
From: Stewart Mike[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=STEWARTM]
Sent: Wed 03/09/2008 4:13:44 PM (UTC)
To: Jenkins Gareth G[] GRO Chambers Anne
O[] GRO
Cc: Birkinshaw Roy[] GRO
Subject: | RE: Branch 141832 Craigpark

Gareth, I will do my best.

Regards Mike

Mike Stewart SDM On-Line Services
Royal Mail Group Account/UK Private Sector

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From: Jenkins Gareth G
Sent: 03 September 2008 17:09
To: Stewart Mike; Chambers Anne O
Cc: Birkinshaw Roy
Subject: RE: Branch 141832 Craigpark

Mike,

We agreed this afternoon that I would draft an update and run it past John Burton. Hopefully that will happen during tomorrow. Presumably you can ignore Shaun until Friday?

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

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From: Stewart Mike

Sent: 03 September 2008 16:59
To: Jenkins Gareth GI; Chambers Anne O
Cc: Birkinshaw Roy
Subject: RE: Branch 141832 Craigpark

Gareth, Do we have an update only I have had Shaun chase me again re this issue at Craigpark.

Regards Mike

Mike Stewart SDM On-Line Services
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From: Jenkins Gareth GI
Sent: 22 August 2008 17:37
To: Chambers Anne O; Stewart Mike
Cc: Birkinshaw Roy
Subject: RE: Branch 141832 Craigpark

Anne / Mike,

Thanks for that. There are some investigations going on in this area. Roy has a meeting on Tuesday evening and we'll make sure we get back to you with a way forward in terms of communicating with POL after that.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

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From: Chambers Anne O
Sent: 22 August 2008 15:53
To: Stewart Mike
Cc: Jenkins Gareth GI
Subject: RE: Branch 141832 Craigpark

Mike,

My original email (written in a rush) was unintentionally misleading.

There are just two instances where the Riposte lock event occurred AND is known to have caused a receipts and payments mismatch - one at Craigpark and one elsewhere.

There are many other instances (and have been since the system first went live) where the Riposte lock event occurs but does not cause a receipts and payments mismatch. So at Craigpark I found one other such event, but as I said, I checked what was being done at the point it occurred and concluded that it had not resulted in any financial problem.

There are a couple of other known consequences following a Riposte lock event - one with the DEF stockunit, as quoted in the original email, and now we know of one more which caused a harvester exception. Neither of these was at Craigpark.

I'm not trying to minimise this problem and its potential consequences, and we are trying to make some further checks into recent instances, but in the grand scheme of things these are incredibly few and far between.

Anne



GRO

From: Stewart Mike
Sent: 22 August 2008 15:34
To: Jenkins Gareth GI
Cc: Chambers Anne O
Subject: RE: Branch 141832 Craigpark

Gareth, Re the workshop and the response I gave to Shaun on my action about how often this incident had occurred. My response was if you remember was that we have only seen this occur 3 times in the estate (I think I said in the last 3 years) Twice at Craigpark (once was benign) and once somewhere else which caused a discrepancy.

Shaun is seeking further clarification of "What is the specific action, button pressed, timing of the rolling over" " that can cause the incident. His exact words were we must have 100s of PMs who do the Roll Over into the next TP at around 19:00 at Harvesting time, so what is specific that Craigpark have had it twice. He needs to understand the issue to pass it onto his Fraud department as Craigpark is being investigated about other discrepancies???

PS I am aware of the other Security Audit being done into this issue so have only copied you and Anne.

Regards Mike

Mike Stewart SDM On-Line Services
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From: Jenkins Gareth GI
Sent: 04 August 2008 13:19
To: Stewart Mike
Cc: Drake Claire; Peach Mik; Card Cheryl; Chambers Anne O
Subject: RE: Branch 141832 Craigpark

Mike,

I've now had a read through the PEAKs that Anne quotes.

I'm slightly surprised that this problem has only occurred 3 times and twice in one branch (though in the 13th Feb case it was benign). My understanding is that a "red event" would be generated by the problem which ought to result in SMC raising a call (depending on exactly what KELs say for this). However it may well be that such "red events" are generated in other circumstances and so are not that easy to spot in isolation when trawling through the counter events (I need guidance from SSC on this). Note also that if the bug occurs, then there would be a Receipts and Payments mismatch which ought to result in a call to NBCS which would be passed to HSD (that happened for the occurrence at the other branch, but not for Craigpark).

Is it practical for SSC to carry out periodic checks for this event (say a weekly query on the event database) and in particular look for those occurring between 18:59 and 19:30 which might be a symptom of this issue? If so this would be significantly less risky than a bug fix given the low number of occurrences. I understand what is being proposed for the bug fix and if it were to go wrong could impact the whole estate so avoiding such a fix sounds like the correct decision. However I doubt if POL would have been involved in that decision. Given the incidents we were discussing on Friday, we do need to be able to re-assure POL that we would spot any further occurrences and have a mechanism to correct the accounts (if necessary) even if we don't fix the root cause.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
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From: Stewart Mike
Sent: 04 August 2008 11:46
To: Jenkins Gareth GI
Cc: Drake Claire; Peach Mik; Card Cheryl; Chambers Anne O
Subject: RE: Branch 141832 Craigpark

Gareth, Seeing as I had an action to report on this incident in that it had happened twice at this office (although re Anne's note it only affected the balancing once), I can report to POL that we have seen this twice in the estate, but do I report that we have a fix for it? Also do you know if it was a joint by us and POL not to fix it as there were only 2 incidents.

Regards Mike

Mike Stewart SDM On-Line Services
Royal Mail Group Account/UK Private Sector

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From: Chambers Anne O
Sent: 01 August 2008 15:49
To: Jenkins Gareth GI; Stewart Mike
Cc: Drake Claire; Peach Mik; Card Cheryl
Subject: Branch 141832 Craigpark

Sorry Gareth I should have remembered this one since I have been asked about it several times.

The query, and several responses, are on PC0158102. This explains in some detail that the problem occurred just once. A Riposte Lock event was generated on this and one previous occasion, but I explained that on the earlier occasion it had not affected the balance (I had visions of being in court explaining the event log again).

The cause of the underlying problem is known, see PC0152376, which is the only other known instance, at a different branch, where it has caused an R&P mismatch. There was also a problem with the same root cause at a third branch, where the figures were ok but DEF did not roll over.

There is a fix available, but given the low incidence of problems (and the errors introduced on the back of other fixes) it was decided not to implement it. But maybe, since we have no way of monitoring for it, and R&P mismatches may not be reported by the PM, this decision should be reviewed?

Anne



GRO