

Export

Peak Incident Management System

Call Reference	PC0208335	Call Logger	Customer Call -- EDSC
Release	Targeted At -- HNG-X 04.39	Top Ref	PC0210249
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	14/02/2011	Effort (Man Days)	1.00
Summary	Phantom Stock Declaration - Billesdon SPSO, FAD 169217 - H1706871		
All References	Type	Value	
	Product Baseline	BRDB_SOFTWARE_INSTALLATION_POSTMIG08_0439_V003-V002	
	Product Baseline	BRDB_HNGX_POSTMIG08_CHANGES_0439_D002-D001	
	Call reference	PC0211010	
	TRIOLE for Service	3627663	
	Product Baseline	BRDB_HNGX_POSTMIG08_CHANGES_0439_V002	
	DevIntRel-Director	Live Supp.Test	
	Release PEAK	PC0210249	
	Product Baseline	BRDB_SOFTWARE_INSTALLATION_POSTMIG08_0439_V003	
	Product Baseline	BRDB_SOFTWARE_INSTALLATION_POSTMIG08_0439_D003-D002	
	SSCKEL	KEL_acha1357Q	
	Product Baseline	BRDB_HNGX_POSTMIG08_CHANGES_0439_V002-V001	
	MSC	043J0295912	
	SSCKEL	KEL_acha1357Q	
Collections	Name	User	Date
	BIFApproved	Lorraine Guiblin	16-Feb-2011 11:13:56
Impact Statement	User	Date	
	Unknown	14-Feb-2011 15:25:22	
	Branches will be forced to declare stock when they don't want to. Apparent reappearance of withdrawn stock may cause spurious discrepancies. Avoidance action taken so far is only appropriate in the short-term while very few branches are affected; over the next few months it could be affecting around 10 branches per week. NBSC aware of problem.		

Progress Narrative

Date:11-Feb-2011 11:50:18 User:_Customer Call_
CALL PC0208335 opened
Details entered are:-
Summary:Phantom Stock Declaration - Billesdon SPSO, FAD 169217 - H1706871
Call Type:L
Call Priority:C
Target Release:HNG-X R4
Routed to:EDSC - _Unassigned_

Date:11-Feb-2011 11:50:18 User:_Customer Call_

INCIDENT MANAGEMENT
Date/Time Raised: Feb 11 2011 10:19AM
Priority: C
Contact Name: NBSC
Contact Phone: **GRO**
Originator: XXXXXX@TFS01
Originator's reference: 3627663
Product Serial No:
Product Site: 169217

Office rolled from TP10 BP4 to TP10 BP5 on 09/02/2011 and will do the Trading Period balance on 16/02/2011.

The office reports the balance done on 09/02/2011 was fine. Then at the end of the day on 10/02/2011 the office did the daily cash declaration and declared their stamps and went into discrepancies. The system brought up 6 pages of losses and gains that contained items that are no longer valid stock, such as old first day envelopes and 58 PO saving stamps. The office then called the helpline and was passed between both NBSC and HSD trying to determine the cause. On the morning of 11/02/2011 the spmr went

into declare stock to check and there was an existing declaration there dated 17/02/2010. The office went into the declaration and confirmed it showed the PO saving stamps and other stock items, some showing as minus stock amounts, that were not correct to the branch.

It somehow seems that the system has somehow picked up this declaration and this is the cause of the discrepancies appearing on the system. The spmr was told to declare the correct stock figures but is reluctant to do this as this will cause discrepancies when she next balances that are not relevant to herself at the moment. The only call reference supplied to the spmr from HSD is 3626603.

Can this be investigated to see how it has happened and what can be done to allow the office to balance next week without showing discrepancies in the balance. I am aware of issues with PO saving stamps reappearing on the system as have a call under investigation for South Cerney SPSO, FAD 398523, but have not come across a declaration reappearing from nearly 12 months ago.

