

Progress Report for Model Office Testing - Day 3

Friday 19th February 1999

Management Summary

- All Release 1c counter activity now complete
- Issues identified with Carded Casual Agent encashments and R1c>R2 foreign encashments
- Two EPOSS issues have been highlighted which may cause data integrity issues - further investigation is underway
- All activity complete prior to Data Centre migration (planned over days 4 and 5)

Overall status of MOT testing: **GREEN**

The management summary status indicators are defined as follows;

| | |
|-------|---|
| Green | No major issues which require escalation outside of the testing arena |
| Amber | Testing have serious concerns over quality |
| Red | Major system difficulties have prevented progress |

Planned 'Key' Counter Activity

- All 1c Counters should be successfully migrated to Rel 2.0
- Benefit encashments on Rel 2.0 counters while attached to a Rel 1c Data Centre
- Transactions to prove the interim procedures where Release 2.0 functionality is available on a Release 1c Data Centre. (i.e Automated Payment transactions performed on both APT and Horizon hardware).

Actual 'Key' Counter Activity

- All BES activity was completed successfully, with two exceptions, which are detailed in the Incidents section
- Two areas of concern were identified within the EPOSS software -
 - One introduces declaration discrepancies when using the 'Edit' via the touchscreen
 - Another is intermittent, and populates the transaction stack with duplicate scales transactions.
- Both have been raised as incidents, and are currently under investigation

Overnight Processing

- Overnight processes ran without incident

Planned Interface Activity

- TIP - None planned

- **CAPS** - Batch Stop files from CAPS to Pathway. Encashments confirmations from Pathway to CAPS
- **OBCS** - transaction files delivered from Pathway for 3 outlets
- **POCL RDP** - Second planned drop of Operational Business Changes
- **HAPS** - transactions polled from 2 APT terminals

Actual Interface Activity

- **TIP** - No activity
- **CAPS** - CAPS stop files processed, and encashments received successfully.
- **OBCS** - OBCS transactions received successfully.
- **POCL RDP** - Change drop processed successfully.
- **HAPS** - APT transactions polled successfully.

Test Metrics

Test Conditions for day

| | |
|--------------------|-----|
| Conditions Passed | 416 |
| Conditions Failed | 6 |
| Conditions Not Run | 2 |
| Total | 424 |

Test Conditions for the Cycle

| | |
|--------------------|-----|
| Conditions Passed | 752 |
| Conditions Failed | 10 |
| Conditions Not Run | 55 |
| Total | 817 |

Failed test conditions are reflected by Incidents raised, i.e;

Test conditions not run were due to;

- Inability to enter a Child Benefit Allowance number during OBCS receive and issue process

Incidents Retested

Horizon Incident re-tests are derived from those outstanding at the conclusion of Model Office Rehearsal Cycle 3 and the two preapproval test phases;

| | High | Medium | Low | Total |
|---------------------------|------|--------|-----|-------|
| Re-tests planned in cycle | | | | |
| Re-tests planned to date | | | | |
| Re-tests actual to date | | | | |
| Unable to re-test | | | | |
| Re-tests failed | | | | |
| Incidents closed | | | | |
| Outstanding Re-tests | | | | |

Re-tests planned for tomorrow.

High: Medium: Low:

Details of Failed Re-Tests

None

Incidents Raised Today

| | |
|--------|---|
| High | 1 |
| Medium | 6 |
| Low | 6 |

*These categories are an initial testing impact, and are subject to Product Management confirmation

Details of High and Medium Incidents raised today

Further details are available on the Incidents Report which is sent as an appendix under separate cover.

- BES - Customer 's address changed to NFA on day -2. Later on the same day card was reported lost. A new card was expected on day 2, but did not arrive (it had not been ordered) - **HIGH priority**
- BES - A carded Casual Agent encashment could not be performed - A similar incident was raised at the same point during MOR3
- BES - Unable to perform foreign encashment - Issue occurs when trying to encash a Release 1c payment at a foreign Release 2 counter
- EPOSS - Completing a scales transaction generates two duplicate postage transactions on the transaction stack
- EPOSS - use of the 'Edit' facility introduces a discrepancy to a previously 'balanced' cash or stamp declaration
- EPOSS - various Weekly reports do not display all transactions (including pre-migration transactions)
- AP - Daily AP transaction summary does not detail BP02 transactions (i.e. performed on Horizon after migration)

Summary status of new Horizon incidents

| | High | Medium | Low | Total |
|---------------------------|------|--------|-----|-------|
| Raised during MOT | 1 | 15 | 8 | 24 |
| New Incidents Closed | | 2 | 2 | 4 |
| Outstanding new incidents | 1 | 13 | 6 | 20 |

| Summary of the above | | | | |
|----------------------------|---|---|---|----|
| Closed : | | | | |
| • Operation/Set-up problem | | 1 | | 1 |
| • Fixed for Live Trial | | 3 | | 3 |
| • No fault | | | 1 | 1 |
| • Procedural | | | 1 | 1 |
| Under Investigation with : | | | | |
| • Pathway | 1 | 9 | 6 | 16 |

| | | | | |
|-----------|---|----|---|----|
| • Horizon | | 2 | | 2 |
| | 1 | 15 | 8 | 24 |