

PinICL Expor PC0059753

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0059753	DWH - APS Transactions amalgated	13/12/2000 13:01:15	11/07/2001 11:18:11		DW/MIS
Knott			Closed		

References

Products

Product Group	Product Name	Product Version
DW/MIS		

Activities

Date	User	Comment
13/12/2000 13:01:14	Elaine Knott	References entered are:-
13/12/2000 13:01:14	Elaine Knott	Product DW/MIS added
13/12/2000 13:01:14	Elaine Knott	Target Release entered: Unknown
13/12/2000 13:01:14	Elaine Knott	DWH - APS Transactions amalgated
13/12/2000 13:01:14	Elaine Knott	There are two APS Performance Measures :
13/12/2000 13:01:14	Elaine Knott	
13/12/2000 13:01:14	Elaine Knott	A01: APS Cash Payments - No Tokens Handed Back and
13/12/2000 13:01:14	Elaine Knott	A02: APS Cash Payments - Tokens Handed Back
13/12/2000 13:01:14	Elaine Knott	
13/12/2000 13:01:14	Elaine Knott	The BO Reports however calculate the two performance measures as one - A01.
13/12/2000 13:01:14	Elaine Knott	
13/12/2000 13:01:14	Elaine Knott	On investigating this appears to be due to incorrect mapping of the APS
13/12/2000 13:01:14	Elaine Knott	Products that were expected to be associated with A02 namely :
13/12/2000 13:01:14	Elaine Knott	
13/12/2000 13:01:14	Elaine Knott	3169Teignbridge D CN
13/12/2000 13:01:14	Elaine Knott	3177North Devon Homes Ltd
13/12/2000 13:01:14	Elaine Knott	3178North Devon Homes Ltd
13/12/2000 13:01:14	Elaine Knott	

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Knott			Closed		

13/12/2000 13:01:15	Elaine Knott	CALL PC0059753 opened
13/12/2000 13:01:16	Elaine Knott	CALL PC0059753:Priority C:CallType S - Target 20/12/00 13:01:15
13/12/2000 13:01:16	Elaine Knott	The Call record has been assigned to the Team Member: Richard Jefferies
13/12/2000 13:01:17	Elaine Knott	Defect cause updated to 16:Development - Reference Data
13/12/2000 13:01:17	Elaine Knott	Hours spent since call received: 0 hours
13/12/2000 13:05:27	Elaine Knott	New evidence added - Dump txt and sql from End of Run
13/12/2000 14:12:35	Richard Jefferies	F} Response :
13/12/2000 14:12:35	Richard Jefferies	Ok.
13/12/2000 14:12:35	Richard Jefferies	[END OF REFERENCE 23742005]
13/12/2000 14:12:35	Richard Jefferies	Responded to call type S as Category 30 -TL confirmed
13/12/2000 14:12:36	Richard Jefferies	The response was delivered on the system
13/12/2000 14:12:39	Richard Jefferies	The Call record has been transferred to the Team: QFP
13/12/2000 14:12:39	Richard Jefferies	Hours spent since call received: 0 hours
13/12/2000 14:54:49	Lionel Higman	The Call record has been assigned to the Team Member: Steve Newman
13/12/2000 14:54:49	Lionel Higman	Hours spent since call received: 0 hours
13/12/2000 17:37:30	Steve Newman	F} Response :
13/12/2000 17:37:30	Steve Newman	I cannot see why it is asserted that these products are incorrectly mapped.
13/12/2000 17:37:30	Steve Newman	[END OF REFERENCE 23749700]
13/12/2000 17:37:30	Steve Newman	Responded to call type S as Category 96 -Insufficient evidence
13/12/2000 17:37:31	Steve Newman	Hours spent since call received: 0.1 hours
13/12/2000 17:37:31	Steve Newman	The response was delivered on the system
15/12/2000 11:21:09	Elaine Knott	New evidence added - Mapping spreadsheet
15/12/2000 11:21:11	Elaine Knott	F} Response :
15/12/2000 11:21:11	Elaine Knott	Attached is a spreadsheet that was provided to define the suggested new
15/12/2000 11:21:11	Elaine Knott	product mappings.
15/12/2000 11:21:11	Elaine Knott	

