

Export

Peak Incident Management System

Call Reference	PC0205806	Call Logger	Deleted User -- Security Ops
Release	Targeted At -- HNG-X 03.24	Top Ref	AUDIT_EXTRACT_CLT_0324_D066-D065
Call Type	Vulnerability	Priority	B -- Important
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	30/10/2010	Effort (Man Days)	0
Summary	Duplicate records not recorded on POL spreadsheet returns		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	Product Baseline	AUDIT_EXTRACT_CLT_0324_D066-D065	
	Release PEAK	PC0207465	
	Product Baseline	AUDIT_EXTRACT_CLT_0324_V066	
	Product Baseline	AUDIT_EXTRACT_CLT_0324_V066-V065	
Impact Statement	User	Date	
	Unknown	24-Nov-2010 16:54:02	
	The Audit Client does not report overlaps or duplicates in the messsage sequences. There have been reported incidents of JSN numbers being used for 2 different transactions and we need to capture such instances. Also we need to be sure that any duplicate transactions as a result of harvesting errors have been highlighted.		
	This is very important because we need to ensure we provide POL with the correct transaction records as they may be used by defence and the court for litigation activity.		

Progress Narrative

Date:27-Oct-2010 11:50:05 User:Penny Thomas

CALL PC0205806 opened

Details entered are:-

Summary:Duplicate records not recorded on POL spreadsheet returns

Call Type:V

Call Priority:B

Target Release:HNG-X R2

Routed to:Security Ops - Penny Thomas

Date:27-Oct-2010 11:56:31 User:Penny Thomas

There is an inconsistency on the audit reporting on the final spreadsheet return to POL in that we record gaps in transaction records (based on the NUM or JSN) but we do not report overlaps or duplicates in the messsage sequences. There have been reported incidents of JSN numbers being used for 2 different transactions and we need to capture such instances. Also we need to be sure that any duplicate transactions as a result of harvesting errors have been highlighted.

This is very important because we need to ensure we provide POL with the correct transaction records as they may be used by defence and the court for litigation activity.

Date:27-Oct-2010 11:56:54 User:Penny Thomas

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

The Call record has been assigned to the Team Member: Andrew Mansfield

Date:24-Nov-2010 16:54:02 User:Andrew Mansfield

A new Business Impact has been added:

The Audit Client does not report overlaps or duplicates in the messsage sequences. There have been reported incidents of JSN numbers being used for 2 different transactions and we need to capture such instances. Also we need to be sure that any duplicate transactions as a result of harvesting errors have been highlighted.

This is very important because we need to ensure we provide POL with the correct transaction records as they may be used by defence and the court for litigation activity.

Date:24-Nov-2010 16:54:53 User:Andrew Mansfield

Sarah Selwyn has requested an audit maintenance release prior to the next DC_AUDIT planned release due to go live on 14/05/2011.

Five Peaks are requested for this maintenance release: PC0205805, PC0205806, PC0206531, PC0206590, PC0206622.

This is an edited version of the text of Sarah's original email to Sheila Bamber:

We would like to get these Peaks targeted ASAP since these are impacting SSC and the Litigation Support Group in their support of the Post Office litigations. There is a risk that these teams will not be able to fulfil their OLTs to the Post Office as defined in SVM/SDM/SD/0017 (Security Service Management: Service Description).

We would like to request an earlier test and deployment slot for PEAKs that are causing a significant business impact on the SSC and Litigation Support teams ? the PEAKs for earlier deployment are:

PC0205805 and PC025806 - Litigation Support Group need to detect/highlight duplicate JSNs - enhancements to AUW to support duplicate JSN detection and reporting

PC0206531 - SSC ? takes too long to analyse events associated with ARQs due to the large volume of BAL events requires a change to the filtering of financially significant vs benign events. A change to the presentation of the events to SSC is also required to speed the process up.

Testing requirements:

PC0205805 and PC025806 ? use test files which include duplicate HNG-X transactions perform Fast ARQs which will now not fail on duplicate detection and checking the spreadsheet output which will now report overlaps and duplicates. Test Horizon ARQs with duplicate JSN present to show duplicates ignored. Regression test for files with no duplicate JSNs both fast ARQ and filtering in slow ARQs.

The BAL events reported in the event files output will now be of a smaller volume, nominated benign events will appear in the rejects files (and this will constitute a large volume of total events) and the events spreadsheet will have a column heading at the top of the spreadsheet. Regression test Gaps reporting is still present on spreadsheets. If time permits the workbook with a number of spreadsheets as described in the PEAK rather than by manual process by the litigation team. However, this is yet to be confirmed.

