

Export

Peak Incident Management System

Call Reference	PC0211833	Call Logger	Deleted User -- Security Ops
Release	Targeted At -- HNG-X 04.37	Top Ref	AUDIT_QUERIES_0437_D020-D019
Call Type	Live (Non-RefData) Data Updates	Priority	A -- Immediate
Contact	Deleted Contact	Call Status	Closed -- Completed
Target Date	11/08/2011	Effort (Man Days)	1.00
Summary	Audit Retrieval for ARQ Returns Missing Reversal Indicator		
All References	Type	Value	
	Release PEAK	PC0211891	
	Product Baseline	AUDIT_QUERIES_0437_D020-D019	
	Product Baseline	AUDIT_QUERIES_0437_V020-V019	
	Product Baseline	AUDIT_QUERIES_0437_V020	
Impact Statement	User	Date	
	Unknown	05-Aug-2011 09:06:34	
	SERVICE ON STOP.....ARQ returns for HNGX transaction records must stop until resolution. Analysis must identify returns which may require re-retrieval.		

Progress Narrative

Date:05-Aug-2011 08:59:32 User:Penny Thomas

CALL PC0211833 opened

Details entered are:-

Summary:Audit Retrieval for ARQ Returns Missing Reversal Indicator

Call Type:Y

Call Priority:A

Target Release:HNG-X R4

Routed to:Security Ops - Penny Thomas

Date:05-Aug-2011 09:03:13 User:Penny Thomas

Audit Development

We have found that our ARQ returns do not identify transaction reversals. Initially we need to:-

Update our queries

Identify all returns to date where HNG-X records have been returned.

Please could you provide assistance.

Date:05-Aug-2011 09:06:33 User:Penny Thomas

A new Business Impact has been added:

SERVICE ON STOP.....ARQ returns for HNGX transaction records must stop until resolution. Analysis must identify returns which may require re-retrieval.

Date:05-Aug-2011 09:07:10 User:Penny Thomas

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

Date:05-Aug-2011 10:04:23 User:Gerald Barnes

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

Date:05-Aug-2011 10:04:43 User:Gerald Barnes

The Call record has been assigned to the Team Member: Gerald Barnes

Date:05-Aug-2011 15:02:23 User:Penny Thomas

Gerald, we need to find the migration dates for the following outlets:-

Hadleigh 79140

Bethnal Green 154002

Bishops Hull 157549

Melsonby 279309

Could you please forward this call to SSC as I believe they can access this info.

Penny

Date:05-Aug-2011 15:21:35 User:Gerald Barnes

[Start of Response]

For the attention of Anne Chambers to find the missing migration dates.

[End of Response]

Response code to call type Y as Category 2 -- Pending -- Progress update

Hours spent since call received: 6 hours

Date:05-Aug-2011 15:21:48 User:Gerald Barnes

The Call record has been transferred to the team: EDSC

Date:05-Aug-2011 15:24:14 User:Anne Chambers

The Call record has been assigned to the Team Member: Anne Chambers

Date:05-Aug-2011 15:26:52 User:Anne Chambers

31/08/2010 Hadleigh 79140

09/09/2010 Bethnal Green 154002

31/08/2010 Bishops Hull 157549

This date was the last day on Horizon, they then migrated overnight.

Melsonby 279309: never migrated to HNGx.

Date:05-Aug-2011 15:56:35 User:Anne Chambers

The Call record has been transferred to the team: Security Ops

The Call record has been assigned to the Team Member: Penny Thomas

Date:05-Aug-2011 16:17:25 User:Penny Thomas

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

The Call record has been assigned to the Team Member: Gerald Barnes

Date:05-Aug-2011 16:21:04 User:Gerald Barnes

Product HNG-X Platforms -- Audit Server (ARC) (version unspecified) added.

Date:05-Aug-2011 16:33:05 User:Gerald Barnes

Target Date/Time updated: new value is 03/08/2011 08:59

Development Cost updated: new cost is 1 (Man Days)

[Start of Response]

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

The platform has been specified and it is the Audit Server.

TECHNICAL SUMMARY:

The spreadsheets presented in support of prosecutions at court miss out an indication as to whether or not a transaction is a reversal.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_QUERIES

DEPENDENCIES:

There are no particular dependencies.

DEPLOYMENT DETAIL:

These are just replacement files; no reboot is required.

DEV EFFORT IN MANDAYS:

1 man day

IMPACT ON USER:

There is no particular user benefit.

IMPACT ON OPERATIONS:

Spreadsheets supplied by the prosecution team miss out an indication as to whether a transaction is a reversal.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

The prosecution team are well aware of the problem; we hope to have a release out in a few days; a KEL is therefore not required.

IMPACT ON TEST:

They just need to run FASTARQs with all the various queries and check that the HNGx spreadsheets all now have a reversal column.

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

There are few risks with this fix. It must be got out or prosecution evidence is incomplete.

