Acceptance Workshop (3)

Renaissance Hotel, Heathrow - 9:30 – 16:30 on 2nd September 1999

ACTION Points

Attendees:

Expert: Peter Copping

POCL: Keith Baines, John Meagher, Ruth Holleran, Graham White (314), Jeremy Folkes, Min Burdett (minutes), Graeme Seedall (376), Calum Craig (376), Steve Grayston (218)

Pathway: Tony Oppenheim, John Dicks, John Pope (376), Steve Muchow (298, 218), Dave Hollingsworth (298), Liam Foley (218), Martyn Bennet (391)

218 Training

	Work shop		Action Date	Workshop Date
1.	2	Pathway will issue a full spec. of the new Pre-assessment Training event for POCL review.	27th Aug	
		Workshop 3 Update: Further action subsumed in action 218/8 below. Delete next time.	8th Sept	
2.	2	Pathway will issue a CCN for POCL agreement in response to a change request for RNM training. Meeting between Liam Foley and Bruce McNiven to discuss.	Issue 31st Aug, meet 1st Sept	
		Workshop 3 Update: Further action subsumed in action 218/9 below. Delete next time.		
3.	2	Pathway will issue a draft note on Monitoring Training Delivery for POCL review.	27th Aug	
		Workshop 3 Update: Further action subsumed in action 218/8 below. Delete next time.		

	Work shop		Action Date	Workshop Date
4.	2	A working group will meet to progress: • performance assessment • how to encourage use of training mode (both POCL and Pathway should come prepared with improvement ideas) • the remaining 2 changes to the training courses - output to be a jointly agreed document. **Workshop 3 Update:** Meeting took place as planned - Further actions see 218/8 below. **Delete next time.**	1ˢᵗ Sept	
5.	2	Review progress above at this meeting. **Workshop 3 Update:** Subsumed in action 218/8 below. **Delete next time.**		6ᵗʰ Sept
6.	2	Steve Grayston to arrange meeting within POCL (Bruce McNiven, Keith Baines, Ruth Holleran, Steve Grayston) to determine the success criteria for reducing this to a Medium and resolving. Report back to this meeting. **Workshop 3 Update:** Meeting took place. See 218/7 below. **Delete next time**		2ⁿᵈ Sept
7.	2	Pathway proposed that severity is reduced from High to Medium. POCL to review for 2ⁿᵈ Sept why this should not happen. **Workshop 3 Update:** POCL presented draft success criteria. POCL to update draft with timescales to enable assessment before 9ᵗʰ Sept. Also to include "no show stoppers" where the success criteria involve POCL reviews. Reconsider link with AI 408.	Early 3ʳᵈ Sept	2ⁿᵈ Sept 9ᵗʰ Sept
8.	3	The working group will meet to progress: • formal feedback on Pre-Training Event paper • feedback on Monitoring Training Delivery paper • progress rectification plan (see action 218/10 below) • formalisation of process to deal with the 5% of trainees who do not reach the appropriate competence level. Feed back progress and issues to this group. During the on-going work by POCL to review Pathway's proposals/deliverables, POCL will raise immediately with Pathway (Tony Oppenheim or Liam Foley) serious issues which would impact the success criteria, and not wait for the working group meeting.	8ᵗʰ Sept	9ᵗʰ Sept

	Work shop		Action Date	Workshop Date
			6th Sept	6th Sept
9.	3	POCL (Bruce McNiven) is writing to Pathway (Liam Foley) today *2nd Sept* covering: • endorsement of Pathway to start development of the Pre-Training event • the cost implications of the CCN for RNM training . Liam Foley to reply to POCL (Bruce McNiven and cc to Ruth Holleran). Any issues to be raised at this meeting.		
10.	3	POCL (Steve Grayston) and Pathway (Liam Foley) to progress and agree the rectification plan.		6th Sept 9th Sept

298 System Stability

	Work shop		Action Date	Workshop Date
1.	2	A joint POCL/Pathway working group has been established to review deficiencies. This group is agreeing: • metrics (current and retrospective monitoring) • underlying cause • what fixes when (both introduced and in progress) and correlate these to the deficiencies • results of the fixes. The working group to report back to this group progress, outcome and issues. **Workshop 3 Update:** progress satisfactory. See below for new actions arising		2nd Sept, 6th Sept 13th Sept
2.	2	POCL (John Meagher/Ruth Holleran) and Pathway (Terry Austin) to agree achievement levels for each deficiency. This will establish the target levels for reducing this Acceptance Incident from High to Medium.	6th Sept	6th Sept
3.	2	Pathway will develop a policy document describing how they will minimise the risk of destablising the system in subsequent releases. Policy document to be issued and discussed with POCL (Jeremy Folkes to arrange POCL participants) in advance of discussions at this group.	9th Sept	13th Sept
4.	3	POCL (John Meagher) to produce mapping of Pathway to POCL classifications of the incidents. Agree this mapping with Pathway. As part of 298/1 above, report back any issues.	6th Sept	6th Sept

