

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

Model Office Testing

Progress Report

Final Pass

- **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

Model Office Testing Progress Report Final Pass

• Horizon		2		2
	1	15	8	24