

TO: Stuart Sweetman

COPY: Bruce McNiven
Keith Baines
David Smith

FROM: Dave Miller

DATE: 8 September 1999

SUBJECT: HORIZON ACCEPTANCE

I am due to meet Richard Christou to review progress towards ICL Pathway achieving Acceptance on Wednesday 8 September. On Friday 10 September POCL is to decide whether to sanction a further 2 week's roll out amounting to another 350 offices.

1. REVIEW OF PROGRESS

A lot of progress has been made. However there are still key issues outstanding:

1.1 Training

Bruce McNiven and Ruth Holleran have done excellent work squeezing a better training deal out of ICL Pathway. The incident remains at high because of the need to support Training with a better Helpdesk facility. However this will in all likelihood be downgraded to a medium incident with an agreed rectification plan and therefore no obstruction to acceptance.

1.2 System lock ups and screen freezes requiring re-boots

This is still a problem and is being actively worked on. The problem is being contained but it isn't yet being improved and John Meagher thinks it will take months to get right. The levels of impact are as follows. Currently on average it is affecting every counter position for ½ hour per month. This translates into a potential impact of over 2m customers per annum being affected over our network. More significant 0.5m of these customers would be in our top 1500 offices.

The level of problem is significantly higher than we experience from other automated systems and we have a stated acceptable position of ½ hour per office per annum.

1.3 Derived cash account not equally electronic cash account

Ruth Holleran has again done sterling work here and the understanding of the problem and fixes and controls are largely in hand. However the major controls cannot be implemented until Christmas with a patch available from early October.

X Ruth sees this incident as being downgradeable to medium with an agreed rectification plan but there are still too many important loose ends and she has

Relevant docs
for scanning.
CB. 23/12/20.

Scanned 05/01/21
CM

doubts whether this will improve sufficiently for us to accept on by the end of September.

1.4 Failure of the Horizon System Helpdesk to support the automated network

This is a Pathway contracted facility which is not standing up well to the strain of live working. All POCL parties are deeply concerned about the ability of this facility to cope with a scaled up Horizon without having to outsource key work to POCL. This is clearly not acceptable in the short term (before Christmas) when the new service centre will be available. In the longer term we would be prepared to take on this work for the appropriate terms (£ and risk transfer).

2. SUMMARY

Of our six key players (Keith Baines, Ruth Holleran, John Meagher, Bruce McNiven, David Smith, Andy Radka) the first 4 would opt (somewhat reluctantly) for conditional acceptance towards the end of September. Andy Radka and David Smith would not accept and seek to use the full period until 15 November to force improved performance from ICL Pathway.

3. WHERE TO GO FROM HERE?

Tactically I would like to follow this process.

- 3.1 Tell Christou tomorrow that the prognosis for a 24 September acceptance is by no means certain and that the decision on further roll out on Friday will probably be not to do any more offices. However we will continue to work round the clock until 24 September to achieve acceptance which we desire.
 - 3.2 Raise the issue of conditional acceptance. Test the water and if Christou is interested get Jeff Triggs and Keith Baines to negotiate a possible way through for me to consider on Friday with key players. This might include changes to the roll out plan.
 - 3.3 Review decision on further roll out again on Friday in light of progress during the week.
 - 3.4 It is likely that ICL Pathway may play Peter Copping in for a decision on the 3 high level incidents as of today. If so there is nothing we can do and I expect he will give his view within 48 hours anyway. This will give us a clear steer on where he is coming from so we can stop the second guessing his position.
4. Bruce is preparing the bullet point brief for John Roberts and will incorporate Acceptance into it.