

Message

From: Bansal, Steve (BRA01) [GRO]
Sent: 25/01/2021 09:10:40
To: Browell, Steven [GRO]
CC: Bansal, Steve (BRA01) [GRO]
Subject: FW: Horizon Know Error review WC 25/01/2021
Attachments: Horizon Known Error Review Minutes 250121.docx; Enhancement to Horizon Minutes 25012021.docx

Hi

POL have taken on the chair of this meeting and these are the first agenda items

Steve

From: Paul I Smith [GRO]
Sent: Monday, January 25, 2021 8:58 AM
To: Bothick, Sandie [GRO]; Bansal, Steve (BRA01) [GRO]; Martin Godbold [GRO]; Lorna Owens [GRO]; Katrina Holmes [GRO]; Annmarie Woodcraft [GRO]; Woodley, Adam [GRO]; Colette A Mcateer [GRO]
Cc: Hussain, Sonia [GRO]; Simpkins, John [GRO]
Subject: Horizon Know Error review WC 25/01/2021

Good Morning

Please see attached the agenda for Today's meeting.

No New KB for discussion

Potential for financial impact	Current Volumes
Red	0
Amber	0
Green	1
Total	1

No potential for financial impact (but could result in poor experience to branch)	Current Volumes
Red	0
Amber	0
Green	0
Total	0

Details of Open KBI's with Potential for Financial Impact

RAG	Opened	PC Reference	Description	Proposed Resolution	Impact (in branches)	Target/Release	Monitoring RAG	KB Reference
Green	23/10/2020	PC0291113	(Failed Recoveries) When the AP-ADC transaction script is aborted due to service unavailable (National Express, Money Gram, Travel Currency Order etc). The counter no longer auto-recoveries the transaction. This now resulting in a manual reconciliation being performed.	Reference data fix was delivered to resolve the Manual reconciliation. Additional element of code for end-of session scripts also needed to be fixed via reference data. This has being added to R70.40 against PC0291532 - PorterS5716P	75	Release TBC	Red	SattarS4839K

No potential for financial impact – but could result in poor experience for branches
No KB's to report

Regards



Paul Smith
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IT GLO/Horizon
IT Operations
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Mobile:

→ **Planned Leave : 17/02/21 - 19/02/21**

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