

**Horizon Next Generation  
Release Authorisation Board  
(Internal)  
Recommence Pilot Activities :  
Meeting no 10**



**Internal RAB Meeting of 04 May 2010**

**Attendees**

<b>Name</b>	<b>Initials</b>	<b>Role</b>	<b>Comments</b>
Andy McLean	AMc	Head of Service Delivery	Apologies
Lynn Hobbs	LH	General Manager - Network	
Neil Ennis	NE	BPMO Director	
Ann Cruttenden	AC	Business Implementation Manager	
Mark Burley	MB	Head of Projects	
Dave Hulbert	DH	Senior Service Deliver Manager	
Mandy Jepson	MJ	Gateway Manager	Apologies
Ian Trundell	IT	HNG Design Authority	
Phil Norton	PN	HNG Requirements and Acceptance Manager	Chair
Marilyn Stoddart	MS	National Federation of Subpostmasters	
Will Russell	WR	HNG Programme Manager	
Lee Farman	LF	HNG Joint Test Team Manager	Apologies
Noel Beaton	NB	Acceptance Manager	Minutes

**1 Minutes from Previous Meeting 22/04**

<b>No.</b>	<b>Owner</b>	<b>Action or point to note</b>	<b>Status/Progress</b>	<b>Date req'd</b>
<b>Actions and points to note from meeting of 22/04/10</b>				
<b>IRAB 70</b>	PN	Schedule and issue invites for a RAB on 4 <sup>th</sup> May to recommence High Volume Pilot live migrations.	<b>Complete</b>	<b>23 April</b>
<b>IRAB 71</b>	PN	Schedule a session with the ET to present the recommendation from the RAB for the recommencement of High Volume Pilot migrations	<b>Complete</b>	<b>23 April</b>
<b>IRAB 72</b>	PN	Provide Marilyn with a Crown/Sub split for the current live HNG branches	<b>Complete</b>	<b>26 April</b>
<b>IRAB 73</b>	AMc	Provide Marilyn with a copy of the Live Service Log - covering the issues discussed at the Board	<b>DH Circulated log 04/05- Complete</b>	<b>04 May</b>

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No.	Owner	Action or point to note	Status/Progress	Date req'd
<b>IRAB 74</b>	PN	Update the HVP migration schedule to reflect the changes discussed at the Board and reissue the slide pack.	<b>Complete</b>	<b>26 April</b>
<b>IRAB 75</b>	LH	Provide Marilyn with details of the remuneration package for Sub Postmasters who are providing HNG migration support	<b>Carried Forward. LH to progress and report back to RAB</b>	<b>11<sup>th</sup> May</b>
<b>IRAB 76</b>	AC	Provide Marilyn with the outputs of the review of the Recovery process when available	<b>Carried Forward. AC to revisit process and send to MS by end of the week</b>	<b>7<sup>th</sup> May</b>
<b>IRAB 77</b>	PN	Add a communication "next step" to the Slide Pack.	<b>Complete</b>	<b>22 April</b>
<b>IRAB 78</b>	WR	Provide a general communication to the network detailing the current status of the programme	<b>Complete: there is an ongoing requirement to keep the network appraised of the status of the programme. This will be managed in BAU</b>	<b>11<sup>th</sup> May</b>

**2 Minutes from Meeting 04/05**

No.	Owner	Action or point to note	Status/Progress	Date req'd
<b>Actions and points to note from meeting of 22/04/10</b>				
<b>IRAB 79</b>	WR	Ensure that 5 <sup>th</sup> bullet point relating to monitoring is included within the CSF		<b>11<sup>th</sup> May</b>
<b>IRAB 80</b>	NB	Remove Acceptance Incidents from CSF. As these do not form part of discussions regarding HVP		<b>11<sup>th</sup> May</b>
<b>IRAB 81</b>	MS	Where branches are reporting unsympathetic tone of voice from HSD agents, MS to provide call reference numbers to enable FS to trace calls and agents efficiently		<b>11<sup>th</sup> May</b>

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No.	Owner	Action or point to note	Status/Progress	Date req'd
<b>IRAB 82</b>	MS	MS to contact Sarah Lambert (Post Office Business Change Team) and provide details of where there are missing transactions on remuneration reports		<b>07<sup>th</sup> May</b>
<b>IRAB 83</b>	NB	Arrange Internal RAB, Joint RAB, and ET Sub-group for w/c 10 <sup>th</sup> May		<b>05<sup>th</sup> May</b>
<b>Note 1</b>	N/A	WR confirmed that there was an additional outage for 15mins from 11.50 04/05. Again this outage affected circa 25% of the HNG estate		
<b>Note 2</b>	N/A	DH confirmed that neither outage on 29/04 or 04/05 constituted a major incident		
<b>Note 3</b>		The decision taken at the RAB was to recommend a further migration of 10 branches on the 6 <sup>th</sup> May. With a further RAB called on 11 <sup>th</sup> May to discuss approach for restarting HVP and flexing / maintaining monitoring periods		

**3     AOB**

- None

**4     Next meeting     :**

- Tuesday 11<sup>th</sup> May - invitations will be sent by NB.