

Mike Granville

From: Rod Ismay
Sent: 29 November 2010 19:43
To: Mike Granville
Cc: Rod Ismay
Subject: Draft. Branch data and balancing issue

This note is to respond to some recent concerns about data during branch balancing processes.

In draft as yet to ensure it makes sense to those not so closely involved in the issues.

The issue sometimes known as the "Receipts and Payments Mismatch" has come up in some recent emails. There have been several business discussions about how to resolve it and an option had been referred to which, if adopted, would have led to adjustments being made direct in Horizon.

For clarity, whilst this was (for completeness) flagged as an option, my understanding is that it has always been rejected as it would undermine the long standing principle that all entries in Horizon be initiated or authorised by the branch.

It is undoubtedly possible with any IT system that special mechanisms could be developed to adjust users systems and data, however, POL IT colleagues have remained satisfied:

(A) that POL would not wish this facility to be built for Horizon, and
(B) that there are segregations of duties and change management controls which would prevent Fujitsu from deploying such functionality

The specific "R&P" issue has arisen from a non compliant series of user actions in branch and applies to a small number of branches. Whilst some branches had been concerned that data had "disappeared" the relevant balance had actually been moved to the wrong place but was still visible.

A solution and a covering explanatory note for branches are currently being worked up through a group involving IT, Finance and Network colleagues.

Thanks Rod