

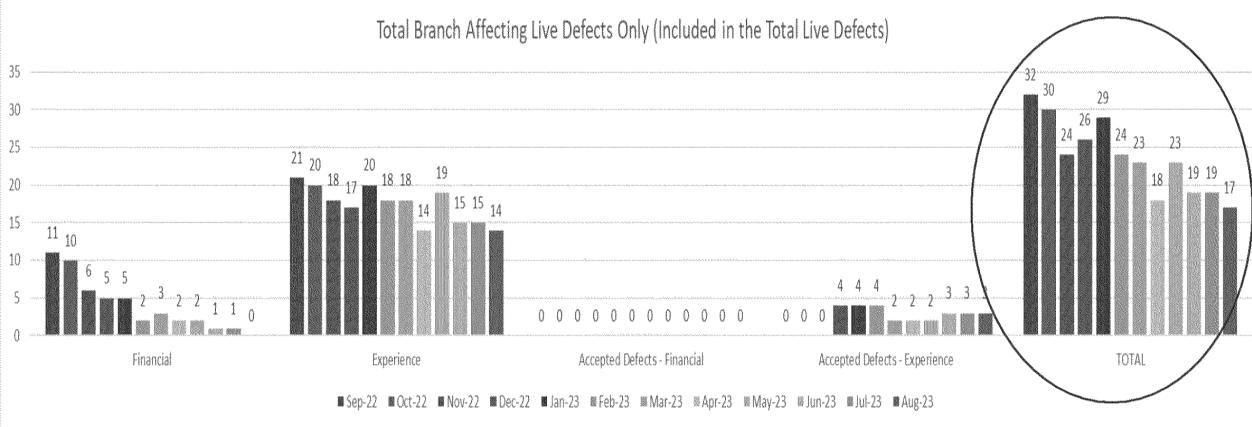
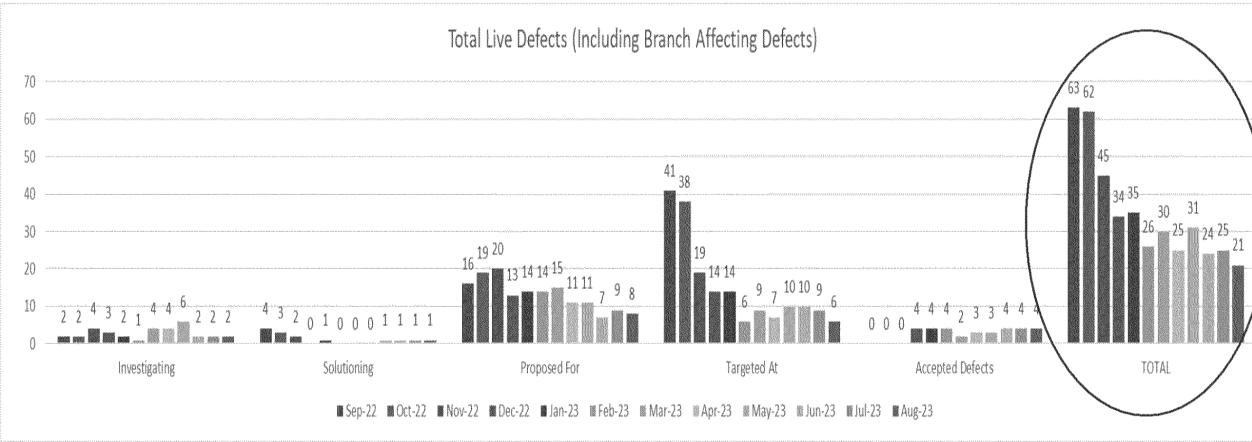


Live Defect Management Update

HNG Business Review – August 2023

Live Defects – Total & Branch

- This shows continued good progress and process with All Live Defects decreasing by 4.



Key:

- INVESTIGATING** - Live Defect (actual or potential) still being investigated. May, or may not, be a Live Defect
- SOLUTIONING** - confirmed Live Defects where the solution is being identified for agreement by the technical teams
- PROPOSED FOR** - the solution is confirmed, and a suitable release has been proposed (subject to further validation – typically counter releases) 2
- TARGETED AT** – the fix has a defined Release through which it will be deployed. Awaiting deployment dates
- ACCEPTED DEFECT** - Live Defects that has been jointly agreed do not need a fix creating

