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IT & Change - Weekly Highlight Report

Essential Information			
Sponsor	LESLEY J SEWELL	Reporting period	w/e 29 April 2012
Owner	STEVE ALLCHORN	Key Central PMO	
Central Author	MARTIN DRAKE		

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Section 1. IT & Change Funded & Sponsored Projects

IT & Change Projects

Programme/Project ¹	Project Manager's View	Cost/Investment	Benefit	Quality	Milestones	Key achievements this week/Comments on RAG Status	Current HIGH Issues (Issues rated 4 or 5)	Programme/Project Manager	Project Number	Baseline/Original Planned Go-live/Completion	Current Planned Go-live/Completion
Automated Planning and Resource Tool	G	G	G	G	G	<p>Project is currently Green as there are no major issues.</p> <p>Project went live on Monday 23 April and so far, with no major hitches though the true test will be when all highlight reports are generated.</p> <p>The forecast cost to completion is slightly above budget but this is within the 5% tolerance.</p>	NONE	Kieren Keenan	G-204	03/05/12	30/05/12

¹ Click on Project/Programme name to open document with brief summary of individual project/programme objectives. You will need to scroll from the beginning of the document to find the project/programme selected.

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Branch Managed Switch	A	G	A	G	G	<p>TIME Fujitsu have advised of a delay to the original timeline for the development - This is due to internal resource conflicts. FS have been challenged to look again at the impact on the project – especially as it would delay the business benefits for AEI – they agreed to review their plans</p> <p>BENEFITS Potential delay in BMS delivery will negatively impact stated Business Case benefits</p>	NONE	Phil Norton	G-258	TBC	TBC
Channel Integration	A	G	G	G	G	<p>Fujitsu have advised of a delay to the original timeline for the development - This is due to internal resource conflicts.</p> <p>It has been stressed to FS that the CTP “Self Service kiosk” planning is predicated on their original timeline and they understand the priority is defining the AIS for Phase 2 and keeping the delivery of Phase 2 on track for April 2013</p>	NONE	Phil Norton	G-217	TBC	TBE
Data Strategy Foundation	A	R	N/A	G	G	<p>Progressing PODG SV&l cycle 5 and E2E testing with Clients</p> <p>Progressing Client engagement activities for all clients and suppliers</p> <p>Progressing revised Client Take On process</p>	None	Peter Jones	G-149	31/03/12	16/05/12

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EPOS Integration	A	G	A		G	<p>PROJECT ON HOLD This project is part of Network Transformation</p> <p>TIME Fujitsu paper detailing the additional costs associated with supporting back office functionality via the 3rd party application (originally out of scope) has been provided and the Feasibility Report updated to reflect the changes.</p> <p>BENEFITS Initial benefits identified for the full implementation do not provide a viable commercial offer that supports the development of the EPOS integration solution. The Fujitsu report on "back office" functionality increases the development cost by £2m – £3m while providing a saving of £335k (approx) on refurbishment costs.</p>	ON HOLD	Phil Norton	G-040	18/04/12	TBC

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IT Transformation Programme	A	A	G	G	G	<p>On plan with risk of delay being actively managed.</p> <p>Horizon options workshop conducted on 23/04 and 4 week plan to resolve issue being implemented.</p> <p>Towers OJEU planned for end May release.</p> <p>People Manager offsite scheduled for 03/05.</p> <p>First programme 3-weekly call held successfully.</p> <p>Resource challenges, including availability of BAU staff continues.</p>	NONE	Iain Patterson	G-219	VARIOUS; LAST PHASE 31/10/15	VARIOUS; LAST PHASE 30/09/15
Operator Self Funded (Post Office Essentials)	G	G	A	G	G	<p>Project manager contacted and asked to submit the date when planning to go to gating to gain formal approval to close project.</p>	NONE	Phil Norton	F3-074	Live	Live
Partner Bank Cash Withdrawal message prompt	G	G	G	G	G	<p>Project is live. Delivered and awaiting closure</p> <p>Project manager contacted and asked to submit the date when planning to go to gating to gain formal approval to close project. Project Manager is planning to seek approval to close on 16 May.</p>	NONE	Noel Beaton	F1-201	Live	Live