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Knott			Closed		
15/12/2000 11:21:11	Elaine Knott	Even if the new mappings on the system are felt to be correct the spreadsheet suggests a discrepancy.			
15/12/2000 11:21:11	Elaine Knott	[END OF REFERENCE 23785217]			
15/12/2000 11:21:11	Elaine Knott	Responded to call type S as Category 40 -Incident Under Investigation			
15/12/2000 11:21:13	Elaine Knott	The response was delivered on the system			
15/12/2000 11:21:13	Elaine Knott	The Call record has been transferred to the Team: QFP			
15/12/2000 11:21:14	Elaine Knott	Hours spent since call received: 0 hours			
15/12/2000 11:51:00	Lionel Higman	The Call record has been assigned to the Team Member: Steve Newman			
15/12/2000 11:51:01	Lionel Higman	Hours spent since call received: 0 hours			
15/12/2000 13:50:43	Steve Newman	F} Response :			
15/12/2000 13:50:43	Steve Newman	Based on the reference data there is no fault in the product. If you think			
15/12/2000 13:50:43	Steve Newman	the ref data is not correct please let me know and I will take it up with CS.			
15/12/2000 13:50:43	Steve Newman	[END OF REFERENCE 23790297]			
15/12/2000 13:50:43	Steve Newman	Responded to call type S as Category 62 -No fault in product			
15/12/2000 13:50:44	Steve Newman	Hours spent since call received: 0.1 hours			
15/12/2000 13:50:44	Steve Newman	The response was delivered on the system			
20/12/2000 09:39:56	Elaine Knott	F} Response :			
20/12/2000 09:39:56	Elaine Knott	I refer to my previous statement			
20/12/2000 09:39:56	Elaine Knott				
20/12/2000 09:39:56	Elaine Knott	Attached is a spreadsheet that was provided to define the suggested new			
20/12/2000 09:39:56	Elaine Knott	product mappings.			
20/12/2000 09:39:56	Elaine Knott				
20/12/2000 09:39:56	Elaine Knott	Even if the new mappings on the system are felt to be correct the			
20/12/2000 09:39:56	Elaine Knott	spreadsheet			
20/12/2000 09:39:56	Elaine Knott	suggests a discrepancy - AS IT SUGGESTS a new transaction_ID of			
20/12/2000 09:39:56	Elaine Knott	2 and transaction mapping APS – Cash Payments – Tokens handed back to			

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Knott			Closed		

20/12/2000 09:39:56 Elaine Knott customer, whereas the table PPC_A06_MAP has a transaction type of 1 for this
20/12/2000 09:39:56 Elaine Knott and the other products listed below.

20/12/2000 09:39:56 Elaine Knott

20/12/2000 09:39:56 Elaine Knott Additionally on reading DW/SLA/010 regarding this it states : 'Tokens handed
20/12/2000 09:39:56 Elaine Knott back', Peter Robinson took an action to resolve with Customer
20/12/2000 09:39:56 Elaine Knott Requirements/POCL the exact interpretation of 'Tokens handed back' in
20/12/2000 09:39:56 Elaine Knott relation to transaction identification for SLAs as defined in E08.

20/12/2000 09:39:56 Elaine Knott

20/12/2000 09:39:56 Elaine Knott However it also states that 'No Change is expected or proposed'

20/12/2000 09:39:56 Elaine Knott

20/12/2000 09:39:56 Elaine Knott Referring to Team Leader for guidance as to whether this should be persued.
20/12/2000 09:39:56 Elaine Knott [END OF REFERENCE 23850114]

20/12/2000 09:39:57 Elaine Knott Responded to call type S as Category 40 -Incident Under Investigation

20/12/2000 09:39:57 Elaine Knott The response was delivered on the system

20/12/2000 09:39:58 Elaine Knott The Call record has been assigned to the Team Member: Richard Jefferies

