

Export

Peak Incident Management System

Call Reference	PC0263160	Call Logger	Deleted User -- Security Ops
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- Administrative Response
Target Date	14/10/2017	Effort (Man Days)	0
Summary	ARQ 265-266 Events FAD: 236007 Return Date: ASAP		

Progress Narrative

Date:11-Oct-2017 13:03:56 User:Dharmesh Mistry

CALL PC0263160 opened

Details entered are:-

Summary:ARQ 265-266 Events | FAD: 236007 | Return Date: ASAP

Call Type:L

Call Priority:B

Target Release:HNG-X Rel. Ind.

Routed to:EDSC - _Unassigned_

Date:11-Oct-2017 13:03:56 User:Dharmesh Mistry

Please can you check the attached ARQ Events for any financial implications?

Date:11-Oct-2017 13:04:11 User:Dharmesh Mistry

Evidence Added - ARQ 266 Events.xlsx

Date:11-Oct-2017 13:04:28 User:Dharmesh Mistry

Evidence Added - ARQ 265 Events.xlsx

Date:11-Oct-2017 14:09:12 User:Daniel Best

The Call record has been assigned to the Team Member: Daniel Best

Date:11-Oct-2017 14:10:12 User:Daniel Best

[Start of Response]

PRESCAN

Comments:

KEL Reference:

Assigned User:Gary M

[End of Response]

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

Date:11-Oct-2017 14:10:20 User:Daniel Best

The Call record has been assigned to the Team Member: Gary Maxwell

Date:12-Oct-2017 09:55:21 User:Gary Maxwell

[Start of Response]

I believe that all the events in this analysis request are "benign" in that they do not indicate any events that would have caused a financial problem unknown to the Post Office Clerk.

[End of Response]

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

Date:12-Oct-2017 09:55:42 User:Gary Maxwell

The Call record has been transferred to the team: MSU-Indt Mgt

The Call record has been assigned to the Team Member: Dharmesh Mistry

Date:13-Oct-2017 11:05:04 User:Dharmesh Mistry

[Start of Response]

Closing PEAK as per comment above

[End of Response]

Response code to call type L as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Defect cause updated to 40 -- General - User

Date:13-Oct-2017 11:05:09 User:Dharmesh Mistry

CALL PC0263160 closed: Category 68 Type L

Root Cause	General - User
Logger	Deleted User -- Security Ops
Subject Product	General/Other/Misc -- ACE (version unspecified)
Assignee	Deleted User -- Security Ops
Last Progress	13-Oct-2017 11:05 -- Dharmesh Mistry