

## ANNEX D

### Brainstorm of Gaps

- not started from the competence we want
- Horizon isn't delivering what they said we would
- We don't have a cash account that balances
- Steady state - assistant training
- Don't know the number of front line personnel to be trained
  - casual staff
  - relief subpostmasters
- Quality of training
- Duplication of work within the business
- Issues not resolved
  - final C/A NR21
  - no CSF for live trial
  - no training evaluation for live trial
- Can't change training for live trial
- Post training support - inadequate
- Quantity of training time
- Millions on system - nothing on users
- Very flexible training
- Outcome of treasury review
- Training is supplier driven
- Cost driven without assessing the consequences
- Beat rate - post training - picking up those users who do not attend training or fail

- Training not focused on delivery competency but incompetency
- Segmented set of solutions
- Network to learn from - not learning from RIC etc.
- Encourage Subpostmaster networking
- Horizon working on the side line
- No errors - this is not going to happen
- Speed of decision making - 'Bottle'
- What's connection between training and post support (sharing competencies, info etc.)