20/12/2000 09:39:59 Elaine Knott Hours spent since call received: .5 hours

25/01/2001 11:38:58 Richard Jefferies FAO Steve Newman,

25/01/2001 11:38:58 Richard Jefferies Steve, I accept that with the mappings as they stand there is 'no fault in
25/01/2001 11:38:58 Richard Jefferies product' as the software can do nothing but amalgamate the transactions. We,
25/01/2001 11:38:58 Richard Jefferies in System Test, can only test to a given snapshot of Standing Data and from
25/01/2001 11:38:58 Richard Jefferies that perspective we must give it a tick in the box.

25/01/2001 11:38:58 Richard Jefferies However, can this PinICL not now be used to question the correctness of the
25/01/2001 11:38:58 Richard Jefferies mapping themselves? You advise in your response above (timestamp 15/12/2000
25/01/2001 11:38:58 Richard Jefferies 13:50:43) to let you know if we think there is a fault in the ref data - I
25/01/2001 11:38:58 Richard Jefferies believe that Elaine is doing that. If you'd rather that PinICL was not the
25/01/2001 11:38:58 Richard Jefferies means by which to highlight this issue then please route the PinICL back for

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25/01/2001 11:38:58	Richard Jefferies	closure, but we did use to use PinICL to raise comments against the old CON
25/01/2001 11:38:58	Richard Jefferies	Standing Data ...
25/01/2001 11:39:02	Richard Jefferies	The Call record has been transferred to the Team: QFP
25/01/2001 11:39:02	Richard Jefferies	Hours spent since call received: 0 hours
25/01/2001 12:20:07	Lionel Higman	The Call record has been assigned to the Team Member: Steve Newman
25/01/2001 12:20:07	Lionel Higman	Hours spent since call received: 0 hours
26/01/2001 12:07:22	Steve Newman	Customer services have the responsibility and the tools to maintain the
26/01/2001 12:07:22	Steve Newman	mapping of POCL products to transactions types. As far as I am aware there
26/01/2001 12:07:22	Steve Newman	is no formally defined process to determine which transaction type should be
26/01/2001 12:07:22	Steve Newman	allocated to a product. This is a deficiency that Pathway should rectify.
26/01/2001 12:07:22	Steve Newman	So as to be able to progress this I would like to get a snapshot of the
26/01/2001 12:07:22	Steve Newman	current position in the live DWh. Please attach to this PinICL an extract,
26/01/2001 12:07:22	Steve Newman	from the live DWh, of the current mappings. This is effectively to repeat
26/01/2001 12:07:22	Steve Newman	the process that was run to produce the csv files that were used while
26/01/2001 12:07:22	Steve Newman	implementing CP2358.
26/01/2001 12:07:24	Steve Newman	The Call record has been transferred to the Team: CFMSupport-2nd
26/01/2001 12:07:24	Steve Newman	Hours spent since call received: 0.5 hours
26/01/2001 13:00:57	Stephen Fowler	New evidence added - Excel file of ppc_a06_mapping table from live
26/01/2001 13:00:57	Stephen Fowler	The Call record has been transferred to the Team: QFP
26/01/2001 13:00:58	Stephen Fowler	Hours spent since call received: 1 hours
26/01/2001 14:15:30	Lionel Higman	The Call record has been assigned to the Team Member: Steve Newman
26/01/2001 14:15:31	Lionel Higman	Hours spent since call received: 0 hours
30/01/2001 18:57:09	Steve Newman	New evidence added - Excel Spreadsheet showing live mapping of Products
30/01/2001 18:57:15	Steve Newman	F} Response :
30/01/2001 18:57:17	Steve Newman	I am happy to take up reference data problems with CS. I am however
30/01/2001 18:57:17	Steve Newman	reluctant to suggest that mappings may be incorrect simply because they have

