

PinICL Expor PC0028993

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028993	NR0951: CSR: Agent Ref Data	25/08/1999 13:39:44	30/09/1999 17:09:59		General/Other/Misc
Conniss	MiMAN refinements		Closed		

References

Name	Value
Work Package	PWY_WP_5377
Call reference	PC0028839
Call reference	PC0028903

Products

Product Group	Product Name	Product Version
General/Other/Misc		

Activities

Date	User	Comment
25/08/1999 13:39:44	Deirdre Conniss	CALL PC0028993 opened
25/08/1999 13:39:44	Deirdre Conniss	References entered are:-
25/08/1999 13:39:44	Deirdre Conniss	T Work Package : PWY_WP_5377
25/08/1999 13:39:44	Deirdre Conniss	Call reference : PC0028839
25/08/1999 13:39:44	Deirdre Conniss	Call reference : PC0028903
25/08/1999 13:39:44	Deirdre Conniss	Product General/Other/Misc added
25/08/1999 13:39:44	Deirdre Conniss	Target Release entered: IR - CSR
25/08/1999 13:39:44	Deirdre Conniss	NR0951: CSR: Agent Ref Data MiMAN refinements
25/08/1999 13:39:44	Deirdre Conniss	Raised to progress WP_5377 (MiMAN exception conditions refinement) to live
25/08/1999 13:39:44	Deirdre Conniss	Agents at Bootle and Wigan and the RDT Verification Rig at BRA01, after
25/08/1999 13:39:44	Deirdre Conniss	testing by OTT at BRA01.
25/08/1999 13:39:45	Deirdre Conniss	CALL PC0028993:Priority B:CallType R - Target 23/09/99 20:00:00
25/08/1999 13:48:41	Deirdre Conniss	Over to you Neil for onward transmission to CM.
25/08/1999 13:48:42	Deirdre Conniss	New evidence added - NR0951
25/08/1999 13:48:43	Deirdre Conniss	The Call record has been assigned to the Team Member: Neil Forde
25/08/1999 13:48:43	Deirdre Conniss	Defect cause updated to 41:General - in Procedure
25/08/1999 13:48:43	Deirdre Conniss	Hours spent since call received: 0 hours
25/08/1999 13:55:02	Brian Bradley	Fasttracked WP_5377

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25/08/1999 13:55:12	Brian Bradley	evidence updated - NR0951
25/08/1999 13:55:14	Brian Bradley	The Call record has been assigned to the Team Member: Amit Chauhan
25/08/1999 13:55:14	Brian Bradley	Hours spent since call received: 0 hours
26/08/1999 09:00:49	Deleted user (Amit Chauhan left Jul/00)	evidence updated - NR0951
26/08/1999 09:00:51	Deleted user (Amit Chauhan left Jul/00)	The Call record has been assigned to the Team Member: Pat Lywood
26/08/1999 09:00:51	Deleted user (Amit Chauhan left Jul/00)	Hours spent since call received: 0 hours
23/09/1999 14:08:50	Marshall Cumming	Ken, please get OSD to place the file(s) on the relevant agent boxes on the
23/09/1999 14:08:50	Marshall Cumming	.26 and .28 OTT rigs.
23/09/1999 14:08:52	Marshall Cumming	The Call record has been assigned to the Team Member: Ken Wood
23/09/1999 14:08:52	Marshall Cumming	Hours spent since call received: 00.5 hours
23/09/1999 14:20:14	Deleted User (Brian Micetich feb01)	F} Response :
23/09/1999 14:20:14	Deleted User (Brian Micetich feb01)	NR0951 please place the file(s) on the relevant agent boxes on the
23/09/1999 14:20:14	Deleted User (Brian Micetich feb01)	.26 and .28 OTT rigs.
23/09/1999 14:20:14	Deleted User (Brian Micetich feb01)	[END OF REFERENCE 12504091]
23/09/1999 14:20:14	Deleted User (Brian Micetich feb01)	Responded to call type R as Category 2 -Progress update
23/09/1999 14:20:15	Deleted User (Brian Micetich feb01)	The response was delivered on the system
23/09/1999 14:20:16	Deleted User (Brian Micetich feb01)	The Call record has been assigned to the Team Member: OSD-NT
23/09/1999 14:20:16	Deleted User (Brian Micetich feb01)	Hours spent since call received: .2 hours
23/09/1999 14:57:45	Paul Simpson	The Call record has been assigned to the Team Member: Victor Carmichael