- Total Live Defects is 21

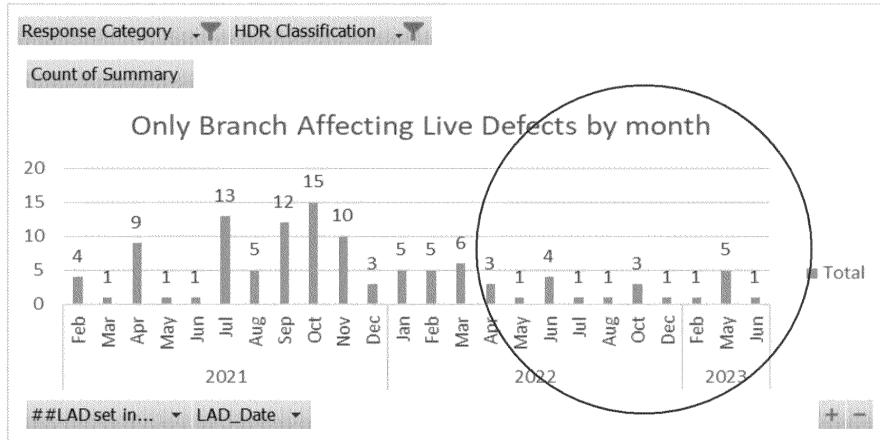
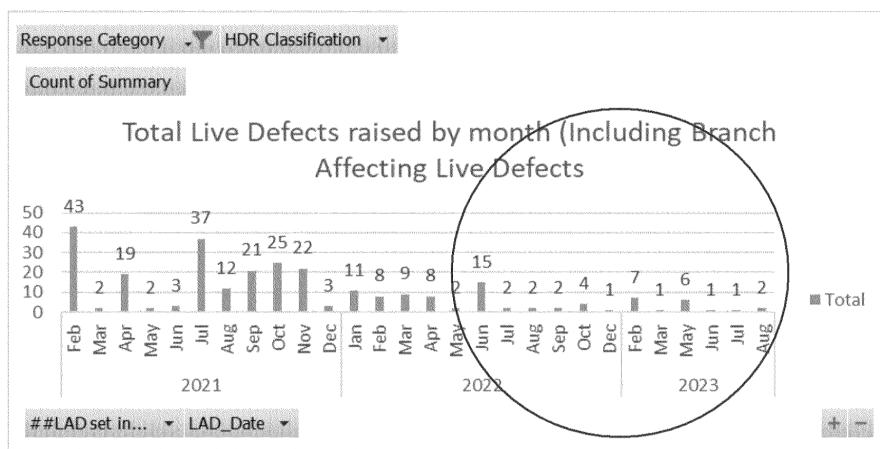
- A decrease of 4 from last month (owing to 73.40 Model Office successful testing, BAL hot fix (ETU Issue) 46.04.01, 44.07 and 46.04 being deployed to Live)
- 4 are Accepted Live Defects requiring no fix to be created
- 14 of the 15 (93%) have an identified release (Proposed & Targeted). No longer including investigating in the calculation.

- Total Branch Affecting Live Defects is 17 (76%)

- A decrease of 2 (owing to 73.40 successfully completing Model Office testing & 46.04 successfully deployed to Live)
- No Branch Financial Impacting Defects
- 3 are Accepted Branch Live Defects requiring no fix to be created

Live Defects – New Live Defect

- The rate of NEW Live Defects being raised has decreased and the YTD average for 2023 is less than half when compared to 2022 for All Live Defects and Branch Affecting Live Defects



● NEW Live Defects raised by month

- 2021 average was 15.8 per month
- 2022 average was 5.5 per month
- 2023 average (YTD) is 2.25 per month

● Two New Live Defect raised in August 2023

● NEW Branch Affecting Live Defects raised by month

- 2021 average was 6.5 per month
- 2022 average was 2.5 per month
- 2023 average (YTD) is 0.87 per month

No New Branch Affecting Live Defect raised in August 2023

Live Defects – Main Issues & Outlook

- The backlog of fixes is highly dependent on POL holding deployment dates – most notably for counters

● Main Issues

- 14 of the 17 (excluding Accepted Live Defects and other releases) (82%) are dependent on POL holding the release dates for counter releases (73.50/73.60/74.10)
 - 1 solutioning Defect has no action on Fujitsu. Just awaiting POL to deploy CWB, which is expected by end of September 2023.

● Outlook

- Increase in frequency of counter releases in 2023 has helped counter fixes to be deployed to Live more promptly
- Based on current information we may have only 14 Live Defects by November 2023.
 - 2 Investigating, 8 awaiting first 2024 counter release and 4 Accepted Defects.

Row Labels	Count	Summary
⊕ 1 - Investigating	2	
⊖ 2 - Solutioning	1	
⊖ Re-target	1	
(blank)	1	
⊖ 3 - Proposed For	8	
⊖ HNG-X 74.10	8	
07/01/2024	8	
⊖ 4 - Targeted At	6	
⊖ HNG-X 73.50	5	
18/09/2023	5	
⊖ HNG-X 73.60	1	
31/10/2023	1	
⊕ 5 - Accepted Defect	4	
Grand Total	21	