

ICL Pathway

**PinICL User Guide**  
**Company Confidential**

Ref: CM/MAN/005  
Version: 0.1  
Date: 15/02/00

---

**Document Title:** PinICL User Guide

**Document Type:** User Guide

**Release:** N/A

**Abstract:** This document describes the main fields of the PinICL system and how they should be used.

**Document Status:** DRAFT

**Author & Dept:** Asim Mushtaq, Document Management

**Contributors:**

**Reviewed By:** John McLean, Lionel Higman, John Newitt, John Hunt  
John Hemmington, Neil Forde

**Comments By:** 22<sup>nd</sup> January 2000

**Comments To:** Document Controller & Author

**Distribution:** ICL Pathway Library, people who require approved versions only

## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL No.
0.1	15/02/00	First Draft for review	N/A

### 0.2 Approval Authorities

Name	Position	Signature	Date
John McLean	Problem Manager		
John Newitt	CM Tools Manager		

### 0.3 Associated Documents

Reference	Version	Date	Title	Source

### 0.4 Abbreviations/Definitions

Abbreviation	Definition

### 0.5 Changes in this Version

Version	Changes

ICL Pathway

PinICL User Guide  
Company Confidential

Ref: CM/MAN/005  
Version: 0.1  
Date: 15/02/00

---

## 0.6 Changes Expected

Changes

0.7 Table of Contents

1 Introduction ..... 4

2 Scope..... 4

3 Target Release ..... 5

4 Product Groups ..... 5

5 Reference Value ..... 6

6 Priority ..... 6

7 Call Types ..... 8

8 Response Categories ..... 9

9 Action ..... 11

10 Details..... 11

11 Root Cause Analysis ..... 11

12 Call Effort ..... 11

13 Known Error Logs ..... 12

12 Clone PinICL's ..... 14

11 Responsibilities ..... 15

---

## 1 Introduction

This document will supplement the usage of the PinICL system by explaining what the key fields are and how they should be used.

PinICL is the incident logging system for ICL Pathway Ltd. It is available for access by Pathway and POCL members of staff and needs to be used accurately and professionally. PinICL is a tool to enable incidents to be raised, progress to be monitored and resolutions to be documented, it is NOT to be used as a forum to air disagreements, to have discussions or to promote viewpoints. PinICL content is available to all PinICL users including Senior Management, and once sent the contents of a PinICL cannot be erased from the audit record.

As a PinICL user it is important that you are aware of the status of the PinICLs either raised by yourself or within your team, and that you monitor their progress at least daily if not more so. If you feel a PinICL is not receiving the attention it warrants then escalate the issue, either by telephoning or emailing the department concerned whom you feel should be doing something about it, or speaking to your Team Leader for them to raise awareness. Be aware of those PinICLs which have a fix available as you may be able to take the fix onto the rig and re-test.

Statistics are drawn from the PinICL system from which a quality status is inferred. It is important that this is not misleading in any way.

## 2 Scope

This document sets out to define the following:

- Target Releases
- Product Groups
- Reference Values
- Priority
- Call Types
- Response Categories
- Action
- Details
- Root Cause Analysis
- Call Effort
- Known Error Logs
- Clone PinICL's

ICL Pathway

PinICL User Guide  
Company Confidential

Ref: CM/MAN/005  
Version: 0.1  
Date: 15/02/00

- 
- Responsibilities

---

### 3 Target Releases

Target Release field should be used to identify the register allocated; in some cases, this is subdivided to indicate the release. Values are:

CSR-CI2\_2R, CSR-CI3, CSR-CI3\_2, CSR-CI3\_2R, CSR-CI3R (Increments)

CSR-CI4 (CSR+)

3.0 (Beyond CSR)

RODB 2.5, RODB 2.5p, RODB 2.6 (Roll Out Database)

NFR (No Fix Required)

UNKNOWN

These releases comprise of the full Incident Management System.

### 4 Product Groups

BPS

APS

OBCS

TPS

Migration

Ref Data

Build

DW/MIS

EPOSS & DeskTop

Infrastructure

General/Other/Misc

This is a current list of Product Groups used within PinICL. A Product group value must always be assigned to a new PinICL and can of course change through its lifecycle as investigation and problem resolution matures.

Each product group has associated products, where a relevant product cannot be found, the value 'unknown' should be used.

Within the same window of Product Groups, there are other non-mandatory fields:

Operating System – The operating system for which this PinICL relates.

Platform – Hardware on which products run.

## 5 Reference Value

Reference fields are used for any key information that can be used for searching at a later date.

Using the Reference button, select an appropriate Reference Type and Reference Value.

For each Reference Type, an expected format will be shown where applicable for the reference value. Include in here the script being executed, the script version and the line number of the test being executed which is most pertinent to the error. eg APS0102 V1.2 Line 286.

