Defect Report - Latest Status of Open Items (as at start of August 2023)

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Open Defects with Potential for Financial Impact (as at 10/07/2023)

Under investigation	1
Fix understood - being developed	6
Fix developed - waiting deployment in scheduled release	2
Going through closure process	4

Closed Defects that had Potential for Financial Impact (Since 2019 when Snow started)

Update since last report

- **Under investigation:** 1 Item - Worldline connectivity issue, session booked with worldline, RTQ raised
- **Challenges:** Funding required to resolve 2 items – case raised
- **Changes to process**
  - Create an introduction for Stakeholders on how we manage defects today vs the past
  - Create this Exec report monthly going forwards
  - Rebrand from 'defects' to 'branch impacting problems' to align with ITIL and industry best practise (defect is a pre-production term normally)
  - Work with FJ and data services to understand branch impact of defect in impacted numbers
- **New defects in period**
  - No new defects with potential for financial impact
- **Closed defects in period**
  - 1 item closed / (4 more items going through closure process)
- **Release Dates (pending and deployed)**
 - R73.30 and R73.40 (one combined release) – w/c 11/08/23

Defect Process - Key Performance Indicators

6 Month - Rolling Performance	Failed	Achieved	Total	%
Branch notified within 2 days	6	5	11	45%
KBA created within 2 days	6	5	11	45%
Notification to Legal within 5 days	2	6	8	75%
Criticality scored within 5 days	8	0	8	0%
Entry into Snow within 2 days	5	9	14	64%
Impact statement within 5 days	3	8	11	73%
Meeting held to discuss	8	6	14	43%

We accept the red items are a concern, but numbers are low so any failure hits number and all items are being addressed:

- There was a gap between the last perm person doing this role and the new person
- There has been a delay in the past to branch comms and Knowledge articles being created due to annual leave, this has been addressed with trained cover
- The criticality score is dependant on business responses but we have escalated to teams that have been slow to respond and are now getting quicker responses
- In June 5 of the 7 targets were green

Defect - Age Profile (Shows quarter each open defect was raised)
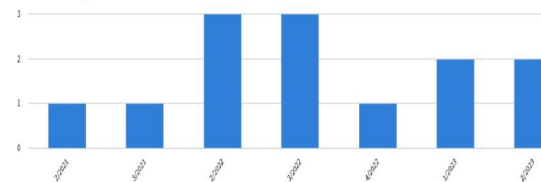
Please note - There are two types of production defects:
1. Potential to have a financial impact on a branch
2. No potential for a financial impact, but could cause a poor experience

This report focuses on the most important defects that have the potential to have a financial impact

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Appendix – Latest Status of Open Items (as at start of August 2023)

Problem Reference	Opened	Description	Proposed Resolution	Target/Release	Status
PRB0041161	11/07/2022	67 banking transactions declined, not acknowledged at counter. Transaction cancelled but processed by Vocalink. Cause - Worldline connectivity issue.	Needs Funding Fix required to prevent reoccurrence, but Worldline have investigated and indicate that the faulty switch is now working	TBC	Under Investigation
PRB0041552	24/04/2023	Branch unable to rollover into another Balancing Period as stock unit is stuck at BP99. MSG40086 error displayed until all of the branch rolled over into Trading Period	Data Services Change Fix developed Currently being tested	TBC	Fix being developed
PRB0041553	25/04/2023	Customer charged twice for Western union cancelled transaction	Data Services Change Fix developed Currently being tested	TBC	Fix being developed
PRB0040527	21/05/2021	Communications loss both short and longer term caused issues with Pre Order Bureau transactions within branch	Data Services Change Requires Development – APADC scripting to allow transactions to handle correctly errors during communication including recovery process.	TBC	Fix being developed
PRB0041160	11/07/2022	E-Top-Up issue – When doing a reversal to cancel an item, items can remain selected and get processed	Fujitsu Change Fix being developed - Counter code change to clear the selection when the user cancels at the selection confirmation message MSG00147 - Being fixed with CP2863	Targeted 73.40	Fix being developed
PRB0041303	18/11/2022	MoneyGram and Western Union Recovered Debit Card Transactions settle to Cash not card	Needs Funding Fix Required - The solution is seen as the delivery of the Bureau Refund to Card CP which is currently under review.	TBC	Fix being developed
PRB0041518	16/03/2023	Western Union Recovery Loop Error in APADC during multi KYC search as part of Receive Money transaction	Data Service Change Fix Required - Change to APADC script to bring recovery data down to allowed volume of field characters.	TBC	Fix being developed
PRB0041480	06/02/2023	Recovery may fail if multiple payment transactions are present in a session undergoing recovery. Potential to affect payments, not banking transactions	Fujitsu Change Fix Developed- This is a defect that has not been seen in live or test environments. Observed as part of a code review. Being deployed in 73.30	73.30 (will be deployed with 73.40)	Waiting deployment
PRB0041211	23/08/2023	Payment and Banking transactions are declined when a travel money card transaction fails at the exact same as another transaction is processed	Worldline Change Fix Developed – to fix issue where PAN's are blank for Travel Money Card transactions, because card being removed too quickly from contactless reader Pending Worldline release – currently planned for their release SI-36	Worldline Pending Release (Possibly SI-36)	Waiting deployment

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Appendix – Latest Status of Open Items (as at Start of August 2023)

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Problem Reference	Opened	Description	Proposed Resolution	Target/Release	Status
PRB0041104	14/06/2022 14:20:55	Transaction Reversed Twice - By Existing Reversals and by Recovery action	Fujitsu Change Fix developed - Root cause has been established and fixes planned as part of releases 72.30 / 36.10 Deployed – Going through closure process	72.30 - Deployed - Pending Closure	Pending Closure
PRB0041099	13/06/2022 10:41:50	Branch Trading Statement reports showing non-zero Trading Positions after a failed stock unit Balancing Period (BP) rollover attempt from BP99 to BP100 72.30	Fujitsu Change Fix Developed - Deployed – Going through closure process	72.30 - Deployed - Pending Closure	Pending Closure
PRB0041109	20/06/2022 08:49:28	Contactless payment rejected by bank, customer inserts card into chip & pin at same time clerk logs into 2nd counter, causes basket & recovery to fail	Fujitsu Change Fix Developed - Implement defensive code so the system handles this error condition Deployed – Going through closure process	73.10 – Deployed - Pending Closure	Pending Closure
PRB0040622	02/09/2021 14:42:56	Recovery Scripts within APADC have been found to contain errors in scripting that in some cases cause detrimental impact on transactions and branches	Data Services Change Fix Developed Deployed – Going through closure process	APADC - Deployed - Pending Closure	Pending Closure

✓ = Fix understood