

965

02

## Electronic memo

**To:** Nicholas Samuel/e/POSTOFFICE,  
**cc:** Chris P Young/e/POSTOFFICE, Marc Reardon/e/POSTOFFICE,  
**Hard Copy To:**  
**Hard Copy cc:**

**Date:** 24/05/2002 10:17  
**From:** Andrew J Perkins  
**Subject:** Cost challenge:- CCN965 'Change to stock unit cash on hand total time'

Nick,

I am the owner of the above CCN. I believe that we may have some grounds for challenging some of the costs of this CCN .

By implementing this CCN we would, in effect, be fixing a Pathway bug (PC0076101) .

The CCN states, Para 2 page 2 'The consequence of this is that the LFS Counter job..... will correctly generate a default null value for that outlet,...'

However this is NOT currently working as (Quoting from email from Pathways' LFS Service manager, Deirdre Conniss ) 'Since the clock changed at the beginning of April, a bug is showing which causes the previous day's declaration to be sent instead of the 'incomplete' (i.e. null) ONCH'

This is causing serious problems for the roll-out of MRP as CHD cannot identify which offices are non-conforming. Pathway have marked the bug as 'Urgent' and had intended to produce a fix in July. However I believe that Pathways latest position is that that implementation of the fix could affect the S20 release date and is competing with changes for Network Banking and so would be a large risk for the business.

*In summary,*  
~~Therefore~~ my position would be that we should ask for reduction in the cost of the CCN ~~on these~~  
grounds:

Marc Reardon has spoken to me regarding this and he said he will phone you on Monday morning as I believe you have a change control board on Monday?

Your view would be much appreciated.

Andrew

LFS Product Manager  
Post Office Ltd  
Change & IS

Room B1, C/O Fujitsu Services (Pathway) Ltd, Forest Road, FELTHAM, Middx, TW13 7EJ.

STD Phone: **GRO** Fax: **GRO** Mobile: **GRO**  
External Email: **GRO**

firstly, on the grounds that  
the ~~CCN~~ ~~will~~  
avoid the need for FS to  
fix an outstanding bug  
and recently  
due to the fact  
that the implementation  
of the CCN ~~and~~ in  
turn the bug fix  
will be delayed.

Impact Assessment Due Date 27/05/2002

<b>Programme Impact Assessment Form</b>	<b>Change Control Note/Request No:</b> 0965
<b>Change Request Title:</b> Change to Stock Unit Cash on Hand LFS total time	
<b>Business Owner:</b> Andrew J Perkins	<b>Tel:</b>
<b>Fax:</b>	
<b>Impact Assessment:</b>	
<b>No impact on my area</b> <input type="checkbox"/>	
(If no impact tick the box, sign and date the form and return)	
<b>Accept</b> <input checked="" type="checkbox"/>	<b>Reject</b> <input type="checkbox"/>
Provide estimates for your area to make the change	
Mandays effort to implement the change	<input type="text"/>
Cost (£k)	<input type="text"/>
Earliest possible implementation date	<input type="text"/>
Dependencies	
<b>Other Documentation:</b>	
(If you know of any additional documentation that could be affected by the change please specify)	
<b>Tim Vause - ACCEPT</b>	
<ul style="list-style-type: none"><li>• Horizon System User Guide</li><li>• LFS Training Workbook</li></ul>	
<b>Additional Comments:</b>	
Documents/papers attached <input type="checkbox"/>	
(Tick box if additional papers or documents attached to your impact)	
<b>Paul Martin - ACCEPT No comment</b>	
<b>Nicola Wood - ACCEPT</b>	
A problem currently exists (P10000797) which relates to the daily cash declarations. A bug in the system is causing identical cash declarations to be transmitted to SAPADS on consecutive days. Fujitsu have stated that this only occurs where branches have failed to meet the End of day and therefore this Change would assist in the resolution of this problem. If the change is not implemented the problem may not be fixed until S20 thus preventing the successful roll out of MRP to timescale. Those branches experiencing the problem cannot be rolled out onto MRP (A copy of the problem description is available if desired)	
Impact Assessor	<b>Network Support Composite</b>
Signature	<b>Tony Willis</b>
Date	<b>27/05/02</b>

Return completed form to the Change Control 2<sup>nd</sup> floor, Calthorpe House, 15-20 Phoenix Place, London WC1X 0DG

