

From: Hatch, Matthew[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E2422FAE0E5F45A3BC6A4B67E55BF4D5-HATCH, MATT]
Sent: Fri 02/12/2022 10:23:07 AM (UTC)
To: paul.i.smith; GRO
lisa.millar; GRO
Cc: POA DutyManager; GRO; Bansal, Steve
(BRA01); GRO; Bothick, Sandie; GRO; Browell, Steven; GRO
Subject: HDR Defects Update Report - 02.12.2022 - v1.0
Attachment: HDR Defects Update Report 02.12.2022 v1.0.xlsx

Good Morning Paul and Lisa,

There are NO CBIF candidates to put forward this week and NO NEW DEFECTS to raise.

There is also THREE updates to the existing entries, that have been highlighted in yellow in the update column.

Changes to report and updates:

- The pivot has been updated
- The THREE updates are:
 - 1 has had the Status Update and Next Action to reflect Ian Humphries progressing Ref Data request and Fujitsu technical resources engaged for clarification around requirements
 - 1 has had the Status Update and Next Action updated to reflect that Fujitsu technical resources have commenced the design study.
 - 1 has had the Status Update and Next Action updated in line with Ian Humphries (POL) advised the reference data request has an eta of the end of week commencing 12/12.
- New Tab – Accepted Live Defects
 - We have been reviewing previous Live Defects that it has been agreed with POL do not need to be fixed. This may be because the defective area is soon to be replaced by new functionality so a fix would be of limited value e.g. issues with Help printing now we have the CWB coming along, or it may be that the defect is something Post Office agree is acceptable e.g. the change of font when we implemented Azul JRE on the counter. In the past we have closed these Peaks as requiring no further action. We believe we should still show these as Live Defects but show them as Accepted so we have the most complete picture at all times. We have reviewed past decisions and have created new Peaks and set them to the new status in our system of Accepted Live Defect. We have identified 4 and you will see these on the fortnightly ALL Live Defects report at the bottom with a status of “5 – Accepted Defect”, and also on a new tab on the weekly HDR report. When the CWB is deployed, 2 of these will be closed which will leave us with 2. We think this gives us both a more complete view of all Live Defects and also allows us, at a future date, to consider whether we now wish to progress with a fix. If you think we have missed any then please let us know and we can look into it and add them if required.

There is ONE OPEN ACTION for Fujitsu – as I have engaged technical resources and updated the HDR Extracts for the below:

- PC0295854 LST: R70.40 Ctr - System Could Hang where Ingenico does not respond - PITPOS-112
 - Status Update and Next Action reflects the latest position.
- PC0292825 Help Screen Freezing on the Counters in Branches
 - Awaiting outcome of meeting scheduled 02/12/2022, so update can be provided to POL.

I approve the minutes from the HDR Meeting on Monday 21/11 from a Fujitsu perspective.

Thanks for your support

Regards

*Matthew Hatch
Problem Manager
Fujitsu - Post Office Account*

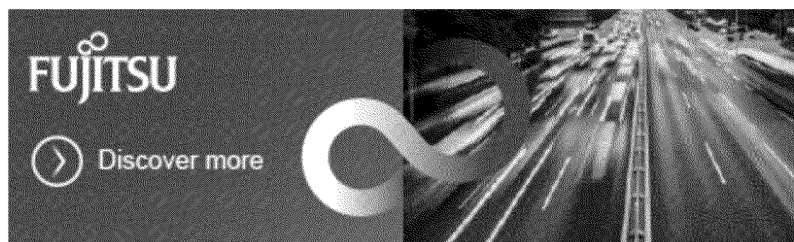
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