

Export

Peak Incident Management System

Call Reference	PC0155120	Call Logger	<u>Customer Call</u> -- EDSC
Release	Reported In -- T80	Top Ref	<u>146976</u>
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	09/03/2008	Effort (Man Days)	0
Summary	FAD485611 DEF stock unit has not rolled over		
All References	Type	Value	
	SSCKEL	<u>KEL dsed5628Q</u>	
	SSC OCR	<u>OCR 18249</u>	
	TRIOLE for Service	<u>146976</u>	

Progress Narrative

Date:06-Mar-2008 08:29:08 User:Customer Call

CALL PC0155120 opened
 Details entered are:-
 Summary:Shuan @ NBSC states he has confirmed with the PM a
 Call Type:L
 Call Priority:B
 Target Release:T80
 Routed to:EDSC - Unassigned

Date/Time Raised: Mar 6 2008 8:13AM

Priority: B
 Contact Name: Tony
 Contact Phone: [REDACTED]
 Originator: XXXXXX@TFS01
 Originator's reference: 146976
 Product Serial No:
 Product Site: 485611

Shuan @ NBSC states he has confirmed with the PM and states that all the stock units have been rolled over into TP 12 except from the default stock unit which is automatically rolled over

Incident History:

2008-03-06 08:13:07 [Howard, Kayleigh]
 INIT : create a new request/incident/problem/change/issue

2008-03-06 08:18:29 [Howard, Kayleigh]
 LOG : PM states he tried to attach a user to the deafult stock unit last night and got the message that he couldn't as the the default stock unit was in the process of balancing

2008-03-06 08:22:01 [Howard, Kayleigh]
 LOG : PM states his username is AJG~~REDACTED~~ and the user he has tried to attach to default is JYE001- at the moment they are still attached to stock unit BC

PM states the branch has rolled over but this stock unit hasn't

PM states he did all his balancing on node 1

2008-03-06 08:23:24 [Howard, Kayleigh]
 LOG : PM states he did the rollover yesterday 05/03/08 @ 18:30/18:45

2008-03-06 08:24:06 [Howard, Kayleigh]
 LOG : please investiagate why the default stock unit has not automatically gone over to the next TP and yet the branch has rolled over

2008-03-06 08:25:40 [Howard, Kayleigh]
 TR : Transfer 'group' from 'HSH5' to 'PEAK'

Date:06-Mar-2008 09:21:01 User:Cheryl Card

Product EPOSS & DeskTop -- Balancing (version unspecified) added.

Date:06-Mar-2008 09:21:38 User:Cheryl Card

The call summary has been changed from:-
 Shuan @ NBSC states he has confirmed with the PM a
 The call summary is now:-
 FAD485611 DEF stock unit has not rolled over

Date:06-Mar-2008 09:22:27 User:Cheryl Card

The Call record has been assigned to the Team Member: Lina Kiang
Progress was delivered to Provider

Date:06-Mar-2008 10:44:50 User:Lina Kiang

Reference Added: SSC OCR 18249

Date:06-Mar-2008 11:01:50 User:Mik Peach

OCR 18249 Approved

Date:06-Mar-2008 11:48:24 User:Lina Kiang

Reference Added: SSCKEL dsed5628Q

Date:06-Mar-2008 11:53:18 User:Lina Kiang

[Start of Response]

The root cause of this problem is due to a rare timing issue: when SU:DEF rolled last night at 7pm and a software process which runs at the same time (explained in KEL dsed5628Q).

The DEF stock unit has now been corrected (OCR 18249) and the PM should be ok to attach to it and more importantly rollover next TP.

[End of Response]

Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:06-Mar-2008 11:53:18 User:Lina Kiang

CALL PC0155120 closed: Category 60 Type L

Date:06-Mar-2008 11:53:18 User:Lina Kiang

Defect cause updated to 14 -- Development - Code

Root Cause

Development - Code

Logger

Customer Call -- EDSC

Subject Product

EPOSS & DeskTop -- Balancing (version unspecified)

Assignee

Customer Call -- EDSC

Last Progress

06-Mar-2008 11:53 -- Lina Kiang