

ICL Pathway      PROVISION OF IN-OFFICE MIGRATION SERVICES      Ref:      IM/REQ/051  
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## 0.0 Document Control

### 0.5 Document History

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### 0.2 Approval Authorities

Name	Position	Signature	Date
Jim Flynn	Implementation Manager		
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### 0.5 Associated Documents

Reference	Version	Date	Title	Source
IM/STR/0025	2.0	16/6/98	High Level Counter Infrastucture Rollout Strategy	
IM/STR/017	2.0	15/3/99	In-Office Data Migration – New Release 2	
TVC/SD/09	0.2	09/3/99	Description of the build & support services provided by the Verification Centre for ICL Pathway Migration systems	

## 0.4 Abbreviations/Definitions

Abbreviation	Definition
"Outlet Manager"	The manager responsible for the POCL office or Outlet
"FSM"	POCL Field Support Manager or the appropriately skilled and trained POCL nominee
"HFSO"	Horizon Field Support Officer
"IP"	Implementation Programme
"IPM"	Implementation Programme Manager;
"Outlet"	A POCL establishment containing one or more counter positions
"ROHD"	Rollout Helpdesk
"Main Contract"	The contract dated 15/5/96 between ICL Pathway and POCL (as amended) for the provision of Horizon services

## 0.5 Changes in this Version

Version	Changes
0.3	Changes throughout the document made to reflect the outputs from the joint review held on 19/05/99.
0.4	Changes throughout document following comments from POCL and Paul Lam Po-Tang dated 27/05/99
0.5	Changes throughout document from Paul Lam Po-Tang
0.6	Changes arising from meeting with Douglas Craik, Steve Grayston, Jim Flynn and Steve Lovegrove 22/06/99
1.0	Includes amendments following commercial agreement between POCL & ICL Pathway on 24 June 1999.

## 0.5 Changes Expected

Changes

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## 1 Introduction

This document describes the requirements to provide in-office migration during National Rollout. The contractual elements associated with the provision of these services are documented in the relevant schedules of the Main Contract. Service levels required from in-office migration activity are defined within the content of this document.

## 2 Scope

To define the requirements, processes and key responsibilities of both ICL Pathway and the POCL Horizon Field Support Officers during migration throughout National Rollout. The provisions of this document shall commence [10] weeks before the scheduled start of National Rollout save that each of paragraphs 3, 3.1, 3.2, 3.4 and 3.6 shall commence only on the commencement of National Rollout. Any amendments resulting from Horizon software releases subsequent to CSR2, during National Rollout, will be incorporated through normal change management processes into a new version of this document.

## 3 In Office Migration - Definition

The migration process and Migration Completion, verifies that the accounting data provided by the Outlet Manager is transferred onto the Horizon system accurately. The migration process does not verify the accuracy of the Outlet Manager's accounts, balance for stock, cash or any other asset held within any individual Outlet.

POCL shall provide adequate resource to execute the in-office migration of each Outlet in a timely fashion. POCL shall use an in built application within the Horizon counter system for manual offices (MiMan) and a laptop based tool (MiECCO) for ECCO Outlets. ICL Pathway shall supply migration tools (MiMan and MiECCO), no other system shall be used to support the migration. In a large, multi-stock unit office, the MiMAN migration tool shall provide functionality to concurrently migrate sufficient stock units to complete migration by 22:00.

The migration activities will comprise the transfer of figures reflecting the current balanced position of the Outlet onto the Horizon system using MiMan or MiECCO depending on Outlet configuration.

Migration Completion of an Outlet will have been achieved when the HFSO and the Outlet manager agree that the output from the Horizon system represents the figures provided as input to Horizon. This agreement will be recorded via the signature of both parties on the acceptance form.

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### 3.1 Execution of In Office Migration

The execution of in office migration will be in accordance with the currently agreed in office migration strategy document ("In-office Data Migration – New Release 2", Ref. IM/STR/017) and training will be provided as described in paragraph 3.7.

#### 3.1.1 Migration Commencement

Migration shall only commence when the following conditions have been met:

- **Equipment installation (Manual office)**

ICL Pathway shall have successfully installed the equipment by 18:00. Without prejudice to paragraph 3.2.3 if this has not been completed by 18:00, the HFSO will agree with POCL and the ICL Regional Implementation Programme Manager (IPM) whether to proceed with migration or not. Every reasonable effort will be made by ICL Pathway and POCL to complete the installation on time in order that migration can proceed.