Incident History:

2011-02-11 10:19:04 [Rai, Davinder]
INIT : create a new request/incident/problem/change/issue

2011-02-11 10:21:00 [Rai, Davinder]
zneun_en_rmg : Open Notification

2011-02-11 10:37:30 [Rai, Davinder]
zneut_en_rmg : Transfer Notification

2011-02-11 10:37:30 [Rai, Davinder]
TR : Transfer group from '' to 'HSD IMT'

2011-02-11 10:37:38 [Rai, Davinder]
LOG : Office name - Billesdon SPSO
Office FAD - 169217
Caller - Joan
Username - JPA001
Node 1

2011-02-11 10:37:41 [Rai, Davinder]
FLD : FIELD='zcbflag' OLD='NO' NEW='YES'

2011-02-11 10:38:06 [Rai, Davinder]
LOG : KEL acha3145Q

2011-02-11 10:38:24 [Rai, Davinder]
LOG : Alison J Clark @ NBSC requesting call to be logged!

After discussions with Anne Chambers it would be feasible for Anne to contact Alison

2011-02-11 10:43:16 [Rai, Davinder]
LOG : I have emailed Alison requesting contact details

Awaiting Alisons Number

2011-02-11 11:48:26 [Rai, Davinder]
LOG : Anne Chambers currently investigating issue and liaising with NBSC

2011-02-11 11:49:18 [Rai, Davinder]
TR : Transfer group from 'HSD IMT' to 'PEAK'

2011-02-11 11:49:18 [Rai, Davinder]
zneut_en_rmg : Transfer Notification

Date:11-Feb-2011 12:10:42 User:Lorraine Guiblin
Product EPOSS & DeskTop -- Counter Common (version unspecified) added.

Date:11-Feb-2011 12:10:47 User:Lorraine Guiblin
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Consumer

Date:11-Feb-2011 12:36:06 User:Anne Chambers
[Start of Response]
Looks as if the branch had a stock declaration from TP 10 BP 5 a year ago, when they first migrated.

I have spoken to Paul Mann at NBSC and sent him details of how to get rid of the old declaration (I hope he will share this with NBSC). He will sort out this branch.

We need to find out whether other branches are going to be affected in the same way. There is already a known problem with declarations containing withdrawn products, and possibly this problem could result in more of these.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:14-Feb-2011 13:39:06 User:Anne Chambers

Evidence **Added** - Declarations not used since July 2010

Date:14-Feb-2011 14:42:38 User:Anne Chambers

[Start of Response]

The old declaration has been removed from branch 169217 so they should be able to balance correctly without being forced to declare stock again. NBSC have also been asked to remove a similar old declaration at branch 113818.

The attached spreadsheet shows 137 declarations, of various types, which have not been used since last July. These may be used again unexpectedly once the same TP/BP is reached. The Stock declarations are most likely to cause problems as users will then be forced to make stock declarations when they probably don't want to (and possibly the declarations include stock of withdrawn products).

Archiving strategy for table BRDB_BRANCH_DECL appears to be that declarations are kept indefinitely unless they are zero declarations or belong to a stock unit deleted more than 28 days ago.

BRDB and BRSS have the same entries so we shouldn't need to worry about any Streams problems when removing old entries.

Passing call to development/design to find out how these old entries should be removed - this needs to be done ASAP - and how to tidy up consistently in future.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:14-Feb-2011 15:17:43 User:John Charlton

KEL achal357Q authorised

Date:14-Feb-2011 15:25:22 User:Anne Chambers

A new Business Impact has been added:

Branches will be forced to declare stock when they don't want to. Apparent reappearance of withdrawn stock may cause spurious discrepancies. Avoidance action taken so far is only appropriate in the short-term while very few branches are affected; over the next few months it could be affecting around 10 branches per week. NBSC aware of problem.