In most countries the data is not available at the outlet, hence it has to be aggregated

will probably accept some service level reduction if need be in the future - just not as much as this on the basis stated in the CCN



## Electronic *memo*

**To:** Andrew J Perkins/e/POSTOFFICE@POSTOFFICE  
**cc:** Ruth Strickland/e/POSTOFFICE@POSTOFFICE, Andrew Winn/e/POSTOFFICE@POSTOFFICE

**Hard Copy To:**  
**Hard Copy cc:**

**Date:** 13/05/2002 09:34  
**From:** Nicola Wood  
**Subject:** RE: MRP related problems

Andrew

Here is the response from Deirdre. I'm afraid it doesn't actually tell us anything specific about the resolution of the problems. I am not happy that this is being treated with sufficient urgency and will be looking to escalate the problems today. I will keep you posted on any progress.

Thanks  
Nicola

----- Forwarded by Nicola Wood/e/POSTOFFICE on 13/05/2002 09:23 -----

**To:** Nicola Wood/e/POSTOFFICE@POSTOFFICE  
**cc:** "Wright John (BRA01)" { GRO Panesar Nina  
{ GRO

**Hard Copy To:**  
**Hard Copy cc:**

**Date:** 10/05/2002 16:17  
**From:** Conniss Deirdre { GRO

**Subject:** RE: MRP related problems

---

Nicola

I apologise for not getting back to you earlier.

Please find below my response to your queries.

PC0074884

1) The problem with the weekly cash flow report occurs only on inactive stockunits. The workaround therefore is to ensure that all current declarations are redeclared at least once per week.

2) I am slightly puzzled by your request for a target date for the implementation of the workaround. Any Post master who raises this issue with the HSH, should be given the above instructions since it is documented on the Known Error Log and has been since 5th June 2001. In terms specifically of the LFS pilot, I am not quite sure of the correct process, since the outlets are being closely monitored by yourselves. Did you want me to submit an article to Counter News?

3) Given your progress that, following the full rollout of the MRP, the

report might become redundant, I have placed it on a list of fixes which are allocated to Futures ie future date of delivery not fixed. I have already indicated that there is no scope within current plans to fix a low priority bug before the end of the year. If you will provide me with a definite date when it is required, I will go back to Development and confirm the most suitable delivery date.

PC0075409

As we discussed when you originally indicated your wish to raise a problem, we do not normally agree to raise a problem where the change is being dealt with under normal incident management processes. However I have agreed to raise this problem in view of the impact on the MRP pilot. In terms of priority for clearance however, this problem is still competing with changes for Network Banking. I am aware of the urgency and developers have been told that a fix will be required asap.

1) The Fujitsu problem number is PC0076101.

2) Detailed description of the problem.

It is important to note that there are circumstances where it is valid for the declaration made on a Wednesday to be identical to that made on a Tuesday. This will be the case, when the office is closed on Wednesday and open on Tuesday. A proportion of the occurrences will be related to that.

It is also important to note that, in the course of the pilot, it has been established that a significant number of offices are performing their cash declarations after the cut off point for their office ie making "late" declarations.

If the system was working correctly, these "late" declarations would generate an incomplete ONCH. The evidence is that since the clocks changed at the beginning of April, that a bug is showing which causes the previous day's declaration to be sent instead of the "incomplete" ONCH.

From this detailed explanation, therefore it would appear that the problem specifically relates to the system failing to cope properly with PMs doing late declarations. Resolving this problem and delivering a fix, would NOT provide the SAPADS system with more data with which to calculate their deliveries. It would simply lead to the system correctly identifying that the PM has made an incomplete ONCH. There is a CR in the pipeline, which would allow the PMs more time to complete their transactions and that would, it is hoped, increase the number of successful declarations from the Post Office outlets.

Impact.  
1520

3) I do not know the answer on what is required to resolve the problem. As soon as I have it, I will pass it on.

4) I have stressed to the developers the urgency of the problem. Until the diagnostic work is completed, I am not in a position to promise any fix date. I have asked the developers to "pencil" in BI2R, which is the most urgent release currently for Counter release.

Bug relating to timestamps on declarations.

This is no longer a problem. An issue was raised late last year, whereby there was evidence that a large number of PMs were doing their cash declarations at 2am in the morning. On investigation, this turned out to be a problem which had been identified in testing Release S10, whereby the 2am reload of the counters also rewrote the cash declaration. There were also a few postmasters in December, who actually WERE doing declarations late at night during December, presumably because of the Christmas rush. The reason why it is still appearing on the minutes of the LFSORF is due to a lapse on my part in that I have had an action to confirm what release the fix was supplied in for some time. It is old history.

