

POCL Confidential
(meeting attended by POCL only)

MEETING OUTPUT
Acceptance Incidents Discussed at Meeting 11th August

12th August '99

This table includes the following incident categories:

- 0 Agreed 'High' severity by POCL and Pathway
- 1 Agreed 'Medium' severity by POCL and Pathway
- 2 Agreed 'Low' severity by POCL and Pathway
- 3 To be addressed at TIP meeting on 29 July

- 4 Monitoring with a view to close
- 5 Closed
- 6 Closed pending Pathway action
- 7 Closed pending POCL action

- 8 Closed pending joint action
- 9G Timely resolution forecast. To be reviewed at T3 workshop
- 9B Timely resolution in doubt. To be reviewed at T3 workshop
- 10 Incident status and/or severity disputed

A_Spec	AI	Description	BEFORE 11/8 MEETING			AFTER 11/8 MEETING			Remarks
			Severity (PWY)	Severity (POCL)	Category	Severity (PWY)	Severity (POCL)	Category	
TIP	342	TIP data file delivery SLA breach	Low	Medium	10	Low	Medium	10	Dispute on severity. Mark Burley to respond to Pathway whether closed by end 11/8
TIP	361	Duplicate records and files over TIP Interface.	Low	Medium	10	Low	Medium	10	Monitoring continues in live environment. Dispute on severity. Mark Burley to respond to Pathway whether closed by end 11/8.
TIP	371	Late transactions over 9 days old on HAPS system.	Low	Medium	10	Low	Medium	10	Business Impact by 4:00 11/8, Bob Cragg. PWY to give detailed reports to Bob Cragg up to close of business on 11/8. BC to reconcile PWY and POCL data and respond by close of business 12/8. If reconciliation is successful possibly 'low'
TIP	376	Derived cash account not equal to electronic cash account	High	High	10	High	High	10	Pathway to provide detailed analysis of root causes and fixes to Mark Burley by 11/8. POCL to review and respond by 16/8. Pathway say fix to be implemented 12/8 and forecast severity to be revised to 'medium'.
TIP	378	AIS contravention/Data Integrity on the cash account (TIP)	Low	Medium	10	Low	Medium	10	TIP done Business Impact. Pathway say fix to be implemented 10/8. POCL to monitor in live environment. Pathway to re-issue incident analysis by 11/8 and Mark Burley to expedite business impact analysis.

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TIP	410	Loss of data integrity when changing products from core to non-core	None	High	10	None	Low	Severity downgraded because: <ul style="list-style-type: none"> • Originally part of 376 • POCL understands cause • Rectification plan presented and agreed • ICL put in fix 10/8 • outstanding issue on reconciliation covered by 376 Incident to be removed from this list	
TIP	411	Correspondence server not replicating properly in bulk	None	High	10	None	Low	Severity downgraded because: <ul style="list-style-type: none"> • Originally part of 376- POCL understands cause • Rectification plan presented and agreed • ICL put in fix 10/8 • outstanding issue on reconciliation covered by 376 • outside Core Observation Period (confirmed position John Cook) Incident to be removed from this list	

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EPOSS	211	Receipts and payments not equal on cash account	None	Medium	10	None	Medium	10	Severity under review, may be downgraded: <ul style="list-style-type: none"> • Rectification plan implemented and results show worked • Some remaining incidents due to reference data • 1 incident reported possibly due to kit swap out re-introducing pre-LT2 s/w • Action with Pathway to investigate • possible that combination of builds have not been tested properly
EPOSS	394	Differences in reprints of Cash Account report & the original report	None	Medium	10	None	None	5	Incident to be removed from this list and closed: <ul style="list-style-type: none"> • Rectification plan implemented via LT2 • No incidences since LT2
Training	218	Training course Cash Account module inadequate.	Medium	High	10	Medium	High	10	POCL training report issued to Pathway confirming 'high' severity. Pathway to respond.
Rollout	372	Systems management (not all 299 offices successfully upgraded to LT2)	None	High/Med	10	None	Medium	10	In dispute on severity and rectification.