- **Equipment installation (ECCO+ office)**

ICL Pathway shall have successfully installed a minimum of the Gateway plus one other counter system by 17:30. Every reasonable effort will be made by ICL Pathway and POCL to complete the installation on time in order that migration can proceed. Target completion of installation shall be 21:00.

- **Evidence of Training**

ICL Pathway will provide the HFSO with details of individuals that have passed training. The HFSO shall confirm with the Outlet Manager that only users that have received training, and reached the required standard, will be created on the system during migration.

- **Laptop (ECCO+ only)**

The HFSO shall check that the provided laptop is in working order as defined in the checklist contained within the HFSO Guide.

- **System integrity**

There shall be no system integrity failures or viruses present on any system or disk to be used during migration.

- **ECCO+ system**

For ECCO+ offices the HFSO shall determine that the ECCO+ Back Office Processor is operational and that CTD's exist and are checked by the version of Dr Solomons or such other virus checking software then in use on the MiECCO laptop.

#### 3.1.2 Scheduling and Timing

POCL shall migrate Outlets in accordance with the beat rates described in the currently agreed Installation Programme Plan IM/PLA/010 and from the rollout



schedule generated by the Rollout database (RODB), as amended from time to time. Changes to the rollout schedule shall be notified, other than in exceptional circumstances, no later than 5 working days before installation is due. However, in exceptional circumstances, provision will exist to make changes to the rollout schedule no later than 2 working days before installation is due. Levels of change to the rollout schedule shall be consistent with those agreed with ICL Pathway's suppliers (see "High Level Counter Infrastructure Rollout Strategy". Ref IM/STR/0025) and shall be agreed with POCL.

For manual Outlets, HFSOs shall arrive at the Outlet 1 hour in advance of the scheduled migration activities. For ECCO+ Outlets, HFSOs shall arrive at the Outlet at least 1 hour before installation commences. Start times for individual Outlet migrations shall be determined from the RODB, as amended from time to time. On arrival at an Outlet, the HFSO shall contact the FSM to confirm arrival. A POCL nominated representative (to be made known in advance to ICL Pathway) will provide the ICL Pathway Rollout Helpdesk with a status report by 18:00 indicating migration status. The format of the report will be agreed between ICL Pathway and POCL.

### **3.1.3 Migration**

All Outlets shall be migrated on the day of installation and shall be completed by 22:00 hours, Monday to Friday (ECCO Outlets shall not be migrated on a Wednesday). Should the Outlet Manager and HFSO agree to extend the hours to complete the migration exercise, any liability (including extra cost) arising as a result of work executed within these timescales, shall, subject to paragraph 3.2.3, be the responsibility of POCL.

### **3.1.4 Completion**

Migration completion is defined in Section 3 of this document.

By 22:00, the HFSO shall notify the FSM of the status of the Outlet, being either successfully migrated or failed. The FSM shall provide the ROHD with a status report (in the agreed format), for migration activities in their implementation programme area by 22:00. Additionally, if migration is not concluded a further status report will be made by the FSM by 09:30 on the next working day for that Outlet. In all cases whatever the timescales of migration completion, status of the activity must be reported to the ROHD within the next scheduled report, 18:00, 22:00 or 09:30.

## **3.2 Migration Failure**

Migration failure of an Outlet shall only occur if both migration of that Outlet shall have commenced and Migration Completion of that Outlet shall have not occurred by 22:00 on the day of commencement of migration.

### **3.2.1 Commencement**

Subject to paragraph 3.1.1, Migration activities will be deemed to have started in Manual Outlets upon commencement of Outlet balancing. Subject to paragraph

3.1.1, migration will be deemed to have started in ECCO+ Outlets on commencement of installation of Horizon equipment.

### **3.2.2 Notification**

Should an Outlet fail migration, POCL shall be required to notify ICL Pathway ROHD of the circumstances surrounding the failure. Subject only to 3.2.3, POCL is responsible for the rescheduling and communications associated with rescheduling of Outlets that require further migration activities.