I apologise once again for failing to get back to you before.

Deirdre Conniss

Fujitsu Services APS, TPS and LFS Service Manager.

**GRO**

(internal)  
(external)  
(mobile)

Please note that as from 1st April 2002, my E-Mail address is deirdre.conniss[GRO]. Please change it on any distribution lists which you may have. Thank you.  
This e-mail is only for the use of its intended recipient. Its contents are confidential and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted or that it is virus-free.

-----Original Message-----

From: nicola.wood[GRO] [mailto:[GRO]]  
Sent: 09 May 2002 18:01  
To: deirdre.conniss[GRO]  
Cc: andrew.j.perkins[GRO]; ruth.strickland[GRO]  
Subject: MRP related problems

Deirdre

I am concerned that the MRP problems that we have been discussing are not progressing sufficiently urgently. We need to understand the current status and timescales in order that we can make a decision upon the rollout of MRP. Can you provide updates to the following by COP tomorrow (Fri 10th May)

PC0074884

You were going to confirm what instructions we can give to branches with dormant stock units in order to prevent the Weekly Cash Flow Report being incorrect. Have you progressed this any further? Although not urgent to MRP rollout, we do need a target date for implementation of the workaround and another target fix date for implementation of the fix to rectify this problem.

Please provide

1. An update on the progression of the instruction / workaround
2. A target date for implementation of the workaround
3. A target date for implementation of the fix in order to ensure the report functions as it should.

PINICL 75409

I raised this as a problem with you last week and am still awaiting confirmation that it has been accepted. This has huge implications to the decision to rollout MRP further into the Network as it makes it very difficult to identify whether branches are conforming to the procedures or not.

Please provide

1. The Fujitsu Problem Number allocated
2. A detailed description of the root cause of this problem, how and why it occurs
3. A description of what is required to resolve the problem
4. A target fix date for this problem (This MUST be as soon as is possible)

Thirdly, I have been told of a further 'problem' regarding a bug relating to time stamps on cash declarations. I would like some details as to the impact of this problem.

I appreciate that you may not be in a position to provide answers to all of these question by COP tomorrow, however I would like as much information as you can provide.

Many thanks  
Nicola

GRO

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<b>Horizon Change Request Form</b>		<b>Change Request Number:</b>
<b>Change Request Title:</b> Change to Stock Unit Cash On Hand LFS total time.		
<b>Authorised Person:</b>	<b>Originator:</b> Chris P Young	<b>Owner:</b> Andrew J Perkins
Tel. No.	Tel. No. <input type="text" value="GRO"/>	Tel. No. <input type="text" value="GRO"/>
Fax. No.	Fax. No.	Fax. No.
<b>Business Reason for Change Request:</b> To tackle the ongoing of non-conformance within outlets of producing their daily ONCH report which is currently preventing the further roll-out of MRP/LFS.		
<b>Description of Change:</b> <p>There is substantial evidence of offices failing to complete their end of day cash declaration within the current 30 minute 'window' at the close of business. The consequence of this is that a 'null' declaration is harvested by Fujitsu Services (Pathway) Ltd.</p> <p>This change requires Fujitsu Services (Pathway) Ltd. to make a change to the time that LFS totals the Stock Unit Cash On Hand Statements created in the outlets. (as currently defined in Schedule K01 Para 3.1.3).</p> <p>It is intended that the service (and therefore paragraph 3.1.3 in the Codified agreement) be changed to:-</p> <p>"When the Outlet completes the end of day process, that is at 19:00, LFS shall total the Stock Unit Cash On Hand Statements created in the Outlet"</p> <p>It is recognised that Fujitsu Services (Pathway) Ltd may not be immediately able to define the impact on its network of such a change and for this reason is requested that the change be implemented for an initial trial period of one calendar month in order such impacts to be fully assessed after which time the change to be impacted fully.</p>		
<b>Consequence and/or Cost of Non-acceptance:</b> <i>(A statement of what the impact will be if the change is not implemented)</i> The LFS and MRP Pilots currently underway will not be able to be extended further.		
<b>Should the Change be sent to ICL Pathway without Initial Sponsor/Business Assessment?</b> No <i>(If 'Yes' state reason why).</i>		
<b>Urgent:</b> Yes <i>(Yes/No)</i>	<b>Reason for Urgency :</b> Change requirement currently a dependency for LFS and MRP roll-out	
<b>Document(s) Affected:</b>	<i>(Give full reference and version number and attach appropriate annotated sections of the document.)</i>  Contract Schedules  Contract Controlled Documents  Contract Reference Documents Shared Documents	
<b>Date Change Request Raised:</b> <b>Proposed Implementation Date or Release:</b> ICL Pathway to advise of earliest possible implementation date.		