Date:14-Feb-2011 15:26:36 User:Anne Chambers

Evidence **Added** - Declarations not used since July 2010

Date:14-Feb-2011 15:26:41 User:Anne Chambers

Evidence Deleted - Declarations not used since July 2010

Date:14-Feb-2011 15:27:14 User:Anne Chambers

The call Priority has been changed from C

The call Priority is now B

Date:14-Feb-2011 15:28:15 User:Anne Chambers

[Start of Response]

Priority increased to B because of potential effects on branch balancing.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:14-Feb-2011 15:44:17 User:Anne Chambers

The Call record has been transferred to the team: BIF

Progress was delivered to Consumer

Date:16-Feb-2011 11:14:21 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Gareth Jenkins

Progress was delivered to Consumer

Date:16-Feb-2011 11:45:59 User:Gareth Jenkins

This needs to be addressed at 2 levels:

The fix is a change to the BRDB archiving such that any row in BRDB_BRANCH_DECL is archived (along with related rows in BRDB_BRANCH_DECL_ITEM) 6 months (ie 180 days) after the timestamp in update_timestamp. This will result in any Declaration being discarded after 6 months and so avoid the wrap around issue. Note that discarding an Declaration purely means that a complete Declaration will be required rather than being able update an old one and so has no impact on the accounts.

However looking at the spreadsheet attached to the peak there are 4 branches that will have an issue in the next month, so we must either contact the branches and get them to carry out a zero declaration (which I understand Anne has done in the one branch with a problem today), or we should raise an MSC to tidy up the data. I propose that an MSC is raised so as to remove any Declarations that have an update timestamp of July 2010 or older, which then allows time for the fix to be progressed in normal timescales.

Passing Peak to BRDB Dev to progress.

Date:16-Feb-2011 11:46:28 User:Gareth Jenkins

The Call record has been transferred to the team: BDB-Host-Dev

Progress was delivered to Consumer

Date:16-Feb-2011 11:56:39 User:Steve Goddard

The Call record has been assigned to the Team Member: Vishnu Ramachandran
Progress was delivered to Consumer

Date:17-Feb-2011 16:03:01 User:Vishnu Ramachandran

Defect cause updated to 7 : Design - High Level Design

Date:18-Feb-2011 17:42:19 User:Vishnu Ramachandran

Reference Added: [MSC 043J0295912](#)

Date:18-Feb-2011 17:43:49 User:Vishnu Ramachandran

[Start of Response]

MSC 043J0295912 has been raised to address this issue in the short term. Fix will get rid of all older branch declaractions beyond 01-AUG-2010.

MSC fix should get applied first in LST BDB Host and subsequently in LIVE BDB Host.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Response was delivered to Consumer

Date:18-Feb-2011 17:44:35 User:Vishnu Ramachandran

[Start of Response]

.

[End of Response]

Response code to call type L as Category 41 -- Pending -- Product Error Diagnosed

Response was delivered to Consumer

Date:18-Feb-2011 17:49:14 User:Vishnu Ramachandran

Product HNG-X Platforms -- Branch Database Server - Main (BDB) (version unspecified) added.

Date:18-Feb-2011 17:49:16 User:Vishnu Ramachandran

Product HNG-X Platforms -- Branch Database Server - Main (BDB) updated to Subject.

Date:18-Feb-2011 18:14:49 User:Vishnu Ramachandran

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Have you used the "HNG-X Platforms" Product Group available under the PRODUCTS button in PEAK to specify all HNGX platforms impacted by this fix?

>> Yes. Branch Database Server (Main).

Are all the platforms in the same deployment group?

>> Yes.

TECHNICAL SUMMARY:

Summarise the impact by technical areas affected, i.e., "this change will affect 3 PL/SQL packages and 1 J2EE web service".

>> This change will affect one Oracle table in Branch database [BRDB_ARCHIVED_TABLES].

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

List all the known products

>> BRDB_SOFTWARE_INSTALLATION_POSTMIG07

>> BRDB_HNGX_POSTMIG07_CHANGES

DEPENDENCIES:

Are there any other PEAKs or CPs with interdependencies on the proposed fix?

>> No

Are there any clone peaks to take the delivery to a different deployment group? If yes is there any order in which they must be deployed?

>> No

Any other dependencies such as Infrastructure changes or technical/configuration changes that will not included in the Development fix?

>> No

DEPLOYMENT DETAIL:

Does the fix include procedures that are known not to be packagable by Integration in an automatically deployable baseline (DPVB)? If so, please comment on the nature and technical complexity of such procedures

>> No

Does the fix require a reboot?

>> No

Does the fix apply to a clustered database?

>> Yes.

If so must the deployment be done to all at the same time?

>> No. BRDB Node 1 only.