This will aid other team members to re-test the PinICL and helps to group the PinICLs for re-testing within each script.

More than one reference can be added. Ensure that the one you want to be shown on the call summary screen is selected as Top Reference.

## 6 Priority

Priority	Description	Days to Fix
A	Programme Stopped	1
B	Progress Stopped	3
C	Progress Restricted	5
D	Non-urgent	10

The Priority of the call indicates its importance to the customer.

These are generally interpreted as :

- A – Critical error which is stopping any progress on that particular rig, it cannot be worked around and will cause the test windows not to be met. It is only possible for there to be one priority 'A' PinICL on a rig at any time.
- B – Highly significant error which is stopping any further progress either on the rig or with the script being executed on the rig, eg the overnight schedule cannot run due to data errors.
- C – Error affecting how one aspect is working, can be either a data problem where invalid data is being written to the database, or a code error where the user is unable to use a particular client.
- D – Insignificant and usually cosmetic error, either a documentation error or spelling error on the system, which always has a work around.



The priority to be chosen is very dependent upon the IMPACT being caused by the problem to the current test cycle and testing window. Therefore, e.g. APS not working in a blitz proving cycle may only require a 'C', but when executing an APS script during an APS test cycle may warrant an 'A'. If in doubt about the priority then speak to the team leader, but don't delay raising the PinICL and expediting it if it is of a critical nature.

During particular cycles, ie DIT or Final Pass, PinICLs will tend to be raised with the highest priority they can warrant as their quick resolution is critical. A PinICL priority may also be lowered if an acceptable circumvention has been supplied. It would not be closed however, until the full fix has been re-tested.

The correct Priority can only be deemed depending upon the nature of the PinICL, which is usually a judgement call. It is essential for the Team Leader to ensure a realistic Priority is allocated to the PinICL before it is progressed further.

## 7 *Call Types*

A	Administrative use
<b>B</b>	<b>BIT (Business Integration Testing)</b>
<b>C</b>	<b>Cloned call</b>
<b>D</b>	<b>DIT (Direct Interface Testing)</b>
E	E2E (End to End Testing)
F	Futures
G	MIG (Migration Testing)
K	MO Rig Test
<b>L</b>	<b>Live use error</b>
M	MOT (Model Office Test)
N	MOR (Model Office Rehearsal)
O	Live Pilot
<b>P</b>	<b>Product error</b>
R	Release Notice Forum
<b>S</b>	<b>ST (System Testing)</b>
T	Technical query
U	SEC (Security Testing)
V	PERF (Performance Testing)
W	TINT (Tech Integrity & Network Test)
X	SMGT (System Management Testing)
Y	Y2K (Year 2000 Testing)
Z	Problem Management

The call type indicates if the call is a suspected product error or an enquiry, if the later then what type of enquiry. Listed above is a current list of the Call Types available, the **Blue/Bold Call Types** denote those which are used in today's process.

Select an appropriate Call Type from the pull-down list if your default is not appropriate. The correct Call Type is deemed depending on what the call is being raised for and by whom, e.g. Call Type 'L' is for Live calls, and can only be used by SSC.

---

## 8 *Response Categories*

2	P	Progress update
3	P	Superseded Pending
4	P	Withdrawn Pending
17	P	TL confirmed
30	P	TL confirmed
32	P	QFP Awaiting Action
34	P	PIAT Approved
36	P	Known Problem Registered
38	P	<b>Potential Problem Identified</b>
40	P	<b>Incident Under Investigation</b>
42	P	<b>Product Error Diagnosed</b>
44	P	<b>Fix in Progress</b>
46	P	<b>Product Error Fixed</b>
48	P	<b>Fix Released to PIT</b>
50	P	<b>Fix Failed</b>
52	P	<b>Response Rejected</b>
54	P	Live Fix Impact Required
55	P	<b>Live Fix Impact Supplied</b>
56	P	<b>Live Fix Authorised</b>
6	F	Enhancement request
8	F	Administrative response
9	F	Avoidance action supplied
12	F	Answered
13	F	Superseded
14	F	Withdrawn
15	F	Completed
16	F	Duplicate call
60	F	<b>Fix Released to Call Logger</b>
62	F	<b>No fault in product</b>

---

64	F	Published Known Error
66	F	<b>Enhancement Request</b>
68	F	Administrative Response
70	F	<b>Avoidance Action Supplied</b>
72	F	<b>Duplicate Call</b>
74	F	<b>Fixed at Future Release</b>
90	F	Reconciliation – resolved
92	F	<b>Suspected hardware fault</b>
94	F	Advice and guidance given
96	F	<b>Insufficient evidence</b>
98	F	<b>User error</b>
100	F	<b>Route call to CFM</b>
200	F	<b>Call withdrawn by user</b>

This is a definitive list of all response categories available within PinICL, the **Blue/Bold** categories denote those most frequently used.