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30/01/2001 18:57:17	Steve Newman	changed. Please explain why you think there is a problem with the data.
30/01/2001 18:57:17	Steve Newman	[END OF REFERENCE 24483614]
30/01/2001 18:57:19	Steve Newman	Responded to call type S as Category 62 -No fault in product
30/01/2001 18:57:21	Steve Newman	Hours spent since call received: 0.1 hours
30/01/2001 18:57:28	Steve Newman	The response was delivered on the system
05/02/2001 10:27:16	Elaine Knott	F} Response :
05/02/2001 10:27:18	Elaine Knott	F.A.O. Richard Jefferies
05/02/2001 10:27:18	Elaine Knott	
05/02/2001 10:27:18	Elaine Knott	Richard I thought that I HAD explained why I think there is a problem with
05/02/2001 10:27:18	Elaine Knott	the data. I have now completed testing having amended test data and proven
05/02/2001 10:27:18	Elaine Knott	that the figures will report correctly with different data.
05/02/2001 10:27:18	Elaine Knott	
05/02/2001 10:27:18	Elaine Knott	I can do no more!!!!
05/02/2001 10:27:18	Elaine Knott	[END OF REFERENCE 24591318]
05/02/2001 10:27:23	Elaine Knott	Responded to call type S as Category 40 -Incident Under Investigation
05/02/2001 10:27:33	Elaine Knott	The response was delivered on the system
05/02/2001 10:27:45	Elaine Knott	The Call record has been assigned to the Team Member: Richard Jefferies
05/02/2001 10:27:46	Elaine Knott	Hours spent since call received: .5 hours
12/03/2001 11:37:23	Richard Jefferies	FAO Pete Jobson,
12/03/2001 11:37:23	Richard Jefferies	Following your discussions with Elaine ... would you like to make use of this
12/03/2001 11:37:23	Richard Jefferies	PiniCL now that you are back, or would you rather that it just went away
12/03/2001 11:37:23	Richard Jefferies	quietly and died?
12/03/2001 11:37:25	Richard Jefferies	The Call record has been transferred to the Team: QFP
12/03/2001 11:37:26	Richard Jefferies	Hours spent since call received: 0 hours
12/03/2001 12:29:30	Lionel Higman	The Call record has been assigned to the Team Member: Peter Jobson
12/03/2001 12:29:30	Lionel Higman	Hours spent since call received: 0 hours

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Knott			Closed		
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)	The mappings for these products has changed. CS are allowed to change the mappings to whatever they see fit. One would hope that they have agreed the content of the spreadsheet with POCL and then agreed any changes thereafter as noted in the SLA Steering Group Meeting No. 8....			
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)	"PJb has provided design and mapping documentation to GW for review and approval prior to passing to POCL to provide the requested evidence that Pathway is moving forward on the calculation of volumetrics for the new invoice. PR to do a sense check on the mapping. No obvious errors were found. GW was asked to provide his approval. Action closed. PR will establish the meaning of 'tokens handed back'. PW will review the process for new products"			
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)	GW: Graham Wingrove, PR: Peter Robinson, PW: Paul Westfield.			
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)				
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)	If we assume that the Spreadsheet was agreed with POCL, then the mappings are			

