RE: HNGX Programme Delays and Operational Issues   **Sent:** Wed 07/04/2010 9:47:18 AM (UTC)

From: Roberts David (LON22)

To: Bounds Gavin

Thanks Gavin.

I will speak to Pete as soon as he comes out of his meeting.

I have also spoken to Duncan about a comms plan for the customer and we are due to speak again in a while.

David

From: Bounds Gavin
Sent: 07 April 2010 10:24
To: Roberts David (LON22)
Subject: FW: HNGX Programme Delays and Operational Issues

As discussed…..

Kind regards,

Gavin

From: Bounds Gavin
Sent: 06 April 2010 23:34
To: Tait Duncan
Cc: Wood Mike
Subject: HNGX Programme Delays and Operational Issues

Duncan,

The new POL CEO, Dave Smith, started today. Mike Young mentioned before he went away that if/when the new CEO arrived he would likely be reaching out to Richard in his first few days in the role.

By way of a briefing for Richard, please review the following:

HNGX pilot was progressing well and moved into day 1 of high volume pilot (to 215 branches) on Thursday 25 th March. 208 branches were successfully rolled out – a good outcome. Then began a catalogue of outages/issues as follows:

No	Issue	Start – service interruption	End – service back	System Impacted	Business impact, comments	Current Status
1	BAL/BDB issues being experienced resulting in unavailability across HNG	Fri 26/3/10 12:30 14:55	Fri 26/3/10 13:45 15:25	HNG	Two HNG-X service outages affecting all branches. The first of these occurred at 12.30 p.m., when branches reported loss of connection to the datacentre. This was caused by the Branch Application Layer (BAL) hanging. The BAL servers were recycled to restore service by 1.45 p.m. At 2.55 p.m. there was a second loss of service for 30 minutes when there were problems with Node 1 of the Branch Database. POL verbally stated that the outages were causing them considerable problems with the NFSP (National Fed of Sub-Postmasters) who were threatening to contact the press.	4 configuration changes were made on the database components to alleviate the issue and ensure a more rapid recovery from the outage. Oracle were engaged on a Priority 1 Incident and 24/7 diagnostics was enabled. A recommendation was made by Oracle to upgrade to Patch set 3
2	BAL/BDB issues being experienced resulting in unavailability across HNG	Sat 27/3/10 11:01	Sat 27/3/10 11:07	HNG	Same issues experienced as on Friday 26/03	Oracle Patch set 3 upgrade was completed on Sunday 4th of April and the stability of the BAL/BDB is being monitored. No Major Incidents in BAL/BDB have occurred since the upgrade. Both BAL and BDB are closely monitored by all component owners/support teams to ensure any issues are quickly identified. Further analysis is on-going with Oracle and other improvements are being considered
	Client Meeting	Mon 29/3/10	Mon 29/3/10		The client stated at a meeting on 1/4/10 that they would not allow High Volume Pilot to move ahead until: a. They had seen the findings of an independent report on	a. we now have this underway and led by Rachel Daka, PSD Ops Director of Retail,

						supported by Business Assurance
					our CS operations – giving them assurance that we were correctly resourced and had our events reporting under control b. Fixes were deployed for the issues seen between 26/3 and 29/3 and followed by a period of stability	b. fixes were deployed on Sun 4/4/10 – no recurrences of the Oracle issues, we continue to monitor
3	Belfast Data Centres suffered a power surge, this impacted the Post Office estate.	Tue 30/3/10 20:54	Thur 1/4/10 02:35	Horizon, HNG, POLFS and POLMI	David Sillitoe's team have been investigating but don't have a firm root cause as of yet – our position for now is that we are working with the National Grid to get to the bottom of the cause. The power surge resulted in intermittent hardware failures which resulted in Network Banking issues being experienced on Thursday morning (see below)	No update yet from David.
	Account requested 'HNGX issues and CS stability' be moved to red alert					
4	2 Major Incidents were experienced; 1) Horizon Network banking (CAPO) issues 2) MoneyGram issues	Thur 1/4/10 09:40 14:41	Thur 1/4/10 11:35 15:12	Horizon Horizon and HNG	1) Our overall conclusion is that following the power issues on the 30th March there were subsequent issues identified as a hardware failure. This issue directly contributed to Horizon PCI transactions failures which affected Network Banking (CAPO) across the Horizon estate. 2) 1 MoneyGram Agent out of 2 had received a corrupt Mapping File which resulted in 50% of MoneyGram transactions failing this impacted both Horizon and HNGx.	1) Following the remedial work to change the C Blade and removing the P Blade 24 (Hardware failures) and analysis of the data collected above we can conclude that we have resolved all known contributing factors to the Horizon Network Banking issues experienced on the 1st April. As a result of the issue we have also been able to identify a service improvement which has been implemented on the Firewall which will aid our ability to return to service in a shorter timeframe should we experience issues in the future. 2) This was resolved by restarting the service on lprpmws001 which forced a reload of the FAD to MoneyGram agent mapping.
5	3 Major Incidents were experienced 1) Debit Card authorisation Agent failed in a resilient pair 2) Horizon Network Banking issue 3) Proxy Radius Server issue affecting ISDN sites	Tue 6/4/10 08:58 09:17 11:15	Tue 6/4/10 09;51 09:58 on-going	Horizon and HNG Horizon Horizon	1) Debit Card Authorisation Agents reported one of a resilient pair was down. Both agents required a re-boot. Business Impact was that debit card and e-pay transactions failed both in Horizon and HNG 2) Horizon Network Banking issue affected about 20% of transactions failing 3) Up to 150 ISDN out of 685 are failing to authenticate which impacts their ability to do online transactions in Horizon.	1) Memory issue identified, known defect awaiting fix. The workaround consists of a daily reboot out of trading hours. 2) RCA in progress and being progressed with Networks 3) Incident still open and being investigated with Fujitsu networks and Cable and Wireless

The above reflects the significant issues we have experienced over a short time span. Relationships with the POL leadership are tense and we are clearly on the back-foot. Dave Smith (as in the CIO that has just retired from POL) takes with him a maturity of approach and first hand experience of the original roll-out of Horizon, his counsel to Mike Young and the POL ET was that there were many large issues back then and that these should be expected now – this is a loss to our cause. However, we do still have a strong supporter in Andy Mclean, the POL Service Director – whilst not pleased with where we are he advocates a logical cooperative ethic to overcome issues and is concerned by some of the more emotional reactions he is seeing within POL.

Dave Smith (from Parcelforce) started today, and has met with the HNG-X POL Team. Our contacts tell us that he is likely to take a more cautious stance towards re-starting the pilot. The National Federation of Sub-postmasters will not allow any more of their members' branches to be migrated to HNG-X for the time being. The likely way forward is that POL will look to deploy HNG-X to all their Crown offices first, to prove that the system works and to persuade the Federation to continue.

We are working to agree the criteria upon which we can move forward with the pilot, in the mean time we continue to implement patches/fixes and monitor system performance.

I hope this is useful, apologies for the length, but wanted to make sure you had the context/detail.

Kind regards,

Gavin

Gavin Bounds
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