### **3.2.3 ICL Pathway responsibility**

ICL Pathway shall only be responsible for migration failures or delays due to (1) Horizon system hardware (including laptops), software failures, late completion of installations and damage caused by its representatives or (2) any other breaches of ICL Pathway's obligations under the Main Agreement or any law. ICL Pathway shall be liable for reasonable costs incurred by POCL and reschedule any Outlets that require further migration activities arising from these circumstances.

### **3.2.4 Failure criteria**

All threats to completion of a scheduled in-office migration must be escalated in accordance with the process defined at section 3.4 below.

ICL Pathway and POCL shall make every reasonable endeavour to complete in-office migration on the planned day and prevent the likelihood of having to abandon migration activity once it has commenced.

## **3.3 Laptop Supply**

ICL Pathway will supply laptops for the purpose of supporting ECCO+ in-office migration (including any spares). ICL Pathway will supply Hubs, LAN extensions, PSTN extension leads and 4-way mains power extension leads. The laptops will be distributed by ICL Pathway to the POCL HIM offices in advance of National Rollout (as described in Ref. TVC/SD/09).

ICL Pathway shall be responsible for the management of the service contract in accordance with the service levels defined in Ref. TVC/SD/09 (Description of the build and support service provided by the Verification Centre for ICL Pathway migration systems). However, POCL shall be responsible for notifying its operational requirements and service needs directly to such supplier.

Without prejudice to ICL Pathway's obligation in respect of the management of the service contract, ICL Pathway shall be responsible for providing the service set out in this paragraph. In the event of hardware/software failure, or accidental damage there will be an 8hour call to fix nationwide (including delivery). Software upgrades including recall, rebuild and re-deployment shall be carried out within 36 hours from start to finish. Lost or stolen laptops will be replaced within 8 hours.



POCL shall be responsible for the security, integrity and safety of all equipment provided under the laptop supply contract. POCL shall provide secure storage/transportation facilities for the equipment and shall provide insurance for the equipment whilst in their possession. In the event of any recalls, rebuilds, redeployments or software upgrades, ICL Pathway will provide POCL with sufficient contingency laptops to allow POCL to fulfill its obligation in ECCO Outlets.

Contact addresses, names and contact numbers for its regional offices shall be provided by POCL and kept current throughout its duration, to facilitate delivery of laptops. The delivery and return points to be used are defined in Ref. TVC/SD/09 (Description of the build and support service provided by the Verification Centre for ICL Pathway migration systems). Likewise ICL Pathway will ensure that all contact addresses, names and contact numbers for its suppliers of laptops, and ancillary equipment will be kept current throughout the duration of National Rollout and provided to POCL in a timely manner.

### **3.4 Escalation & Reporting**

In the event of issues arising during the in office migration exercise, the HFSO shall escalate the issue to the ICL Pathway Roll Out Help Desk (ROHD).

The ROHD shall provide first line support to the HFSO and route calls to the appropriate body for resolution between 08:00 and 22:00 each day Monday to Friday.

ICL Pathway shall provide telephone access to the ICL Pathway Transition Executive (TE) via the ROHD from 08:00 to 22:00 each day Monday to Friday for resolution of issues relating to migration activities. The ROHD will route calls to other relevant parties in order to resolve calls.

POCL will route calls from ICL Pathway to the other relevant POCL personnel in order to resolve calls.

After 22.00, ICL Pathway will make all reasonable endeavours to provide TE and ROHD cover to support outstanding migration activities until Migration Completion.

POCL shall provide a regional point of contact for the purpose of escalation, co-ordination and reporting on an equivalent basis.

The HFSO is responsible for sending the signed-off in-office migration documentation (as described in Section 4, Appendix D of the HFSO Guide), in a pre-paid A4 envelope, to Exel at Byley (at the address shown in the HFSO Guide) within 24 hours of Migration Completion.

### **3.5 MiMan and MiECCO Licence**

ICL Pathway shall provide POCL all necessary rights to operate the MiMan and MiECCO proprietary software in the execution of their duties hereunder.

POCL shall not use the supplied Migration tools (including MiMan, MiECCO, laptops and other supplied hardware and software) for any purpose other than as defined or referred to herein. Maintenance releases of MiMan and MiECCO shall be issued as determined by the ICL Pathway Implementation Manager. These releases will be implemented, in the case of MiMan, via platform baseline revision and, in the case of MiECCO, via rebuild of the laptop platform over a 36hr return to base period. This will be performed over a weekend period by the laptop provider as described in (Ref. TVC/SD/09) and ICL Pathway shall be responsible for ensuring this is consistent with the Installation Programme Plans and the rollout schedule, as defined in paragraph 3.1.2. ICL Pathway shall not undertake any release of the Migration tools without gaining prior agreement from the POCL Migration Manager, such agreement not to be unreasonably withheld or delayed.

