Roll-out 2000 Pre-Checkpoint Meeting

Monday 15th November 12:30pm -1:30pm - Gavrelle House Conference Room 9

Participants

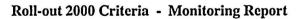|	
Dave Miller	Keith Baines
Chris French	Andy Radka (to be confirmed)
John Meagher	Jeff Triggs
Ruth Holleran	Min Burdett

Agenda

1. Roll out criteria monitoring report latest update (handout at meeting)   Min Burdett

2. Update on meetings with Pathway:

    - 10th November Delivery Meeting (discussions around roll-out criteria and   John Meagher
      general progress on Acceptance Rectification plans)

    - Meeting with Richard Christou (9th November)   Dave Miller

3. Options under the contract   Jeff Triggs

4. Approach to Checkpoint meeting on 17th November   Dave Miller
    - (output to include agreement on participants and any further actions to
      prepare for meeting)

5. Meetings going forward (see attached)   Min Burdett

Version 0.4   **Roll-out 2000 Criteria - Monitoring Report**   Update for 15 Nov Pre-Checkpoint Meeting

	Week Commencing					21/10	28/10	4/11	11/11	Total	Red/Amber/Green
AI 298/1	The number of system stability incidents for the four week period 21/10 to 17/11 shall be less than 547.					119	201.5	112.5		433	Amber

		24/9-2/10	3/10-6/10	7/10-13/10	14/10-20/10	21/10-27/10	28/10-3/11	4/11-10/11	11/11-14/11	Total/Average	Red/Amber/Green
AI 376/1	The percentage of cash accounts containing discrepancies shall not exceed 0.6%		44.92%	42.97%	32.04%	2.24%	0.90%	0.40%		16.05%	Red
AI 376/2	No cash account discrepancy will be as a result of a cause previously reported to POCL as having been remedied			0	0	0	0	0		0	Green
AI 376/3	All new causes of cash account will be analysed and have a rectification plan, submitted to POCL, within 10 days (Number without analysis/rectification plan)	5	1	7	2	4	1			20	Red
AI 376/4	The Accounting Integrity Control Release would have identified all **new** Cash Account Discrepancies reported prior to 24th November (number not identified)									No Data	Amber
AI 376/5	Those elements of the Rectification Plan for AI 376 which are scheduled to be complete by 24/11 shall be complete									On Track	Green

	Week Commencing			4/10	11/10	18/10	25/10	1/11	8/11	Total/Average	Red/Amber/Green
AI 408/1	Service Levels for answering Level 1&2 calls to the Help Desk is met in at least four of the six weeks as follows:										
a)	95% of first level calls to be resolved in 5 minutes			97%	95%	96%	96%	96%			Green
b)	100% of first level calls to be resolved in 10 minutes			100%	100%	100%	100%	100%			Green
c)	95% of second level calls to be resolved in 30 minutes			96%	100%	99%	99%	100%			Green
d)	100% of second level calls to be resolved in 45 minutes			98%	100%	100%	100%	100%			Green
AI 408/2	Service Levels for answering 80% of calls to the Help Desk within 20 seconds is met in at least four of the six weeks			69%	82%	82%	66%	81% 72%			Amber
AI 408/3	Service Levels for cash account calls (no ring backs required) is met in at least four of the six weeks			5%	1%	0%	0%	0%			Amber
AI 408/4	Service Levels for Cash Account repeat calls is met in at least four of the six weeks			0%	0%	0%	0%	0%			Green
AI 408/5	Service Levels for 95% compliance on Cash Account call scripts is met in at least four of the six weeks			N/A	40%	N/A	36%	70% 24%			Amber
AI 408/6	The Contractor's Horizon System Helpdesk Service shall provide first, second and third level Services as described in Schedule G01									No Data	Amber

Issues:

