

IN STRICTEST CONFIDENCE

ATSG (file)



# AUTOMATION TRANSFORMATION PROGRAMME

## Automation Transformation Steering Group Notes of meeting on 20 October 1998

Present      Paul Rich (chair)  
                Rob Durrant  
                Mike Hellier (for Dave Morphey)  
                John Main  
                Dave Miller  
                Wendy Powney  
                Basil Shall  
                David Smith  
                Roger Tabor  
                Paul Thornton  
                Elena Marsh (Notes)

Apologies    Duncan Hine  
                Dave Morphey  
                Mena Rego

Distribution    As above  
                    CEC circulation list

Next meeting is 2.00 pm, 20 October in Second floor Board Room, KEB.

**TSG Progress Report****Actions****Item 1      Actions from last meeting**

See updated action points

**Item 2      Red Light issues**

There were no new red light issues.

**Item 3      Other issues****3.1      Data Management Project**

It was noted that there is a potential for overspend versus the business case numbers for 99/00. This was due to a different understanding over the scope of the project from that in the original July MaPEC business case.

**3.2      Overall business case**

It was noted that an overall business case with updated numbers and assumptions is due to go to the December PO Board and that a new Horizon case would be required by then.

**Release 2+**

**3.3** It was noted that release 2+ is now expected in February 2000 (pending the Horizon update on timescales) and that it will include smartcard products. In some cases the counter will have to accommodate both the Horizon terminal and the AP terminal to continue to provide AP functionality until Release 2+ is implemented

**3.4** Another potential issue is that a British Gas new product requires smartcard capability not currently provided by Release 2+, raising the possibility of needing to maintain the AP terminals until release 3, in order to keep British Gas as a client. The British Gas issue is being impact assessed.

**Action** The ergonomic implications of having the two types of equipment on the counter need to be fed into the survey process.

**D Smith**

**20% cut on 99/00 expenditure**

**3.5** The ATSG was informed that in order for the automation programme to deliver the 20% cut required timescales will need to slip and one major project will have to be delayed. POCL MIS and End to End implementation have already been cut by the CEC and the Single Sap System would have to be delayed to enable delivery of the cuts.

**3.6** It was noted that where projects were cut/ slowed down there was an opportunity to divert the resource to other projects and / or Group.

**3.7** It was noted that there is a possibility that technology requirements have been double counted across the programmes and that Wendy would assist Finance in identifying such duplication.

**Item 4      Horizon testing and timescales**

**4.1** Dave Miller gave an update on the progress of testing in the Horizon programme and how that impacts on current timescales.

**4.2** Testing was due to complete on 18 December with a release Authorisation Board taking place after that. The testing phase will be extended by four weeks following MOR and a further testing phase

## TSG Progress Report

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### Actions

has been added in January/ February lasting four weeks which will enable complete testing results to be assessed prior to authorisation. National roll out is now due to commence on 16 August ending in November 2000. These dates have not been formally agreed with Pathway, they are however prudent dates to be used for planning purposes.

### Item 5 Release Authorisation

Naresh Mohindra gave a presentation on the release authorisation process (slides attached).

The following were noted:

- the Release Authorisation (RA) decision endorses the release for live trial, it does NOT provide contractual approval of the delivered services
- the main risk with RA is that there is an exposure to errors in the live trial environment
- the release authorisation process is not intended to be bureaucratic, less paper will be used, issues will be raised at an early stage and there should not be too many thick reports to read.
- regular reports will be produced at -12,-10,-6 -2,-1 weeks from authorisation.
- a business owner would be assigned to each criterion and they would take the decision on the acceptability of the results attached to the criterion assigned to them by looking at the relevant evidence.

### Item 6 Requirements Specification

6.1 Dave Smith gave an update on this work.

6.2 The requirements specification document needs further work and a number of critical business people must contribute to it as a business priority.

6.3 It was noted that the requirements specification is based on a "generic" capability that will enable bringing products to market quickly, and that the ATSG have in the past been supportive of this concept. The "generic" capability is much more than a "technical requirement" and requires significant change elsewhere within the business for example, the account managers may need to have a different approach to clients and there may be a need for re training in the new way of working.

6.4 It was noted that PONTIS have recommended that with respect to a banking product, the clients should not be shown the details of the technology supporting the offer.

6.5 The ATSG agreed that:

- further work should be done to the requirement specification with input from appropriate people as a business priority
- there is a need for a plan to manage the implications of moving to a "generic" product offering

## TSG Progress Report

### Actions

#### Item 7 FAD codes

- 7.1 Pathway have treated this as a fixed unique outlet identifier, however the FAD code can change as a result of conversions or organisational change.
- 7.2 Pathway have hard coded the FAD codes into the system and changes will necessitate a site visit by Pathway. A solution has been proposed through joint working between Pathway and POCL, however this is not scaleable and will result in costs of £5-7m if POCL goes through an organisational change. (these costs are indicative and are yet to be negotiated with Pathway).

#### Action It was agreed that:

D Smith

- the possibility of using Data Management and assigning movable codes to FAD codes, so that changes in office category can be implemented through the changes in the new codes would be investigated
- the extent to which FAD codes are embedded in other systems must be investigated
- new systems must not have embedded codes
- the operational disruption resulting from changes to FAD codes must be considered.

#### Item 8 EMU

- 8.1 Peter Dent gave an update on the work done so far on EMU, potential dates for implementation and resulting timescales impact for POCL.
- 8.2 It was noted that dates used for planning purposes by POCL must be common across the Group.
- 8.3 Time estimates show that there will be approximately 36 months between the UK joining the EMU and the end of the conversion from sterling to EMU, which gives POCL 30 months to prepare. However there is a possibility that POCL must be ready to accept Euro from the date that is introduced whether the UK is in or not.

#### Possible dates:

- 8.4 On the assumption that there is an election in Nov 2001- April 2002, with a referendum before that, the UK would be joining the EMU in the 3<sup>rd</sup> quarter of 2002 with the Euro currency being introduced in February 2004.
- 8.5 Peter is working with clients to understand whether they have any dual currency requirements, at this stage the dual currency requirements seem to be minimal. There is a possibility that our agents have dual currency requirements, or that dual currency is necessary for the HR systems.

#### Action It was agreed that Peter Dent should investigate whether and when we need to be able to pay employees in Euros.

P Dent

- 8.6 The service offering under the following scenarios needs to be decided:
- (a) if UK is out, (b) if UK is in but the Euro has not been introduced yet, (c) if the UK is in and the Euro is introduced.

## **TSG Progress Report**

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### **Actions**

- 8.7 POCL is leading on EMU in the Group and Peter has sent an outline plan to the TSSG.
- 8.8 It was noted that one way of resourcing the EMU technical project is to switch the staff from the Year 2K team once that project is complete.
- 8.9 An initial estimate for the EMU work business is £85m.