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Document Title:	PATHWAY RISK RESPONSE RISK : PWY064
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Abstract:	This document describes how Pathway is addressing the above risk contained in the Pathway BA/POCL Risk Register. The risk concerns the robust storage of data in a single counter post office.
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0.1.1 DOCUMENT HISTORY

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0.1	16/1/96	Draft
1.0	18/01/96	Issued

0.1.2 ASSOCIATED DOCUMENTS

Version	Date	Title	Source
13	5/1/96	BA/POCL Risk Register	

0.1.3 ABBREVIATIONS

BA	Benefits Agency
BPS	Benefit Payment Service
PAT	Project Assurance Team
PID	Project Initiation Document
POCL	Post Office Counters Limited
SIS	Strategic Infrastructure Service
SSR	Statement of Service Requirement

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1. INTRODUCTION

This paper provides the response to risk PWY064 identified by the POCL Infrastructure Strand meeting. Pathway believes that this response should enable the BA/POCL team to remove this risk from the risk register.

2. STATEMENT OF THE RISK

Please explain how you will ensure the robust storage of data in a single position office, where only a single terminal would be installed.

3. PATHWAY RESPONSE

A fundamental part of the Pathway solution to OPS and TMS is the automatic replication of transactions from an outlet to central TMS servers. This replication can be configured to occur after a certain time interval or after a certain number of transactions.

In addition replication will occur whenever an event causes the ISDN line to be opened. This would occur whenever a high priority message is received (e.g. a card stop) or is created (e.g. a foreign payment).

Whenever any of these events occurs a co-ordinated exchange takes place between TMS and OPS and any transactions that have been generated since the last replication are now sent to TMS. This is in addition to any processing of high priority messages that may be required.

Two failure scenarios may arise in a single counter post office which will require the recovery of data.

- Failure of the PC (e.g. PSU failed).

In order to facilitate the recovery of this type of failure, each PC in a single counter post office will be fitted with a exchangeable secure hard disc bay. This will allow the controlled removal of the standard hard disc by the Pathway service engineer and its replacement into the replacement new PC chassis. All system data and transaction data up to the point of failure will have been written to the exchangeable hard disc and will be preserved. The Pathway EPOS system will inform the user of the last transaction(s) that were recorded to enable entry of manual transactions if required, and to facilitate outlet accounting.

- Failure of the hard disc

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Where the hard disc has failed, the replacement disc would be automatically replenished with all transactions from the central TMS server up to the last replication.

Following this process the Pathway EPOS system will inform the user of the last known transaction(s). This will enable the clerk to determine which transactions need to be re-created from the various client vouchers and receipts that will have been collected.

This together with a comparison of stock and cash positions from a previous known point will allow the outlet accounting to be maintained.

Pathway are also considering the technical viability of using a RAM drive or equivalent storage area as an additional method of holding transactions between replications. This will enable transactions written since the last replication to TMS to be explicitly written to TMS on encountering a hard disc failure. No commitments are made on the use of this approach at this stage, and this mechanism does not represent a commitment or proposal from Pathway.

Pathway believe that the failure scenarios above are unlikely to occur more than once every four years per single counter position.

5. SUMMARY

Pathway believe that the above mechanisms provide a robust data storage facility in single counter outlets which will require minimal user involvement and will provide maximum data security and integrity in a cost effective manner.