The Response Category is a mandatory field which denotes the PinICL status within the lifecycle, split between four stages Open (new call), Pending (work in progress), Final (fix released) and Closed, it identifies the type of response given to the contact for a call.

The essential difference between Pending and Final is that with Final, the call is routed back automatically to the originator, with Pending, it stays with the user unless routed explicitly.

Whenever a PinICL has new text entered it must have a suitable response category otherwise you will not be given the option to send the PinICL further.

The Response Categories available when updating a call depend upon the Call Type and your own personal privileges for use of the PinICL system.

## 9 Action

Action is a process by which a call is passed to someone other than the assignee of the call so that they can work on it. Calls transferred in this way stay on the stack of the assignee, but marked to show it has been passed to someone else.

If Action is for an internal team, select the relevant team and contact.

If Action is for an external party, whom e.g. may have to investigate the PinICL, type in their details if not already there.

## 10 Details

Holds the details of the call logger. This can be updated with new details while the call is still open for only the selected call.

Normally, the Logger and the Contact are the same. Used if someone leaves or moves team, to indicate who has taken over responsibility for the call.

## 11 Root Cause Analysis

The main concept of Root Cause Analysis is to ensure the same errors do not occur twice.

A root cause value is mandatory for all new calls. The defect cause may change during the life cycle of the call as investigation matures and a better view of the problem is identified.

## 12 Call Effort

Whenever a call is updated with new progress, and the 'send' button pressed, a template for the Call Effort is displayed.

The call effort field is related to the actual number of hours that the user has spent updating the call since it was received.

For example, .1 equals one tenth of an hour.

- It is vital that this field is updated with the utmost accuracy, as misuse/inaccuracy will demean the overall objective of having such a field and invalidate future reporting analysis.

## 13 Known Error Log

A KEL - Known Error Log, is a database (owned by SSC) containing descriptions of problems and solutions which have arisen in the past, therefore giving access to readily available fixes at any time.

- Why Raise a KEL

KEL's are searched on every call raised to the SSC - it is part of the HSH/SMC procedures that the KEL MUST be checked prior to passing a call from Powerhelp into PinICL. The SMC have filtration targets placed on them which includes negative points for calls passed to the SSC which are subsequently closed as Known Error.

- How to Access SSC Web Site

Log onto the ICL Intranet.

Access web site:

**IRRELEVANT**

Enter your allocated username and password (obtainable via SSC).

- How to search KEL Database

From the main menu list-box, highlight 'Searches'.

Select 'KEL Database Search'.

Using specific keywords, enter a brief description of the problem.

Tailor the list-boxes to narrow the search. (For detailed information on how to search for KEL's select the instructions option at the top of the page).

Press Execute Query button.

You will be given a list of previous KEL's related to your query.

Select the blue text (a KEL) to view in more detail.

- How to create KEL

From the main menu list-box highlight 'Searches'.

From the submenu select 'Create KEL Online'.

Then it is simply a case of completing the boxes. (For more information on how to create KEL's and the type of data required in the fields select the help option at the top of the page).

When completed, select the Create KEL button.

- Update Existing KEL

Find the KEL you want to update (this is done by following the 'How to Search KEL Database' instructions above).

---

With the KEL in full view, go to the bottom of the page and select the KEL Reference.

This will bring you to the Update KEL screen, where you can type over the contents of the original KEL. (For more information on type of data required in the fields select the help option at the top of the page).

When all updates are complete, press Update KEL.

- Process of approval for KEL's by SSC

KEL's created or updated by staff who are not members of the SSC are vetted by a member of the SSC before they are made visible to the whole audience.

## 14 Clone PinICL's

A Clone PinICL is a copy of an original PinICL, used to manage the delivery of equivalent fixes into multiple baselines or for workaround solutions.

- How to Raise a Clone PinICL

Open the PinICL you want to clone.

From the menu options select: Call, Clone

This will prompt you to confirm that the original PinICL will be cloned (providing Original and Clone PinICL numbers).

The clone PinICL is then displayed on screen.

Note the summary displays Copy PCXXXXXXX then remaining text from summary of original PinICL.

Now certain fields can be modified to reflect the purpose of the clone, such as:

- Target Release
- Priority
- References
- Add your text/response, then route the clone to the appropriate team.

The Priority of the Clone PinICL should be reduced by one level against the original PinICL to reinforce the fact that we are actually only dealing with Clone PinICL's. e.g

Original PinICL Priority	Clone PinICL Priority
A	B
B	C
C	D
D	



## 15 Responsibilities

The PinICL process can clearly be defined in terms of responsibility for individual delivery units.

- Incident Creation      SSC  
Test Teams
- Incident Investigation      Development Team Leader & Units  
RMF
- Defect Correction      Development Units
- Defect Test & Release      OTT  
B&TC  
PIT/SPTS