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PIN Pad Replacement	G	G	G	G	G	<p>Development, Build & Test</p> <ul style="list-style-type: none"> • HMS Retail Accreditation – Formal confirmation received from HMS; Retail Contact and Contactless functionality now full accredited. • Santander Sign Off of new PIN Pad – Test completed. Test Exit Report signed-off by Santander • VOCALINK Certification - Formal certification received from Vocalink, Banking certified for use on Vocalink switch. • Functional testing: Of Contactless transaction limit change and Visa-only acceptance at Olympics sites completed and signed-off. • Arranged Acceptance Board for May 4 Deployment • First tranche of branch calls completed by FS scheduling team. • Branch communications align with FS scheduling proposal. • Branch communications - Confirmation of install date article and branch essential notices to customers agreed and signed-off by Stakeholders and scheduled for Pilot. 	NONE	Jeff Burke	F1-033	28/10/12	09/11/12

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POL IT Separation	A	A	NO STATUS	NO STATUS	A	Data collection for IT procurement activity Initial draft of joint IT Separation plan with RMG TIME The IT plan is in preparation, but there are timing risks arising from Procurement resourcing difficulties and from a late start to the MSA-mandated software audit COST There is severe pressure on Separation budgets to meet overall POL financial objectives. Until plans are agreed, it will not be clear whether all IT requirements can be met within budgetary constraints	No clear picture of what existing or committed IT programmes will constrain or impact Separation is taking time; although there is plenty of data, some of it is fragmented, and opinions on how it fits together vary widely.	Steve Grayston	G-057	01/04/12	30/06/12
QAS (Quick Address Systems) replacement project	G	G	G	G	G	Project manager contacted and asked to submit the date when planning to go to gating to gain formal approval to close project. Project Manager is planning to seek approval to close on 16 May.	NONE	Noel Beaton	F1-034	Live	Live

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Section 2. Business Change Projects with IT Dependencies

Business Change Project Current Status

Programme/Project ²	Project manager's View	Cost/Investment	Benefit	Quality	Milestones	Key achievements this week/Comments on RAG Status	Current HIGH Issues (Issues rated 4 or 5)	Programme/Project Manager	Project Number	Baseline/Original Planned Go-live/Completion	Current Planned Go-live/Completion
Agents' Pay	G	G	G	G	G	This project is part of the IT Strand for Network Transformation PID being drafted. Planning to seek approval for PID and to build at gating Forum on 23 May	NONE	Shivir Sharma	B-128	08/08/12	08/08/12
Agency Recruitment Website (Feasibility Study)	G	G	N/A	G	G	This project is part of the IT Strand for Network Transformation Feasibility Study delivered on 27 April. Sign-off planned for 15 May	NONE	Shivir Sharma	B-131	06/09/12	06/09/12
Airtricity	G	R	G	G	G	Closure planned for the 16 May. Project is live and no open risks or issues. Benefits and Quality are on track Currently no budget for this financial year though the sponsor has agreed to fund the remainder of the project.	NONE	Ozan Ismail	G-112	30/09/11	LIVE

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BFPO Automation	G	R	G	G	G	There is one open risk that roll out for the remaining seven branches might be delayed due to lack of resource from BFPO. There is currently no budget for this financial year but POL will invoice BFPO for skills group time which has been agreed with project sponsor Angela James.	NONE	Ozan Ismail	F2-261	31/03/12	30/06/12
Business Data Model (Feasibility Study)	A	G	N/A	A	G	This project is part of the IT Strand for Network Transformation Detailed plan to deliver Feasibility study not yet baselined.	NONE	Shivir Sharma	G-105-02	13/04/12	13/04/12

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Business Insurance Channel Enhancements	R	G	G	G	R	<p>NEW TIME</p> <p>Current go live is 30/04/2012 but this will move back due to branding & accessibility, third party pen testing / POL security and compliance considerations. The "Cookies" directive and possible MI impact are being taken into consideration as well; these may also add to the Go Live date. Online accessibility and branding requirements may cause delays due to resource shortages in the Online team. Security and compliance checks will be possible only pending the completion of the 3rd party (Gallagher Heath) development – Bank of Ireland signoff may delay this process. Further POL compliance checks will also be required if there is a change in the financial promotion content of the POL site.</p> <p>Product release scheduled/date was received on 26/04/2012 from Gallagher Heath. PM has now started to produce a POL project plan with the aim to have plan baselined by the next reporting cycle.</p> <p>Gallagher Heath however is yet to supply POL with final requirement/scoping document to aid POL test resource estimate. In the meantime, there has been an indication from Shiva Prathi (POL Test Manager) that test resource estimate might vary from the estimate provided on the</p>	NONE	Chris Eluwa	G-271-UP	30/04/12	TBC