	Criteria	Issue	Actions	Responsibility
1.	AI 298/1	Pathway dispute whether the Blue Screens (possibly Energis switch fail) should be included (78 failures counted: 65 in CAP 32 and 13 in CAP 33)	Pathway to respond to POCL's clarification of position	Pathway (John Dicks)
2.	AI 376/4	Analysis of incidents to date is not complete. POCL have not had access to Pathway's design documentation, and so POCL will not be in a position to concur with Pathway's analysis.	Pathway to present review of all incidents in next 376 report due 11th November. Pathway to consider whether POCL can have access to the documents	Pathway (John Dicks)
3.	AI 408/2	During the week commencing 1st November, Pathway believe there were mitigating factors for the failure to meet the service levels. A reference data fault (which Pathway believe was caused by POCL) resulted in a number of calls. Without these calls the service level would have been 81%.	POCL to consider Pathway's view of mitigating circumstances.	(to be determined)
4.	AI 408/3	The method of reporting is in dispute. POCL believe that these should be reported as integers not percentages, and that if there are any incidents in the week, this is a failed week.	Pathway have agreed that their next report will show numbers	Pathway (Paul Westfield)
5.	AI 408/3	During the week of the 18th October, Pathway report a ring back in the text of the report, but not in the Service Level table.	ATMs have discussed reason and agreed that the ring back on the 18th October should not be included.	Pathway (Paul Westield an POCL (Dave McLaughlin)
6.	AI 408/5	The agreed method of measurement has not been followed and may not be workable.	POCL and Pathway have discussed an alternative means of monitoring based on a newly introduced HSH report showing the sequence scripts were used for each call. As only two weeks is left of the original monitoring period POCL and Pathway now need to agree the duration of the new monitoring process. Pathway's initial view is 2 weeks, POCL's initial view is 6 weeks.	(to be determined)
7.	AI 408/6	POCL and Pathway have not agreed how this should be measured.	Provide documentary evidence to support position	Pathway (Paul Westfield)

Draft for Review

	Date/Time	Meeting	Purpose	Inputs	Participants
9.	17th November 1-3pm Boardroom	Checkstep meeting	For POCL and Pathway to explore likely outcome of decision and its implications	Latest version of summary report containing measurements against criteria to date and issues arising	Dave Miller, Dave Smith, Keith Baines, John Meagher, Ruth Holleran Richard Christou, John Bennett, Tony Oppenheim, Mike Coombs
10.	24th November 12:30 to 2:30	Delivery Meeting	(In addition to normal agenda) Agree measurements against criteria	Latest version of summary report containing measurements against criteria to date and issues arising	The usual Delivery Meeting Participants.
11.	Some time 24th to 26th November TBC	POCL Decision Meeting	To decide whether rollout in 2000 should continue. Agree the implications of the decision and next actions.	Agreed measurements against criteria. Business impact assessment of any failed criteria (production coordinated by the POCL ATM)	Dave Miller, Dave Smith, Keith Baines, Chris French, John Meagher, Ruth Holleran, Min Burdett, Jeff Triggs (on standby)
12.[1]	TBC (soon after 11) - could be telephone call	Communicate outcome of Decision	To inform Pathway of POCL's decision and agree/confirm way forward	Output from meeting 11.	Dave Miller Richard Christou
13.	TBC (soon after 11)	POCL Re-plan preparation meeting	To agree requirements and planning parameters for re-testing, demonstration and roll-out.	Contingency planning output (from Release Management - 17th Nov Checkpoint meeting should indicate if contingency plan needed)	Chris French, John Meagher, Andrew Simpkins (DN other participation depends on nature of failure)
14.	TBC	Joint Re-plan session	To develop a new plan incorporating re-testing and demonstration and new roll-out plan	Output from 13.	Andrew Simpkins Mike Coombs
15.	TBC (if needed)	Commercial Meeting	To agree any changes to the contract	Output from meeting 11.	Keith Baines, Jeff Triggs Tony Oppenheim

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[1] Hereafter, the activities are contingent on POCL having given notice of their intention to postpone the resumption of the roll-out. The meetings are likely to be modified by the output of meeting 11.