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Knott			Closed		

12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)	now incorrect - and this is the point of the PiniCL. If, however, the
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)	subsequent changes have also been agreed with POCL, then we can close the
12/03/2001 14:11:49	Deleted user (Peter Jobson Aug01)	PiniCL
12/03/2001 14:11:51	Deleted user (Peter Jobson Aug01)	The Call record has been transferred to the Team: PWAY Ref Data
12/03/2001 14:11:51	Deleted user (Peter Jobson Aug01)	Hours spent since call received: 0.2 hours
13/03/2001 08:50:26	Duncan MacDonald	The Call record has been transferred to the Team: CS-RefDataTeam
13/03/2001 08:50:26	Duncan MacDonald	Hours spent since call received: 0 hours
13/03/2001 09:26:35	Martin Hudson	The Call record has been assigned to the Team Member: Martin Hudson
13/03/2001 09:26:35	Martin Hudson	Hours spent since call received: 0 hours
13/03/2001 14:48:51	Lionel Higman	Target Release updated to CI4S10
13/03/2001 16:00:47	Martin Hudson	The draft version of the spreadsheet used to convert all product mappings for
13/03/2001 16:00:47	Martin Hudson	CP2358 had incorrect new transaction types for these three products. This was
13/03/2001 16:00:47	Martin Hudson	corrected for the final version of the spreadsheet. These three products are
13/03/2001 16:00:47	Martin Hudson	correctly mapped.
13/03/2001 16:00:47	Martin Hudson	Routing back to QFP, fao Peter Jobson.
13/03/2001 16:00:48	Martin Hudson	The Call record has been transferred to the Team: QFP
13/03/2001 16:00:48	Martin Hudson	Hours spent since call received: 0 hours
13/03/2001 16:10:40	Lionel Higman	The Call record has been assigned to the Team Member: Peter Jobson
13/03/2001 16:10:40	Lionel Higman	Hours spent since call received: 0 hours
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	Martin's response does not cover the wider issue of agreeing our product
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	mappings with POCL. These mappings are used to determine which transactions

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Knott			Closed		

13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	are measured against which performance measures and also determine how
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	transactions are totalled to create our monthly invoice volumetrics.
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	Any Errors in the mappings will cause Pathway to incorrectly state the
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	figures that are declared to POCL.
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	Therefore, we need to openly declare how we have mapped our products and
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	require a process in place that allows us to regularly review future mappings.
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	I believe that the action to put this process in place was finally with Steve
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	Muchow when the SLA Steering Group had its final meeting.
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	This is a hot issue with Tony Oppenheim who is concerned with the figures
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	that we will be reporting to POCL when we begin Monthly Invoice from April.
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	
13/03/2001 16:52:56	Deleted user (Peter Jobson Aug01)	Routing for attn: Steve Muchow

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Knott			Closed		

13/03/2001 16:52:57	Deleted user (Peter Jobson Aug01)	The Call record has been transferred to the Team: Cust. Services
13/03/2001 16:52:58	Deleted user (Peter Jobson Aug01)	Defect cause updated to 41:General - in Procedure
13/03/2001 16:52:58	Deleted user (Peter Jobson Aug01)	Hours spent since call received: 0.1 hours
16/03/2001 11:56:42	Janet Reynolds	Printed off call and passed to S Muchow Director CS.
20/03/2001 14:31:10	Janet Reynolds	Response from Peter Robinson:
20/03/2001 14:31:10	Janet Reynolds	IAW IAS The following token codes are classified as tokens handed back:
20/03/2001 14:31:10	Janet Reynolds	379, 416, 384, 2289, 2625. All others are no tokens handed back
20/03/2001 14:31:10	Janet Reynolds	transactions (valid as at 01 12 00).
20/03/2001 14:31:11	Janet Reynolds	The Call record has been transferred to the Team: QFP
20/03/2001 14:31:11	Janet Reynolds	Hours spent since call received: 0.0 hours
20/03/2001 14:51:22	Lionel Higman	The Call record has been assigned to the Team Member: Peter Jobson
20/03/2001 14:51:22	Lionel Higman	Hours spent since call received: 0 hours
23/03/2001 10:31:16	Deleted user (Peter Jobson Aug01)	F} Response :
23/03/2001 10:31:16	Deleted user (Peter Jobson Aug01)	Elaine: can you please check PRs statement against the standing data? If the
23/03/2001 10:31:16	Deleted user (Peter Jobson Aug01)	mapping is incorrect, then this becomes a live issue. Sorry the status is at
23/03/2001 10:31:16	Deleted user (Peter Jobson Aug01)	Final, I cannot see any other way of getting the pinICL back to you.
23/03/2001 10:31:16	Deleted user (Peter Jobson Aug01)	[END OF REFERENCE 25411063]
23/03/2001 10:31:16	Deleted user (Peter Jobson Aug01)	Responded to call type S as Category 68 -Administrative Response
23/03/2001 10:31:16	Deleted user (Peter Jobson Aug01)	Hours spent since call received: 0.1 hours