Version Date 14 March 2011

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CAF Bank	A	G	G	G	G	IPSL cannot commit to targeted live date until they receive physical envelope.	NONE	Dave peak	G-272	01/05/12	01/05/12
Camelot New Terminal Roll Out	A	G	G	A	TB C	Gating and POL IC have approved this project. We still need to agree timescales with Camelot to ensure that we have sufficient time to introduce Icons and get logistics to branches.	NONE	Gareth Hall	B-044	31.12.12	31/12/12
Cheques & Customer Methods of Payment	G	G	G	G	G	Project is live. Awaiting formal closure Project manager contacted and asked to submit the date when planning to go to gating to gain formal approval to close project.	NONE	Meyrick Owsley	F1-051-01	LIVE	LIVE
Collectibles	G	G	G	G	G	All Installations attempted by 10/02. 20 aborted installations (out of 173 total). 19 installations outstanding. All branches where the original installation was aborted have undergone a re-survey by the property team to identify an alternative location within the branch or to confirm that the branch is now a no fit. Planning to seek approval to close project on TBC	NONE	Spencer Morse	G-037	LIVE	LIVE

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Collections and Returns programme	G	R	G	G	G	The project remains in a research phase prior to gating and the remains under budget for this phase from the skills group resource already authorised to support this project. The main risk and issue has been the availability of the stakeholder group reported on previously due to the end of year and tariff changes. It is anticipated this will have negligible effect on the programme as, so far, no task on the critical path has been affected.	NONE	Ian Hadland	G-264	18/03/13	18/03/13
Customer Data Strategy	A	G	N/A	G	G	All activity now complete, although later than originally planned. Projects will now be managed individually.	NONE	Meyrick Owsley	G-055	VARIOUS	VARIOUS
Drop & Go	G	G	G	G	G	Post & Go deployed to the remaining 343 Crown Branches on 23 March Closure activities to commence w/c 16 April. Communication issued to Welsh branches. Date for Approval to Close to be confirmed.	NONE	Mark Bodha	G-031	11/11/11	LIVE
eConsultations (Feasibility Study)	G	G	N/A	G	G	This project is part of the IT Strand for Network Transformation PID approved Feasibility Study completion planned for 31 May. Build completion planned for 30 September	NONE	Hayley Dunn	B-133	31/05/12	31/05/12

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Euro Travellers Cheque Withdrawal	G	G	G	G	G	No change expected for next 3 weeks. Returns Process is working well. TCs are being returned and processed by FRES. Planning to seek approval to close the project at Gating Forum on 27 June	NONE	Raksha Shah	G-227-UP	30/03/12	LIVE

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Front Office for Government	G	G	G	G	G	<p>HMRC Tax Credit Service ceased on Monday 30 April London PSN (AEI Intermediary Gateway) Commenced contract discussions with ATOS Home Office (UKBA) Implementation POL have now cleared 689 staff through the counter terrorism checks 529 staff now have full CTC and Immigration History checks completed an increase of 1 on last week The noting paper for POLIC and the installation of additional unit into WHSmiths in Leicester has received all the necessary concurrences to proceed DWP: Cross Government Identity Assurance (Universal Credit) POL has received three bids (Logica, Experian & GB Group) under the IdA procurement, seeking providers for data and identity services on a 12-month contract (with 24 months of renewals). These are still under evaluation, pending clarification responses from the potential suppliers, and we hope to notify the preferred supplier by the end of the week</p>	Project issues under review to identify those issues that score 4 or 5.	Simon Baker	F1-185	VARIOUS	VARIOUS

