

Thomas Penny

From: Mitchell William
Sent: Tuesday, June 01, 2004 10:10 AM
To: 'graham.c.ward' GRO
Cc: Thomas Penny
Subject: Revised ARQ Issues (Forest gate & Urmston)



Graham,

I've revised the update on the issues with ARQ for Forest Gate and Urmston. We are continuing our review of previous ARQs and should be well placed to discuss this issue at our meeting on the 9th June. The overall cause for the data being omitted is regrettably and will remain as 'operator error'. Revised details are below together with an update as to the root cause.

Forest Gate: This request is split over 3 ARQ, No's 198, 199 & 200

ARQ 198 - The ARQ covers the period 14/10/02 to 13/11/2002, totalling 31 query days. The root cause for the omission of data from this ARQ is that the retrieval was executed as a single task with the resultant data retrieval exceeding the available 1Gb limit of the Message Store area on the Audit Server. This forced the Audit Server to randomly drop 11,135 data entries. A total of 10 days have been affected these dates are:

16/10 - Partial, no end of day
 17/10 - Partial, beginning of day missing
 19/10 - No data retrieved.
 21/10 - Partial, beginning of day missing
 22/10 - Partial, no end of day
 23/10 - Partial, beginning of day missing
 25/10 - Partial, no end of day
 26/10 - No data retrieved
 29/10 - No data retrieved
 30/10 - Partial, beginning of day missing

ARQ 199: The ARQ covers the period 14/11/02 to 11/12/2002, totalling 28 query days. The root cause for the omission of data from this ARQ is when an ARQ is retrieved it is necessary to add additional days to the end of the requested date span to ensure a full and complete capture of the data which may have been harvested at different times. The operator should then confirm that an end of day log off is present and extract only the required data files. In this case the operator added two additional days to each ARQ, which is normally sufficient, but it appears did not confirm that an end of day log off was present, consequently an additional 235 data entries were not included in the data extraction. The affected dates are:

ARQ 198 - 27/11/2002 - Partial, no end of day

ARQ 200: The ARQ covers the period 12/12/2002 to 08/01/2003, totalling 28 query days. The root cause for the omission of data from this ARQ was the same as ARQ 199 above and 679 additional data entries were not included in the data extraction. The affected dates are:

ARQ 200 - 03/01/2003 - Partial, no end of day

We are currently repeating the exercise to extract the ARQ for Forest Gate and these will be forward as soon as is practicable.

Urmston: This request equates to ARQ 320 only

ARQ 320: The ARQ covers the period 03/01/2003, totalling 1 query days. The root cause for the omission of data from this ARQ was the same as ARQ 199 and 200 above and 796 additional 796 entries were not included in the data extraction. The affected dates are:

ARQ 320 - 03/01/2003 - Partial, no end of day

The extraction of data for Rumson has already been repeated and dispatched to you. This ARQ is now correct and only requires an additional statement to complete the task.

In addition to the above we have checked the following other ARQs for which statements have been requested. No discrepancies have been found

Ashford	- ARQ 213 - 215
Borehamwood	- ARQ 155 - 159, 201, 259 - 262, 278 - 281, 346 - 349
Carbis Bay	- ARQ 231 - 233
Chigwell	- ARQ 132
East Grimstead	- ARQ 236 & 283
Eastern	- ARQ 284, 253 - 254
Rimswell	- ARQ 427 - 432 & 411

Ruscote	- ARQ 255 & 289
City of London	- ARQ 210
Kingshurst	- ARQ 381 - 382
Heathway	- ARQ 169
Leyton	- ARQ 221 - 224
Marchington	- ARQ 317 - 319
Marchmont	- ARQ 238
Newport	- ARQ 160 - 162, 193 - 229 & 230
Shobnall	- ARQ 228

Regards

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