

## Export

## Peak Incident Management System

|                |   |                   |                                 |
|----------------|---|-------------------|---------------------------------|
| Call Reference | PC0143500   | Call Logger       | Deleted User -- MSU-Indt Mgt    |
| Release        | Reported In -- T30  | Top Ref           | <a href="#">KEL acha508s</a>    |
| Call Type      | Live Incidents  | Priority          | B -- Business restricted        |
| Contact        | Deleted Contact   | Call Status       | Closed -- Solicited Known Error |
| Target Date    | 16/02/2007  | Effort (Man Days) | 0                               |
| Summary        | Multiple Branches - TPSC257 - POLFS Incomplete Summaries Report |                   |                                 |

## Progress Narrative

Date:13-Feb-2007 11:47:05 User:Pooja Sujith  
 CALL PC0143500 opened  
 Details entered are:-  
 Summary:Multiple Branches - TPSC257 - POLFS Incomplete Summaries Report  
 Call Type:L  
 Call Priority:B  
 Target Release:T30  
 Routed to:MSU-Indt Mgt - Pooja Sujith

Date:13-Feb-2007 11:47:05 User:Pooja Sujith  
 This call is being raised to investigate entries for following 6 branches on the TPSC257 - POLFS Incomplete Summaries report, produced on 12/02/2007.  
 054946, 080025, 085109, 086939, 094005, 095131  
 The branches do not appear in the TPSC254 (Harvester error report) and TPSC250 (Host Detected Transaction Control Errors) report.  
 KEL acha508s may be relevant. Relevant report attached.

Date:13-Feb-2007 11:47:23 User:Pooja Sujith  
 Evidence Added - [TPSC257 12/02/07](#)

Date:13-Feb-2007 11:47:46 User:Pooja Sujith  
 Reference Added: [SSCKEL acha508s](#)

Date:13-Feb-2007 11:51:01 User:Pooja Sujith  
 OCR 15231 has been raised. Sending to EDSC for progression.  
 While returning call, please include file name in which outstanding data was sent to POLFS.

Date:13-Feb-2007 11:51:10 User:Pooja Sujith  
 The Call record has been transferred to the team: EDSC

Date:13-Feb-2007 12:21:48 User:Lorraine Guiblin  
 The Call record has been assigned to the Team Member: Mik Peach

Date:13-Feb-2007 14:42:47 User:Mik Peach  
 OCR 15231 approved

Date:13-Feb-2007 14:49:24 User:Mik Peach  
 The Call record has been assigned to the Team Member: Cheryl Card

Date:14-Feb-2007 10:14:23 User:Cheryl Card  
 [Start of Response]  
 The corrections were sent to POL on 13/02/07 in file **IRRELEVANT**  
 [End of Response]  
 Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
 Hours spent since call received: 0 hours

Date:16-Feb-2007 14:10:06 User:Cheryl Card  
 [Start of Response]  
 All branches have been contacted and appropriate action taken. PMs have been given ref PC143435, and information has been passed to POL via Mike Stewart.  
 [End of Response]  
 Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
 Hours spent since call received: 0 hours

|   |
|---|
| <p>Date:16-Feb-2007 14:10:23 User:Cheryl Card</p> <p>The Call record has been transferred to the team: MSU-Indt Mgt</p>   |
| <p>Date:16-Feb-2007 14:16:30 User:Pooja Sujith</p> <p>Defect cause updated to 14: Development - Code</p>  |
| <p>Date:16-Feb-2007 14:16:53 User:Pooja Sujith</p> <p>[Start of Response]</p> <p>Closing call.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 67 -- Final -- Solicited Known Error</p> <p>Routing to Call Logger following Final Progress update.</p> <p>Hours spent since call received: 0 hours</p> |
| <p>Date:16-Feb-2007 14:16:55 User:Pooja Sujith</p> <p>CALL PC0143500 closed: Category 67 Type L</p>   |

|                 |  |
|-----------------|--|
| Root Cause      | Development - Code                                 |
| Logger          | Deleted User -- MSU-Indt Mgt                       |
| Subject Product | EPOSS & DeskTop -- Balancing (version unspecified) |
| Assignee        | Deleted User -- MSU-Indt Mgt                       |
| Last Progress   | 16-Feb-2007 14:16 -- Pooja Sujith                  |