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General Insurance Transformation Programme	G	G	G	G	G	The risk that local branches may not produce customer referrals due to lack of training and the unavailability of leaflets/brochures has been accepted by the project sponsor. Hence, risk is now closed. POFS PM has confirmed that conversation to prioritise marketing strategy is being held at POFS in order to address the current problem with providing indicative quotes and chargeback.	NONE	Chris Eluwa	G-142	VARIOUS	VARIOUS
Glasgow Cash Agency Status Project CASPER	G	R	N/A	N/A	G	Still awaiting confirmation of costs for Legal work completed so far. Only 10k was budgeted for Legal contract negotiations. FJS Unit Testing for Trading Statement changes completed. G&D completed transportation of BPS 200 & BPS 1000 HSNS machines to Glasgow PID approved by POLIC on 24 April.	NONE	Azhar Zaidi	G-159-UP	26/07/12	26/07/12
HomePhone and Broadband Tender	G	G	G	G	G	Due to contract negotiations formal programme start has been delayed First product design workshop to facilitate high-level design workshops completed. High-level design workshops commenced with Fujitsu and suppliers.	Extra work required to agree contract schedules and backing them off the Fujitsu's third party suppliers has resulted in a delay to the contract signature. This has impacted the start of the programme. The high-level design began as part of contractual due diligence on 30 April. Issue will be closed on completion.	Lawrence Addison	G-045	08/02/12	31/03/12

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Horizon Data Centre Operations – Impact of Extended Hours (Feasibility Study)	A	A	N/A	A	G	<p>This project is part of the IT Strand for Network Transformation</p> <p>Met with Fujitsu to understand roadmap for Horizon Data centre. Developing CR for to begin design work for specific solutions to increase operating hours.</p> <p>Planning to seek approval for PID at Gating Forum on 16 May.</p>	NONE	Jeff Burke	GB-136	29/02/12	TBC
Horizon Menu Hierarchies	G	G	G	G	G	<p>This project is part of the IT Strand for Network Transformation</p> <p>PID version 0.2 sent for stakeholder review and concurrences.</p> <p>Planning to seek approval at Gating Forum on 9 May.</p>	NONE	Shivir Sharma	B-132	12/09/12	12/09/12
Junction Insurance Self Service Site Phase 2	R	A	G		G	<p>ON HOLD</p> <p>TIME</p> <p>Risk/Benefit review for PCI compliance undertaken and agreed risk outweighs benefit. Delivery will be delayed until Junction is PCI compliant. Anticipated delivery July 2012.</p> <p>COST</p> <p>Additional resource costs may be incurred due to additional work on PCI compliance and delay.</p>	ON HOLD	Robert Rundle	G-113	31/01/12	TBC

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Merchant Acquirer	A	G	A	G	G	<p>Development, Build & Test Horizon Received approval on CR for Post Office Credit Card Bureau transaction to be processed on Retail MID</p> <p>TIME Assessing impact on migration following resolution of issue of Post Office Credit Cards</p> <p>BENEFITS On track to realise benefits including reduction in card transaction costs and increase in negative interchange revenue over the life of the contract. Assessing impact on benefits in 2012-13 following resolution of issue of Post Office Credit Cards</p>	NONE	Jeff Burke	F2-241	05/04/12	26/04/12
Mobile Channels - Direct	R	G	G	A	A	<p>Statement of work received from Capgemini. Clarification raised with Capgemini and response received. Costs quoted are for the reduced scope and additional costs will be charged as part of the Web site design work for updating the mobile site. Review session to be held to agree the way forward.</p>	<p>Mobile channels phase 2 is delayed and there is a lack of clarity over what work Cap Gemini are including in their latest statement of work and what they would wish to include within the planned web redesign. Costs have also risen from the original estimate although amount of work appears to have gone down. Part of this activity has been pre-paid so there needs to be more clarity over overall remaining cost</p> <p>We have received a statement of work received from Capgemini. No definite dates included.</p>	Steve Eaton	G-011	15/12/11	30/05/12

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MySecureZone – (feasibility Study)	R	R	N/A	G	R	The Architecture team have been reviewing BOI feedback the Architecture Solution Document, and are updating it for BOI. Completion of the document is critical, as we need to agree the architecture with BOI before we can agree on the project scope, and thus complete the Feasibility Study.	Next phase of My Secure Zone activity now has clear dependency on other POL initiatives – specifically implementation of Salesforce through the Salesforce rollout project. Timing and proposed solution will therefore change and there is a lack of clarity on how the project (and in particular the feasibility element) will progress. <i>All work for MySecureZone is on hold, except for progressing agreement on the Architecture Solution Definition with BOI. This will delay delivery of the Feasibility Study until at least June.</i>	Steve Eaton	G-009	22/05/12	19/06/12
National Express	G	G	G	G	G	NEW The Express Project will deliver the ability to sell National Express and Eurolines tickets on the Post Office Horizon system with client desire to ensure that a counter transaction does not exceed 3 minutes.	NONE	Chris Eluwa	G-163	TBC	TBC