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Knott			Closed		

23/03/2001 10:31:17	Deleted user (Peter Jobson Aug01)	The response was delivered on the system
08/05/2001 13:29:50	Elaine Knott	F} Response :
08/05/2001 13:29:50	Elaine Knott	At the latest M1R build on our rig only product 3721 (which cannot be found in the POCL Products Code table) is set to SA06_TRANSACTION_TYPE 2 in the ppc_A06_map table, i.e. APS - Cash Payments - Tokens handed back to customer
08/05/2001 13:29:50	Elaine Knott	[END OF REFERENCE 26001179]
08/05/2001 13:29:50	Elaine Knott	Responded to call type S as Category 40 -Incident Under Investigation
08/05/2001 13:29:50	Elaine Knott	The response was delivered on the system
08/05/2001 13:29:51	Elaine Knott	Call transferred to team: CFM-Dev (Routed via Group, no Product match)
08/05/2001 13:29:52	Elaine Knott	Hours spent since call received: 0 hours
09/05/2001 10:50:15	Stephen Fowler	The Call record has been transferred to the Team: QFP
09/05/2001 10:50:15	Stephen Fowler	Hours spent since call received: 0.1 hours
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	FAO: Martin Hudson.
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	Peter Robinson has stated that:
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	Response from Peter Robinson:
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	IAW IAS The following token codes are classified as tokens handed back:
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	379, 416, 384, 2289, 2625. All others are no tokens handed back
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	transactions (valid as at 01 12 00).
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	

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Knott			Closed		

09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	However, these products are not mapped to the correct transaction type.
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	Would you please re-map these products on the Live system or advise how we
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	may close this PinICL once and for all?
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	FAO: Elaine/Richard. This PinICL is regarding the mapping which is the
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	responsibility of CS. Please do not route to DWh Development or support in
09/05/2001 10:57:32	Deleted user (Peter Jobson Aug01)	furture.
09/05/2001 10:57:33	Deleted user (Peter Jobson Aug01)	The Call record has been transferred to the Team: Cust. Services
09/05/2001 10:57:33	Deleted user (Peter Jobson Aug01)	Hours spent since call received: 0.1 hours
09/05/2001 15:47:43	Martin Hudson	The Call record has been transferred to the Team: CS-RefDataTeam
09/05/2001 15:47:44	Martin Hudson	Hours spent since call received: 0 hours
09/05/2001 15:48:07	Martin Hudson	The Call record has been assigned to the Team Member: Martin Hudson
09/05/2001 15:48:07	Martin Hudson	Hours spent since call received: 0 hours
21/05/2001 13:52:59	Martin Hudson	FAO: Peter Jobson:
21/05/2001 13:52:59	Martin Hudson	
21/05/2001 13:52:59	Martin Hudson	As far as I am concern, I gave you the information to close this PinICL on
21/05/2001 13:52:59	Martin Hudson	13/03/01 but you kept the PinICL open to 'cover the wider issue'.
21/05/2001 13:52:59	Martin Hudson	
21/05/2001 13:52:59	Martin Hudson	Although nothing to do with the original PinICL, I have discussed the real
21/05/2001 13:52:59	Martin Hudson	'token handed back' products with Peter Robinson. He has confirmed that the

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0059753	DWH - APS Transactions amalgated	13/12/2000 13:01:15	11/07/2001 11:18:11		DW/MIS
Knott			Closed		

