

To: Edmund Ward[Edmund.Ward@ofgem.gov.uk]
From: Teri Clifton
Sent: 2015-12-15T17:01:51Z
Importance: High
Subject: FW: Handover of Bugs to Support[OFFICIAL Internal Only]
Received: 2015-12-15T17:01:54Z
RHI ND Support, Resources, Priorities, And Budget

Hi Edmund

For your awareness – see below. This came up last week while you were away.

From a completely different source I've heard today that Richard Kayan has offered another scheme some of RAFs resource – luckily my source came to me to check, so I don't know if you want to find out what's happening here before it goes awry!

Happy days!

Teri

From: Cheryl Fox
Sent: 15 December 2015 14:02
To: Marc Tischler
Cc: Gareth John; Teri Clifton; Shirley Ellis
Subject: Handover of Bugs to Support[OFFICIAL Internal Only]
Importance: High

Hi Marc,

I have been told by Calum that from today we will not have any developers working on outstanding PDS bugs until 20th January 2016 (after relevant work has been completed on Tariff and Technologies).

My concern is that we will be adding to the Bug list more applications that are affected by existing issues and no work will be done to resolve these issues. We may also be adding new bugs to the list which will not be investigated.

I would anticipate that this situation will generate more complaints from the applicants and would impact on KPIs.

Initially when it was decided that the warranty period had expired on PDS Bugs, I held a meeting with IT Application Support and the IT PM and it was agreed at that meeting that Application Support would take over investigation and resolution of PDS bugs as well as Support calls.

Please see email below dated 11th November outlining what was discussed at the meeting and how the process would work with Bugs being passed over from Projects to Support .

However following on from this meeting Selma Ismael and Richard Kayan explained that support would not be taking over ownership of Bugs due to budget and IT resources - Please see email below from Selma dated 11th November and email from Richard Kayan dated 12th November.

Subsequently we held a meeting with IT to clarify the situation with regard to PDS bugs, following on from this meeting, Richard Kayan sent the attached email dated 16th November which states that IT application Support '*cannot support any additional work being loaded onto support without additional requisite funding being allocated to support*'.

Since this meeting we have only liaised only with the IT PM and the relevant developers (Raf and Ravi) to resolve PDS bugs, I have been told that Application Support (Selma) will **not** be looking at PDS bugs.

Please see below an update from 7th December from Application Support (Selma) on current Support calls:

Below are a few notes from our meeting

- *10 support data fixes pending completion, 5 of which pending peer review and should be deployed this evening*
- *8 live bugs are pending review/completion alongside other development work.*
- *Until the issue of budgets is resolved, the above live issues along with backlog from PDS etc could not be discussed.*
- *Selma advised it would be good to get tfs set up so that the "backlog" board, similar to RO/FIT in this example. This will then show every piece of outstanding work on Domestic; bugs; estimates; functionality changes (CR); technical debt*

Not discussed in meeting, but Cheryl called to ask how Degression was. To confirm Eric is handling this issue, with a view for deployment to live before the Christmas break. Eric will update Cheryl/John/Sarah once it is ready for testing.

Reena has agreed to look at PDS and Application status discrepancies.

Shirley and I are putting together new spreadsheet to log issues and applications affected by PDS bugs and we have added a column to be completed for any complaints that have been raised or are expected to be raised.

I would be grateful if you could please advise on how we will manage the PDS Bugs between now and the end of January 2016.

Many Thanks

Kind Regards

Cheryl

Cheryl Fox

Operational Support Manager
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From: Richard Kayan
Sent: 12 November 2015 13:56
To: Steve Blackie
Cc: Reena Ramchandani; Ali Iqbal; Selma Ismael; Cheryl Fox; Shirley Ellis
Subject: RE: Handover of Bugs to Support[OFFICIAL Internal Only]

Hi Steve,

Unfortunately, we do not have the support budget to be able to handle these items within support.

The support budget is for pre-existing issues, rather than new issues from projects. We have run this year on a significantly reduced support budget when compared to last year, and there is no scope in there to take on anything additional beyond its core remit.

Additionally, as Selma mentions, we do not have the resources.

We are making a case for both Rafal and Ravi's contracts to be extended by a further 3 months to the end of the financial year, although this is obviously subject to budget agreements between E-Serve and IMT. Subject to this, we may be able to agree a way forward.

