

25 NOV 1999

Reference Data Review (Phase 2 Tactical) Meeting 2 -2239 25 November 148 Old St.

*Reference Data Review (Phase 2 Tactical)**Meeting 2**25 November 2.00p.m - 5.30p.m 148 Old Street***OBJECTIVES:**

- Each Problem Owner to present high level solutions
- Group to note prioritisation set by the Delivery Meeting.

ATTENDEES:**POCL:**

John Meagher

Phil Kennedy

Nick Embling

Graeme Seedall

Jeremy Folkes

Mike Walsh

*Chair**Reference Data**BSM**TMT**Horizon**Secretary***ICL Pathway**

John Dicks

John Wright

Dave Wilcox

John Pope

Stephan Robson

*Ref. Data Management**Technical Design***GENERAL STATEMENTS:**

NE: To aid the avoidance of future Reference Data problems it was suggested that a cross - programme Operational Reference Data review meeting be set up. NE will progress this on behalf of BSM

Status: Steering group has been established with the ^{next} first meeting to be held in December, and the TOR for this forum has been issued for review and comment.

JM: At the POCL/Pathway meeting held on Wednesday 24th November 1999, Criteria for Acceptance, it was agreed that further actions are required to move forward and Reference Data is a major factor for solution. There are four areas of urgency which frames priorities of review group.

1. POCL Business Rules
2. Pathway assumptions in design of RMDC

3 & 4 Authorisation of release to field and Process effects/side effects of this data.

JM: The TOR has been agreed and version 1.0 will be issued by next meeting..

REFERENCE DATA PROBLEMS

- *Problems taken from Pathway document 'Reference Data End to End Workshop Briefing' (CR/REP/016).*
- *These problems will be referenced as they are in the Pathway document and unless there are actions specifically requesting further detail, the problem description shall be as it appears in that document.*
- *It was agreed that the Problem Owners will provide an update of actions at each working group meeting.*

Quality

2.1 Original Quality

Owners: Phil Kennedy/ David Wilcox

- Actions for 'Original Quality' problem:
 1. *In order that the group can subsequently assess the overall risk and priority of the problem further information was required.*

DW to provide quantification of incidence of the problem with:

 - the frequency of occurrence of the problem
 - concrete examples of the problem
 - the material effect to Pathway operations

PK to assist DW in fulfilling the action. Action: Discharged

PK Determine history of incidents and advise DW

PK Formally agree way forward.
 2. PK and NE to discuss the current method of feeding the Incident Management procedure via PinICLs' and assess whether it is effective for Reference Data problems.

Agreed: Pathway should continue sending PinICL's for the time being, but that this should be examined in context of overall Incident Management, and at the very least retrospective reporting on Incidents should be included so that POCL can monitor and maintain Incident statistics

Action: Immediate aspects discharged, but action to remain open.

3. DW and NE to review the cross domain problem management process to assess whether it is operating effectively for problems raised within RDS and RDMC. Action: Carried Forward

DW and NE Check cross domain Problem Manager Processes and report on situation.

4. PK to provide a CSR business rules document. Action: Discharged

PK to provide by 26/11/99, 1st Tranche information for Business Rules Document.

2.2 Verification process quality

Owners: Phil Kennedy/ David Wilcox

- Actions for 'Process Quality' problem:

1. It was agreed that all actions for in this problem were covered in section 2.1 above.

2.3 Non-core Items Quality

Owners: Phil Kennedy/ David Wilcox

It was agreed that this was a feature of the system but can be a problem if HFSO's do not follow the correct procedure..

- Actions for the 'Non-core items quality' problem:

- Simon had.*
1. (SB) to investigate HFSO procedures around non-core products not being present at newly migrated outlets. Action: Discharged *MB*

2. NE to investigate the possibilities of the NBSC being able to further mitigate the problem, by ensuring that an incident matrix is in place for mapping errors not picked up by the HFSO.

Agreed: this action is included in 2.1.2

NE Check that the diagnostics for the incident management matrix is as it should be

3. AP to investigate the possibilities of the HSH being able to further mitigate the problem. Action: Discharged

Volumes

3.1 Volume of Change

Owners: Nick Embling/ Steve Muchow

- Actions for the 'Volume of Change' problem:

1. It was recognised that Pathway need from the provision of predictive information as to any anticipated changes to Network or Business data. SM to discuss with *Andy Radka* the possibility of providing updated predictive information.

Action: Carried Forward

3.2 Non-Core Products

Owners: Nick Embling/ Duncan MacDonald

- Actions for the 'Non-core items volume' problem:

1. NE to investigate the possibility of providing predictive information as to volumes of non-core product changes. It is acknowledged that the longer term aspects of this action will fall into the 'Strategic' phase of this review.

Action: Carried Forward

2. DM to provide an indication as to when the volumes of non-core product changes will become a major risk for Pathway.

Action: Carried Forward

3. PK to investigate the ability of POCL RDS to send more files per day, than the current limit of 36.

PK Propose a Change Request for altering the naming convention

3.3 "No change" changes

Owners: Phil Kennedy/ Duncan MacDonald

- Actions for the "'No change" changes' problem:

1. PK and DM to work together to provide possible solutions for this problem.

Action: Carried Forward

PK Arrange meeting between TIP, RDS & Pwy to come up with a solution

2. DM to quantify the risk to Pathway operations if the problem is not mitigated.

Action: Carried Forward

JM to arrange a meeting between SR and someone from POCL to establish/explain constraints, including 3.3.2 and 3.2.2

3.4 National Roll-Out

Owners: No POCL owner/ Duncan MacDonald

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It was noted that this is a problem which Pathway are addressing within their own domain.

