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TX/RX NO.3800

02/10 198 15:01

PA

**PA Consulting Group**123 Buckingham Palace Road  
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**Fax Header Sheet***Please pass this urgent fax ASAP to the recipient below, thank you*Sender's direct telephone:  
Sender's direct fax:**GRO**

To:

Mr Peter Crahan - BA -

Mr David Miller - HPO -

Mr Mike Coombs - ICL Pathway -

**GRO****GRO**

Company name: -

Recipient's fax no: -

From:

Peter Copping

No of pages including this one: 4

Date: 2/10/98

Time: 14:36 hrs

**Notes:****IN COMMERCIAL CONFIDENCE**

Please find attached the documents discussed.

*If this fax has been transmitted to the wrong fax number, we would appreciate an immediate return to the number given in the top-right-hand corner, alternatively please telephone the sender.**If the transmission is unclear or certain sheets have not been received, please telephone the sender immediately*

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Computers and Telecommunications  
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E-mail: Peter.Copping@**GRO**loneah/pjc/eah1590  
2 October, 1998To : Messrs  
Peter Crahan - BA  
David Miller - HPO  
Mike Coombs - ICL Pathway**IN COMMERCIAL CONFIDENCE***Colleagues,*

Please find attached my proposal for the workshop process on Tuesday 6<sup>th</sup> October, which I have discussed with each of you.

The HPO has agreed to take this forward and plan the detail including final timings. I believe the action list Version 1 - /10/98 is sufficient in timing and content to ensure the right inputs from each of you on the day. Please let David know if you have a different view.

My overall objective for the day is to get any residual issues in items a) through to g) off the agenda either because we resolve them on the day, or we all agree a resolution plan and impact going forward.

If we achieve that then we can all focus on the key question, led by the HPO, which is :  
"Can this programme be delivered in the timescales proposed, if, why not, and what impact will it have on proposed timescales?"

On this occasion, PA's third engagement with the programme, I believe it is for HPO to present the outputs, not PA; our job is to facilitate that.

Yours sincerely

**GRO**Peter J Copping  
Member of the Management Group-PA

Encl. Proposal for the workshop process

cc : Ross Newby - HM Treasury  
Hugh Crail, David Rees - PA Consulting Group

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**6th October at ICL Pathway Ltd**  
Forest Road, Feltham  
Middlesex TW13 7EJ

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# **1. Issues' Resolution Plenary** (PA facilitator in brackets)

## **a) E2E and model Office Testing (R Getliffe)**

- BA to explain current concerns about testing philosophy
- HPO to describe current process
- HPO to describe proposal for management reporting of progress to sponsors
- Identify any remaining disagreements, issues and concerns, sensitivities - PA
- Action plan to resolve - PA

## **b) Service Management Product Set (R Getliffe)**

- BA to list current concerns
- Pathway to describe product set and product integration, scaling plans
- Identify issues and concerns - PA
- Action plan to resolve - PA

## **c) Service Management Environment - Interim arrangements (P Copping)**

- POCL to describe interim support centre plan and organisational arrangements to host it
- HPO to describe how interim support centre gets integrated with Pathway product set
- Identify any remaining disagreements issues and concerns - PA
- Action plan to resolve - PA

## **d) Multi Benefit with Soft EVP (P Copping)**

- Pathway to describe plans to realise NR2+
- BA to describe plans to develop CAPS to support NR2+
- HPO to identify any integration issues arising
- Identify any remaining disagreements and concerns - PA
- Action plan - PA

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**e) Consistent and Complete Technical Design ( R Getliffe)**

- BA to list areas where assurance is needed
- Pathway to respond
- Identify disagreements and concerns - PA
- Action plan to resolve - PA

**f) Acceptance Testing/Release Authorisation ( R Getliffe)**

- HPO to update on current status and work in progress
- Sponsors to identify any concerns
- Actions needed - PA

**g) HPO ( H Crail)**

- HPO to describe current organisation, roles and responsibilities and development plans
- Sponsors to identify any concerns
- Actions needed - PA

**2. Programme Critical Path and Dependencies (H Crail)**

- HPO to describe programme critical path and key dependencies
- Sponsors with Pathway to identify sensitivities
- Discuss and agree any potential impacts on programme timing
- Identify any remaining disagreements issues and concerns - PA
- Action plan - PA

**3. Next Steps in this Process (P Copping)**

- To resolve any disagreements, issues outstanding
- Timescales and actions

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