21/05/2001 13:52:59	Martin Hudson	list above is still up-to-date and I have updated CON.
21/05/2001 13:52:59	Martin Hudson	
21/05/2001 13:52:59	Martin Hudson	I trust that we can now close this PinICL.
21/05/2001 13:52:59	Martin Hudson	
21/05/2001 13:52:59	Martin Hudson	Routing back to QFP f.a.o. Peter Jobson.
21/05/2001 13:53:00	Martin Hudson	The Call record has been transferred to the Team: QFP
21/05/2001 13:53:01	Martin Hudson	Hours spent since call received: 0 hours
21/05/2001 14:13:52	Lionel Higman	The Call record has been assigned to the Team Member: Peter Ambrose
21/05/2001 14:13:52	Lionel Higman	Hours spent since call received: 0 hours
06/07/2001 13:40:11	Peter Ambrose	F} Response :
06/07/2001 13:40:11	Peter Ambrose	Elaine
06/07/2001 13:40:11	Peter Ambrose	Are these codes now, by chance, mapped correctly or do we need to continue to
06/07/2001 13:40:11	Peter Ambrose	pursue this?
06/07/2001 13:40:11	Peter Ambrose	[END OF REFERENCE 26886441]
06/07/2001 13:40:11	Peter Ambrose	Responded to call type S as Category 38 -Potential Problem Identified
06/07/2001 13:40:12	Peter Ambrose	The response was delivered on the system
06/07/2001 13:40:12	Peter Ambrose	The Call record has been transferred to the Team: AP System Test
06/07/2001 13:40:13	Peter Ambrose	Hours spent since call received: .3 hours
09/07/2001 08:46:08	Richard Jefferies	The Call record has been assigned to the Team Member: Elaine Knott
09/07/2001 08:46:09	Richard Jefferies	Hours spent since call received: 0 hours
09/07/2001 12:59:32	Elaine Knott	F} Response :
09/07/2001 12:59:34	Elaine Knott	FAO: Peter Ambrose
09/07/2001 12:59:34	Elaine Knott	
09/07/2001 12:59:34	Elaine Knott	Having checked our Rig and BTC's rig these products haven't been mapped as
09/07/2001 12:59:34	Elaine Knott	part of the standard build.
09/07/2001 12:59:34	Elaine Knott	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0059753	DWH - APS Transactions amalgated	13/12/2000 13:01:15	11/07/2001 11:18:11		DW/MIS
Knott			Closed		

09/07/2001 12:59:34 Elaine Knott We appreciate that given the realities of the real world we may well be out of step and that it is only where we have had fixed documentation that we have been able to highlight discrepancies as above which would affect live.

09/07/2001 12:59:34 Elaine Knott

09/07/2001 12:59:34 Elaine Knott

09/07/2001 12:59:34 Elaine Knott

09/07/2001 12:59:34 Elaine Knott What I think may need to happen is for an exercise to be undertaken (as happened about 18 months ago) documenting the live standing data and then our test 'standing data', as installed on build, to be as up to date as it can be and conform to the documented norm.

09/07/2001 12:59:34 Elaine Knott

09/07/2001 12:59:34 Elaine Knott

09/07/2001 12:59:34 Elaine Knott In the absence of this, however, currently both myself and Neil Gormley map our own products to enable testing of this product type and SLA.

09/07/2001 12:59:34 Elaine Knott

09/07/2001 12:59:34 Elaine Knott [END OF REFERENCE 26907145]

09/07/2001 12:59:45 Elaine Knott Responded to call type S as Category 40 -Incident Under Investigation

09/07/2001 12:59:49 Elaine Knott The response was delivered on the system

09/07/2001 12:59:50 Elaine Knott The Call record has been transferred to the Team: QFP

09/07/2001 12:59:51 Elaine Knott Hours spent since call received: 0 hours

09/07/2001 16:02:37 Lionel Higman The Call record has been assigned to the Team Member: Peter Ambrose

09/07/2001 16:02:37 Lionel Higman Hours spent since call received: 0 hours

09/07/2001 16:32:24 Peter Ambrose F} Response :

09/07/2001 16:32:24 Peter Ambrose Elaine,

09/07/2001 16:32:24 Peter Ambrose It appears, as you suggest, that the only way anything will happen is to identify real problems in live as part of a live/test reconciliation process.

09/07/2001 16:32:24 Peter Ambrose I suggest that you either keep this PinICL in SystemTest 'futures' or close it and document the future requirement for the test rigs.