LIST OF LIKELY DELIVERABLES:

Hx_AuthCds.xml
Hx_BQIOPPANBarcodes.xml
Hx_Bureau.xml
Hx_Events.xml
Hx_Events Num.xml
Hx_IOP.xml
Hx_IOPDVL.xml
Hx_IOPDVLAAdditional.xml
Hx_IOPMailService.xml
Hx_IOPMailServiceSDAddress.xml
Hx_IOPMLabel.xml
Hx_IOPPANBarcodes.xml
Hx_IOPPouchId.xml
Hx_IOP Num.xml
Hx_IOP_TITO.xml
Hx_RemittancePouches.xml
Hx_SecurityEvents.xml
Hx_Signons.xml
Hx_StockDeclarations.xml

[End of Response]

Response code to call type Y as Category 51 -- Pending -- Waiting business impact

Hours spent since call received: 2 hours

Date:05-Aug-2011 16:33:44 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- HNG-X 04.37

Date:05-Aug-2011 16:35:04 User:Gerald Barnes

Action placed on Team:RelMngmntForum

Date:05-Aug-2011 17:20:56 User:Victoria Hancock

The call Target Release has been moved to Targeted At -- Target missed need to re-target

Date:05-Aug-2011 17:22:14 User:Victoria Hancock

This needs to go before the next Audit target of 5.16.
4.37 has been applied to Live.

RM will target appropriately on Monday

Date:05-Aug-2011 17:27:25 User:Victoria Hancock

The Call record has been transferred to the team: RelMngmntForum

Date:08-Aug-2011 07:27:08 User:John Boston

The call Target Release has been moved to Targeted At -- HNG-X 04.37

Date:08-Aug-2011 07:28:18 User:John Boston

Targeted for 04.37. This is a post 04.37 Hot Fix to deliver immediatly.

Date:08-Aug-2011 07:28:21 User:John Boston

Action has been removed from the call

Date:08-Aug-2011 07:28:38 User:John Boston

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

Date:08-Aug-2011 10:45:04 User:FIT Automated User

Reference Added: Product Baseline AUDIT_QUERIES_0437_V020

Reference Added: Product Baseline AUDIT_QUERIES_0437_V020-V019

Date:08-Aug-2011 10:50:19 User:Gerald Barnes

[Start of Response]

It turns out the queries that need updating are only -

Hx_AuthCds.xml
Hx_BQIOPPANBarcodes.xml

Hx_Bureau.xql
Hx_IOP.xql
Hx_IOPDVLA.xql
Hx_IOPDVLAAdditional.xql
Hx_IOPMLabel.xql
Hx_IOPMailService.xql
Hx_IOPMailServiceSDAddress.xql
Hx_IOPPANBarcodes.xql
Hx_IOPPouchId.xql
Hx_IOP_Num.xql
Hx_IOP_TITO.xql

See email attached as evidence - "Queries to be changed".
[End of Response]
Response code to call type Y as Category 2 -- Pending -- Progress update
Hours spent since call received: 3 hours

Date:08-Aug-2011 10:51:55 User:Gerald Barnes
Evidence Added - Queries to be changed

Date:08-Aug-2011 10:58:50 User:Gerald Barnes
[Start of Response]
I tested each changed query and confirmed that the reversal indicator was shown in the final spreadsheet. I attach a test report as evidence labelled "Test Report".
[End of Response]
Response code to call type Y as Category 2 -- Pending -- Progress update
Hours spent since call received: 1 hours

Date:08-Aug-2011 10:59:20 User:Gerald Barnes
Evidence Added - Test Report

Date:08-Aug-2011 11:01:10 User:Gerald Barnes
[Start of Response]
Fixed by new queries delivered in workset AUDIT_QUERIES_0437_V020-V019.
[End of Response]
Response code to call type Y as Category 2 -- Pending -- Progress update

Date:08-Aug-2011 11:01:41 User:Gerald Barnes
Defect cause updated to 14: Development - Code

Date:08-Aug-2011 11:01:48 User:Gerald Barnes
The Call record has been transferred to the team: Dev-Int-Rel

Date:08-Aug-2011 11:10:03 User:PIT Automated User
Reference Added: Product Baseline AUDIT_QUERIES_0437_D020-D019

Date:08-Aug-2011 12:16:54 User:PIT Automated User
[Start of Response]
Assigning to Integrator
[End of Response]
Response code to call type as Category 48 ()
The incident has been transferred to the Team: Dev-Int-Rel
The incident has been assigned to the Team Member: Geoff Inglis

Date:09-Aug-2011 07:48:52 User:John Boston
Reference Added: Release PEAK PC0211891

Date:09-Aug-2011 12:16:58 User:PIT Automated User
[Start of Response]
Peak has been test installed in Integration. Moving to holding stack awaiting release
[End of Response]
Response code to call type as Category 47 ()
The incident has been transferred to the Team: Int-Rel

Date:09-Aug-2011 12:31:56 User:PIT Automated User
[Start of Response]
Integration testing complete, routing peak back to source.
[End of Response]
Response code to call type Y as Category 15 (Completed)
Target Date updated: new value is 11/08/2011 18:30
Routing to Call Logger following Final Progress update.

Date:22-Aug-2011 15:52:35 User:John Boston
Applied successfully to live Audit Servers 22/08/11. This fault peak can be closed.

Date:24-Aug-2011 12:53:41 User:Penny Thomas

[Start of Response]

Fix deployed; all appears to operating as required. Closing call.

Many thanks to all, Penny

[End of Response]

Response code to call type Y as Category 15 -- Final -- Completed

Routing to Call Logger following Final Progress update.

Date:24-Aug-2011 12:53:47 User:Penny Thomas

CALL PC0211833 closed: Category 15 Type Y

Root Cause	Development - Code
Logger	Deleted User -- Security Ops
Subject Product	General/Other/Misc -- Unknown General/Other/Misc (version unspecified)
Assignee	Deleted User -- Security Ops
Last Progress	24-Aug-2011 12:53 -- Penny Thomas