

Export

Peak Incident Management System

Call Reference	PC0055303	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- Unknown	Top Ref	100000317
Call Type	null	Priority	
Contact	Deleted Contact	Call Status	Closed -- Initial
Target Date	07/11/2000	Effort (Man Days)	0
Summary	PM-CS Require Formal Route to EDS/DSS via PON		
All References	Type	Value	
	Customer reference	100000317	
	Customer reference	P10000095	
	Customer reference	P10000099	

Progress Narrative

Date:06-Oct-2000 11:02:00 User:Mike Stewart

References entered are:-

Product General/Other/Misc Operational procs. added

Target Release entered: Unknown

PM-CS Require Formal Route to EDS/DSS via PON

Pathway CS do not have a formal route through PON to EDS who operate the ESNCS system at the DSS Washington.

Recent CHANGE to OAS.

We recently had difficulty in getting a FIX for CI4 that was required to the OAS (OBCS Access System) system that resides in the ESNCS system at the DSS Washington. The issues were 1. The contact routes, unclear as we ended up talking to several people in DSS and EDS, eventually it was John Lees at Lytham who took responsibility and raised the AR (Activity Request) to approve the change at the DSS and the sanction for EDS to get the change done. 2. The delivery method of the fix, eventually agreed with EDS to use the Test Delivery method from the TEST Sequent box in Feltham and deliver to the ESNCS test system NLE 019 in Washington. delivery method OK but need to understand if we need to keep this available for any future change.

On-Going Support/Operational issues.

With the growth of the transaction file going back from pathway to the ESNCS system we initially had volume size problems in that EDS had NOT made the required File Store available to get the files across. This was resolved after a meeting with Mike Hannon, Liz Darbon & Ijaz Bhatti- EDS made more store available. Also there was an issue around the changing of PASSWORDS every 30 days, EDS change but don't inform Pathway VME support team in Belfast of the change. Current issues are that the STORE is running out again as the file has increased significantly and the passwords are still being changed without notification. Actions Pathway could take are to limit the number of days of files held to 6 rather than the 7 by getting Housekeeping each day to delete the previous 7th day, thus making more store available.....this will result in a CHANGE and would presumably suffer the same problems as first listed. Pathway could take control of the PASSWORDS from EDS again this would require a change or AR.

The other main issue that is currently effecting the OPERATION is that the FILE size on a MONDAY night has now grown bigger than the 131mb limited set by VME as a file transfer, we are currently having to get a member of the support team on-site at Belfast at midnight to get the file sent manually. The fix for this is being developed within ICL/HPS for the fix to VME. So when this is ready there will need to be the change applied to the EDS Vme system, so again we need to understand the route for the delivery and installing of the fix.

Pathway Cs feels it has NO DEFINED ROUTE via PON to the DSS/EDS for these issues.

Would ask PON SM to take on as a problem to define the correct route and procedure as the DSS are their customer.

Date:06-Oct-2000 11:03:00 User:Mike Stewart

CALL PC0055303 opened

CALL PC0055303:Priority A:CallType Z - Target 07/11/00 20:00:00

Date:03-Nov-2000 15:01:00 User:Mike Stewart

F) Response :

I have been discussing the issues with Paula Astles and she has forwarded me a contact supplied by the DSS Network Banking group for us to contact over the EDS issues, her name is Rosie Waring - [GRO]
I will be contacting her shortly and discussing the issues.

[END OF REFERENCE 22685434]

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:21-Nov-2000 16:11:00 User:Mike Stewart

F) Response :

I have contacted Rosie (Ware) and I have emailed her the issues 4 off, we are currently in discussions.

[END OF REFERENCE 23105632]

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:28-Dec-2000 14:37:00 User:Mike Stewart

F) Response :

Rosie has produced a contact list from the EDS side which is currently with QA department, she is awaiting a response to this, we have nearly reached agreement on contact routes and problems still outstanding to be resolved.

Rosie I believed has now changed her role so I believe PON are looking for a more suitable contact.

[END OF REFERENCE 23932516]

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:01-Feb-2001 16:02:00 User:Mike Stewart

F) Response :

I have received formal document from Rosie at EDS as to actions/Routes/Contacts and Issues. Have updated and returned to her, require confirmation of who the interface contact will be. We have still 1 outstanding action which I need to get resolved soon that of the growing requirement for more file store.

[END OF REFERENCE 24533333]

Responded to call type Z as Category 2 -Progress update

Date:01-Feb-2001 16:03:00 User:Mike Stewart

The response was delivered on the system

Date:16-Feb-2001 10:53:00 User:Mike Stewart

F) Response :

We have contacted Rosie Ware recently and she has sorted out the File Store requirement so that issue is now resolved. I believe that we can close down this call once I establish that Rosie is still the route into EDS or who her replacement is.

[END OF REFERENCE 24827038]

Responded to call type Z as Category 5 -Monitoring

The response was delivered on the system

Date:16-Mar-2001 14:30:00 User:Janet Reynolds

The call references have been updated. They are now:-

T Customer reference : 100000317

Date:24-May-2001 12:36:00 User:Janet Reynolds

The call references have been updated. They are now:-

T Customer reference : 100000317

Customer reference : P10000095

Customer reference : P1000099

Date:17-Jul-2001 11:23:00 User:Mike Stewart

F) Response :

We now have a formal route to eds through Rosie ware and John lees, also a call ccode and route has been set up for EDS tpolace calls with the Horizon desk.

[END OF REFERENCE 27004723]

Date:17-Jul-2001 11:24:00 User:Mike Stewart

Responded to call type Z as Category 15 -Completed

Hours spent since call received: 0.5 hours

Defect cause updated to 41:General - in Procedure

The response was delivered on the system

Date:17-Jul-2001 11:25:00 User:Mike Stewart

CALL PC0055303 closed: Category 15, Type Z

Hours spent since call received: 0.1 hours

Root Cause

General - in Procedure

Logger

POA Deleted User -- Deleted Team

Subject Product	General/Other/Misc -- Operational procs. (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	17-Jul-2001 11:25 -- Mike Stewart