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Network Transformation	A	G	G	G	G	<p>The Programme timescales are very stretching and in the next 2 months, we have several critical milestones to hit.</p> <p>Pilot Update: 177 Local Branches 25 Mains Branches 39 controlled pilots live Interim Pilot report due 27 April – issued for review Final Pilot Report due 27 July</p> <p>Roll-Out: 280 Branch visit #1 completed Issues Management Tool delivered and loaded with Q&As. Team is now using tool.</p>	NONE	Neil Ennis	Multiple	VARIOUS	VARIOUS

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<p>Network Transformation Database & Workflow Tool</p>	R	A	R	A	R	<p>This project is part of the IT Strand for Network Transformation Overall Status RED Time – CSC Solution. Up to completing the Visit 2 Branch Survey, will now not be available for implementation until the end of June 2012. Due to the delay in CSC delivery timescales, POL will require a tactical solution to support the business until a full end-to-end solution is delivered. Plan and scope for Phase 2 to be defined. Costs – CSC has given an early indication that because the WPP is T&M based, additional funding will be required. IT Strand Lead currently working on PID to request additional funding to be drawn down. Quality – PM questioned CSC ability to provide the correct level of skilled resources, specifically InfoPath. CSC has an InfoPath professional, 3 years' experience, starting on Monday April 30th 2012, who will be based at 148 Old Street. Benefits – Due to CSC sudden change in timescales, the original benefits will no longer be realised within the previously agreed timescale. PM to discuss with Sponsor to understand benefit to measure project success against i.e. do the current KPIs stand?</p>	<p>Current approved funds for NT Database deliver are insufficient to deliver full solutions for Phases 1 & 2.</p> <p>IT Strand lead is currently updating the Business Case to be circulated for concurrences and ratification by NT Programme Board 25/5</p> <p>CSC has been unable to deliver the full Phase 1a solution in time for FCA Visits due to technical problems synchronising the Data Capture Form with the NT Database.</p> <p>CSC has provided POL with a date of 25/06 when full Phase 1 solution will be in place.</p>	Dominic Cahill	B-127	12/06/12	PHASE 1; 12/06/12

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Network Travel Insurance Sales Optimisation	G	G	G	G	G	PROJECT ON HOLD Project team stood down until funding is approved as per sponsor's request. No further reporting to take place until successful approval of the business case.		Kate Dyall	G-245	31/08/12	TBC
Network Transformation Issues Management	R	R	A	A	G	This project is part of the IT Strand for Network Transformation Overall Status of RED Time – Phase 2 requirements to be CRed into NT Database Project and Issues Management project to close. No plan yet in place to deliver Phase 2 requirements. Cost - Resource cost exceeded £11388, which was approved by the Programme Board as drawdown from 2012/13 IT Budget. Further draw down required at NTP Programme Board 25/05. Quality – Approval of feasibility received via Gating 29/2. To be CRed into NT Database Scope. Benefits – Key enabler for NTP Implementation	NONE	Shivir Sharma	G-105-05	16/03/12	16/03/12
New Parent Cover	G	G	G	G	G	Successful deployment of Web fix on 2 May. Planning to seek approval to close project at Gating Forum on 6 June.	NONE	Debbie Daisy	G-207-UP	LIVE	LIVE

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Northern Bank	G	G	G	G	G	Memoview sent to branches to explain stock delivery (due to delay in branch focus)	NONE	Dave Peak	G-252	01/06/12	01/06/12
Online Campaign Measurement & Tracking - Direct	R	R	R	G	R	Revised delivery of 31/03/12 is no longer achievable due to 1) 3rd parties not being able to implement TagMan on time, and 2) changes to Media Planning and Buying Relationship which affect the delivery of the project, and 3) funding for Project for this financial year has not been secured. Project Sponsor spoke to Finance Partner (Lorraine Finnie). Budget from last financial year is not available. There is £16,680 available in Project Sponsor's BAU budget for use on this project this financial year. If funding for this financial year is secured, Benefits will need to be recalculated.	NONE	Eva Blasco	G-004	31/03/12	31/03/12