DEV EFFORT IN MANDAYS:

>> Total dev effort - 1 man day.

If the Man Days figures will be different to the elapsed duration, please state so here. Also, if there are any constraints on work beginning, please state here.

>> None

IMPACT ON USER:

Benefit of making the fix.

>> Older branch declarations for a recurring TP/BP wont be picked up in Branch Declarations report and the fix would prevent discrepancies in stock declarations.

What does the user have to do to get this problem?

>> Roll a branch forward into a TP/BP for which there are old unused branch declarations from previous year. Once rolled forward, the user should try and generate the declarations report.

How does it affect them when it occurs?

>> False discrepancies will be reported in the declarations report. Declarations will not balance without the branch manager re-declaring the stock.

How many branches in the estate are likely to be affected by this issue

Do not state any of the technical solution detail here.

>> In the next few months the forecast is about 10 branches per week as branches will always roll forward to next TP/BP.

IMPACT ON OPERATIONS:

Will the absense of a fix for this issue impact the ability of the operations team to support the HNGX system?

>> No

If so, please comment on the severity of the impact and specify if any workaround for the issue exists.

Benefit of fix that may not visible to end user.

>> Unused declarations older than 180 days will get archived and purged from Branch database thereby saving database space to whatever extent that might be.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

State Yes, or if not, why not.

>> Yes. KEL achal357Q authorized.

IMPACT ON TEST:

What independent test coverage/scenarios does development recommend?

This will often be about the level of regression testing required.

>> Identify a test branch that may have declarations of various stock types that are older than 180 days from current business date. When the archive / purge process in BRDB [BRDBC004] is run it should get rid of all such older declarations both from BRDB and BRSS (if streams is configured in the test rig).

What CIT test coverage does development recommend?

>> Same as above

What Development test scenarios are needed?

>> Same as above

What Development test scenarios manual/automated should be promoted to CIT?

>> None

RISKS (of releasing and of not releasing proposed fix):

What live problems will there be if we do not issue this fix?

>> In the next few months more and more branches will rollover into a TP/BP combination for which there might be older branch declarations. Such branches will face stock declarations discrepancy and won't be able to balance stock accounts unless they do a re-declare of stocks (which the end user is reluctant to do).

What are the risks of this fix having unexpected interactions with other areas?

>> None

Is this a high-risk area in which changes have caused problems in the past?

>> No

Should we consider a pilot rollout and of what sort?

>> No

LIST OF LIKELY DELIVERABLES:

One BRDB Patch shell script.

Date:18-Feb-2011 18:20:14 User:Vishnu Ramachandran

Development Cost updated: new cost is 1 (Man Days)

[Start of Response]

Long term fix details -

Update additional_criteria column in brdb_archived_tables for BRDB_BRANCH_DECL table as follows -


```
AND
(
( zero_decl_yn = 'Y'
OR
(fad_hash,branch_accounting_code,stock_unit)
IN
(
SELECT fad_hash,branch_accounting_code,stock_unit
FROM brdb_branch_decl
MINUS
SELECT fad_hash,branch_accounting_code,stock_unit
FROM brdb_branch_stock_units
WHERE NOT (is_deleted = 'Y' AND deleted_date < (TO_DATE(pkg_brdb_common.fn_get_short_date,'YYYYMMDD')-28))
)
)
OR
( NVL( update_timestamp, systimestamp ) < (systimestamp - 180) )
)
)
-----
```

[End of Response]

Response code to call type L as Category 41 -- Pending -- Product Error Diagnosed
Response was delivered to Consumer

Date:18-Feb-2011 18:22:16 User:Vishnu Ramachandran
Action placed on Team:RelMngmntForum

Date:22-Feb-2011 15:54:35 User:Tyrone Cozens
The call Target Release has been moved to:Targeted At -- HNG-X 04.39
Targeted at 4.39 as agreed in RMF

Date:22-Feb-2011 17:19:14 User:Tyrone Cozens
Action has been removed from the call

Date:23-Feb-2011 09:54:00 User:Vishnu Ramachandran
TOP Reference set to: MSC 043J0295912

Date:23-Feb-2011 16:24:55 User:Vishnu Ramachandran
BRDBPatch0337.sh has been allocated for this fix.

