

## Export

## Peak Incident Management System

Call Reference	PC0156078	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- T80	Top Ref	<a href="#">173358</a>
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Advice after Investigation
Target Date	23/03/2008	Effort (Man Days)	0
Summary	FAD097005 £1000 error in the balance		
All References	Type	Value	
	SSC OCR	<a href="#">OCR 18618</a>	
	TRIOLE for Service	<a href="#">173358</a>	

## Progress Narrative

Date:20-Mar-2008 13:50:38 User:\_Customer Call\_

CALL PC0156078 opened

Details entered are:-

Summary:Engineer has swapped A base but did not swap over

Call Type:L

Call Priority:B

Target Release:T80

Routed to:EDSC - \_Unassigned\_

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Date/Time Raised: Mar 20 2008 1:42PM

Priority: B

Contact Name: David CMT

Contact Phone:

Originator: XXXXXX@TFS01

Originator's reference: 173358

Product Serial No:

Product Site: 097005

=====

Engineer has swapped A base but did not swap over mirror disk. Engineer reported that there was a £1000 error in the balance.

---  
Incident History:

---  
2008-03-20 13:42:17 [ Moulden, David]

INIT : create a new request/incident/problem/change/issue

---  
2008-03-20 13:47:28 [ Moulden, David]

zneut\_en\_rm : Transfer Notification

---  
2008-03-20 13:47:48 [ Moulden, David]

LOG : Kit was swapped in TFS incident 161338

---  
2008-03-20 13:50:00 [ Moulden, David]

LOG : Call originally raised for an online services issue. Have voiced Chris at SSC.

---  
2008-03-20 13:50:50 [ Moulden, David]

TR : Engineer to return base unit to SSC

---  
2008-03-20 13:51:36 [ Moulden, David]

zneut\_en\_rm : Transfer Notification

Date:20-Mar-2008 13:59:09 User:Lorraine Guiblin

The call summary has been changed from:-  
Engineer has swapped A base but did not swap over  
The call summary is now:-  
FAD097005 £1000 error in the balance

Date:20-Mar-2008 14:20:16 User:Lorraine Guiblin

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

Date:20-Mar-2008 14:20:31 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: John Charlton  
Progress was delivered to Provider

Date:20-Mar-2008 14:25:23 User:Sudip Sur

John,  
be warned, I think that the engineer has swapped the mirror disk. looks like this might be a nasty one.....

Date:26-Mar-2008 09:33:07 User:John Charlton

[Start of Response]  
Cannot progress call without the counter, currently waiting for it to be delivered.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:28-Mar-2008 13:22:56 User:John Charlton

[Start of Response]  
Counter has not yet arrived at the SSC.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:28-Mar-2008 14:19:03 User:John Charlton

[Start of Response]  
Counter has now arrived.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:31-Mar-2008 14:36:46 User:John Charlton

[Start of Response]  
Have accessed the MessageStore - continuing investigation into transaction recovery.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:31-Mar-2008 15:35:46 User:John Charlton

[Start of Response]  
Have identified and extracted just under 8000 messages which were marooned on the counter dating from March 13th to March 20th. Preparing and checking them for processing. This will take some time.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation



FSL-23-0000060561

Response was delivered to Consumer

Date:01-Apr-2008 10:29:03 User:John Charlton

[Start of Response]

Called PM to discuss issue - line engaged.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:01-Apr-2008 11:20:47 User:John Charlton

[Start of Response]

Called again - line engaged

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:01-Apr-2008 14:19:50 User:John Charlton

[Start of Response]

Called PM. He has just started to get customers querying APS transactions over the last day or two. PM confirms he has not re-entered any of the marooned transactions and we are OK to go ahead with recovering the transactions.

Advised PM I would contact him before recovering the transactions, gave him the call ref and he will call if he has a problem or if anything changes.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:02-Apr-2008 10:58:10 User:John Charlton

[Start of Response]

Ready to do a test import on a non-live counter to validate data. Hoping to do this today.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:02-Apr-2008 17:57:04 User:John Charlton

[Start of Response]

Work on this is still ongoing

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:03-Apr-2008 17:48:00 User:John Charlton

[Start of Response]

Test import has now been carried out successfully.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:04-Apr-2008 09:43:56 User:John Charlton

[Start of Response]

Raised OCR 18618 to reinsert transactions. File to import attached as evidence.

[End of Response]

FSL-23-0000060561

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:04-Apr-2008 09:45:44 User:John Charlton  
Evidence Added - [Message Store to import - Marooned transactions for FAD 97005](#)

Date:04-Apr-2008 09:46:17 User:John Charlton  
Reference Added: [SSC OCR 18618](#)

Date:04-Apr-2008 09:50:26 User:Steve Parker  
[OCR 18618 Approved](#)

Date:04-Apr-2008 10:18:04 User:John Charlton  
[Start of Response]  
Called PM - line engaged  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:04-Apr-2008 10:41:55 User:John Charlton  
[Start of Response]  
Called PM again, line engaged.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:04-Apr-2008 12:25:07 User:John Charlton  
[Start of Response]  
Discussed with PM, actioned OCR and reinserted transactions.  
  
PM has a query ref a currency pouch done on 18/03 - am looking into this.  
  
Will contact PM with an update later this PM.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:04-Apr-2008 14:26:59 User:John Charlton  
[Start of Response]  
Now that the messages have been reinserted the financial details for the pouch should be harvested and sent to POLFS tonight.  
  
Called PM to discuss, no answer.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:04-Apr-2008 15:17:46 User:John Charlton  
[Start of Response]  
Phoned and discussed with PM.  
  
Agreed to contact him again Tuesday next week to check whether the problem with the pouch is resolved.  
  
If the PM calls again regarding this please call me on GRO to let me know so that I can call him back ASAP, thanks.



[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:08-Apr-2008 15:03:00 User:John Charlton  
[Start of Response]  
Called PM, a modem/fax machine answered. Try again later.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:08-Apr-2008 15:34:37 User:John Charlton  
[Start of Response]  
Spoke to PM who confirms all appears to be OK now. He will be rolling the TP on Thursday, agreed to call on Friday to confirm call closure.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:11-Apr-2008 16:22:38 User:John Charlton  
[Start of Response]  
Called PM who confirms the TP roll has gone through OK. Closing call.  
[End of Response]  
Response code to call type L as Category 95 -- Final -- Advice after Investigation  
Routing to Call Logger following Final Progress update.  
Service Response was delivered to Consumer

Date:11-Apr-2008 16:22:38 User:John Charlton  
CALL PC0156078 closed: Category 95 Type L

Date:11-Apr-2008 16:22:38 User:John Charlton  
Defect cause updated to 42 -- Gen - Outside Pathway Control

Date:11-Apr-2008 18:33:21 User:\_Customer Call\_  
Consumer XXXXXX@TFS01 has acknowledged the call closure

Date:13-Oct-2008 14:25:03 User:John Charlton  
Evidence Added - [Original MessageStore extract for FAD 97005](#)

Root Cause	Gen - Outside Program Control
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	13-Oct-2008 14:25 -- John Charlton