
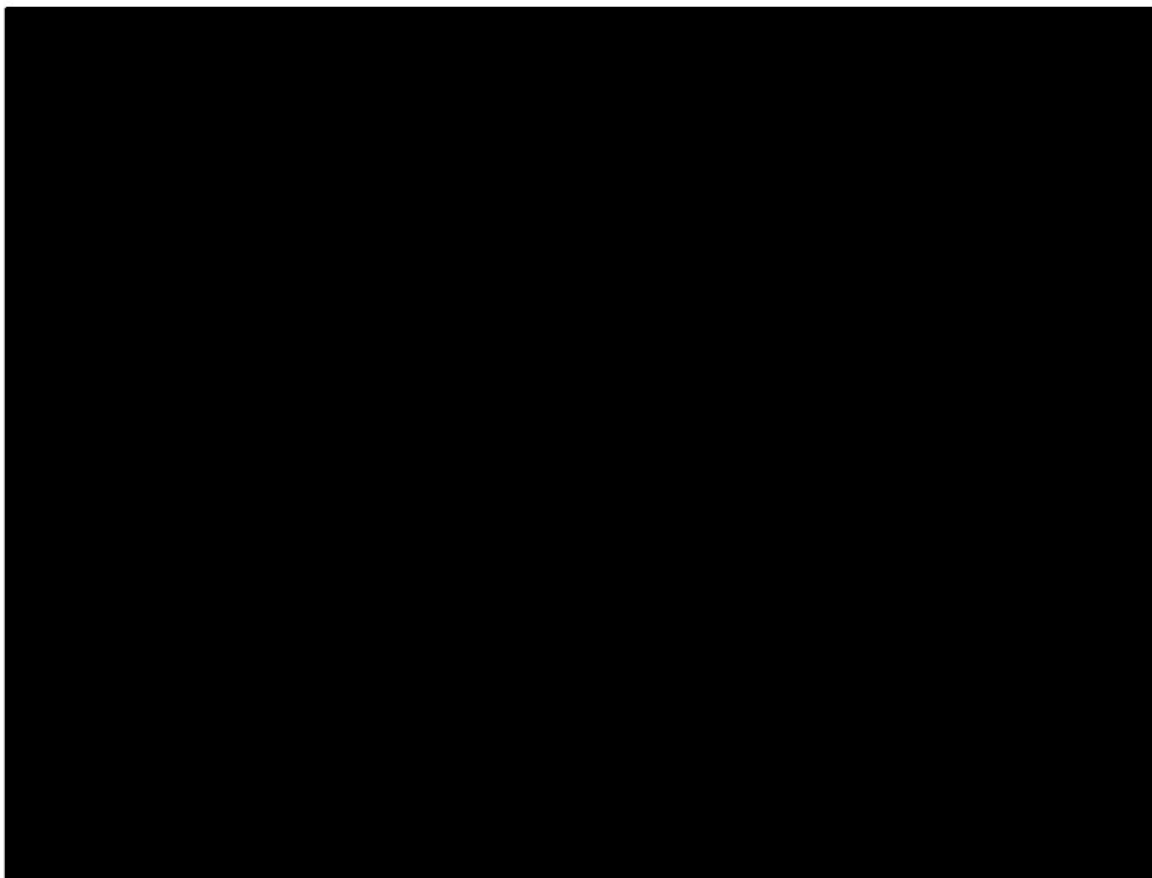


• **Key milestones** (as defined in business plan)

Traffic light indicator	Overall objective	Milestone
		
	Harnessing Technology	<ul style="list-style-type: none"> • To continue the automation of POCL by: <ul style="list-style-type: none"> • successfully completing the live trial of Horizon by the end of September 1999; • installing 4,000 post offices with Horizon by the end of March 2000;



Harnessing Technology

POCL and ICL Pathway signed three documents (all formally change control notes to the existing contract) on 24 September 1999. On the basis of these changes, POCL was able to agree both acceptance and release authorisation. The contract changes allow POCL to minimise the risks arising from the most serious outstanding acceptance issues, by making progress on their rectification a pre-condition for resumption of roll-out after the Christmas 1999 break. In addition, they provide greater POCL control of all rectification activities. A series of new projects required to support roll-out has been identified and approved by the Horizon board, and early planning work has commenced. Detailed plans for each project are being developed. An overall summary plan is being maintained and key milestones are being incorporated into the Horizon Integrated Programme Plan. Progress is reviewed at fortnightly programme management meetings.

Up to and including 8 October 1999, there are 978 offices with Horizon systems installed. Roll-out continues over the forthcoming weeks though the proposal is that this will now stop earlier than previously planned for the Christmas break. It is expected that by the end of 1999 approximately 1800 offices will be running the Horizon system. By April 2000 around 4500 offices are planned to be implemented.