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	Work shop		Action Date	Workshop Date
5.	3	Additional stability issues have been noted by POCL (e.g. hour glass appearing at unexpected times). POCL (John Meagher) to ensure that Pathway is kept up to date with new types of incidents as seen by POCL.	As they occur	
6.	3	To inform the 10th Sept meeting (deciding whether to roll out to the next 158/178 outlets) we need the best view we can get of the data and trends. The working group should provide an initial draft of a management summary report on 6th Sept and a further report for 9th.		6th Sept 9th Sept

AI 314 - Provision of Technical Documentation

	Work shop		Action Date	Workshop Date
1.	1	Pathway provided new proposals (AI 314 - Third Party Procurements dated 23/08/99) at the workshop. It was agreed that POCL would review these proposals and provide review comments to Pathway by close of play 31st August and that Pathway would accordingly amend and re-issue the proposals in advance of the workshop planned for 2nd September.	31st Aug	2nd Sept
2.	3	Peter Copping to review version 0.2 of CS/SPE/007 "Development of Manual Describing Use of OPS, TMS and EPOSS APIS within ICL Pathway" to decide whether it is sufficient basis for judging the fitness for purpose of the document when made available.		6th Sept

AI 369 - Scanner Reliability

	Work shop		Action Date	Workshop Date
1.	1	The following were agreed: • Pathway would write up the results of the last 100-cover laboratory tests and submit a report to POCL. • Pathway and POCL would conduct data analysis to validate the DSS proposition that there has been a higher level of impound rates on OBCS compared with ESNS yet, as they were all valid books, there must therefore be a higher rate of false rejection (impounds) on OBCS than on ESNS. Pathway will conduct the data analysis and validation work for OBCS; POCL		2nd Sept (Progress check)

	Work shop		Action Date	Workshop Date
		will conduct the work for ESNS. • Pathway will set up field validation of actual rejects occurring in outlets. The validation tests will determine the cause of the rejects as between scanner, user, paper, ink, damage, condition etc. This activity is expected to require a mobile laboratory facility. • POCL will seek observation of the field validation tests by DSS observers. • POCL will request the DSS to provide the covers off books rejected during field validation &/or historically rejected books to Pathway for laboratory testing. • POCL will check training course material for the adequacy of scanner user training and/or instructions. • POCL will obtain the DSS's buy-in to the above approach to the resolution of this AI. It was expected that Karen Rogers would co-ordinate this activity for POCL and that John Dicks would initially do so for Pathway.		
2.	3	POCL (Karen Rogers) to issue plan to Pathway .	3rd Sept	
3.	3	Pathway (Steve Muchow) and POCL (Karen Rogers) to develop an action plan for the "roving lab" to pick up reject books as they occur. Target is for the lab to be in operation on 7th and/or 9th Sept. Pathway will attempt to provide bar-code evaluation equipment as part of the lab.	3rd Sept	
4.	3	POCL to escalate with DSS the need to be involved in the activities (a) providing impounded books for further testing and (b) observe the "roving lab" tests. Update this group with progress.	3rd Sept	6th Sept
5.	3	Pathway reported that about 90% of books not scanned were from 4 or 5 offices. Pathway will undertake root cause analysis of these offices.		6th Sept

AI 372 – Systems Management

	Work shop		Action Date	Workshop Date
1.	1	**Corrupted .dll files** Pathway explained that the root cause has not yet been established but it is thought that it may lie with the system software. Currently, there are daily checks being conducted, which would identify any re-occurrence of the problem and the proposition is that these checks should continue until either the root cause is identified or else both parties are satisfied that the problem is not re-occurring. It was agreed that Pathway would prepare a resolution plan in the form of proposals containing criteria for deciding if and when to discontinue the daily checks and focusing in particular on a further test of similar scale and nature to the LT2 release. **Workshop 3 Update.** Pathway to check that exposure is only to .dll files and that no other executables are distributed.		2nd Sept (progress check) 6th Sept (progress check)
2.	1	**ATE failure** Pathway explained that this was a separate problem, attributable to handling of long error messages, and that the fault had been fixed. It was agreed that Pathway would provide details of the testing involved, e.g. the PinICL number and work number within OTT. **Workshop 3 Update.** Pathway to confirm that the software distribution to test this would be part of the same event as that described in 372/1 above.		2nd Sept (progress check) 6th Sept (progress check)
3.	3	Pathway to document the resolution proposal as an AI Analysis form.		9th Sept.

