

Export

Peak Incident Management System

Call Reference	PC0095192	Call Logger	Alan Holmes -- Audit-Dev
Release	Targeted At -- BI_3S50R-Authorised	Top Ref	FSTK_2_0_WP17308 & 17333
Call Type	Product Incidents/Defects	Priority	C -- Progress restricted
Contact	Deleted Contact	Call Status	Closed -- Administrative Response
Target Date	17/09/2003	Effort (Man Days)	0
Summary	ARQ Closure reports are not audited		
All References	Type	Value	
	Release PinICL	PC0096855	
	Other	JHAudit	
	Work Package	PWY_WP_17308	
	Release PinICL	PC0096809	
	Work Package	PWY_WP_17333	
	Fast track fix	FSTK_2_0_WP17308 & 17333	

Progress Narrative

Date:10-Sep-2003 10:50:00 User:Alan Holmes

CALL PC0095192 opened

References entered are:-

Product Infrastructure Audit added

Target Release entered: Unknown

ARQ Closure reports are not audited

Currently Audit Record Query (ARQ) closure reports are not formally audited.

These reports are required as a record of the actions carried out in fulfilling an ARQ.

The reports should be moved into the Audit server's audit point in order that they are gathered by normal audit processes.

CALL PC0095192:Priority D:CallType P - Target 24/09/03 11:50:40

The Call record has been transferred to the Team: QFP

Defect cause updated to 7 :Design - High Level Design

Hours spent since call received: 0 hours

Date:10-Sep-2003 12:55:00 User:Lionel Higman

Target Release updated to Future Unspecified

The Call record has been transferred to the Team: Audit-Dev

Hours spent since call received: 0 hours

Date:10-Sep-2003 13:13:00 User:Bryan Muir

The Call record has been assigned to the Team Member: Alan A Holmes

Hours spent since call received: 0.1 hours

Date:16-Sep-2003 15:15:00 User:Alan Holmes

CALL PC0095192:Priority C:CallType P - Target 17/09/03 11:50:40

Date:16-Sep-2003 15:20:00 User:Alan Holmes

I have changed the priority of this from D -> C as there is a risk that these closure reports could be lost if 1) the auditor accidentally deletes one, or 2) is there is a disk failure of the F: drive as this drive is not backed up.

Date:16-Sep-2003 15:27:00 User:Bryan Muir

The Call record has been assigned to the Team Member: Bryan Muir

Defect cause updated to 14:Development - Code

Hours spent since call received: 0.1 hours

Date:17-Sep-2003 10:07:00 User:Bryan Muir

F) Response :

LIVE FIX IMPACT

COST: 0.5 man days to fix and handover

IMPACT ON DEVELOPMENT: Low. This fix can be (incrementally) implemented within the current development schedule.

IMPACT ON USER: Impact on customer: None. Impact on user: None. However, without this change we will be running with an incomplete audit trail of the actions taken by the Audit system.

IMPACT ON OPERATIONS: None.

RISK: Low. A single executable needs to be replaced.

TARGET RELEASE: Recommendation: BI3S50R.
[END OF REFERENCE 36100706]

Responded to call type P as Category 55 -Live Fix Impact Supplied
The response was delivered on the system
The Call record has been transferred to the Team: RelMngmntForum
Hours spent since call received: 0.2 hours

Date:17-Sep-2003 16:46:00 User:John Budworth

F) Response :
RMF 17/9/03 has left the target release for this PinICL as Future Unspecified
with no recommendation.
[END OF REFERENCE 36113536]

Responded to call type P as Category 57 -Future Fix Authorised
The response was delivered on the system
The Call record has been transferred to the Team: Audit-Dev
Hours spent since call received: 0 hours

Date:19-Sep-2003 06:38:00 User:Bryan Muir

The Call record has been assigned to the Team Member: Bryan Muir

Date:19-Sep-2003 06:39:00 User:Bryan Muir

Hours spent since call received: 0.1 hours

Date:19-Sep-2003 12:37:00 User:Bryan Muir

This PinICL wrongly (apparently) sent to RMF for a live fix authorisation at BI3S50R. QFP can you please change the Target Release to: BI3S50R so that we can implement a 'development' fix.
Thanks

Date:19-Sep-2003 12:38:00 User:Bryan Muir

The Call record has been transferred to the Team: QFP
Hours spent since call received: 0.2 hours

Date:19-Sep-2003 12:57:00 User:Lionel Higman

Bryan, sending it to the RMF was not wrong but perhaps inappropriate. "R" releases must when possible be kept clear for urgent correction to the live estate, not cluttered up with fixes which could and should wait for the next baseline release. The view of the RMF was that not only was this not sufficiently urgent to go into an "R" release, but that given the workaround (don't delete the relevant files) it did not warrant recommendation for clearance at the next baseline. If you disagree, please resubmit with reasons (to the RMF if you are still recommending S50R, to QFP if you now recommend a baseline (S60) release).
The Call record has been transferred to the Team: Audit-Dev
Hours spent since call received: 0 hours

