# **Andrea Gignac**

From: Mark Underwood1 **GRO** 

Sent: 12 November 2014 16:29

To: Belinda Crowe; Patrick Bourke

**Cc:** Parsons, Andrew

**Subject:** RE: March 2010 - Incident Details

Follow Up Flag: Follow up Flag Status: Flagged

Categories: Red Category

Hí all,

I am extremely pleased to say it does not relate to any of the branch's in the scheme.

For information, below is the affected branch (courtesy of Kath)

FAD	228542	Branch Name	Bishopdown
Postcode	SP1 3JD	Address1	35 Barrington Road
Phone	GRO	Address2	Bishopdown
Туре	POe2	Address3	
Status	Open	Address4	Salisbury
Country	England	Address5	Wiltshire
Acquired Status	08-Feb-13	Sub Status	Open
Temp Spmr	N	Location Type	Urban
Mailwork	N	Multiple	One Stop Stores Ltd
Counter Terminals	1	Back Office Terminals	1
Total Hours (p/w)	112	Agent	One Stops Stores PM
Strategic Branch		Segment	Agency Branches
PCD Access	N	Overscale	N
Core	N	FWW	N

From: Belinda Crowe

**Sent:** 12 November 2014 14:25 **To:** Patrick Bourke; Mark Underwood1

Cc: Belinda Crowe; Parsons, Andrew GRO

Subject: FW: March 2010 - Incident Details

Details of the transaction insertion by FJ.

Mark, could you please check the Branch against applications in the Scheme.

Best wishes Belinda

Belinda Crowe

GRO Postline GRO

From: Davidson James

Sent: 12 November 2014 12:12

To: Belinda Crowe

**Cc:** Harvey Michael; Newsome Pete **Subject:** March 2010 - Incident Details

Belinda,

As discussed, please find enclosed the details requested regarding the incident in March 2010.

**GRO** 

## Background:

HNGX was being piloted early in 2010 and was deployed to a limited amount of branches. In March of 2010, an issue was reported by a sub-postmaster that resulted in a duplicate transaction being generated when the application went off line unexpectedly.

When the transaction correction tool is used as described below, it is completed in a unique auditable event is captured in the audit trail and can be searched for in the audit archive. Only 1 event of this nature has been identified from scanning all records since go live of HNGX.

The following timeline summarises the event.

## 2/3/2010: Error Occurs

While the Post Master was performing a cash transfer Horizon went offline unexpectedly. Horizon automatically detected the failure and included a warning on the receipt that the results of this session would need to be checked by the Sub Post-Master. The Sub Post-Master duly checked and discovered the transfer had been doubled.

#### 4/3/2010: Incident raised

Helpdesk call raised by Sub- Post Master and sent to Fujitsu software support team for investigation

#### 5/3/2010: Error confirmed

Fujitsu software support team confirmed the doubling up of the transfer. Work round design and root case analysis started, Sub-postmaster informed of progress.

## 10/3/2010: Data fix script designed

Fujitsu software support proposed to repair accounts by insertion of auditable records into branch database to negate the duplicate transaction

## 11/3/2010: Data fix executed under change control

Change control raised and approved by POL (Emma Langfield – See Attached) – Sub-Postmaster informed.

Actions taken by Fujitsu software support while coordinating with Sub Post Master: A Balance Snapshot was taken (showing the error), the Transaction Correction Tool was run by (inserting the negation records with appropriate logging) and a subsequent balance snapshot was run. Post Master happy that accounts show the correct balance.

Output from the Transaction Correction Tool added to incident record.

## 12/3/2010: Fujitsu Software Support check effect of fix

Fujitsu software support checked the summarised accounts (produced overnight) for this branch to confirm that the correction had been propagated correctly through the system.

Work round to correct accounts confirmed as complete.

# 04/04/2010: Root cause resolution

The problem was caused by a rare combination of circumstances that occurred in the early pilot phase for HNGX. A code fix was made to remedy the root cause and implemented across HNGX via the BAU process.

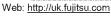
Any questions, please advise,

James	Davidsor	ı

Post Office

#### Fuiitsu

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