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Security	368	Physical Security of Lytham St Annes Computer Room	Low	Medium	10	Low	Medium	10	Security grills still not installed; POCL will close incident when Pathway confirm installation is complete.
Security	391	Deficiency in physical security at Bootle & Wigan	Low	Medium	10	Low	Medium	10	Pathway rectification plan agreed . Bob Booth to furnish Ruth Holleran/Min Burdett with wording to sustain 'medium' severity.
APS	390	Recovery of APS transactions	Low	Medium	10	Low	Medium	10	Pathway analysis deemed unsatisfactory. Bob Cragg to provide description and severity assessment by 4pm 11/8. Calum Craig to expedite.
APS	395	Duplicate AP transaction reference numbers	Low	Medium	10	Low	Medium	10	Mark Burley to speak with TP 11/8 to ascertain if number of instances of this incident is sufficiently low to warrant downgrading severity.

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POCL Infra	298	Counter system subject to lockups & screen freezes requiring re-boots.	Low	High	10	Low	High	10	Pathway provided new analysis; POCL to review. Pathway to ring around outlets to confirm diagnosis based on Week 19 calls. Dave McLaughlin review of figures from Horizon log confirms POCL severity assessment.
POCL Infra	300	System lockups on printer failure	None	High	10	None	None	5	Incident to be removed from this list and closed: <ul style="list-style-type: none"> • Pathway suggested AI300 was part of AI298 • Following POCL investigation, unable to substantiate AI300 in own right
POCL Infra	301	Printer failure integrity problems	None	High	10	None	None	5	Incident to be removed from this list and closed: <ul style="list-style-type: none"> • Pathway suggested AI301 was part of AI211 • AI211 is now 'low' severity and there have be no further instances of doubling up of opening balance problem since LT2
POCL Infra	314	Provision of tech. documentation for TP suppliers inadequate.	None	Medium	10	None	Medium	10	Pathway to re-issue incident analysis. John Cook and Bob Booth to discuss further. John Cook to provide justification for M by 4:00 11/8

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POCL Infra	369	Scanner reliability in relation to OBSCS transactions	None	High/Med	10	None	Medium	10	POCL to respond to Pathway by close of business 11/8. MinB to discuss with Kevin Corrigan. POCL may downgrade severity to 'low'.
POCL Infra	384	Sequent failover time	None	High	10	None	Low		Incident to be removed from this list : <ul style="list-style-type: none"> • POCL reviewed results of Pathway rectification plan • Generally satisfactory but a few issues still outstanding
Service Levels	408	Failure of the Horizon System helpdesk to support the network	Low	Medium	10	Low	Medium	10	Pathway rectification plan needs to be more quantitative regarding resources and more detailed regarding actions to be implemented to improve service levels for LT2. Dmac & MinB to develop Business Impact

From Ruth Hillerum

12/8/99

13 AUG 1999 - 860

Summary of Overall Position

1. Position at end of last Acceptance workshop on 10 August (Recognised by ICL Pathway).

The last of the 3 acceptance incident meetings between POCL and ICL Pathway concluded with the POCL Hotlist containing:

Disputed Acceptance Incidents:

8 High (one of these 376, was previously agreed as high)

2 High/Medium

12 Medium (two of these were previously agreed medium)

22

However, a lot of work was due to be complete during 11 August, and a revised position is now proposed by POCL.

2. Results of work on 11 August

The POCL review of the actions today has concluded that of the disputed acceptance incidents

Changes POCL would accept

High's closed	2	(300, 301)
high's to low	3	(410, 411 [both subject to 376 actions], and 384)
Medium closed	1	(394)
Medium to low	1	(211)

These are shown in attachment 1

3. Position POCL enters Management Resolution Meeting

3 High	- 376	Data integrity on TIP files
	- 298	System instability (lockups and reboots)
	- 218	Training
12 Medium		(including the two former high/med

The summary of acceptance incidents table is shown in attachment 2

On this basis, grounds for not accepting will rest on:

- the 3 disputed high severity incidents
- inability to agree resolution plan for the medium Acceptance incidents.