965

Andrew  
Are you happy with CCN 965  
Only  
miche  
Adrian

NO: 965

MINISTRATION USE ONLY.

R0248a

3236

ATE:

02

5/02

EMERGENCY IMPLEMENTATION DATE:

SUBMISSION DATE: 20<sup>th</sup> May 2002

APPROVALS REQUIRED:

PATHWAY APPROVAL

DATE

POCL APPROVAL

DATE

## EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS:

This CCN is raised in response to CR R0248 which requests that a change is made to the time when the outlet 'LFS Cash on Hand Statement' job is run.

This will change the current business rule in section 3.1.3 of Schedule K01 and set the run time of the 'LFS Cash on Hand Statement' job to after 19:00 for all outlets. Changing the start time will result in an additional network connection for the majority of outlets and this will result in additional network charges as shown below.

It should be noted that changing the start time of this job will reduce the elapsed time available for the transfer of the cash statement details. In addition it is believed that a number of outlets are switching their counter systems off after end of day or at weekends/bank holidays. This takes place before the proposed new time for the LFS job and accordingly the transactions from these outlets will not be available. An estimate of the number of outlets is shown below.

It is noted that POL has advised that they do not wish to change the associated service level of 98% delivery by 23:59. However the reduction in the time to process and transfer the LFS transactions and the likelihood of a number of outlets switching their systems off before the LFS job runs means that Fujitsu Services' ability to meet this service level is reduced.

It is proposed that there should be reduction in the associated service level to 96% to allow for these conditions.

Fujitsu Services accept this change subject to the adjustment to the associated service level being accepted as described below.

OVERALL IMPACT ASSESSMENT: ~~HIGH~~ / ~~MEDIUM~~ / LOW

965

<b>ICL PATHWAY CHANGE CONTROL NOTE (CCN) - SHEET 1</b>		CCN NO: 965	
CCN TITLE: Change to Stock Unit Cash on Hand LFS total time		CHANGE ADMINISTRATION USE ONLY. CR NO: R0248a CP NO: 3236	
IMPLEMENTATION DATE OR RELEASE: BI2R		EXPIRY DATE: 10 <sup>th</sup> June 2002	
CCN RAISED BY: Dave Cooke		DATE: 17/05/02	
EMERGENCY IMPLEMENTATION DATE:			
SUBMISSION DATE: 20 <sup>th</sup> May 2002			
APPROVALS REQUIRED:			
PATHWAY APPROVAL	DATE	POCL APPROVAL	DATE
<b>EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS:</b>  This CCN is raised in response to CR R0248 which requests that a change is made to the time when the outlet 'LFS Cash on Hand Statement' job is run.  This will change the current business rule in section 3.1.3 of Schedule K01 and set the run time of the 'LFS Cash on Hand Statement' job to after 19:00 for all outlets. Changing the start time will result in an additional network connection for the majority of outlets and this will result in additional network charges as shown below.  It should be noted that changing the start time of this job will reduce the elapsed time available for the transfer of the cash statement details. In addition it is believed that a number of outlets are switching their counter systems off after end of day or at weekends/bank holidays. This takes place before the proposed new time for the LFS job and accordingly the transactions from these outlets will not be available. An estimate of the number of outlets is shown below.  It is noted that POL has advised that they do not wish to change the associated service level of 98% delivery by 23:59. However the reduction in the time to process and transfer the LFS transactions and the likelihood of a number of outlets switching their systems off before the LFS job runs means that Fujitsu Services' ability to meet this service level is reduced.  It is proposed that there should be reduction in the associated service level to 96% to allow for these conditions.  Fujitsu Services accept this change subject to the adjustment to the associated service level being accepted as described below.			
OVERALL IMPACT ASSESSMENT: <del>HIGH</del> / <del>MEDIUM</del> / LOW			



**REASON FOR CHANGE:**

The current LFS business rule states that the 'LFS Cash on Hand Statement' job will run at the Outlets scheduled End of Day plus 30 minutes (or 19:00 whichever is earlier). A recent review by POL has identified that many outlets whose EOD is before 18:30 are not completing this activity before the LFS job runs. It is also the case that the End-of-Day time set in POL reference data for some outlets is not correct.