Date:19-Sep-2003 13:22:00 User:Alan Holmes

The reasons that we believe that this should be included as an S50R fix are three fold:

- 1) The risk of a file being accidentally deleted. Currently the Auditors manually cut and paste the file from the Audit server to the Audit workstation in order to associate it with the relevant ARQ. We have introduced a temporary change in their working practices such that they copy and paste the file, thus reducing the risk of losing it. However the risk is still there.
- 2) There is an operational impact in that until the fix is installed, periodically files must be manually renamed (to quite a convoluted new name) and moved in to the Audit servers Audit point for writing to the Audit trail. This is also error prone and could result in an incorrectly named file or the loss of a file (Although in this case there should be a copy on one of the Audit workstations).
- 3) The output from the ARQ process is often used as evidence in court hearings and the ARQ closure reports are the Audit Trail of how this evidence was generated.

Date:19-Sep-2003 13:23:00 User:Alan Holmes

The Call record has been transferred to the Team: RelMngmntForum
Hours spent since call received: .1 hours

Date:25-Sep-2003 08:27:00 User:Tyrone Cozens

Target Release updated to BI_3S50R-Authorised
F) Response :
RMF authorise a fix for S50R.
[END OF REFERENCE 36202756]
Responded to call type P as Category 56 -Live Fix Authorised
The response was delivered on the system

The Call record has been transferred to the Team: Audit-Dev
Hours spent since call received: 0 hours

Date: **25-Sep-2003 08:59:00** User: **Alan Holmes**

The Call record has been assigned to the Team Member: Bryan Muir
Hours spent since call received: .1 hours

Date: **03-Oct-2003 07:37:00** User: **Bryan Muir**

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

Other : JHAudit

Work Package : PWY_WP_17308

T Work Package : PWY_WP_17333

F) Response :

Code amended (Client and Server) to resolve this issue.

[END OF REFERENCE 36301750]

Date: **03-Oct-2003 07:38:00** User: **Bryan Muir**

Responded to call type P as Category 48 -Fix Released to PIT

The response was delivered on the system

The Call record has been transferred to the Team: Dev-Int-Rel

Hours spent since call received: 4.0 hours

Date: **03-Oct-2003 10:07:23** User: **Customer Call**

Code amended (Client and Server) to resolve this issue.

Date: **05-Nov-2003 16:04:00** User: **Miho Fujii**

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

Other : JHAudit

Work Package : PWY_WP_17308

Work Package : PWY_WP_17333

T Fast track fix : FSTK_2_0_WP17308 & 17333

F) Response :

Fast track available, please test.

[END OF REFERENCE 36574515]

Responded to call type P as Category 46 -Product Error Fixed

The response was delivered on the system

The Call record has been transferred to the Team: Live Supp.Test

Hours spent since call received: 0 hours

Date: **05-Nov-2003 16:06:55** User: **Customer Call**

Fast track available, please test.

Date: **10-Nov-2003 15:34:00** User: **Tyrone Cozens**

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

Other : JHAudit

Work Package : PWY_WP_17308

Work Package : PWY_WP_17333

T Fast track fix : FSTK_2_0_WP17308 & 17333

Release PinICL : PC0096809

Date: **28-Nov-2003 15:54:00** User: **Tyrone Cozens**

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

Other : JHAudit

Work Package : PWY_WP_17308

Work Package : PWY_WP_17333

T Fast track fix : FSTK_2_0_WP17308 & 17333

Release PinICL : PC0096809

Release PinICL : PC0096855

Date: **28-Nov-2003 15:56:00** User: **Tyrone Cozens**

F) Response :

WP_17333 passed testing via RNB5136 25/11/03. WP_17308 passed testing via

RNB5132 26/11/03. Routing back to call logger for closure.

[END OF REFERENCE 36746855]

Responded to call type P as Category 68 -Administrative Response

Hours spent since call received: 0 hours

The response was delivered on the system

Date: **28-Nov-2003 16:07:26** User: **Customer Call**

WP_17333 passed testing via RNB5136 25/11/03. WP_17308 passed testing via RNB5132 26/11/03. Routing back to call logger for closure.

Date:01-Dec-2003 16:29:00 User:Bryan Muir
CALL PC0095192 closed: Category 68, Type P
Hours spent since call received: 0.1 hours

Root Cause	Development - Code
Logger	Alan Holmes -- Audit-Dev
Subject Product	Infrastructure -- Audit (version unspecified)
Assignee	Alan Holmes -- Audit-Dev
Last Progress	01-Dec-2003 16:29 -- Bryan Muir