The most worrying Incident is : 298 System Instability

- Pathway have not explained satisfactorily why these occur
- they have requested an extension to the time to conclude their analysis. This gives us insufficient time to respond so we have refused
- the frequency of occurrence has not been clearly established or agreed
 - we have rung around samples of offices
 - we have received the ICL HSH logs while awaiting Pathway analysis
 - we have suggested ways for Pathway to get more detail on freezing
- Some of these occurrences maybe the responsibility of POCL (the SPMR rebooting without good reason)
- this could cost £1.8m per annum and inconvenience 1 million customers a month.

The Clear High is: 376 TIP - Data Integrity

376 is a clear high (as it was originally agreed by Pathway as high) but Pathway are making progress:

Pathway had a codified work around:

- implemented 3/8
- Pathway will not confirm that this solves all the problem
- We need a full Accounting period to be sure, but will accept 2 full clear weeks. (We have had periods of low occurrences, so one week of zero occurrences could be followed by a non zero week). The second full week will occur on 18th cash account and would flow through our systems for checking on 23rd.

We will only get the Pathway root cause analysis today 11th. Pathway claim they will have an adequate rectification plan by Friday 13th. These problems are caught by "matching" at TIP, but this facility will not be available in roll out.

So POCL want:

- a) a solution that meets the requirements: i.e. a full reconciliation in the Pathway domain (before the data gets to TIP)
- b) to agree the rectification plan
- c) the rectification proven

NB. Problem 891 looked good after 1 week but then became clear the rectification had failed.

The high cost of work around incident: 218 Training

Training has not been adequate. Training is not just the course but other events. With ICL, we have worked on a range of solutions. While these solutions have improved the position, staff have only been able to cope as well as they do, because of HFSO support.

This is shown in attachment 3

Details of all the disputed Medium and High severity incidents will be sent by Ruth Holleran in time for the meeting.

Criterion	Severity from to	Reason
410 Loss of data integrity when changing products from core to non-core	High to low	<ul style="list-style-type: none"> • Originally part of 376 • POCL understands cause • Rectification plan presented and agreed • ICL put in fix 10/8 • outstanding issue on reconciliation covered by 376
411 Correspondence server not replicating properly in bulk	High to Low/None	<ul style="list-style-type: none"> • Originally part of 376 • POCL understands cause • Rectification plan presented and agreed (confirm BoBo) • outstanding issue on reconciliation covered by 376 • outside core observation period (confirmed position John Cook)
211 Receipts not = payments	Medium to Low- contested, See Bob Booth Memo	<ul style="list-style-type: none"> • Rectification plan implemented and results show worked • Some remaining incidents due to reference data • 1 incident reported possibly due to kit swap out re-introducing pre-LT2 s/w • Action with Pathway to investigate • possible that combination of builds have not been tested properly • reduced to low even with this action outstanding
394 differences between reprints of cash account	Medium to closed	<ul style="list-style-type: none"> • rectification plan implemented via LT2 • No incidences since LT2
300 System lock up on printer failure	High to closed	<ul style="list-style-type: none"> • Pathway suggested this was part of AI298 • Following POCL investigations unable to substantiate AI300 incident in own right • Will close provided Pathway consider printer incidents part of AI298
301 printer failure resulting in data integrity loss	High to closed	<ul style="list-style-type: none"> • Pathway Suggested that AI301 was a cause of AI211 • As AI211 now low and no further incidents of doubling up of opening balance problem since LT2 - now closed
384 sequent failover	High to low	<ul style="list-style-type: none"> • POCL reviewed results of rectification plan • generally satisfactory but a few issues still outstanding