The consequence of this is that the LFS counter job which runs just after the outlet's (EOD + 30 minutes) will correctly generate a default null value for that outlet, and this will be transmitted to POL's SAPADS system.

The POL MRP programme requires these daily cash declarations, and it is believed that changing the LFS job time will allow outlets the time to complete this activity before the outlet LFS job runs.

**DETAILS OF CHANGE:****1) Change to LFS job time**

The Counter Scheduler, which controls the run times of outlet jobs, will be changed to start the LFS Cash declaration job after 19:00.

The current operation will remain unchanged - i.e. This job will take the outlet's Cash Declaration if present, or generate a default null value, and transfer this to SAPADS via TMS, the Horizon data centre's and the POL FTMS gateway. No transaction will be sent to SAPADS for an outlet that switches their counter system(s) off.

**2) Additional Network connection**

An additional replication / network connection will take place in the majority of outlets on the majority of days due to the creation of the LFS Cash Statement transaction after 19:00. This will create approx. 76,000 additional calls per week (330,000 calls per month). The charge for each call is 2.5p up until 30/11/2002 after which the charge reduces to 0.4p.

**3) Adjustment of Service Level**

- a) At present the average time for running the LFS job is approx. 17:00 (based on 7days/week closing times as defined in ref. data). The change to 19:00 will reduce the time available for transferring and processing the LFS transactions by approx. 2 hours. It is proposed that a 1% reduction of the service level should be allowed to compensate for this.
- b) Analysis by Fujitsu Services has shown that there may be at least 100 outlets switching their systems off at end of day / weekends / bank holidays. This will prevent a job timed to start at 19:00 from running which will affect the Service Level achievement figures. It is proposed that a further 1% reduction of the service level should be allowed to compensate for this.

This will result in an overall revised Service Level of 96%.



**PROPOSED REVISION TO WORDING OF CODIFIED AGREEMENT:**

- 1) The business rule in Schedule K01 para. 3.1.3 will be changed as follows :-

**Current Text**

"When the Outlet completes the end of day process, that is close of business plus thirty (30) minutes or 19:00 whichever is earlier, LFS shall total the Stock Unit Cash On Hand Statements created in the Outlet."

**Proposed new Text**

"The contractor shall complete the LFS end of day process [after] 19:00 and LFS shall total the Stock Unit Cash On Hand Statements created in the Outlet"

**NB:** It is proposed that the word 'at' in POL's proposed new text is changed to 'after' (as shown above). This will allow outlets to complete their Cash Declarations up to 19:00 and for the LFS job to run after 19:00.

- 2) The associated service level in Schedule K08 para. 3.2 is changed as follows :-

Daily Cash on Hand details

MAT changed to 96% to SAPADS by 23:59 day A.

TR changed to 93% to SAPADS by 23:59 day A.

**ACCEPTANCE / IMPLEMENTATION TIMETABLE:**

This change can be implemented approx. 4 to 6 weeks after approval of the CCN.

PA/TEM/007, Version 3.0, Sheet 1

ICL PATHWAY CHANGE CONTROL NOTE (CCN) SHEET 2		CCN NO: 965
CCN TITLE: Change to Stock Unit Cash on Hand LFS total time		
COSTS TO POCL: <i>(Including non-recurring charges and new or amended charges)</i>		
<b>Task</b>	<b>Man-days</b>	<b>£</b>
<b>One Time Charges</b>		
Change Counter Scheduler and unit test	1	@ £ 841 = £ 841:00
Live System Test	4	@ £ 841 = £ 3,364:00
Product Integration, build and release	2	@ £ 841 = £ 1,682:00
<b>Sub-total</b>	7	£ 5,887:00
<b>20% Contingency</b>		£ 1,177:40
		<b>TOTAL: £ 7,064:40</b>
<b>Ongoing Charges</b>		
Additional Network connection charges from 01/07/02 to 31/11/02		£ 41,234:00
Additional Network connection charges for 01/12/02 to 31/11/03 and for each subsequent 12 month period.		£ 15,840:00 per 12 months.
<b>IMPACT SUMMARY</b> <i>Impacts on Related Agreements and Services</i>		
Payment Plan/Terms of Payment: One time charges - 100% on completion. Ongoing Network charges - The charges will be paid in annually in advance, and will be adjusted pro rata from the actual implementation date of the Counter Scheduler change. These ongoing charges are subject to RPI.		
Documentation:		
Codified Agreement Schedules Affected: K01 : LFS Service Definition		
New Contract Controlled & Referenced Documents: None		
Documents Quality Reviewed: <del>YES</del> /NO		
Reference	Title	Version & Date
Reason for Document Update: N/A		
Affected Contract Controlled/Referenced Documents: None		
Reference	Title	Version & Date
Other Affected Documents <i>(for information only)</i> : None		
Reference	Title	Version & Date
Deliverables: N/A		
Personnel: N/A		