(Since Sarah's original email PC0206590 and PC0206622 have been raised to deal with issues around the large number of events. PC0206531 is now solely to deal with the presentation of events.)

Date:24-Nov-2010 16:59:47 User:Andrew Mansfield

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Yes - Audit Workstation.

TECHNICAL SUMMARY:

Affects AEClient.exe in the AUDT_EXTRACT_CLT workset.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_EXTRACT_CLT

DEPENDENCIES:

None.

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:

No

DEV EFFORT IN MANDAYS:

5 man days

IMPACT ON USER:

Duplicates will be highlighted in the output of the ARQ process.

IMPACT ON TEST:

See details in previous response.

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

Integrity of audit data may be questioned in court.

LIST OF LIKELY DELIVERABLES:

AUDIT_EXTRACT_CLT

Date:24-Nov-2010 16:59:58 User:Andrew Mansfield

Action placed on Team:RelMngmntForum

Date:25-Nov-2010 16:11:07 User:Tyrone Cozens

On hold until new 'Audit'' release decided (Adam Spurgeon looking into).

Date:03-Dec-2010 10:38:01 User:Tyrone Cozens

The call Target Release has been moved to:Targeted At -- HNG-X 03.24

Authorised for 03.24 as agreed with Mark Jepson.

Date:03-Dec-2010 10:38:15 User:Tyrone Cozens

Action has been removed from the call

Date:24-Dec-2010 15:08:59 User:Andrew Mansfield

Evidence Added - Handover note

Date:24-Dec-2010 16:00:03 User:PIT Automated User Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0324_V066 Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0324_V066-V065
Date:24-Dec-2010 16:03:53 User:Andrew Mansfield [Start of Response] Fixed by incremental baseline AUDIT_EXTRACT_CLT_0324_V066-V065 Can be tested by performing both slow and fast ARQs with filter dates that will include some files in which duplicate records have been created. The duplicate records will be reported in the results spreadsheet. [End of Response] Response code to call type V as Category 48 -- Pending -- Fix Released to PIT
Date:24-Dec-2010 16:04:11 User:Andrew Mansfield The Call record has been transferred to the team: Dev-Int-Rel
Date:31-Dec-2010 08:05:04 User:PIT Automated User Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0324_D066-D065
Date:05-Jan-2011 08:28:27 User:Lionel Higman [Start of Response] . [End of Response] Response code to call type V as Category 49 The Call record has been transferred to the team: Live Support Team The Call record has been assigned to the Team Member: _Unassigned_
Date:11-Jan-2011 09:45:45 User:Victoria Hancock Reference Added: <u>Call reference PC0207465</u>
Date:11-Jan-2011 09:45:56 User:Victoria Hancock Reference Added: <u>Release PEAK PC0207465</u>
Date:11-Jan-2011 09:45:58 User:Victoria Hancock Reference Deleted: Call reference PC0207465
Date:19-Jan-2011 14:24:59 User:John Rogers [Start of Response] Tested in LST as part of Audit Release 3.24 For Hx Query outputs, any duplicate message sequences (or the test "NONE" if there are no duplicates) are now recorded in the Summary worksheet of the Query output spreadsheet. For Hx Query outputs, a duplicates column exists and is always populated with "NONE". [End of Response] Response code to call type V as Category 60 -- Final -- S/W Fix Available to Call Logger Routing to Call Logger following Final Progress update. Defect cause updated to 7 -- Design - High Level Design
Date:19-Jan-2011 15:04:08 User:John Rogers The Call record has been transferred to the team: Live Supp.Test The Call record has been assigned to the Team Member: Release to Live
Date:16-Mar-2011 15:19:45 User:Mark Ascott The Call record has been transferred to the team: RM-x
Date:27-Apr-2011 16:01:12 User:John Budworth [Start of Response] Applied to live 03/02/2011 as part of Audit Release 03.24. [End of Response] Response code to call type V as Category 60 -- Final -- S/W Fix Available to Call Logger Routing to Call Logger following Final Progress update.
Date:27-Apr-2011 16:04:08 User:Penny Thomas CALL PC0205806 closed: Category 60 Type V
Root Cause Design - High Level Design

Logger	Deleted User -- Security Ops
Subject Product	HNG-X Platforms -- Audit Workstation (AUW) (version unspecified)
Assignee	Deleted User -- Security Ops
Last Progress	27-Apr-2011 16:04 -- Penny Thomas