Happy to sit down and discuss this properly as a group. If you want, I am happy to set up something for early next week.

Regards,

Richard

From: Steve Blackie
Sent: 12 November 2015 13:06
To: Selma Ismael; Cheryl Fox; Shirley Ellis
Cc: Richard Kayan; Reena Ramchandani; Ali Iqbal
Subject: RE: Handover of Bugs to Support[OFFICIAL Internal Only]

Hi Selma/ Richard

Do you have an understanding of when we will have a resolution to this issue as we are going to combine the operational support issues with the bug list and agree priorities with the business. It is therefore vital that we understand how we resolve this combined view of our IT requirements.

Regards

Steve

From: Selma Ismael
Sent: 11 November 2015 22:20
To: Cheryl Fox; Shirley Ellis; Steve Blackie
Cc: Richard Kayan; Reena Ramchandani; Ali Iqbal
Subject: RE: Handover of Bugs to Support[OFFICIAL Internal Only]

Cheryl

I don't believe I can agree to anything as we do not have the support resource to work on these items. Any bugs are currently pending completion by those also working on development items.

I suspect it will only be a few more days before the situation has been clarified.

Regards

From: Cheryl Fox
Sent: 11 November 2015 16:23
To: Selma Ismael; Shirley Ellis; Steve Blackie
Cc: Richard Kayan; Reena Ramchandani; Ali Iqbal
Subject: RE: Handover of Bugs to Support[OFFICIAL Internal Only]

Hi Ali,

Can you please confirm that the Resolving of the outstanding bugs will still be under your remit until it has been decided if it will be passed over to IT Support.

Selma- I will still follow the process below as this does not impact on the handover of bugs to Support.

1. The active bugs will remain in TFS and we will add any new applications affected to the relevant TFS bug. We will not raise a Support calls for the outstanding TFS bugs.
2. Any issues which we deem to be related to Resolved bugs will be raised as a Support call with the relevant TFS number referenced.

Kind Regards

Cheryl

From: Selma Ismael
EM on 07.06.2017
Annotated by RHI Inquiry

Sent: 11 November 2015 16:02
To: Cheryl Fox; Shirley Ellis; Steve Blackie
Cc: Richard Kayan; Reena Ramchandani; Ali Iqbal
Subject: RE: Handover of Bugs to Support[OFFICIAL Internal Only]

Hi,

After speak to Richard regarding my resourcing concerns we need to hold off on handing this work to support and also disregard what was arranged in any meeting we held today.

Once the arrangements have been agreed across the teams at higher level it can then be relayed back down to those that will still be involved in this work and confirm where support are involved on this.

Many thanks.

Selma.

From: Cheryl Fox
Sent: 11 November 2015 12:50
To: Ali Iqbal; Selma Ismael; Shirley Ellis
Cc: Steve Blackie
Subject: Handover of Bugs to Support[OFFICIAL Internal Only]
Importance: High

Hi Everybody,

As we discussed at the handover meeting for bugs from Project to Support this morning:

1. The active bugs will remain in TFS and we will add any new applications affected to the relevant TFS bug. We will not raise a Support calls for the outstanding TFS bugs.
2. Any issues which we deem to be related to Resolved bugs will be raised as a Support call with the relevant TFS number referenced.
3. It was explained that the resource working on the outstanding Bugs and Support calls will be Raf and Ravi with Dan assisting in less complicated support calls. It was noted that Rebecca is leaving in January and Rafeik will not be working on RHI Non Dom.
4. We need clarity on which budget for resolving the outstanding bugs will be used– Project or Support . Although we do not have enough budget remaining in Support to cover the cost of resolving the outstanding bugs.
5. We have agreed that we would have regular meetings to ensure we prioritise Support calls against High priority bugs.
6. From Monday Selma will be invited to our regular bug meetings with Senior managers. Ali will also continue to attend the meetings.
7. We will send Selma a link to the Bug Spreadsheet and the bug log.

We raised concerns over IT resources with only 2 developers working on outstanding bugs and relevant support calls, also if there is any additional development work for RHI Non Dom (NI CRs?) it is not clear who the resource would be for this work.

We agreed that the issue of resources and budget would need to be escalated to Senior managers.

We will have another meeting to discuss the bugs and Support calls on Monday.

Kind Regards

Cheryl

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