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23/09/1999 14:57:46	Paul Simpson	Hours spent since call received: 0 hours
23/09/1999 15:14:32	Aaron Torrens	NR0951 now applied to .26 and .28 rig at Bracknell.
23/09/1999 15:14:33	Aaron Torrens	The Call record has been assigned to the Team Member: Brian Micetich
23/09/1999 15:14:33	Aaron Torrens	Hours spent since call received: .5 hours
23/09/1999 16:03:00	Ken Wood	evidence deleted - NR0951
23/09/1999 16:03:00	Ken Wood	New evidence added - NR0951: CSR: Agent Ref Data MiMAN refinements
23/09/1999 16:03:01	Ken Wood	F} Response :
23/09/1999 16:03:01	Ken Wood	NR0951 has been put on to the .26 & .28 rigs in BRA01. Passing to OTT for
23/09/1999 16:03:01	Ken Wood	testing
23/09/1999 16:03:01	Ken Wood	[END OF REFERENCE 12506825]
23/09/1999 16:03:01	Ken Wood	Responded to call type R as Category 2 -Progress update
23/09/1999 16:03:02	Ken Wood	The response was delivered on the system
23/09/1999 16:03:03	Ken Wood	The Call record has been assigned to the Team Member: Pat Lywood
23/09/1999 16:03:03	Ken Wood	Hours spent since call received: .1 hours
29/09/1999 15:06:55	Pat Lywood	evidence updated - NR0951: CSR: Agent Ref Data MiMAN refinements
29/09/1999 15:07:53	Pat Lywood	John, Release note is back to you for release to live. Fix tested ok in OTT.
29/09/1999 15:07:53	Pat Lywood	- Pat
29/09/1999 15:08:25	Pat Lywood	The Call record has been assigned to the Team Member: John Budworth
29/09/1999 15:08:25	Pat Lywood	Hours spent since call received: 0 hours
29/09/1999 16:16:46	John Budworth	Please progress to live.
29/09/1999 16:16:47	John Budworth	evidence updated - NR0951: CSR: Agent Ref Data MiMAN refinements
29/09/1999 16:16:48	John Budworth	The Call record has been assigned to the Team Member: Steve Gardiner
29/09/1999 16:16:48	John Budworth	Hours spent since call received: 0 hours
29/09/1999 16:37:12	Ken Wood	F} Response :
29/09/1999 16:37:12	Ken Wood	Passing to OSD-NT to put to live at Bootle & Wigan, and RDT verification
29/09/1999 16:37:12	Ken Wood	agents in BRA01

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29/09/1999 16:37:12	Ken Wood	[END OF REFERENCE 12592178]
29/09/1999 16:37:12	Ken Wood	Responded to call type R as Category 2 -Progress update
29/09/1999 16:37:13	Ken Wood	The response was delivered on the system
29/09/1999 16:37:14	Ken Wood	The Call record has been assigned to the Team Member: OSD-NT
29/09/1999 16:37:14	Ken Wood	Hours spent since call received: .1 hours
30/09/1999 14:07:07	Warren Welsh	NR0951 applied to live and RDT rigs.
30/09/1999 14:21:33	Ken Wood	The Call record has been assigned to the Team Member: Ken Wood
30/09/1999 14:21:34	Ken Wood	Hours spent since call received: .3 hours
30/09/1999 14:36:29	Ken Wood	evidence deleted - NR0951: CSR: Agent Ref Data MiMAN refinements
30/09/1999 14:36:29	Ken Wood	New evidence added - NR0951: CSR: Agent Ref Data MiMAN refinements
30/09/1999 14:36:30	Ken Wood	F} Response :
30/09/1999 14:36:31	Ken Wood	NR0951 has been applied to live and RDT rigs in BRA01
30/09/1999 14:36:31	Ken Wood	[END OF REFERENCE 12607357]
30/09/1999 14:36:31	Ken Wood	Responded to call type R as Category 2 -Progress update
30/09/1999 14:36:31	Ken Wood	The response was delivered on the system
30/09/1999 14:36:32	Ken Wood	The Call record has been assigned to the Team Member: Amit Chauhan
30/09/1999 14:36:32	Ken Wood	Hours spent since call received: .1 hours
30/09/1999 14:52:01	John Moran	evidence updated - NR0951: CSR: Agent Ref Data MiMAN refinements
30/09/1999 14:52:02	John Moran	F} Response :
30/09/1999 14:52:02	John Moran	i have updated the release note and forwarded the release object to live
30/09/1999 14:52:02	John Moran	estate. sending pinicl to rm for closure...
30/09/1999 14:52:02	John Moran	[END OF REFERENCE 12607847]
30/09/1999 14:52:02	John Moran	Responded to call type R as Category 2 -Progress update
30/09/1999 14:52:02	John Moran	The response was delivered on the system
30/09/1999 14:52:03	John Moran	The Call record has been assigned to the Team Member: John Budworth
30/09/1999 14:52:03	John Moran	Hours spent since call received: 0 hours

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30/09/1999 17:09:57	John Budworth	Release applied to live Agents and RDT Rig as required. Call closed.			
30/09/1999 17:09:58	John Budworth	evidence updated - NR0951: CSR: Agent Ref Data MiMAN refinements			
30/09/1999 17:09:59	John Budworth	CALL PC0028993 closed: Category 15, Type R			
30/09/1999 17:09:59	John Budworth	Hours spent since call received: 0 hours			