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ICL PATHWAY

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Keith Baines
Post Office Counters Limited,
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26 November 1999



Dear Keith,

ICL Pathway Response to POCL Requirements for Roll-Out decision

Our formal response is attached. It includes a number of postscripts reflecting events and discussions which have taken place since our meeting on Wednesday.

Please let me know if there is anything which comes as a surprise, welcome or otherwise.

Yours sincerely

GRO

Tony Oppenheim

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ICL PATHWAY RESPONSE TO POCL REQUIREMENTS FOR ROLL-OUT DECISION**Items 1, 2, 3**

Differences in the interpretation of some performance measures exist and these need to be resolved. In particular, there are important differences around the Help Desk.

We agree that the measure for script compliance has not worked out as intended in the Second Supplemental Agreement and that this too needs to be resolved. Work has been going on to enable this measure to be applied, and we wish the current implementation status to be considered before POCL's proposed alternative measure.

We will continue the weekly measurements of AI408 on a without prejudice basis until at least 3 December. (The measurement of AI376 continues into January in any event, and the prime data capture of AI298 is ongoing.)

A Closure Report for AI298 was issued to POCL on 19 November. This contained a report on the Energis event. In it, ICL Pathway stated that it would continue to evaluate the benefits of applying a Microsoft NT "hot fix". The conclusion since writing the report is that alternative changes made to router settings render the application of the fix an unnecessary additional risk. ICL Pathway is now satisfied that the problem, even in the event of another major communication service failure, is very unlikely to recur. On that basis, we request that the Closure Report be approved.

In order to facilitate the resolution of interpretation differences, we consider that the good offices of Peter Copping may be required. In the first instance, we propose that the AI forum jointly chaired by Keith Baines and Tony Oppenheim be reconvened to determine what refinements of the definitions in the Second Supplemental Agreement may be required to meet the underlying objectives and intent. [Meeting since arranged for 30 November.]

We propose that measurement of AI376 be split into two parts, 376a and 376b, such that:

- 376a aligns with the "original" Acceptance Incident relating to System Software and excluding all Reference Data related issues, and
- 376b becomes a new measure of the Reference Data related issues (the target rate of resolution to be matched to the actions under Item 6 below).

Generally, those actions set on each party under the AI Rectification Plans and included in the Acceptance Resolution Timetable need to be completed according to the original Timetable (for slippages not to occur).

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Item 4

We suggest that Item 4 should be confined to consideration of operational process. Aspects relating to software development should be dealt with under Item 5.

In line with the AI376 Rectification Plan, ICL Pathway has issued a draft paper putting forward the operational procedures to be adopted. These need to be reviewed and agreed.

We have been trying to pull forward the review meeting proposed by POCL for 7 December, and would welcome POCL's assistance to facilitate this. [N.B. since fixed for 1 December – thank you.]

Item 5

ICL Pathway is operating under a duty to its shareholders to protect its IPR. The documentation requested contains such IPR. In addition to the three documents already provided, ICL Pathway proposes to make one further document (the EPOSS end of day high level design) available to a small number of nominated permanent employees of POCL under NDA, viz.:

- David Pye
- Bruce Talmage
- Martin Box
- Gracme Seedall

The essence of Item 5 is in the final bullet point. Further to making the documentation available, we propose a workshop to include attendance beyond the four POCL individuals above to:

- Establish full understanding of existing TIP process flows, checks and business context;
- From an analysis of all problem types identified, establish how (and to what timescales) they will be prevented and/or trapped.

Item 6

We strongly support the joint work underway through the Reference Data workshops to identify all problem root causes and the means to deal with them before restart of roll-out. That will involve actions on both parties. The ICL Pathway position as to responsibilities is set out in the letter dated 18 November entitled Acceptance Incident 376 from Tony Oppenheim to Keith Baines.

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We consider that the scope of the resolution should cover the overall operational integrity of the Horizon Infrastructure (and not just TIP).

The terms of reference for the work have already been agreed. We therefore wish to highlight just the following specific points.

- To perform "consistency verification", Pathway needs understanding of POCL's Business Rules;
- Pathway will describe the generic assumptions it has made in relation to the application of reference data;
- Pathway intends to provide impact statements of individual changes to reference data to enable POCL to authorise them.
- POCL to establish a clear authorisation route for each type of reference data.

[Yesterday's workshop was not encouraging. Specifically, there was no direct representation from TP. Currently, the volume of reference data changes routinely exceeds the limits set out in the AIS. To bring these volumes back within specification, system/process changes *will* be required between RDS and TP.]

Item 6a

As previously discussed at Delivery meetings, we currently have no agreed procedures for authorising Reference Data updates into live use. This represents an unacceptable exposure for both parties.

We request that interim procedures be agreed between POCL Business Service Management and ICL Pathway Customer Services to be effective from 29 November.

We propose [following further subsequent discussion] that the following principles form the basis of these interim procedures:

- Generally all Reference Data changes to be at minimum two weeks notice to allow time for proper checking and joint review (N.B. ICL Pathway will not hold up implementation of a reference data change which has been properly checked and reviewed before the two weeks have elapsed);
- A limited number of urgent price changes to be subject to a 'fast track' minimum of two clear working days (a daily limit to be agreed between Andy Radka and Stephen Muchow);
- Other exceptions to the two week condition to be fast tracked on a case by case basis by agreement between Andy Radka and Stephen Muchow;
- POCL to identify a limited number of people fully authorised to sign off reference data releases into the live estate;

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- ICL Pathway to provide them with impact statements prior to approval.

Item 7

Item 5 deals with the analysis of all known AI376 problem types and how they will be prevented and/or trapped.

In all other respects, Item 7 will need to deal with the commercial consequences of Item 5 once Item 5 is fully understood.

Items 8 & 9

ICL's position was stated at the meeting on 22 November by Richard Christou.

Item 9a (Auditor requirements)

We request early visibility of any such so that they can be considered as part of Item 5 (or Items 4 and 6 as appropriate). Pending such visibility, ICL Pathway can make no commitments thereto.

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