

## Export

## Peak Incident Management System

Call Reference	PC0275890	Call Logger	Jon Hulme -- Bus_Apps_Des
Release	Targeted At -- HNG-X 69.20	Top Ref	PC0277791
Call Type	Internal Development Incidents/Defects	Priority	D -- Non-Urgent
Contact	Jon Hulme	Call Status	Closed -- Build Fix Available to Call Logger
Target Date	30/12/2018	Effort (Man Days)	0
Summary	Cash Variance Screen Misleading		
All References	Type	Value	
	Jira	CBB-3266	
	Clone Call	PC0277791	
	Product Baseline	HNGA_PACKAGE_CBA_6920_D165	
Impact Statement	User	Date	
	Jon Hulme	20-Dec-2018 11:27:32	
	Clerks may be confused as to their financial cash position in the stock unit, albiet unlikely to happen very often since it is a concurrency issue.		

## Progress Narrative

Date:20-Dec-2018 11:26:24 User:Jon Hulme  
 CALL PC0275890 opened  
 Details entered are:-  
 Summary:Cash Variance Screen Misleading  
 Call Type:I  
 Call Priority:D  
 Target Release:HNG-X 68.20  
 Routed to:Bus\_Apps\_Des - Jon Hulme

Date:20-Dec-2018 11:26:24 User:Jon Hulme  
 [Start of Response]  
 Consider the following scenario:  
 1) You are attached to a shared stock unit.  
 2) Press Back Office, Weekly Accounting, Cash Variance.  
 3) This displays a screen showing the latest declaration(s) for the currently attached stock unit.  
 4) Press Enter.  
 5) The difference between the latest declaration(s) and the system derived figure is displayed.

This also happens if you press the Variance button when making a cash declaration on the Print/Preview Declared Cash screen.

This all works fine, but the issue is that if there is a delay between steps 4) and 5) above then another user may make a new declaration/overwrite a declaration for that stock unit. When you press Enter at step 5) the code uses the latest declaration. This may be confusing because the clerk assumes it is using the declarations shown on the screen.

The counter should warn the clerk that one or declarations have changed, and the declaration list screen should be redisplayed with the updated declaration details.

I am awaiting confirmation of this change from POL.

[End of Response]

Response code to call Internal Development Incidents/Defects(I) as Potential Problem Identified(38)

Date:20-Dec-2018 11:27:04 User:Jon Hulme  
 A new Business Impact has been added:  
 Clerks may be confused as to their financial cash position in the stock unit.

Date:20-Dec-2018 11:27:32 User:Jon Hulme  
 The Business Impact has been updated:  
 Clerks may be confused as to their financial cash position in the stock unit, albiet unlikely to happen very often since it is a concurrency issue.

Date:11-Jan-2019 12:12:45 User:Jon Hulme  
 Agreed with POL and Steve Bansal that this needs to follow the normal route for incident handling. BIF will need input from POL as to whether they agree that this should be fix as proposed.

Date:11-Jan-2019 12:12:58 User:Jon Hulme  
 The Call record has been transferred to the team: xCtr\_GDC



<p>Date:21-Jan-2019 11:47:33 User:<u>Ramesh Kalavakolla</u> The Call record has been assigned to the Team Member: Ankit Pai</p>
<p>Date:21-Jan-2019 14:02:37 User:Ankit Pai [Start of Response] Analysis is in progress. [End of Response] Response code to call type I as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:24-Jan-2019 07:03:38 User:Ankit Pai Reference Added: Jira CBB-3266</p>
<p>Date:04-Feb-2019 11:26:11 User:Ankit Pai We have received the inputs from architect. We are working on the fix as suggested.</p>
<p>Date:04-Feb-2019 11:26:36 User:Ankit Pai The Call record has been assigned to the Team Member: Vipin John</p>
<p>Date:11-Feb-2019 12:35:15 User:Vipin John Started working on this Peak. Cash declaration pop up is coming at the right place now. Need to work on the comments that has been provided by Jon</p> <p>1) By simply re-displaying the cash declaration list screen, the clerk can still press Prev and return to the old cash declaration list screen. To fix this you need to tag the screen using ADCController.addTag, and then just before you re-display the new screen version get rid of the old one via ADCController.clearPreviousScreen(tag) . 2) Message Text 3) type to = ?cash? hard coded string .</p> <p>Thanks Vipin</p>
<p>Date:11-Feb-2019 13:02:25 User:<u>Ramesh Kalavakolla</u> [Start of Response]  [End of Response] Response code to call type I as Category 41 -- Pending -- Product Error Diagnosed</p>
<p>Date:12-Feb-2019 11:39:38 User:Harishkumar Malayil Hi Jon,</p> <p>Can you please confirm whether you received necessary input from POL to take this Peak to BIF as per your comment.</p> <p>Date:11-Jan-2019 12:12:45 User: Jon Hulme</p> <p>Agreed with POL and Steve Bansal that this needs to follow the normal route for incident handling. BIF will need input from POL as to whether they agree that this should be fix as proposed.</p>
<p>Date:12-Feb-2019 11:40:11 User:Harishkumar Malayil Hi Vipin,</p> <p>Could you please provide business impact in the below format, so that the Peak can be assessed by BIF.</p> <p>Problem Statement ( Underlying cause of problem): Risk of not fixing: Benefit of fixing: ASM Utilization Capacity:</p>
<p>Date:15-Feb-2019 15:16:30 User:Harishkumar Malayil Hi Vipin,</p> <p>Is there is any update on this Peak? Are you able to provide business impact yet.</p>
<p>Date:20-Feb-2019 06:09:47 User:Vipin John Problem Statement ( Underlying cause of problem): Cash variance does not show correct cash position if any other user declared cash between the time the latest cash declaration screen and discrepancy screen is displayed.  Risk of not fixing: This will be misleading to the clerk as the declaration shown on screen is different from the discrepancy.</p>