Existing Timetable: N/A
Implementation Plans: N/A
Security: N/A
Risk: N/A
System Support: N/A
System Management: N/A
Standards: N/A
Accommodation/Location: N/A
Charging Mechanism: Where cost estimates are included, these are quoted as a mid-point estimate of the work to be carried out by ICL Pathway. The eventual charge will be made on an 'actuals' Time and Materials basis using the same man-rates. A 20% contingency has been included in the CCN to allow for reasonable variation around the mid-point estimate. The estimate is set so that the ICL eventual charge is as likely to be lower as higher than the estimate excluding contingency. The contingency is included to provide allowable headroom for invoicing purposes against a purchase order. Above this level, ICL Pathway would have to apply for additional approval via a new CCN.
Service Delivery Criteria: N/A
Service Levels: N/A
POCL Responsibilities: N/A
Contractual Issues: N/A
Other: N/A

PA/TEM/007, Version 3.0, Sheet 2

<b>Impact Assessment Due Date</b>	27/05/2002
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<b>Programme Impact Assessment Form</b>	<b>Change Control Note/Request No:</b> 0965
<b>Change Request Title:</b> Change to Stock Unit Cash on Hand LFS total time	
<b>Business Owner:</b> Andrew J Perkins	<b>Tel:</b>
<b>Fax:</b>	
<b>Impact Assessment:</b>	
<b>No impact on my area</b> <input type="checkbox"/> <i>(If no impact tick the box, sign and date the form and return)</i>	
<b>Accept</b> <input type="checkbox"/>	<b>Reject</b> <input type="checkbox"/>
Provide estimates for your area to make the change	
Mandays effort to implement the change	
Cost (£k)	
Earliest possible implementation date	
Dependencies	
<b>Other Documentation:</b> <i>(If you know of any additional documentation that could be affected by the change please specify)</i>	
<b>Additional Comments:</b>	
Documents/papers attached <input type="checkbox"/> <i>(Tick box if additional papers or documents attached to your impact)</i>	
Impact Assessor	
Signature	
Date	



965

## Electronic *memo*

**To:** Andrew J Perkins/e/POSTOFFICE@POSTOFFICE  
**cc:**  
**Hard Copy To:**  
**Hard Copy cc:**

**Date:** 23/05/2002 15:20  
**From:** Brenda John  
**Subject:** Re: CCN 965 comments

see comments below

Brenda

----- Forwarded by Brenda John/e/POSTOFFICE on 23/05/2002 15:23 -----

**To:** Brenda John/e/POSTOFFICE@POSTOFFICE  
**cc:**  
**Hard Copy To:**  
**Hard Copy cc:**

**Date:** 21/05/2002 17:09  
**From:** Jon Bishop

**Subject:**  Re: CCN 965 for impact

Brenda

The following comments were made by Keith Barney, Head Of Inventory Management.

CCN NO 965

### EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS:

Paragraph 2 - Surely it is only replacing a scheduled connection 30 minutes after closing.

Paragraph 3 - Why will changing the start time of this job reduce the elapsed time available for transfer of the cash statement details. I didn't think they were supposed to switch off. If not then this is a conformance issue.

### DETAILS OF CHANGE

3 -- Surely there is no reason why this job cannot be completed within the 5 hours available - No reduction in standard is warranted.

### PROPOSED REVISION TO WORDING OF CODIFIED AGREEMENT

Proposed New Text -- Provided there is an end time for completion of the transfer.

Please do not hesitate to contact me if you require further clarification.

