
From: Barnes Gerald[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BARNESG]
Sent: Wed 21/07/2010 9:10:37 AM (UTC)
To: Thomas Penny[GRO]
Subject: FW: PC0200468 - Duplication of Transaction Records

From: Hammond Christopher
Sent: 06 July 2010 11:22
To: Allen Graham (BRA01); Mansfield Andrew
Cc: Bamber Sheila; Barnes Gerald; Welsh Graham; Butts Geoff
Subject: RE: PC0200468 - Duplication of Transaction Records

Andy

I have targeted this at 02.07.10, which will be deployed to LST on 10 July along with all other R2 baselines for ARC/AUW.

Thanks

--

Chris Hammond
Major Release Manager, Fujitsu Services Ltd.
tel. [GRO]

From: Allen Graham (BRA01)
Sent: 06 July 2010 11:06
To: Mansfield Andrew; Hammond Christopher
Cc: Bamber Sheila; Barnes Gerald; Welsh Graham
Subject: RE: PC0200468 - Duplication of Transaction Records

Chris

Can you work with Andy to get this targeted etc.

Graham Allen
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From: Mansfield Andrew
Sent: 06 July 2010 10:21

To: Allen Graham (BRA01)
Cc: Bamber Sheila; Barnes Gerald; Welsh Graham; Hammond Christopher
Subject: RE: PC0200468 - Duplication of Transaction Records

Graham,

Gerald has confirmed that he can merge the fix into the release 2 code and deliver the fix by tomorrow morning. He has started work on this as top priority.

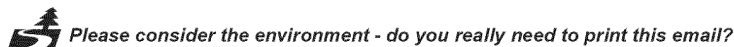
Andy

From: Allen Graham (BRA01)
Sent: 06 July 2010 10:03
To: Hammond Christopher; Mansfield Andrew
Cc: Bamber Sheila; Barnes Gerald; Welsh Graham
Subject: RE: PC0200468 - Duplication of Transaction Records

Andy, can you comment please

Graham Allen
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From: Hammond Christopher
Sent: 06 July 2010 09:56
To: Allen Graham (BRA01)
Cc: Bamber Sheila; Barnes Gerald; Welsh Graham
Subject: FW: PC0200468 - Duplication of Transaction Records

Hi Graham

Following discussions just now in the daily R1-R2 interlock meeting, we have discussed delivering this fix with Release 2.

Could you please confirm whether this fix could be delivered for 02.07.10 (that is, to go directly into LST on 10 July).

I understand the code fix has been made for R1, but would need merging into the R2 Audit code base.

Thanks

--

Chris Hammond
Major Release Manager, Fujitsu Services Ltd.
tel: [GRO]

From: Welsh Graham
Sent: 05 July 2010 18:39
To: Lillywhite Tom; RM_HNGX; Hammond Christopher; Bamber Sheila
Cc: Scowen John; Butts Geoff; Allen Graham (BRA01); Thomas Penny; Davidson James
Subject: RE: PC0200468 - Duplication of Transaction Records

Tom,

Penny and I have been in dialogue throughout the day and I was awaiting the reply from Shelia.

Chris & RM,

Can you please target and move this peak forward to get in onto / available for LST as soon as possible, appreciating that it probably has to go through integration etc. The sooner this is resolved the easier the task will be in managing POL expectations in this area whilst minimising the risk of duplicated effort by having to reproduce the reports already provided.

Shelia,

Thanks for the update guess we will watch out for etc.....

Regards,

Graham

From: Lillywhite Tom
Sent: Monday, July 05, 2010 6:27 PM
To: Bamber Sheila; Welsh Graham; Butts Geoff
Cc: Scowen John
Subject: RE: PC0200468 - Duplication of Transaction Records

Have just read this...suggest keeping Penny in the loop.....she knows just how nervous the customer is/will become and may have something to add....

Tom Lillywhite
Principal Security Consultant
Information & Security Services

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From: Bamber Sheila
Sent: 05 July 2010 16:28
To: Welsh Graham; Butts Geoff
Cc: Scowen John; Lillywhite Tom

Subject: RE: PC0200468 - Duplication of Transaction Records

It is 3 days work. As audit is in R2 then it would need to be with LST by COP tomorrow else the best we can do is take with R2 (live 30/7)

Rgds

Sheila

From: Welsh Graham
Sent: 05 July 2010 14:47
To: Butts Geoff; Bamber Sheila
Cc: Scowen John; Lillywhite Tom
Subject: FW: PC0200468 - Duplication of Transaction Records

Shelia and Geoff,

PSB from Penny. I understand that there are more court cases pending and whilst the Briefing to the Investigation has taken place they are coming back requesting help due to the level of activity and nervousness regarding the current work-a-round.

Shelia,

Given the fix is available can you confirm how much testing is required and when it could be fitted in please

Regards,

Graham

From: Thomas Penny
Sent: Monday, July 05, 2010 1:29 PM
To: Welsh Graham; Munro Donna
Subject: RE: PC0200468 - Duplication of Transaction Records

Yes, please, Graham. POL have gone to POL legal for guidance and further returns have been identified this morning as bound for Court.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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From: Welsh Graham
Sent: 05 July 2010 11:05
To: Thomas Penny; Munro Donna
Subject: FW: PC0200468 - Duplication of Transaction Records

PSB FYI I know that we need to get this targeted but please advise if you need my help on this.