Benefit of fixing: The clerk will be warned that the one or more declarations have been changed and the latest declaration screen will be re displayed with correct values.

ASM Utilization Capacity: 3 man days

Date:21-Feb-2019 11:25:13 User:Maciej Frontczak

Action placed on Team:BIF

Date:27-Feb-2019 14:25:31 User:Steven Porter

The call Target Release has been moved to Proposed For -- HNG-X 69.20

Date:27-Feb-2019 14:26:14 User:Steven Porter

As discussed with Jon Hulme, this is a candidate for R69.20 as it is an EUM-related PEAK.

Date:28-Feb-2019 10:48:34 User:Raj Bains

The call Target Release has been moved to Targeted At -- HNG-X 69.20

Date:28-Feb-2019 10:49:00 User:Raj Bains

As per PTF meeting on 28/2/2019 this has been targeted at R69.20

Date:28-Feb-2019 10:49:02 User:Raj Bains

Action has been removed from the call

Date:05-Mar-2019 07:18:18 User:Ramesh Kalavakolla

[Start of Response]

[End of Response]

Response code to call type I as Category 76 -- Pending -- Fix Targeted awaiting Release

Date:12-Mar-2019 09:20:10 User:Ramesh Kalavakolla

The Call record has been transferred to the team: xCtr REL GDC

The Call record has been assigned to the Team Member: Krishna Prabhu

Date:14-Mar-2019 08:45:55 User:Praveen Challa

1. Logged in counter A with the POID user GDC [RELEVANT]  
2. Navigated to BackOffice-->WeeklyAccounting-->CashVariance  
3. Displayed the latest declarations with the currently attached stock unit  
4. Lock Counter A  
5. Logged in to counter A with the poid user GDC [RELEVANT] the same Stock Unit attached to GDC [RELEVANT]  
6. Go to BackOffice and perform fresh declarations  
7. BackOffice-->WeeklyAccounting-->CashVariance  
8. Displayed the latest declarations  
9. Lock Counter B  
10.Unlock Counter A and navigate to Cash Variance screen  
11.Displayed message'Cash Declaration Changed MSG40051'  
12.clicked on continue  
13.Cash variance screen displayed the existing declarations and also fresh declaration that was made in Counter B  
Working as expected.  
Attached the evidence.  
Status of the peak/jira can be changed to closed.

Date:14-Mar-2019 08:47:19 User:Praveen Challa

Evidence Added - [cit evidence](#)

Date:26-Mar-2019 07:23:06 User:Krishna Prabhu

The Call record has been assigned to the Team Member: Praveen Challa

Date:26-Mar-2019 15:05:01 User:Dimensions Automated User

Reference Added: Product Baseline HNGA\_PACKAGE\_CBA\_6920\_D165

Date:26-Mar-2019 15:33:57 User:Praveen Challa

Defect cause updated to 13: Development - Build Scripts

Date:26-Mar-2019 15:34:01 User:Praveen Challa

Defect cause updated to 14: Development - Code



Date:26-Mar-2019 15:34:18 User:Praveen Challa  
The Call record has been transferred to the team: Dev-Int-Rel  
User:Praveen Challa Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:27-Mar-2019 08:49:36 User:Geoff Inglis  
The Call record has been assigned to the Team Member: PIT Automated User

Date:27-Mar-2019 08:51:27 User:Geoff Inglis  
routing to SVI test as integration have nothing to process here.  
The Call record has been transferred to the team: ITU System Validation & Integration  
The Call record has been assigned to the Team Member: Unassigned

Date:17-Apr-2019 16:14:30 User:Paul Bott  
Call has been cloned to Call:PC0277791 by User:Paul Bott

Date:26-Apr-2019 12:32:15 User:Paul Bott  
[Start of Response]  
retested and passed  
[End of Response]  
Response code to call type I as Category 61 -- Final -- Build Fix Available to Call Logger  
Routing to Call Logger following Final Progress update.

Date:30-Apr-2019 12:59:14 User:Jon Hulme  
CALL PC0275890 closed: Category 61 Type I

Root Cause	Development - Code
Logger	Jon Hulme -- Bus Apps_Des
Subject Product	HNG-X Counter -- Application Service (version unspecified)
Assignee	Jon Hulme -- Bus Apps_Des
Last Progress	30-Apr-2019 12:59 -- Jon Hulme