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Online Retail Shop	R	A	A	R	R	<p>ISA is working towards a completion date of 14th May 2012. However, all indications are this will not be achieved.</p> <p>The software deployed into the test environment is not stable enough for testing resulting in the suspension of further testing on the 26th of April 2012.</p> <p>Also, running system testing and acceptance testing in parallel has not produced the expected result - reduced timelines and improved quality.</p> <p>The numerous slippages/missed key milestones in addition to current defect fix rate (approx. 300 defects have been logged to date defects against the fix rate averaging 10 defects per day) indicate the go live date is longer viable</p> <p>At the next project board meeting on the 30th April 2012 the state of the software build, efficiency of software testing approach and the defect fix rate will be reviewed to identify the best way going forward i.e. new dates and approach to delivery.</p>	NONE	Churchill Kayode	G-036	29/02/12	31/05/12

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PCI DSS Compliance	R	A	G	G	R	Following Working group meetings, the raising of CT 1041 and latest results from auditor, 31 May 31 for Horizon compliance is now untenable and will need to be revised with Senior Stakeholders. Additional costs will be incurred due to time extension.	NONE	Gary Thorpe	G-097	31/03/12	31/05/12
POLO – Current account Introduction	G	R	G	G	G	Design Authority scoping meeting, to confirm technical/manual processes	Maestro Card and Forex purchase	Robert Rundle	G-140	31/05/12	30/06/12
POLVAT Spoiled Postage Labels	G	G	N/A		G	PROJECT IS ON HOLD PIR for Horizon phase is being written. A decision to close of carry on with the Post & Go phase of the project will be made following delivery of this PIR. Current thinking is that it is very likely that formal approval for closure will be sought. A request has been sent to project manager for the timescale for delivery of the PIR and continue/closure decision to be firmed up. Sponsor has indicated that the Post & Go element should be progressed by the Post & Go V2 project. Decision required from Kim Lindsay, Project Sponsor to confirm that P&GV2 project will pick up this element.	NONE	Graham Dearman	G-094	03/01/12	TBC

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Post and Go V2 Enhancements	G	A	A	G	G	All kiosks now on same version 2.1 (and Welsh) and ready to switch on Priority Services when agreed Welsh Build deployed successfully The over spend on this project is within the overall bounds of the wider Mails projects and the Finance Business Partner is fine with this. Benefits for 2011/12 may not be fully met and are being reviewed.	NONE	Mark Bodha	F1-088	29/07/11	LIVE
Post Office London Games Programme	G	R	G	G	G	Raised Purchase Order Requests to enable works to commence on the Olympic Venue branches Business Continuity and Security Strands joined up to ensure best use of resource for branch support and incident management	NONE	Spencer Morse	G-148	16/07/12	16/07/12
Pre-paid Platform Procurement (Penguin)	G	G	N/A	G	G	The revised plan, which targets 31 October 2012 for awarding the contract and Sourcing Council approval, was approved by the Project Board on 23 April. Plan re-baselined, hence, status reported as Green. Further Bidder questions received. We are preparing responses.	NONE	Esther Harvey/Eszter Meszaros	G-079	20/02/11	31/10/12
Product Re-engineering (Feasibility Study)	A	G	N/A	A	N/A	This project is part of the IT Strand for Network Transformation Project in initiation. PID issued for stakeholder review. Plans not agreed and base-lined.	NONE	Dave Ireland	B-126	TBC	TBC

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RBS Banking Take-On	G	G	G	G	G	Live from 23 September 2011. Currently planning to seek approval to close TBC	NONE	Spencer Morse	G-070	LIVE	LIVE
RBS to Santander Customer Migration	A	G	G	G	A	NEW Santander has acquired some of the RBS branches and the customers associated with them. The objective of the project is to migrate existing RBS customers to interim BINs so that they are separated from other remaining RBS customer base. Late 2012, the customers associated with inter BINs will be migrated fully into the Santander infrastructure. Santander produced revised Delivery timescales stating period as early as 8 June, which is difficult to achieve. Go Live date is yet to be agreed and discussions will take place to agree upon the feasible timelines. Detailed planning to take place to support revised schedule. PID approved at Gating Forum on 17 April.	NONE	Saurabh Raman	B101	TBC	16/11/12
Regulatory Compliance Training	G	R	G	G	G	Preparing for Approval to Close Gate.	NONE	Eva Blasco	G-138	LIVE	LIVE