Regards,

Graham

From: Allen Graham (BRA01)
Sent: Thursday, July 01, 2010 11:19 AM
To: Welsh Graham; Bamber Sheila
Subject: FW: PC0200468 - Duplication of Transaction Records

Fix ready, just needs targeting.

Graham Allen
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From: Mansfield Andrew
Sent: 01 July 2010 09:59
To: Allen Graham (BRA01)
Cc: Holmes Alan; Spurgeon Adam
Subject: RE: PC0200468 - Duplication of Transaction Records

Graham,

Gerald has produced a fix for release 1 and it is ready to go.

He has added an impact statement to the Peak that includes a brief statement on testing: An audit request should be performed that retrieves and processes TMS files containing duplicate transactions. It should then be confirmed that the duplicate transactions have been removed from the final spreadsheet generated by the audit application.

The Peak is currently with RMF for targeting.

There has been discussion of a possible workaround. This involves modifying the audit queries so that the message numbers are included in the output to the spreadsheets (currently they are not). This

would allow the duplicate messages to be identified and removed by running a macro on the final spreadsheet generated by the application.

Penny Thomas is in discussion with POL over whether this workaround is acceptable in the short term.

Andy

From: Allen Graham (BRA01)
Sent: 01 July 2010 09:02
To: Mansfield Andrew; Spurgeon Adam
Cc: Holmes Alan
Subject: RE: PC0200468 - Duplication of Transaction Records

Hi Andy,

Where are we with the fix for this? Is it ready yet?

Can we impact the peak with a view as to what testing will be required please?

Graham Allen
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From: Mansfield Andrew
Sent: 23 June 2010 16:32
To: Allen Graham (BRA01); Spurgeon Adam
Cc: Holmes Alan
Subject: RE: PC0200468 - Duplication of Transaction Records

Graham,

PC0200468

Gerald has prepared and started testing a fix for this problem that will remove the duplicate messages from the Horizon transaction data. It should take him about 1 day to complete the testing and handover a new baseline.

(We have seen cases of duplicate message **numbers** – not duplicate messages themselves – in HNG-X data. These will not be removed by this fix so there will still be a need for PC0194639 to highlight the duplicates.)

This Peak was proposed for release 01.23 and is currently with RMF for targeting.

PC0194639

This Peak is probably less serious. The information that shows that duplicates have been found in the data is displayed to the user but may be hard to spot in large output. The purpose of the Peak is to highlight more clearly that duplicates have been found.

We do not yet have a fix - it will take 2 - 3 man days.

The Peak is currently proposed for release 02.11 and is with RMF for targeting. (We may want to propose/target this for an earlier release if Penny considers it to be important.)

Andy

From: Allen Graham (BRA01)
Sent: 23 June 2010 15:22
To: Spurgeon Adam; Holmes Alan; Mansfield Andrew
Subject: FW: PC0200468 - Duplication of Transaction Records

Hi All,

Do we have fixes for these peaks? If not how long to have them ready; presuming they actually get targeted?

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From: Welsh Graham
Sent: 23 June 2010 13:14
To: D'Alvarez Alan; Allen Graham (BRA01); Andrews Mark (GD HQ); Cochrane Vince; Davidson James; Van Achte Gaetan; Butts Geoff; Richardson Debbie DB; Thompson Peter
Subject: FW: PC0200468 - Duplication of Transaction Records

All,

Please see below and attached FYI. In essence we have a problem with the ARQ extraction tool. Under Horizon this would inhibit the duplicate transactions held from the Audit Server and thus supply evidence for Court etc without duplicated records.

However the HNGx tool does not and thus duplicate records that can not be differentiated are supplied as evidence. Thus could allow for legal challenge to the integrity of the system.

Regards,

Graham

From: Thomas Penny
Sent: Wednesday, June 23, 2010 11:56 AM
To: Welsh Graham
Cc: Munro Donna
Subject: FW: PC0200468 - Duplication of Transaction Records

Graham

Could you spare a few minutes to discuss, please?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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From: Lywood Pat
Sent: 23 June 2010 11:53
To: Thomas Penny; Welsh Graham; Spurgeon Adam
Subject: RE: PC0200468 - Duplication of Transaction Records

Penny,

I will add to CS Prayers but your chances of getting it fixed before R2 is deployed are not good.

Can I suggest that you explain the urgency to Graham and get him to raise it at management prayers?

Can you also add a business impact to the peak using the Impact button?

Adam,

Please can you get your guys to take a look at this and let me know where the fix might be?

Cheers

Pat
Service Implementation Manager

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From: Thomas Penny
Sent: 23 June 2010 10:29
To: Lywood Pat
Subject: PC0200468 - Duplication of Transaction Records

Hi Pat

We have a very significant problem which has been recorded in PEAK PC0200468. In a nutshell the HNG-X application is not removing duplicate transactions (which may have been recorded twice on the Audit Server) and they are appearing in the ARQ returns. For the old Horizon application Riposte automatically removed duplicate entries. An initial analysis shows that one third of all ARQ returns (since the new application has been in play) have duplicated transactions.

Also, we have a PEAK PC0194639 which would highlight any duplication of records (this obviously isn't happening now).

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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