Regards

Jon Bishop  
ADS System Owner Team

Post Office Ltd - CHD  
3rd Floor  
Royal London House  
22 - 25 Finsbury Square  
London  
EC2A 1NL

Postline: **GRO** STD Phone: **GRO**  
External Email: **GRO**

965

Impact Assessment Due Date 27/05/2002

<b>Programme Impact Assessment Form</b>	<b>Change Control Note/Request No:</b> 0965
<b>Change Request Title:</b> Change to Stock Unit Cash on Hand LFS total time	
<b>Business Owner:</b> Andrew J Perkins	<b>Tel:</b>
<b>Fax:</b>	
<b>Impact Assessment:</b>	
<b>No impact on my area</b> <input type="checkbox"/> (If no impact tick the box, sign and date the form and return)	
<b>Accept</b> <input type="checkbox"/>	<b>Reject</b> <input checked="" type="checkbox"/>
Provide estimates for your area to make the change	
Mandays effort to implement the change	<input type="text"/>
Cost (£k)	<input type="text"/>
Earliest possible implementation date	<input type="text"/>
Dependencies	
<b>Other Documentation:</b> (If you know of any additional documentation that could be affected by the change please specify)	
<b>Additional Comments:</b>	
Documents/papers attached <input type="checkbox"/> (Tick box if additional papers or documents attached to your impact)	
This is rejected because there is no reference to schedule K 08 para 3.2, row 4.( this needs to be included)	
Impact Assessor	Horizon Contract Author
Signature	GRO
Date	22.05.02.

965

## Electronic *memo*

**To:** Andrew J Perkins/e/POSTOFFICE@POSTOFFICE  
**cc:**  
**Hard Copy To:**  
**Hard Copy cc:**

**Date:** 23/05/2002 15:23  
**From:** Brenda John  
**Subject:** Re: CCN 965 comments

see comments below

Brenda

----- Forwarded by Brenda John/e/POSTOFFICE on 23/05/2002 15:26 -----

**To:** Brenda John/e/POSTOFFICE@POSTOFFICE  
**cc:** Sue Lowther/e/POSTOFFICE@POSTOFFICE  
**Hard Copy To:**  
**Hard Copy cc:**

**Date:** 22/05/2002 17:25  
**From:** Gary Dooley

**Subject:**  Re: CCN 965 for impact

No information security impact, as I assume that capacity and load-balancing schedules have already been undertaken to ensure that this increase in traffic can be managed successfully.

Regards

Gary

Information Security Specialist  
Services Group  
Business Systems

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Brenda John



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21/05/2002 11:50

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Knight/e/POSTOFFICE@POSTOFFICE, John D  
Cole/e/POSTOFFICE@POSTOFFICE, Mark Burley/e/POSTOFFICE@POSTOFFICE  
Rashpal Dhesi/e/POSTOFFICE@POSTOFFICE, Clive  
Read/e/POSTOFFICE@POSTOFFICE, Barry R  
Evans/e/POSTOFFICE@POSTOFFICE, Jon Bishop/e/POSTOFFICE@POSTOFFICE  
Tony Hills/e/POSTOFFICE@POSTOFFICE, Jim H  
Smith/e/POSTOFFICE@POSTOFFICE, Lynn  
Sawyers/e/POSTOFFICE@POSTOFFICE, Lynsey  
Wright/e/POSTOFFICE@POSTOFFICE, Andy J  
Jones/e/POSTOFFICE@POSTOFFICE, Karen  
Rogers/e/POSTOFFICE@POSTOFFICE, Tom  
Fitzgerald/e/POSTOFFICE@POSTOFFICE, Beverley  
Dunn/e/POSTOFFICE@POSTOFFICE, Mike J  
Hannon/e/POSTOFFICE@POSTOFFICE, Graham C  
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cc:

Subject: CCN 965 for impact

Please see **CCN 965: Change to Stock Unit Cash on Hand LFS total time** your forms by 27/05/2002.

Andrew Perkins because of the financial position of Post Office Ltd, you should note that any discretionary spend incurred as a result of this Change Control Note will need to be agreed and signed off at Director level and that budgetary provision will need to be agreed and certified with Finance before the Change Control Note can be approved and signed off. As part of the processing activity, the Change & IS Change Control will be required to confirm with Finance that the change proposal is covered by a current business case and to confirm with the Business / Technical Design Authority that it is consistent with Post Office Ltd Strategy.

Can you Also forward me the budgetary details cost centre code etc

Regards  
Brenda  
ATTACHED: 965.DOC