ACCEPTANCE INCIDENT SUMMARY @ 11TH AUGUST 1999

High Priority Incidents

A_Spec	AI	Description	Severity	Business Impact	Status	Proposed Actions
TIP	376	Derived cash account from daily txns sent to TIP is not equal in all cases to the weekly electronic cash account	High		Pathway claim to have delivered an additional fix. They will have evidence from live environment on 13/8. POCL will have evidence on 16/8 but need at least 3 weeks continuous observation i.e. cannot be proven prior to 18/8. In addition Pathway need to deliver an internal reconciliation process to check daily txn files and the weekly cash account always agree. External auditors expected to confirm this requirement	ICL have timed out on the retest so this is a failure to meet the acceptance conditions. Alternatively it could be proposed to <ol style="list-style-type: none"> 1. Agree additional time required to verify corrections in live 2. Agree time for Pathway to deliver their internal reconciliation and the period over which it needs to be observed in live
POCL Infra	298	Counter system is subject to an unacceptable frequency of lockups which requires reboot of terminal(s) affected. AI 300 (printer related lockups) now proposed as combined with this AI	High	A failure rate per terminal of one per month in full steady state will equate to 30000 lost hours of counter staff time per month (40000 terminals x 45 minutes) or £1.8m per annum. In addition the number of customers impacted by the loss of serving time per month is up to 1m	Pathway cannot yet provide a comprehensive root cause analysis but have claimed occurrence is within industry tolerance which POCL dispute e.g 76 system freezes reported in week 19. Also there have recently been 164 instances of HSH advising offices to reboot within a 5 day period. This equates to a reboot per terminal of one per month	<ol style="list-style-type: none"> 1. Need better analysis of incidents reported to HSH from Pathway (and BSM) 2. Need comprehensive resolution plan 3. Establish whether Gartner, Meta etc can provide benchmark comparisons
Training	218	Training course for managers inadequate	High		Evidence evaluated from additional offices. BMC has written to J Dicks - performance still not acceptable due to high level of required support in offices from HFSOs	Awaiting Pathway response to BMC letter

Medium Priority Incidents

A_Spec	AI	Description	Severity	Business Impact	Status	Actions
Rollout	372	Quality of systems management (upgrade problems during LT2)	Medium		Pathway resolution plan evaluated but cannot be satisfactorily demonstrated pre 18/8	Agree approach to retest or redemonstration of upgrade processes ideally with greater number of offices
POCL Infra	369	Scanner reliability in relation to OBCS transactions	Medium		BA have raised issue with POCL regarding frequency of failure	BA letter being evaluated
TIP	371	Late transactions over 9 days old on HAPS system	Medium		Latest Pathway and POCL evidence being evaluated to establish whether requirement is being met	Awaiting latest evaluation
APS	390	Recovery of APS transactions	Medium		Pathway resolution not yet acceptable	
APS	395	Duplicate AP transaction reference numbers	Medium	Creation of duplicate transactions results in over or under payment with clients	Original problem now appears resolved but system remains vulnerable to keying error. Pathway verbal proposal has been made to modify screen entry	Resolution needs confirmation
TIP	361	Duplicate records and files over TIP interface	Medium		Part of original incident appears corrected by LT2 but duplicate AP txns still occurring	Pathway analysis and resolution required
TIP	378	AIS contravention/data integrity error on cash account	Medium		Pathway claim fix provided and evidence will be available by 13/8	Assess documentation and live experience on 13/8

Medium Priority Incidents continued

A_Spec	AI	Description	Severity	Business Impact	Status	Actions
Security	368	Physical security of Lytham St Annes computer room	Medium		Security grills not yet installed	Awaiting confirmation of action from Pathway
Security	391	Deficiency in physical security at Bootle and Wigan	Medium		Resolution plan not agreed with POCL	Agree outstanding actions
TIP	342	TIP data file delivery - SLA breach	Medium		Pathway rectification provided but demonstration cannot be proved prior to 18/8	Agree closure process
POCL Infra	314	Provision of technical documentation for TP suppliers inadequate	Medium		Pathway claim adequate detail has been provided Contracts currently clarifying the position	Awaiting clarification of POCL view
Service Levels	408	Failure of Horizon System Help Desk to support the network	Medium		New HSH scripts only available for review on 11/8 Call volume projections and resource plans not available for POCL assessment	Awaiting detailed Pathway proposals