From:	Simpkins, John[/o=Fujitsu Exchange Organization/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=9a0ae9d333ee489bb3e0a6402c3]
Sent:	Thur 24/01/2019 2:15:16 PM (UTC)
To:	Parker, Steve [____GRO____]
Subject:	RE: Roll 2 [WBDUK-AC.FID27032497] Action 9

Nope ☹

From: Parker, Steve
Sent: 24 January 2019 14:09
To: Simpkins, John [____GRO____]
Subject: RE: Roll 2 [WBDUK-AC.FID27032497] Action 9

Hum, OK but I assume that wouldn't cover a situation where the data is obtained from squirrel, other nodes?

From: Simpkins, John [____GRO____]
Sent: Thursday, January 24, 2019 2:05 PM
To: Parker, Steve [____GRO____]
Subject: RE: Roll 2 [WBDUK-AC.FID27032497] Action 9

A Peak free text searc for "return counter to SSC" find 715 Peaks – that may be a way forward?

Regards
John

From: Parker, Steve
Sent: 24 January 2019 13:48
To: Lenton, Matthew [____GRO____]; Newsome, Pete [____GRO____]; Ibbett, Dave [____GRO____]
Cc: McKeown, Kevin [____GRO____] Gareth Jenkins [____GRO____] Simpkins, John [____GRO____]
Subject: RE: Roll 2 [WBDUK-AC.FID27032497] Action 9

Suggest we leave until next meeting. The more I look at this I just can't see a sensible way of doing it.

Steve

From: Lenton, Matthew [____GRO____]
Sent: Thursday, January 24, 2019 1:46 PM
To: Newsome, Pete [____GRO____]; Parker, Steve [____GRO____]; Ibbett, Dave [____GRO____]
Cc: McKeown, Kevin [____GRO____]; Gareth Jenkins [____GRO____]; Simpkins, John [____GRO____]
Subject: RE: Roll 2 [WBDUK-AC.FID27032497] Action 9

Ah – you'll see I already sent a kind of shortened version of it so far, since Steve seemed to be saying that they were still working on it…. ? Then as well as the table below of Peaks, there is the other table of OCP analysis, presume we'd need to combine, but not sure if it makes sense to do so as they stand?

Matthew Lenton
Post Office Account Document Manager
P&PS, Digital Technology Services

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Phone: GRO
Email: GRO
Web: https://www.fujitsu.com/global/

From: Newsome, Pete
Sent: 24 January 2019 13:43
To: Parker, Steve GRO ; Lenton, Matthew GRO ; Ibbett, Dave GRO
Cc: McKeown, Kevin < GRO >; Gareth Jenkins GRO ; Simpkins, John GRO
Subject: RE: Roll 2 [WBDUK-AC.FID27032497] Action 9

Matthew

I am happy we put Steve's answer back to WBD and await their comments and questions as we already warned them of the lack of use of OCPs for BAU support work.

Pete

Pete Newsome
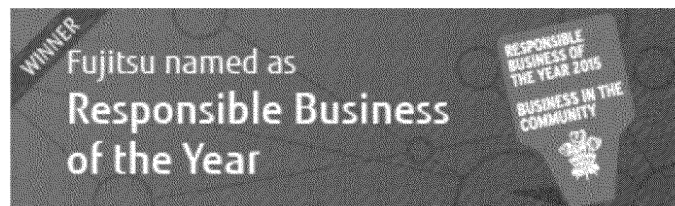Account Manager
DHL and Post Office Account, Fujitsu UK&I
Tel: GRO
E-Mail: GRO
Web: http://uk.fujitsu.com

Web: uk.fujitsu.com

My normal working week is Monday to Thursday

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From: Parker, Steve < GRO >
Sent: Thursday, January 24, 2019 12:42 PM
To: Lenton, Matthew < GRO >; Ibbett, Dave < GRO >; Newsome, Pete < GRO >
Cc: McKeown, Kevin < GRO >; Gareth Jenkins GRO ; Simpkins, John

Subject: RE: Roll 2 [WBDUK-AC.FID27032497] Action 9

Review a sample of OCPs to give an indication as to how frequently transaction data was injected

Matthew,

Has become very difficult to provide.

The original plan was to examine sample months of change control data and produce rough figures. This lead me to the realisation / remembering that support did not use change control in the earlier years for BAU support actions. We relied on the audit trail within the incidents (Peaks) to document support actions. We had auditability of the work done but no change control entries.   Reasoning behind this was: implementing support actions ASAP, nobody around to sign off overnight anyway, audit trail is enough where no financial impact.

I then turned to sampling via Peak records (keywords %EOD% and %Marooned%) but the volumes to examine are too high. In approx. March 2003 a process was instigated to get 3LS to check the system for Marooned transactions on counter hardware swap. This significantly increased the "marooned" category but in most cases no actual action was needed:

Row Labels	Count of Peaks
2000	4
2001	10
2002	29
2003	885
2004	1701
2005	864
2006	430
2007	300
2008	3164
2009	704
2010	220
Grand Total	8311

So, at the moment. Not sure how we're going to achieve this one

Steve