## THE POST OFFICE

## Internal memo

Andy Radka

To

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cc Graham Shervington
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Graham Shervington
Head of Service Operations, PON
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Automation Director, PON
Operations Director, PON
Head of Horizon Programme, PON
Head of Transaction Processing, PON
Managing Director, PON

Stuart Sweetman Group Managing Director, Customer and

Ernst & Young Banking Services External Auditors

From Chris Paynter

Date 8th February, 2000

Subject REVIEW OF HORIZON PERFORMANCE AND PROBLEM MANAGEMENT - POST OFFICE NETWORK

I attach a copy of our final report following our review of the procedures for monitoring and reporting Horizon performance and problem management.

Although the original terms of reference were agreed with Chris French the report is addressed to Andy Radka as the recommendations contained in the report relate to Business Service Management.

The report concludes that the processes for identifying problems with the Horizon system in the live environment are working well, but has made some suggestions for improvements to the processes for resolving these problems.

All the findings have been discussed with the relevant managers and the Implementation Plan at Part 4 records the actions agreed in respect of the recommendations made. There is one recommendation where BSM have agreed to determine who within Post Office Network will have responsibility for identifying and communicating good practice at outlets, and we have agreed to follow this up in one month's time to review the outcome of these discussions.

Chris Paynter Audit Manager Post Office Internal Audit