Date:23-Feb-2011 18:02:12 User:Vishnu Ramachandran
[Start of Response]
Patch has been tested in development.
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Response was delivered to Consumer

Date:06-Apr-2011 16:20:03 User:PIT Automated User
Reference Added: Product Baseline BRDB SOFTWARE INSTALLATION POSTMIG08_0439_V003
Reference Added: Product Baseline BRDB SOFTWARE INSTALLATION POSTMIG08_0439_V003-V002
Reference Added: Product Baseline BRDB HNGX POSTMIG08_CHANGES_0439_V002
Reference Added: Product Baseline BRDB_HNGX_POSTMIG08_CHANGES_0439_V002-V001

Date:06-Apr-2011 16:22:12 User:Vishnu Ramachandran
[Start of Response]
BRDBPatch0337.sh has been allocated for this fix. The patch amends the archive meta-data for BRDB_BRANCH_DECL. Change is exactly the same as MSC. This is a catch-up delivery to formalise the MSC change.
[End of Response]
Response code to call type L as Category 48 -- Pending -- Fix Released to PIT
Response was delivered to Consumer

Date:06-Apr-2011 16:23:23 User:Vishnu Ramachandran
The Call record has been transferred to the team: Dev-Int-Rel
Progress was delivered to Consumer

Date:07-Apr-2011 16:25:04 User:PIT Automated User
Reference Added: Product Baseline BRDB SOFTWARE INSTALLATION POSTMIG08_0439_D003-D002

Date:07-Apr-2011 17:15:04 User:PIT Automated User
Reference Added: Product Baseline BRDB_HNGX_POSTMIG08_CHANGES_0439_D002-D001

Date:12-Apr-2011 11:02:34 User:PIT Automated User [Start of Response] Assigning to Integrator [End of Response] Response code to call type L as Category 48 (Fix Released to PIT) The incident has been transferred to the Team: Dev-Int-Rel The incident has been assigned to the Team Member: Andrew Moor Progress was delivered to Consumer	
Date:16-May-2011 12:21:33 User:Tyrone Cozens Reference Added: <u>Release PEAK PC0210249</u>	
Date:16-May-2011 15:27:22 User:Lionel Higman [Start of Response] In HNG-X 04.39 [End of Response] Response code to call type L as Category 49 Response was delivered to Consumer The Call record has been transferred to the team: Live Support Team The Call record has been assigned to the Team Member: <u>_Unassigned_</u>	
Date:23-Jun-2011 10:53:33 User:Anne Chambers Reference Added: <u>Call reference PC0211010</u>	
Date:23-Jun-2011 10:55:46 User:Anne Chambers This fix and the MSC already applied doesn't remove all old declarations - see PC0211010.	
Date:27-Jun-2011 10:49:06 User:Sheila Bamber The Call record has been assigned to the Team Member: Release to Live	
Date:10-Sep-2012 15:36:11 User:John Budworth [Start of Response] Fix for this PEAK applied to live in 2011 via RNT7529A - Release PEAK 210249. Routing to call logger for closure. [End of Response] Response code to call type L as Category 60 -- Final -- S/W Fix Available to Call Logger Routing to Call Logger following Final Progress update. Response was delivered to Consumer	
Date:10-Sep-2012 15:37:36 User:Sudip Sur [Start of Response] closing [End of Response] Response code to call type L as Category 68 -- Final -- Administrative Response Routing to Call Logger following Final Progress update. Service Response was delivered to Consumer	
Date:10-Sep-2012 15:37:36 User:Sudip Sur CALL PC0208335 closed: Category 68 Type L	
Date:13-Sep-2012 10:05:54 User:_Customer Call_ Consumer XXXXXX@TFS01 has acknowledged the call closure	

Root Cause	Design - High Level Design
Logger	<u>_Customer Call_</u> -- EDSC
Subject Product	HNG-X Platforms -- Branch Database Server - Main (BDB) (version unspecified)
Assignee	<u>_Customer Call_</u> -- EDSC
Last Progress	13-Sep-2012 10:05 -- <u>_Customer Call_</u>