

Message

From: Jenkins Gareth GI [GRO]
Sent: 02/04/2013 15:53:55
To: Ivan Swepson [GRO]
CC: Simon Baker [GRO]; Parker Steve (PostOfficeAccount) [GRO]
Subject: RE: Discuss requirements for proposed Horizon testing
Attachments: image003.png; image004.png; image005.png; image006.png; image007.jpg; image008.jpg

Ivan,

In relation to my action below, I've discussed this with our 3rd line support manager (Steve Parker) and assuming we are talking about a small number of requests for retrieving logs / data associated with the model office then this can be accommodated by raising specific calls on the Horizon Held Desk requesting the specific info required which can then be returned by email (I am assuming that there would be nothing sensitive in the data). If the requests (and resulting work) is considered to be excessive we may need to come back with some sort of charging mechanism. However my initial feel was that this wouldn't be the case.

Steve has also pointed out that in the past one of his team has run a workshop on recovery and the issues associated with it. He would be happy to run this again with Second Sight, but in that case there would be some chargeable costs.

Currently I am booking my time spent on this to the Post Office Prosecution Support team and I would suggest we did the same for any such workshop.

I've deliberately not made this offer to Second Sight and thought I should run it past you first.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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Please consider the environment - do you really need to print this email?

From: Ivan Swepson [GRO]
Sent: 25 March 2013 13:41
To: irh [GRO]; gareth.jenkins [GRO]
Cc: rwarning [GRO]; Simon Baker
Subject: RE: Discuss requirements for proposed Horizon testing

Note of phone call @ 11:30 25 March 2013 attended by Ian Henderson, Gareth Jenkins, Ivan Swepson.

Model Office in 148 Old Street is a functionally live Post Office environment. The facility is used to pilot new Horizon releases before branch roll out and as a simulation/demonstration suite. Horizon facilities are live – transactions appear on back office systems. All transactions are logged as standard – some tailoring may be possible subject to requirements. The environment appears suitable for the tests intended by Second Sight.

Second Sight want to test a number of scenarios as though they occur in a single branch operating more than one Horizon terminal. They intend to follow a structured approach to testing so Post Office and Fujitsu are clear what tests are to be carried out. Some of the tests will involve removing power and/or network communications from Horizon terminals and possibly the Model Office router – affecting multiple terminals simultaneously. Second Sight acknowledge that power and network communication failures outside Model Office and at the Data Centre cannot be simulated in the Model Office environment.

Testing will be an iterative process. As Second Sight will need to see transaction logs between tests several visits will be scheduled at least 2 or 3 working days apart.

Second Sight require permission to video record the Horizon screen as a record of the transaction and on screen messages.

Attached below are 3 Horizon test scripts supplied by Fujitsu as examples.

Actions:

1. Gareth – establish process and commercial arrangements for Horizon transaction logs to be recovered and emailed at close of Second Sight test days
2. Ivan – brief Phil Jeary on approach to testing, support required, logins required. Ask Phil for Horizon Release and Maintenance Schedule and permission for Second Sight to video Horizon
3. Ivan – arrange conference call with Second Sight and Phil Jeary to plan approach to testing in more detail
4. Second Sight – progress test plans in preparation for conversation with Phil Jeary.

Please let me know if I have missed anything or any corrections are required.

Kind regards, Ivan

Ivan Swepson | Programme Planner, IT Separation Programme Office

2nd Floor Bunhill Wing, 148 Old Street, LONDON EC1V 9HQ

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ivan.swepson Mobex: GRO



-----Original Appointment-----

From: Ivan Swepson

Sent: Thursday, March 21, 2013 6:10 PM

To: Ivan Swepson; irh [GRO]; rwarning [GRO]; gareth.jenkins [GRO]

Subject: Discuss requirements for proposed Horizon testing

When: 25 March 2013 11:30-12:00 (UTC) Dublin, Edinburgh, Lisbon, London.

Where: Tel: GRO PIN: 48824173# BlackBerry users click this link: GRO

Purpose of Call: to agree approach and high level requirements for Second Sight to run some tests on Horizon.

Preferred environment is Model Office @ 148 Old Street (requirement for transactions to be cash neutral is noted).

Therefore what may be required in terms of login id's, access to logs and traces, technical support to reinstate service etc.

Please let me know if this time is not convenient and suggest an alternative.

Kind regards, Ivan

Ivan Swepson I Programme Planner, IT Separation Programme Office

<< OLE Object: Picture (Device Independent Bitmap) >>

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Mobex

ivan.swepson@ GRO

<< OLE Object: Picture (Device Independent Bitmap) >>

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