09/07/2001 16:32:24 Peter Ambrose [END OF REFERENCE 26912191]

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0059753	DWH - APS Transactions amalgated	13/12/2000 13:01:15	11/07/2001 11:18:11		DW/MIS
Knott			Closed		

09/07/2001 16:32:25	Peter Ambrose	Responded to call type S as Category 40 -Incident Under Investigation
09/07/2001 16:32:25	Peter Ambrose	The response was delivered on the system
09/07/2001 16:32:26	Peter Ambrose	The Call record has been transferred to the Team: AP System Test
09/07/2001 16:32:26	Peter Ambrose	Hours spent since call received: .3 hours
10/07/2001 11:18:28	Richard Jefferies	The Call record has been assigned to the Team Member: Elaine Knott
10/07/2001 11:18:28	Richard Jefferies	Hours spent since call received: 0 hours
11/07/2001 11:17:43	Elaine Knott	F} Response :
11/07/2001 11:17:44	Elaine Knott	Further to my conversation with Pete Ambrose today, it has been recognised
11/07/2001 11:17:44	Elaine Knott	that the standing data within live and test cannot be guaranteed to be the
11/07/2001 11:17:44	Elaine Knott	same.
11/07/2001 11:17:44	Elaine Knott	
11/07/2001 11:17:44	Elaine Knott	However, as we have no guidance on what is out in live we have no way of
11/07/2001 11:17:44	Elaine Knott	testing for consistency and can merely prove that the data warehouse will
11/07/2001 11:17:44	Elaine Knott	undertaken the calculations, aggregations correctly should products be mapped
11/07/2001 11:17:44	Elaine Knott	in certain ways.
11/07/2001 11:17:44	Elaine Knott	
11/07/2001 11:17:44	Elaine Knott	As for placing this PinICL in a 'futures' stack or documenting the future
11/07/2001 11:17:44	Elaine Knott	requirement again, having clarified with Peter, this is not feasible.
11/07/2001 11:17:44	Elaine Knott	
11/07/2001 11:17:44	Elaine Knott	Basically, we will test as thoroughly and efficiently as we can, but without
11/07/2001 11:17:44	Elaine Knott	a definition of the 'live' standing data (which will need to be kept up to
11/07/2001 11:17:44	Elaine Knott	date for each release and then the test rigs being built with this 'live'
11/07/2001 11:17:44	Elaine Knott	set) we will never be in the position to test the standing data itself and
11/07/2001 11:17:44	Elaine Knott	have to be content with testing that the system will process correctly based
11/07/2001 11:17:44	Elaine Knott	upon our tests.
11/07/2001 11:17:44	Elaine Knott	

Ref	Summary	Opened	Last update	Customer	Product Group
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PC0059753	DWH - APS Transactions amalgated	13/12/2000 13:01:15	11/07/2001 11:18:11		DW/MIS
Knott			Closed		

11/07/2001 11:17:44	Elaine Knott	As such, I am to close this PinICL, the discrepancy first noted has been
11/07/2001 11:17:44	Elaine Knott	highlighted and since dealt with.
11/07/2001 11:17:44	Elaine Knott	
11/07/2001 11:17:44	Elaine Knott	Pete Ambrose advised he will investigate whether a process between CS and CFM
11/07/2001 11:17:44	Elaine Knott	can be instigated to attempt to keep the build standing data and live
11/07/2001 11:17:44	Elaine Knott	standing data in line.
11/07/2001 11:17:44	Elaine Knott	
11/07/2001 11:17:44	Elaine Knott	[END OF REFERENCE 26930014]
11/07/2001 11:17:44	Elaine Knott	Responded to call type S as Category 68 -Administrative Response
11/07/2001 11:17:45	Elaine Knott	Hours spent since call received: 0 hours
11/07/2001 11:17:45	Elaine Knott	The response was delivered on the system
11/07/2001 11:18:11	Elaine Knott	CALL PC0059753 closed: Category 68, Type S
11/07/2001 11:18:11	Elaine Knott	Hours spent since call received: 1 hours