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Retail Services New Contract Onboarding	G	G	N/A	G	G	Project manager contacted and asked to submit the date when planning to go to gating to gain formal approval to close project	NONE	Dean Carlton	F1-100	LIVE	LIVE
Retail Stock Management	G	R	G	G	G	There is a low risk rollout might not be completed by 4 May due to external auditors. Benefits and Quality are on track The budget from last year is awaiting to be transferred by the project accountant, which will put the project finance RAG as Green.	NONE	Ozan Ismail	F3-169	28/02/12	03/09/12
Review & Ratings – Direct (Travel Insurance)	R	G	R	G	R	Activities to close this formally project have commenced. Planning to seek approval to close at Gating Forum on 16 May.	NONE	Esther Harvey	G-013	28/02/12	01/05/12

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RMG 2012 Tariff Project	G	R	G	G	G	<p>Gained approval to go-live at Gating Forum on 27 April.</p> <p>Project delivered to time, quality and under budget.</p> <p>The Royal Mail Tariff Project went live successfully on the 30/04/12.</p> <ul style="list-style-type: none"> - All HNG changes went live as planned - All Post & Go Machines (bar 3 with existing BAU issues) have now been updated with 2012 Tariff Data - POL website updated successfully - HNG Help Pages updated successfully - General Feedback has been very positive <p>Planning to seek approval to close on 16 May.</p>	NONE	Noel Beaton	G-024	16/04/12	LIVE

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Royal Mail – Parcelforce-Mails Change Programme Phase 3/4	G	G	G	G	G	Phase 3 activities live as planned from 30 April – realign on Horizon to show min and max delivery speed/times inland and countries worldwide – update/change/add message prompts to support Conditions of Carriage, Customs Declaration Compensation, Restrictions etc – display main product benefits i.e. guaranteed/tracked/signed for/compensation etc Global Express product Amend country delivery aims for all products & update Horizon on-line help pages where applicable to align	NONE	Michael Newcombe	G-030-00	VARIOUS	VARIOUS
Royal Mail Annual Count	G	G	G		G	Raised x 2 Change Requests with NBSC to undertake inbound and outbound network calls – network have agreed to NBSC making outbound calls – costings requested – 2 week CR turn around – within business case	NONE	Michael Newcombe	G-253	13/02/12	23/04/12

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Royal Mail/ Mails Change Programme Phase 3/4	G	G	G	G	G	Horizon Postal Services screen enhancements - Align Inland and International product message prompts to a generic transaction flow – terms & conditions acceptance, restricted items, customs declaration etc - Specific country product compensation levels updated on Horizon Postal Services screens Live on 30 April 2012 as planned Phase 4 enhancements ongoing	NONE	Michael Newcombe	G-030-01	VARIOUS	VARIOUS
Royal Mail-Mails Change Programme – Parcelforce Worldwide Tariff	G	G	G	G	G	Gained approval to go-live at gating Forum on 27 April Live from 30 April as planned	NONE	Michael Newcomb	G-025-08	16/04/12	LIVE
Santander Migration of B24 to Parthenon	G	G	G	G	G	Solution live since 17 March. No issues experienced. Santander agreed to begin closure process. Planned closure date: 16 May	NONE	Noel Beaton	G-172	LIVE	LIVE
Strategic Smart (Meter)Solution Project (Feasibility Study)	G	G	N/A	G	G	Meeting held with Department of Energy and Climate Change (DECC) High -level requirements from British Gas due on 4 May.	NONE	Kieren Keenan	G-080-00	29/02/12	09/07/12