376 Data Integrity

	Work shop		Action Date	Workshop Date
1.	2	POCL needs to be confident of the root cause analysis and fixes, both applied and planned to be applied. Working Group of POCL (Graeme Seedall, Martin Box, Calum Craig) and Pathway (John Pope) to review "TIP Incident Status Report". Report progress and issues back to Workshop. Workshop 3 Update: Meeting took place. Reviewed TIP incidents up to 909. 866 889 and 905 only in outline. See new actions below. Action closed - delete next time.	26th August to 1st Sept	2nd Sept
2.	2	Pathway needs to make clear the OBC procedures and practice that will be in place, both up to CSR+ and after CSR+, for: • changing the status of core products to non-core • decreasing the availability of non-core products. This to be documented by Pathway (referring to existing documents where appropriate) and reviewed by Working Group (see 1). There will be a test of the agreed (interim) procedures by releasing currently suppressed changes through a managed programme. This test to be planned by 2nd Sept and progressed sufficiently to assure the procedures by 9th or 13th Workshop. Flag up on 2nd Sept Workshop if problems with progress. Workshop 3 Update: Review took place. Plan for test not progressed. See new action 376/10 below.	2nd Sept	9th or 13th Sept
3.	2	Pathway propose to introduce a fix to ensure that the Cash Account does not lose transactions (PinICL 27748 refers). As part of 1 above, review fix and confirm acceptability of fix to this group. Workshop 3 Update: New analysis emerging. Carry forward to 6th Sept	26th August to 1st Sept	2nd Sept 6th Sept
4.	2	~~John Pope to confirm to this group that the fix referred to in 3.2 above has been implemented.~~ Draft note: was this to be deleted?		13th Sept

	Work shop		Action Date	Workshop Date
5.	2	Pathway are proposing a 3-level data integrity check to be implemented in December. This needs to be documented as a high level design including failure state analysis. POCL (Calum Craig, Graeme Seedall, Martin Box and Jeremy Folkes) to be involved in interactive walkthroughs during the development of the design. Report progress and issues to this group.		6th Sept.
6.	2	POCL's position is that roll-out should not commence until data integrity can be assured. Ruth Holleran to consider with the Auditors, and report back to this group, whether the current Pathway checks plus, possibly, continuing POCL checks, would be adequate until Pathway's full data integrity checks are in place. Workshop 3 Update: Due to possible dependency of this action on 376/5 above, and 376/7. below, this action may have to be revisited on 9th Sept.		6th Sept 9th Sept
7.	2	Pathway to review whether there are any interim checks which can be undertaken on the cash account stream - report back to this group.		6th Sept
8.	2	Pathway to prepare rectification plan and present to this group.		6th Sept
9.	3	It was agreed that the working group should continue to meet to monitor and review TIP incidents. Next meeting to have on agenda and feed back to this group: • any further progress on existing incidents (including PinICL 27748 - see 376/? above) • new incidents raised since last group meeting • commission the production of a management summary of incidents highlighting: 　o summary of incidents by type of occurrence 　o when related fix(es) introduced 　o rate of occurrence before and after fix 　o new incident types (Drafting note: not discussed at workshop, but isn't reporting of this one of the key inputs for 10th Sept meeting, and therefore we should have a target of 9th for the management summary of incidents?)	3rd Sept	6th Sept
10.	3	As part of the working group activity, POCL has reviewed the procedures (some of them interim) which will be in place to manage OBC change up to CSR+. POCL to determine the acceptability of proceeding with this interim solution. Any issues to be discussed with Pathway before the 9th Sept review by this group.		9th Sept

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378 Incomplete Cash Account Records

	Work shop		Action Date	Workshop Date
1.	2	POCL would like to understand how the "Non-Stock" records were lost from the TIP file. John Pope to explain to Martin Box. Report back any issues to this group.		6th Sept
2	2	POCL would like to understand how Pathway have undertaken their design level review to analyse and defend against POCL's general exposure to faults occurring due to multiple user key/touch screen entries during the cash account process. Pathway to arrange, Jeremy Folkes to arrange suitable POCL participants. Report back any issues to this group. Workshop 3 Update: NB highlighted addition to action point. The action is focused on the cash account process, but should take into account possible exposures elsewhere		6th Sept
3.	2	It was agreed that a new AI would not be raised (this supersedes decision made at previous Acceptance Workshop). Delete next time		