- Actions for the 'National Rollout' problem:

1. DM to keep the group informed on progress of the PWY actions (CP 2249) already in place to progress the problem. Action: Discharged

3.5 *Migration Products*

Owners: Phil Kennedy/ Duncan MacDonald

- Actions for the 'Migration Products' problem:

1. PK to discuss the problem around the volumes of charges with Geoff Darby, and recommend a potential solution which will limit the numbers of changes. Action: Carried Forward
2. DM to quantify the risk to Pathway operations if the problem is not mitigated. Action: Discharged
3. SR Pathway's contractual position being clarified so that a proposal can be made.

3.6 *Pathway performance sundries*

It was noted that this is a problem which Pathway are addressing within their own domain.

Owners: No POCL owner/ Duncan MacDonald

- Actions:

1. DM to keep the group informed on progress of the PWY actions (CP 2169 plus others to be raised if necessary) already in place to progress these problems. Action: Carried Forward

Timings

4.1 *Future Dating*

Owners: Phil Kennedy/ David Wilcox

- Actions for the 'Future Dating' problem:

1. POG and DW to investigate the current process and propose a potential solution. Action: Carried Forward

→ exh action on DW.

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Procedural

5.1 Accommodation of adequate preparation time

Owners: Phil Kennedy / David Wilcox

It was recognised that the elimination of the 'Future Dating' problem and an improvement to the 'Original Quality' problem will go a long way towards mitigating the issues faced due to inadequate preparation time.

- Action to produce the required Business Rules document:

It was agreed that in order for Pathway to effectively complete its validation of Reference Data a greater level of understanding of the Business Rules employed by POCL was required.

1. DW to provide details of information required from PONU, with every reference data change request, to allow Pathway to carry out appropriate validation. Action: Discharged
2. DW and PK to agree the requirements of a Business Rules document which provides a common understanding of E2E Reference Data business rules. Action: Discharged
3. DW to provide design assumptions document.
4. DW Additional EPOSS Reconciliation material as per the Acceptance Resolution Timetable available by Mid Jan 2000

|| Not correctly
recorded -
no action

5.2 Co-ordination with Rollout

Owners: No POCL owner / David Wilcox

DW stated that after a conversation with the Network Change Authorisation group the problem had been successfully mitigated.

- Actions:

1. DW to monitor the problem and inform the group if it re-appears.

Action: Carried Forward

BSM
business unit

5.3 Sign-off

Owners for the 'Sign off/ Authorisation' problem: Nick Embling/ John Wright

- Actions to agree a 'Sign Off' process:

1. DW to investigate the production of an analysis tool whereby Pathway are able to demonstrate the consequences, in the outlets, of each and all Reference Data changes. Action: Carried Forward
2. NE and JW to propose solutions for a method of ensuring that Reference Data changes which arrive at the outlet, have the effects intended, and only those intended, by POCL. To ensure that a common understanding exists of:

with outlet & Tool.

Mid Jan 2000 →

- who can sign off changes
- who can validate changes
- the significance of those actions in relation to the process and to contractual responsibilities and liabilities.

Action: Carried Forward

3. JW Produce overall procedure to clarify as to the purpose and scope of this, and copy to NE. Production version should be in place by mid Jan 2000

POCL CONCERNS

Interface Agreements.

Owners: Nick Embling/ Steve Muchow

- Actions to ensure the specification *Pathway* document, ref: CS/PRD/058 is signed off:
 - SM to ensure that the interface ^{agreement} document is completed and re-introduced into active debate with BSM as soon as possible, i.e. brokered and agreed prior to submission for acceptance.

Action: Carried Forward

POCL concerns raised in the Terms of Reference - section 2

1. There is a need to formalise the process whereby data issues at the counter are tracked back to RDS and progress reported.

Owners: Phil Kennedy/ No Pathway owner

1. PK and NE to progress internally as it was recognised that Pathway have no input into this problem.

Action: Carried Forward

2. We do not have agreed OBC lead times.

Agreed: covered in interface agreement

Owners: Nick Embling/ John Wright

This will subsumed into Pathway problem 5.3

A.O.B

- Actions will be transferred to a plan for the next meeting
- The 3-4 areas of priorities will remain, no more at this stage

PLANS FOR FUTURE MEETINGS:

- It was agreed that the steering group (or a cut down group) would meet weekly over the next five weeks. The table below shows the high level objectives for each meeting.
- It is anticipated that the group will meet on either Tuesday or Thursday each week.

meeting	date	Objectives for the Meeting
3.	w/c 29/11/99	• review a the developed 'high payback' solutions and agree the way forward
4.	w/c 06/12/99	• review a the developed 'medium/ low payback' solutions and agree the way forward
5.	w/c 13/12/99	• monitor progress and issues
6.	w/c 20/12/99	• review position as to solution progress and status of the problems

Next Meeting : 2nd December 1999 09:30 - 12:00 at Feltham Conference Room 3 (next to restaurant)