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Tech Refresh	G	R	G	G	G	Tech Refresh is made up of three distinct Strands. Transtrack and the Warehouse Review Strand are investigative pieces of work, with the actual delivery to fall under subsequent phases. The WCS & Mercia Refresh is authorised to full delivery. There has been little movement on Tech Refresh recently and the current Overall RAG status is Green.	NONE	Spencer Morse	G-052	31/03/12	TBC
Thinkbanking	A	G	A	G	G	No activities anticipated until Thinkbanking contract meeting with Nick Kennett	NONE	Dave peak	G-270	28/06/12	28/06/12
TPOS Phase 3 Click & Collect	G	R	N/A	N/A	G	Project Re-Planning commenced with key activities and newly grouped workstreams identified. Fujitsu consultancy engagement and expectations clarified. ½ day workshop to be scheduled with Allan Hodgkinson once workable defined propositions are ready to be presented. Workshop with Accounting to understand As-Is processes completed	NONE	Azhar Zaidi	G-101	TBC	TBC

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Transport for London Scheme Changes	G	G	G	G	G	NEW The Transport for London Project is aimed at improving the existing U16 application form. The Transport for London Project will deliver:- - Merging of TFL Oyster 5-10 and 11-15 documents on Horizon to produce U16 - Minor detail requirements changes to U16 and 16 + documents on Horizon.	NONE	Chris Eluwa	B-191	TBC	TBC
Travel Insurance Horizon 2010 release (New Refund Process)	G	A	N/A	G	G	It has now been agreed that TI refunds will be made using the PAYOUT process. Therefore, there is no requirement to make Horizon changes other than to remove the current refund icon. Aiming to seek approval to close at Gating in May.	NONE	Gareth Hall	F2-274	25/02/12	LIVE
Travel Insurance ITT & Migration	G	G	G	G	G	PROJECT ON HOLD To procure and contract with a new travel insurance supplier, undertake a feasibility study to identify all necessary interfaces between a successful bidder and POL and migrate travel insurance from the existing supplier to a new supplier. PID approved at Gating Forum.	NONE	Kate Dyall	G-194	04/09/12	04/09/12

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Travel Money – Direct	R	R	G	G	R	No activity on this project in the previous reporting period as we are still awaiting responses from FRES and Capgemini. The current status is: - Cap ROM costs have still not yet been provided. The PID cannot be completed without this. Refer Issues. - FRES feasibility/high level costs have still not been provided. FRES have not been able to advise when this will happen. Refer Risks. This means there is a high risk that Gating and POLIC will be requested to approve the project without having an agreement with FRES. Whilst not a strict dependency on POL completing the PID, we cannot move to the next project phase without this happening.	Cap ROM Costs are not available	Steve Eaton	G-014	TBC	19/06/12
Travel Money Card New Currencies and Network extension	G	G	G	G	G	FRES have approved the budget. Confirmation email received on 26 April. Brand feed budget confirmation and approval received from FRES. This is phase2 charges and not part of the Phase3 budget. (£10,950)	NONE	Raksha Shah	G-185	31/03/12	31/10/12
Travel Money Card Next Generation	G	G	G	A	G	Approval to close date to be confirmed		Dave Ireland	F1-147-18	LIVE	LIVE

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Travel Product Bundling (Feasibility Study)	G	R	N/A	N/A	G	Revised Project Plan Signed off and Baselined	NONE	Azhar Zaidi	G-167-UP	12/06/12	12/06/12
Voice of the Customer	G	G	A	G	G	Pilot Live from 13/02/12. Pilot scheduled to end 25 May 2012. It is expected that this project will be subsumed by a roll out project in the new financial year. Therefore, this project will not be required to seek approval to close.	NONE	Mark Beavis	G -202	LIVE	LIVE
Web Redesign	TBC	R	TBC	TBC	G	The project is in start up/mobilisation phase. No scope, objectives or dates have been agreed. Full RAG status to be determined. Plan to submit PID for approval at Gating Forum on 30 May	NONE	Steve Eaton	B-048	TBC	TBC
WH Smith Contract Renegotiation	G	G	N/A	G	G	Deployment planned for 01/05/2012 Latest draft ET options paper discussed with Sue Huggins & circulated to Project Team. Comments on paper received from external solicitors, CMS Cameron McKenna. Angela Van Den Bogerd (Programme lead) to discuss paper with Kevin Gilliland to agree approach and governance on 14 March	NONE	Graham Dearman	G-199	31/03/12	01/05/12