

**Notes of Horizon Next Generation Implementation
Issues at Coton, Warwick and Derby**

Monday 8th February 2010

Distribution:

Name	Initials	Role	Comments
Mark Burley	MB	Programme Manager (POL)	
John Wheeler	JW	PMO Manager (POL)	
Kevin Tallboy	KT	Planning Manager (POL)	
Will Russell	WR	Migration Manager (POL)	
Alan D'Alvarez	AD	Programme Director – HNG (Fujitsu)	
Lee Farman	LF	Test Manager (POL)	
Phil Norton	PN	Acceptance Manager (POL)	
Ian Trundell	IT	HNG Design Authority (POL)	
Graham Welsh	GW	Customer Services (Fujitsu)	
Graham Allen	GA	Development Manager (Fujitsu)	
Barry Evans	BE	Migration Team (POL)	
Stuart Rye	SR	Independent Solution Review (Fujitsu)	
Gareth Jenkins	GJ	Solution Architect (Fujitsu)	
Chris Donnington	CD	Deployment Manager (Fujitsu)	
Geoff Butts	GB	Programme Manager (Fujitsu)	

1 Actions and Points to Note from meeting

For clarity the Actions below, where applicable, have been moved to a Daily Issues table that will be maintained from now on.

No.	Owner	Action or point to note	Status/Progress	Date required
<i>New Actions and Points from meeting of 28th January</i>				
CWD.11	GA GW	DERBY. Confirm target date for implementation of the fix for the Double Settlement issue .	19:00 29/01 – Tactical fix expected into live 04/02. Full plan for strategic fix expected by 01/02. 01/02 C/fwd. Belief is that this can be completed by 4 th February, confirmation to be provided at 15:30 meeting. 01/02 15:00 C/fwd. Confirmed as targeted for 4 th February. All testing dates are subject to resolution of LST rig network issue. 02/02 C/fwd. Tactical fix remains on track to exit test on 4 th Feb. Strategic fix has been targeted for inclusion in R01.08. GA to confirm that a plan is in place (and available to POL) to ensure strategic fix will be included in R01.08. 03/02 – as above. 04/02 C/fwd. In test today, needs to run overnight. Sign off expected	Moved to Daily Issues Table

No.	Owner	Action or point to note	Status/Progress	Date required
			tomorrow. Targeted for deployment on Saturday. 05/02 C/fwd. BAL tactical fix signed off tday. Scheduled to be deployed to Live tomorrow. GW to arrange test to MB when this is complete. 08/02 Closed – Moved to Daily Issues Table	
<i>New Actions and Points from meetings of 2nd February</i>				
CWD.28	AD	Pete Jobson has begun investigating if it would be possible to interrogate the Horizon data for branches about to migrate to see if a series of pre-migration checks could be run to spot the Coton and Warwick issues before the branches migrate.	03/02 not due – due 04/02 04/02 C/fwd. Work in progress. PJ will have a better view later today. It may be possible to add a suitable check to the current set of pre-migration checks. 05/02 C/fwd. In progress. 08/02 Closed – Moved to Daily Issues Table	Moved to Daily Issues Table
CWD.32	GW	Share information as soon as possible regarding Screen Freeze issue and subsequent perceived problem with Card Account transaction recovery.	03/02 C/fwd. Remains under investigation. Note it is a screen delay rather than freeze. Further update tomorrow. 04/02 C/fwd. 05/02 C/fwd. GA to issue paper on findings to date. 08/02 Closed – Moved to Daily Issues Table	Moved to Daily Issues Table
<i>New Actions and Points from meetings of 3rd February</i>				
CWD.38	AD, MB	Profile after the next 10. For the avoidance of doubt, the 10 branches planned for the night of 5 th Feb have already been postponed. However, it was agreed the profile for the next 250 still cannot be confirmed, notably pending news on the Coton/Warwick long term fix (see CWD.06 above). None of the branches is yet aware of a proposed migration date, so this is getting critical in terms of communication and support planning. To be reviewed as a matter of urgency at the Joint Board on 4 th Feb.	04/02 C/fwd. No further forward as we can not say with certainty at this stage what the schedule should be. Further update tomorrow. 05/02 C/fwd. Proposed ongoing schedule has been drafted by AD and will be circulated today for review and then discussion on Monday 8 th February. 08/02 Closed – Moved to Daily Issues Table	Moved to Daily Issues Table
<i>New Actions and Points from meetings of 4th February</i>				
CWD.40	BE	Arrange for Warwick to perform a further BTS, to confirm that there are no ongoing problems and that	05/02 C/fwd. In progress, BE will work with Warwick to confirm the necessary process changes have	Moved to Daily Issues

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		the issues experienced to date only occur with the initial BTS after migrating.	been implemented. 08/02 Closed – Moved to Daily Issues Table	Table
CWD.41	GA	Fujitsu to analyse the BTS data at Warwick ahead of action CWD.40 to assess if the BTS is likely to be successful.	05/02 C/fwd. In Progress. 08/02 Closed – Moved to Daily Issues Table	Moved to Daily Issues Table
<i>New Actions and Points from meetings of 5th February</i>				
CWD.43	BE	Lapworth – Giro issue: Investigations point to the transaction not being resubmitted after problem occurred. BE to review business processes with Lapworth before the perform their BTS.	08/02 Closed – Moved to Daily Issues Table	Moved to Daily Issues Table
CWD.44	info	Lapworth – SQL fix is scheduled to be deployed 07:30 Monday. BTS will be run on Tuesday.	For Information	
CWD.45	GW	Investigate the root cause for the Migration button “Padlocked” at Walthamstow office:	08/02 Closed – Moved to Daily Issues Table	Moved to Daily Issues Table
CWD.46	BE	Confirm to which counter position the ‘Padlocked’ migration button appeared.	08/02 Closed – Moved to Daily Issues Table	Moved to Daily Issues Table
CWD.47	AD	Schedule meeting to review the revised proposed on going rollout schedule for MVP and HVP.	08/02 Closed	Closed
CWD.48	info	Volume Testing: Performance testing has now commenced. The revised schedule completion date is now 17 th February. Impact of this change will be assessed at the plan review scheduled for Monday.	For Information	
CWD.49	info	R01.08. On going schedule included in proposed schedule. Key dates now reported as: <ul style="list-style-type: none"> • DC upgrade – 27th Feb • Counter Upgrade – 3rd March 	For Information	
CWD.50	info	Feedback has been received by Fujitsu from G4 on how they could support Saturday Branch Router Rollout. However; the proposal is unacceptable and is now in discussion. Further update next week.	For Information	
CWD.51	GA	Provide an update email at 17:00 (approx) on Saturday and	08/02 Closed	Closed

No.	Owner	Action or point to note	Status/Progress	Date required
		Sunday, summing up progress made during the day.		
CWD.52	info	Routers for PHUs have been signed off by Test	For Information	

See Branch Trading Statement Schedule Table Below: Table to be reviewed and amended (corrected as necessary) on Monday 8th February.

Moved to Daily Issue Tracker