

Electronic *memo*27 AUG 1999
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Hard Copy To
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From
Date

John Meagher/POCL/POSTOFFICE
26/08/99 17:40

Subject Acceptance workshop roles

All

Apologies for the late delivery of the following but we have had problems with e-mail. You will all by now have had an opportunity to engage in the first tranche of acceptance workshops on 25/26 August. Nevertheless, it is not without benefit to articulate the roles for those attending these sessions.

Add the following

Martin Box	Calum Craig	Ruth Holleran
Nancy Groff Whitton	Trevor Rollason	Steve Graystone



Acceptance Workshop Roles.d

Acceptance Workshop Roles

As you will presumably know by now, Pathway have not achieved acceptance due to unresolved acceptance incidents at the time of the acceptance board on 18 August. The incidents which POCL regard as either High or Medium severity are listed below. The resolution of these incidents is now being taken forward in a series of workshops designed to agree resolution plans for each incident.

In order to ensure that we are fully supported in our upcoming discussions with Pathway on the acceptability of their rectification plans, we have identified the following roles for each incident: Business Expert; Technical Expert and Champion. Clearly there are inter-relationships between the roles and champions, for example, will need to rely on the business expert to agree success criteria for the eventual clearance of the incidents.

The role of the Champion will be to lead the discussion with Pathway at the workshops and negotiate the appropriate rectification plan. The plan will need to include clear measurable activities complete with time-scales for completion and the necessary success criteria. Whilst it is Pathways responsibility to propose a rectification plan, the champion will be required to have defined in advance the success criteria for the incident.

The role of the Business Expert is to measure the business impact of each incident and what would be an acceptable level that could be absorbed by POCL. To validate the Pathway rectification plans from the perspective of the acceptability of the plan to return the impact which is being absorbed back to an acceptable level.

The role of the Technical Expert is to support the Champion in understanding the root cause of the deficiency which is described in the incident. To validate Pathway rectification plans for technical completeness and to advise the Champion on the achievability of such plans.

AI	Description	Business Expert	Technical Expert	Champion
376	Data integrity at TIP interface	Graeme Seedall	Calum Craig	Ruth Holleran
378	Incomplete cash account records	Martin Box	Calum Craig	Ruth Holleran
218	Training	Nancy Groff Whitton	Trevor Rollason	Steve Graystone
372	System management (LT2 upgrade)	David McLaughlin	Jeremy Folkes	John Meagher
391	Security at Wigan & Bootle	Ruth Holleran	Jeremy Folkes	John Meagher
298	Outlet system stability	Andy Radka	Jeremy Folkes	John Meagher

314	Technical documentation	Ruth Holleran	John Meagher	Keith Baines
408	HSH service levels	David McLaughlin	Adele Henderson	Adele Henderson