ICL reserves all intellectual property rights relating to the MiMan and MiECCO tools and the associated platform configurations used for delivery.

### **3.6 Review process**

During the early stages of National Rollout, weekly forums will be held jointly between ICL Pathway and POCL to review issues and key learning points from the previous week's activities. The inputs to these forums will be defined and agreed in due course. Thereafter, the normal series of scheduled meetings will be used as the vehicle to review migration performance. ICL Pathway shall provide POCL, at their request, with in-office migration performance data for discussion at performance reviews. The following meetings and reviews shall be conducted during the lifecycle of the migration:

#### **Fortnightly IP Meeting**

This meeting shall be held between the IP Transition Executive and the FSMs related to the IP. The meeting will review individual Outlet and HFSO migration issues.

#### **Monthly Performance review**

This meeting will be chaired by the IPM and review IP performance concerning Migration. This meeting may form part of a regional meeting agenda.

#### **Quarterly Management review**

This meeting shall provide the opportunity to review regional and exceptions performance. The meeting shall be used to discuss process and procedure change proposals and shall be utilised to facilitate change control across the ICL Pathway and POCL contract. The meeting will be chaired by the ICL Implementation Field Manager and the POCL Rollout Manager.

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## 3.7 Training

ICL Pathway shall provide migration training consistent with Horizon NR2 for POCL HFSOs, who have attended the POCL induction training programme and who meet POCL's entry criteria. Courses shall be limited to 12 candidates attending each course. POCL will notify ICL Pathway of the numbers of candidates requiring training [10] weeks prior to the scheduled start of National Rollout subject to the timely agreement of the National Rollout Plan. POCL will also provide ICL Pathway with its take-on plan for HFSOs [10] weeks prior to the scheduled start of National Rollout subject to the timely agreement of the National Rollout Plan. Training will be delivered in accordance with the HFSO Training Course Development Specification, the scope of the specification is outlined below.

- Office Manager Training - 2 days duration
- HFSO Training - 5 days duration

When additional courses are required due to assessment failures, non-attendance, HFSO turnover, etc., they will be scheduled by agreement and provided by ICL Pathway at a price to POCL of £2,259.88 per course, again on the basis of up to 12 candidates attending.

### 3.7.1 Scheduling

HFSO Training Courses shall be carried out in accordance with the schedule, the forecast beat rates generated from the Rollout Database, as amended from time to time and POCL's HFSO take-on plan. POCL shall give 12 weeks notice of any additional courses required.

### 3.7.2 HFSO Training Course Content

The HFSO training course content is described in "HFSO Training Specification" (Ref. IM/PRD/033) and is summarised below. HFSOs shall have also received POCL induction training (as described in HOR/HIM3/HFSOIND) within 4 weeks of the start of HFSO training as a pre-requisite for being accepted as a candidate for HFSO training.

## 3.8 HFSO Guide

### 3.8.1 Production, maintenance and distribution

POCL shall supply an HFSO Guide for support to the HFSOs in the field.

Production and maintenance of the HFSO Guide is the responsibility of POCL. However, ICL Pathway and POCL shall jointly agree the contents and neither party will unreasonably withhold or delay such agreement.

ICL Pathway will collaborate with POCL on the contents of the HFSO Guide. ICL Pathway shall provide sections 4 and 5 of the HFSO Guide.

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POCL shall meet all costs associated with the production and distribution of the guide.

### **3.8.2 Content and scope**

The guide will address the scope, duties and personnel issues the HFSOs can expect to encounter in their day-to-day duties. The use of the HFSO Guide by HFSOs is mandatory and must be taken on-site by the HFSO when migrating an Outlet.

ICL Pathway shall provide processes and updates, in a timely fashion, for the sections relating to the migration tools.

POCL shall ensure that all updates, including those relating to the migration tools, are distributed to all HFSOs in the field in a timely manner and that all such updates are controlled and agreed between both parties.