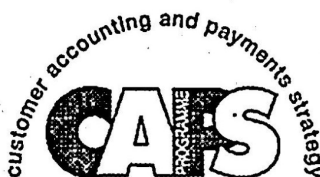


R. 9 Nov

URGENT

Copy to Simon Rilot



please respond on items

(i) and (ii) below.

I will write back on Monday.

9 Nov.

DM

CAPS PROGRAMME MANAGEMENT

5/11.

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TEL:
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GRO
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Dave Miller
2nd Floor
King Edward Building
King Edward Street
LONDON
EC1 1AA

Date: 3 November 1998

Dear *Dave*,

RE: TESTING - MANAGEMENT CONTROL AND REPORTING
ARRANGEMENTS
- TIP INTERFACE

It is good to see that most of the revised progress monitoring arrangements are now in place for the current phases of testing. They appear to be working well and I am grateful to Simon Rilot for his hard work in this area and for being so responsive.

However there are 3 issues where action remains outstanding. They are:-

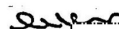
- [i] the provision of test condition analysis for End to End testing. (This is a key metric in understanding how successful/complete this phase of testing is;

- [ii] analysis of PINICL clearance and prioritisation;
- [iii] formalisation of the weekly progress meetings and pre-run checkpoint process for start of testing. (Absolutely essential before we enter the final runs of testing.)

Carol Jepmond is pursuing [iii] with Simon Rilot, who is aware that I am writing to you. However we seem unable to make progress in [i] and [ii]. Without [i] it will be impossible for you and/or Simon to report progress on E2E testing satisfactorily at the next CAPS/Cards Programme Board.

Is there anything you can do to try to make progress on both of these issues?

I also understand that during current phases of testing significant problems are being experienced with the TIP interface and that investigations are underway to determine their severity. Could you confirm that my understanding is correct and if so what proposals are being considered to address the problems and how will they impact on the current phases of testing and on overall progress towards the NR2 release. It would be helpful to have a response to this particular set of issues before 13 November.

**GRO**

VINCE GASKELL
CAPS & CARD PROGRAMME
DELIVERY MANAGER



Post Office Counters Ltd
Horizon Programme Director

Vince Gaskell
Caps and Card Programme
Delivery Manager
Room B25065
DSS, Longbenton
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NE98 1YX

10 November 1998

Dear Vince

MANAGEMENT CONTROL & REPORTING REQUIREMENTS TIP INTERFACE

Thank you for your letter of 3 November which describes your remaining concerns with the management and reporting arrangements for testing. This response confirms the actions we are taking to meet your requirements in these three areas.

The three issues are as follows:

The provision of test condition analysis for End to End Testing

This week we will start to provide, on a weekly basis, an analysis of the test conditions we have failed to cover, and those which we do not expect to be able to test in this cycle. We are currently adjusting our scripting databases to facilitate the production of the core statistics, which are then fed into a deeper analysis process to determine the potential gaps in coverage. We already carry out this exercise on a dynamic basis when we encounter problems, in order to ensure that we do not push on without knowing the effect on test condition coverage.

The analysis of PinICL clearance and prioritisation

The full business impact process by Product Assurance has been established for all incidents that, following initial analysis, are candidates for deferral. Access to this analysis is available to you through Colin Oudot.

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- 2 -

10 November 1998

Vince Gaskell

Within testing the Horizon team give each incident a provisional business impact which then informs the error correction cycle. This is augmented by the presence of members of your own test team in Feltham, and provides a far improved level of awareness of the nature and severity of incidents raised and prognosis for clearance, particularly in the area of BES, which should be available to your managers. Individual issues arise as a result of continued lapses in communication between all teams regarding the detail of problems/incidents raised - improvements from all groups are expected in this area as a result of further management attention. I know that Carol has been concerned about the level of resource and Simon Rilot has been empowered to recruit to cover this gap.

Formalisation of the weekly progress meetings and pre-run checkpoint process for start of testing

As you correctly describe, Carol and Simon are discussing this issue now.

The problems you refer to with regard to the TIP interface are of concern. Simon Rilot has made that issue his first priority, in order to resolve any problems that may prevent POCL and BA having confidence in the end to end accounting and reconciliation process. He has organised workshops later this week in Chesterfield, and you should be aware that the output of those workshops may change the shape of the final phases of testing. You can be assured that Carol will be directly involved in these discussions. In addition, as I will not be at the CAPS Board on Friday, I will ring you next week to give a personal update on the TIP issue.

If you need anything else please don't hesitate to give me a ring.

Yours sincerely

GRO

DAVE MILLER