

Speaking Brief for Dave Smith - 24/11/99

Confirmation of Purpose of meeting

Purpose was agreed between Dave Miller and Richard Christou as:
To agree a programme of work to be completed by 3 December 1999 which will provide POCL with further information to enable us to decide whether or not to exercise the right to suspend roll-out.

POCL Requirements - general

By 3 December, we need to be assured that all issues that would cause suspension of roll-out have either been resolved, or have agreed plans in place that we are confident will lead to their resolution by 14 January.

Regardless of the outcome of the current discussions, and whether or not POCL then issues the notice to suspend roll-out, we reserve the right to issue a notice following the second checkpoint in January if then appropriate.

POCL provided Pathway with a statement of our position at the meeting on Monday. In the light of subsequent discussions, we have considered how this should be taken forwards.

1. *All criteria in the 2nd supplementary agreement to be met by 24 November, to be met, with appropriate later dates, and monitoring periods of at least the same length as originally.*
2. *All criteria in the 2nd supplementary agreement to be met by 14 January, to be met. The only change to be exclusion of the period to date from the 0.6% criterion for the accounting integrity incidents.*

We need agreement on a way forwards on the first 2 requirements - relating to retesting the 24 November criteria, and adjusting the success criteria for the 14 January criteria before 3 November. This is largely a contractual issue, and KB will lead for POCL on it.

3. *The measurement method for the Help Desk service level relating to compliance with scripts to be changed to one based on recording of calls and analysis of a sample of them.*

This now needs to be extended to include resolution of other issues relating to the measurement of service levels for the help desk, that emerged as disagreements at the help Desk meeting on Monday. On the specific question of script compliance, POCL have a view of how this should be taken forwards, but Pathway have not agreed this. We need an agreed approach by 3 November, including confirmation from Pathway that the

approach is feasible. Adele Henderson will lead on the development of the measurement method for script compliance. KB will lead on contractual issues around definitions for the service levels.

4. *The development plan for the integrity control to be jointly reviewed for completeness, and revised in line with the review findings. This to include addition of activities relating to development of processes for handling of discrepancies at all levels of occurrence.*

Work on this needs to start earlier than 30 November. By 3 December we need to have an agreed plan for development and testing of operational procedures, and to have completed a high level review of the plan to identify any gaps.

5. *Pathway to make available documentation relating to the design of the integrity control at a sufficient level of detail to allow POCL to ensure that the criteria iii and iv in the supplementary agreement are being met. Joint working to be instituted to ensure POCL have adequate and timely access to information.*

Our requirements for 3 December are:

- Pathway to provide a list of relevant documents and their product descriptions
- Experts for POCL to discuss the document set with Pathway and identify any "gaps". (We recognise that there may be gaps at present because of the short development timescales that Pathway have been working to.)
- A programme of meetings to be agreed to provide POCL with information relating to any "gaps" in the document set, including agendas, outputs and attendees.
- Pathway to make relevant experts available to explain the documents to POCL experts.
- All known AI 376 problem types to be analysed to establish how they will be prevented and/or trapped.

The output for 3 December to be an agreed list of gaps with outline solutions, timetables for implementation and an assessment of severity (incidence rate and extent of impact per incident.)

6. *The joint review of reference data to have made sufficient progress so that POCL can be assured that there are no deficiencies in the process that could compromise the data passed to TIP.*

Terms of Reference have been agreed. By 3 December POCL also requires agreement to a work programme and to commercial terms for implementation of the review findings.

7. *Extension of the TIP checking, at Pathway's expense, until they have demonstrated to POCL's reasonable satisfaction that all error types that have occurred will be trapped by their control*

It is now apparent to POCL that this needs to be extended to cover all problems under the AI 376 rectification plan, whether trapped by the integrity check or dealt with by other means in the Pathway domain

8. *Introduction of additional SLAs to ensure that response times at the Help Desk are maintained on the weekly peak period (Wed/Thurs) in addition to average response times. Performance to be reported daily during the monitoring period, and daily statistics to be available as required subsequently.*
9. *Introduction of check-steps during roll-out, such that POCL will have a right to suspend or slow roll-out if help desk service, or data integrity across the TIP interface fall below the levels to be achieved under the 2nd supplementary agreement. Pathway to pay POCL's reasonable additional costs as a result of any such suspension or slowing down.*

These are commercial issues. By 3 December we need to have agreed how they will be progressed.

NB: Dave S needs to phone Dave Miller at 3.30 or so (AJR briefing)