extent of development and timings to be agreed). This could involve delay to pilot depending on time required to develop and deploy reference data fix. To be absolutely clear there are 2 scenarios for this option:
  - a. Send release 15.92 live into the network and then deploy a reference data fix into live; or
  - b. Delay release of 15.92, develop the reference data fix and then deploy together to minimise impact on the network

Our recommendation is to postpone the pilot of Drop and Go to the 53 pilot branches to allow investigation to take place and a decision either way to be made. Aside from a delay to the Drop and Go pilot there is no further impact beyond Model Office for Horizon functionality of the current code. However deploying beyond Model Office definitely impacts on Telephony and potentially on other activity as well as per points above. Postponing the pilot therefore gives breathing space to give you further details in order to make your final decision of the 3 above (or any combination thereof). So our initial actions are:

- Confirmation from Post Office of the go/no go decision on Drop and Go pilot
- Fujitsu to investigate regression testing for Peak Fix – Cameron is taking this forward with the Fujitsu testing team now – and report back
- POL to confirm that Atos can investigate further instances of the option list functionality within 15.92 code (and determine cost impact of investigation and resolution).
- James Brett to finalise investigation re hotfix for Telephony

Happy to discuss but hope this helps clarify the position.

Meyrick

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**From:** Andy Garner [GRO]  
**Sent:** Thursday, April 27, 2017 12:28 PM  
**To:** Jeff Smyth [GRO]; Ajay Patel [GRO]  
**Cc:** Tom Fitzgerald [GRO]; Kelay, Nin [GRO]; Owsley, Meyrick [GRO]  
**Subject:** RE: Drop & Go - Checkpoint Approval to release for Pilot

Jeff

This is not how this was explained at all yesterday on the call. If I read correctly the position is now D&G MO has broken Telco as opposed to Telco NGA change has broken Telco BAU which requires a hot fix !

When can we talk ?

Andrew Garner  
 CIO - Retail

[GRO]

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**From:** Jeff Smyth  
**Sent:** 27/04/2017 12:08  
**To:** Ajay Patel1; Andy Garner  
**Cc:** Tom Fitzgerald; Kelay, Nin; Owsley, Meyrick  
**Subject:** RE: Drop & Go - Checkpoint Approval to release for Pilot

My understanding is that the live code that is deployed in the MO HAS broken the existing live code for Telecoms that is already live in the rest of the network estate. If we were to deploy it (beyond MO) we will create a P1/P2 issue in the live network estate which is a crazy thing to do.

I have asked (Nin and Meyrick) for the following questions to be answered before we deploy the MO code out any further:

- a) Why didn't regression testing pick up this issue (principally because Atos think that the impact for Telecoms may also be felt by other products i.e. the risk of deployment is correctly quantified and isolated)
- b) What is the hot fix solution for Telecoms – what can be done to restore the existing functionality for the Telecoms Cash/DD transactions prior to deployment wider i.e. testable in MO

I've already checked in with Rob H and Mick M on this one – we cannot consciously put code live if we know it will break the bigger network, especially on the run up to a bank holiday.

Let's catch up soon to understand how to get this issue solved today.

Thanks  
 Jeff

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**From:** Ajay Patel1  
**Sent:** 27 April 2017 11:32

To: Jeff Smyth; Andy Garner  
Subject: FW: Drop & Go - Checkpoint Approval to release for Pilot  
Importance: High

Andy / Jeff,

After having had a conversation between yourselves on the below impact of DnG and Telecoms Project it now transpires that the code cannot be released for DnG as per the agreement yesterday.

Can you please have a discussion and let me know what has been decided and as a result the retrospective action be taken in the next 30 mins. Note the code has gone into MO and we are planning to move ahead to Pilot tomorrow unless someone lets me know in the next 30 mins.

Ajay

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From: Kelay, Nin; [GRO]  
Sent: 27 April 2017 11:26  
To: Ajay Patel1  
Cc: 'luke.a.bailey'; [GRO]; 'Sian.Plummer'; [GRO]; Brett, James; Thompson, Jon; Robson, Suzanne; Henk Bakker  
Subject: RE: Drop & Go - Checkpoint Approval to release for Pilot  
Importance: High

Ajay

From discussions with Jeff Smyth, due to the negative impacts of 15.92 on other projects the POL recommendation is that the Reference data for Pilot is NOT to be released on Friday.

Please confirm this urgently so Suzanne's team can take the necessary steps.

Thanks

Nin

-----Original Appointment-----

From: Kelay, Nin  
Sent: Wednesday, April 26, 2017 5:01 PM  
To: Brett, James; Thompson, Jon; Robson, Suzanne; 'Henk Bakker'; [GRO]; [GRO]  
Cc: [GRO]  
Subject: Canceled: Drop & Go - Checkpoint Approval to release for Pilot  
When: 27 April 2017 12:00-12:30 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.  
Where: Skype Meeting  
Importance: High

Hi

We have received positive feedback from Model Office from POL, with a minor fix required which is currently in progress for the Pilot.

Following the confirmation from POL, see attached, the Pilot will be going ahead as scheduled on Friday 28 April.

Many thanks

Nin

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Hi

This is to get feedback from Model Office and for POL to confirm the release of to the 54 Pilot branches, with the pilot to commence on Friday 28.04.

Please forward this email to anyone else who you think should attend.

Thanks

Nin

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