

- 4 NOV 1999

1430

Dave Smith  
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4 November 1999

*Dear Dave,*

**RE: END-TO-END REVIEW OF REFERENCE DATA MANAGEMENT**



As you know on 27 October the Pathway representatives notified the Delivery Meeting that Pathway had become very concerned as to the practicality of the end-to-end Reference Data systems and processes. ICL Pathway has since conducted an urgent management level review and has concluded that significant changes are necessary if national roll-out is to be undertaken safely.

We have accordingly withdrawn all versions of the Interface Agreement for Operational Business Change - Product, which is the principal document that defines Reference Data operations. This document was the subject of rejected CCN496a. ICL Pathway now considers that the provisions envisaged within that document would not be adequate to prevent the release of authorised but defective data.

We are seeking POCL's co-operation in contributing to an urgent end-to-end workshop to review Reference Data management. This workshop should start next week and target to complete by the end of November. Ideally it should use the Terms of Reference already available and will need to make recommendations aimed in particular at preventing the propagation of Reference Data errors in authorised POCL releases to the live estate.

We have experienced one large-scale problem of this kind which has served to highlight the issue. Although we hold POCL responsible for generating the error we view this as a joint problem. It is clear that at national roll-out volumes any such errors would create a major integrity issue for the POCL business.

In the meantime ICL Pathway is putting in hand additional defensive measures within its own boundaries to protect the live system from Reference Data errors. The details and implications on service will be communicated to you staff very shortly. ICL Pathway seeks an assurance that at the same time POCL will take what steps it can to improve the original quality of candidate Reference Data.

I look forward to your urgent support for this course of action.

*Yours sincerely,*  
**GRO****JOHN BENNETT**

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