AI 391 – Physical Security at Bootle and Wigan

	Work shop		Action Date	Workshop Date
1.	1	The workshop discussed the observations made following the visit to the data centres leading to the raising of the AI. POCL's requirements were expressed and various solutions, some of which had been implemented or were planned to be implemented, were discussed. It was agreed that Pathway would produce a new status report in the form of an Acceptance Incident Analysis. It was expected that this report would be issued at or before the workshop planned for 2nd September. The report will also confirm or otherwise the site visit planned for some time during week beginning 6th September. It is expected that this incident should then be discussed in full at the workshop on 13th September Workshop 3 Update. Report given to this workshop. All items on rectification plan agreed except those with actions below. Delete next time.		2nd Sept 13th Sept
2.	3	Pathway will obtain and review A&L procedures for vehicle access at Bootle. POCL to be involved in review. Pathway will	Circa 8th	

	Work shop		Action Date	Workshop Date
		propose and gain approval to any changes noted in the review. Review to be done in time for action 391/3 by end of 10th Sept should that been required.	Sept	9th Sept ?
3.	3	POCL to participate in site visit to check deployment of security procedures at Bootle if deemed necessary.	10th Sept	.

.408 HSH Performance

	Work shop		Action Date	Workshop Date
1.	2	Pathway have sent the HSH scripts to POCL for review. POCL will do an early check and feed back to Pathway any scripts which would be "dangerous" to introduce into live operation. (Adele Henderson) Workshop 3 update: All but 2 were deemed dangerous. Action complete: Delete next time	27th Aug	.
2.	2	A POCL/Pathway workshop will be held to walk through POCL's comments on the scripts. Adele Henderson to arrange. If possible POCL will send comments to Pathway in advance of workshop.	2nd Sept	
3.	2	Pathway will arrange a workshop aimed at giving POCL confidence in their resourcing model and to confirm their analysis that a level 3 expert domain for cash accounting is required. Report back outcome and issues to this group.	Some time 6th to 8th Sept	9th Sept
4.	2	Pathway are having difficulty with recruitment due to POCL's 6 week security vetting period for candidates. Pathway wish to recruit at their own risk in parallel with the security check and will ensure proper supervision on POCL sensitive areas. Dave McLaughlin to check whether this proposal is acceptable to POCL. Workshop 3 Update: POCL's normal security vetting period is 5 days. This is not an issue. Delete next time.	27th August .	
5.	2	POCL (Dave McLaughlin) to review whether the up to 6 week security check can be shortened. Workshop 3 Update: POCL's normal security vetting period is 5 days. This is not an issue. Delete next time	2nd Sept	

	Work shop		Action Date	Workshop Date
6.	2	Pathway to produce a rectification plan for presenting to this group. This plan to include date for when target SLAs will be met.		9th Sept
7.	2	Pathway to produce outline proposal on Service Levels for the cash accounting expert domain.		9th Sept

Agreed Category B And Other Incidents

	Work shop		Action Date	Workshop Date
1.	1	Of the nine Agreed Category B Faults, there are six with agreed resolution plans. It was agreed that ICL Pathway would submit an Acceptance Incident Analysis Form to cover the agreed resolution plan for each of the six Acceptance Incidents for POCL's agreement. (The six incidents are 342, 361, 371, 211, 390 and 395.) Workshop 3 Update: 342, 371, 390 and 395 Analysis forms received. POCL note the request for closure on 371 and 395. Pathway will try to get 211 and 361 in time for POCL ATM review.	31st Aug to 5th Sept	6th Sept
2.	3	Pathway (John Dicks) and POCL (Jeff Austin) to arrange a review of all remaining Low Severity incidents to resolve any Low/None differences of opinion and to determine the plan for closure.	21st Sept	

The meeting summarised the intended topics for the next Workshop giving guideline times for some topics.

6th September Workshop (Gavrelle House, 10:30 am)

- 376 (with 378 to be first on agenda after minutes, John Pope to attend)
- 378
- 218 status check
- agreed category Bs - status check
- lunch (in POCL canteen - not sandwiches)
- 298 update on progress (starting after lunch at 1:30 - Dave Hollingsworth to attend)
- 372 (Dave Hollingsworth to attend)
- 408 update on scripts together with new incident 412 (starting about 2:15 Steve Muchow to attend)
- 314, 369 updates
- Overall timetable first draft (starting 3:30 Mike Coombes and Andrew Simpkins to attend)

9th September Workshop (Gavrelle House)
298 to be as late on agenda as possible

Min Burdett
GRO