

ICL Pathway

Acceptance Deposition
Acceptance Incident 378

Ref: CR/ACD/378
Version: 0.3
Date: 16/9/99

Document Title: Acceptance Resolution Plan for Acceptance Incident 378

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Abstract: This document contains ICL Pathway's Resolution Plan in respect of Acceptance Incident 378.

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0 Document control**0.1 Document history**

Version	Date	Reason
0.1	20/8/99	Initial draft for comments
0.2	25/8/99	Version for the Expert and workshop 26/8
0.3	16/9/99	Updated.

0.2 Approval authorities

Name	Position	Signature	Date
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0.3 Associated documents

Reference	Vers	Title	Source
		AI378 TIP Incident Status Report	Pathway

0.4 AbbreviationsTMS
TIP

ICL Pathway

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1 Purpose

This document contains ICL Pathway's Resolution Plan in respect of Acceptance Incident 378.

2 Summary

ICL Pathway distributed the fix to the original incident, of which there were five occurrences, on 9-10 August. ICL Pathway is preparing an extension to this fix to cover a similar incident.

3 Criteria

The Criterion under test is 831/1.

"The Contractor shall support interfaces from TMS and Outlets to Transaction Information Processing TIP".

4 POCL position

Based upon the minutes of the Acceptance Board Meeting of 18 August 1999, POCL contended that:

"rectification activity had not been successful and further analysis was awaited from Pathway".

5 Pathway position

5.1 Further analysis from Pathway

The original incident that gave rise to AI 378 was diagnosed and a fix was distributed to the counters on 9-10 August. There had been two occurrences.

A further three incidents were reported all relating to the period before 10 August.

A further incident with similar symptoms, but a different root cause (TIP 916) has been reported and is being diagnosed and the system made robust against such occurrences.

5.2 Resolution

ICL Pathway will continue to monitor for such incidents and fix them. The incidents are tracked at the detailed level in *AI378 TIP Incident Status Report*.

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5.3 Clearance action

The clearance plan is to monitor the live system for any re-occurrence of such incidents. The fix implemented on 9-10 August has been in monitored as successful for over a month.

The fix for TIP 916 is in preparation and will be monitored for a period of two weeks after implementation.