Fujitsu Services	Major Incident Report	Ref:	CS/REP/190
		Version:	1.0
	COMMERCIAL-IN-CONFIDENCE	Date:	24th August 04

Document Title:	Major Incident Report for Quantum inbound files non delivery between 10th July – 23rd July 04
Document Type:	Report
Release:	*S60*
Abstract:	Report covering the partial failure of Fujitsu Services to Deliver Client inbound data from Quantum to Post office branches.
Document Status:	APPROVED
Originators & Dept:	Ian Daniel and Carl Marx - POA Customer Service
Contributors:	Roger Barnes, Andrew Gibson, Mik Peach, Garrett Simpson, Roy Birkenshaw
Internal Distribution:	Distribution for Approval, Martin Riddell, Carl Marx, Reg Barton, Andy Gibson
External Distribution:	Post Office Ltd Library plus reviewers

Approval Authorities

Name	Position	Signature	Date
Dave Baldwin	FS CS Service Director		
Dave Hulbert	Operations Service Manager Post Office Ltd		

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	27th July 04	Initial Draft	
1.0	24th Aug 04	For Approval	

0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
Post Office Ltd	Dave Hulbert
FS CS Director	Martin Riddell
FS CS Business Support Management Manager	Richard Brunskill
FS CS Service Introduction Manager	Reg Barton
FS CS Infrastructure and Availability Manager	Carl Marx
FS Core Services Unix Operations Manager	Andy Gibson
Optional Review / Issued for Information	

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

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0.4 Abbreviations/Definitions

Abbreviation	Definition
BMC	[DN] CFM1 to update
CFM1	Core Services Unix
DM	Duty Manager
.DCM	Naming convention given to the customer specific messages.
.DRD	Naming convention given to the customer tariff messages.
OCP	Operational Change Process
LST	Live System Testing
PM	Problem Manager
PMDB	Problem Management Database
PO	Post Office
POA	Post Office Account
POL	Post Office Limited
SMC	Systems Management Centre

0.5 Changes in this Version

Version	Changes
0.1	This is the first draft
0.1	For Approval

0.6 Changes Expected

Changes

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0.7 Table of Contents

Introduction

This document reports on the issues on the failure of Fujitsu Services to Deliver Client inbound data files from Quantum to Post office branches.

This report covers:

- How the problems came to light

- The impact on the branch service

- The investigation

- The resolution

- The root cause

- Actions and recommendations to prevent recurrence

Scope

The scope of this report covers the failure of Fujitsu Services to Deliver Client inbound data from Quantum to Post office branches between 10th July – 23rd July 04. The files in question

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are customer specific messages received daily (.DCM) & Daily Tariff files received daily (.DRD)

1.0   Management Summary

The first file problem with the .DCM file was initially alerted by CFM1 on 19th July 04 following receipt of an alert on the BMC patrol, which referred to a Quantum file failing checksum validation. A subsequent call was raised by operations following this alert at 23:19hrs. On further investigation it was discovered that .DCM files had not been processed since 10th July 04 (S60 Data Centre upgrade), but all files had generated a similar BMC alert.

The second file problem related to the .DRD file, following a more detailed analysis for the reasons of the .DCM file failing validation, it was discovered that this file also had been failing validation also since the 10th July 04 (S60 Data Centre upgrade).

Throughout these problems the correct escalation routes – including to POL – were followed.

Full services were resumed on 24th July 04, following successful development and testing of the required scripts prior to release into the live estate.

2.0   Description of the fault and service failure

2.1   Symptoms and Business Impact

2.1.1   Symptoms as seen by Branches

Whilst it cannot be guaranteed, it is likely that individual branches may not have witnessed any symptoms bought on by this failure. This is due to the fact that whilst we receive files on a daily basis they rarely change in detail form week to week. Where changes had been made to either Tariff data or customer specific messages, the branches would only have discovered this through customers querying either their credit or debit or changes to their supply of gas in terms of tariffs.

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2.2   Detailed explanation of the incident

S60 involved moving the APS Host application from its original host platform running on the Dynix operating system to a new platform running on a Solaris operating system in order to ensure continued support. This involved a number of program code changes to accommodate some differences in the operating systems. One of these was unfortunately missed in the change. This bug caused the checksum field on these inbound files to be incorrectly identified as the wrong type of data and passed to validation as a hex value instead of a numeric field. This caused the files to be incorrectly rejected, the failure of delivery of the data to the counters and a rejection sent to the client.

Alerts were being generated on both of these file types. However, due to the number of spurious alerts generated following the S60 upgrade, it would appear that these alerts where ignored as they were considered, albeit erroneously, to be insignificant. The incident raised on 19th July followed a more detailed review of those BMC alerts, which remained after the quantity of spurious alerts had fallen.

The patrol user environment was not fully migrated from DYNIX to Solaris at S60 – this has since been corrected in live through OCP being raised and actioned.

3.0   Incident Management

Date & time	Avoidance, mitigation and resolution activities	Communication and escalation activities	Business Impact
	INCIDENT		
19/07/04 23:19	*CFM1 was alerted via BMC patrol of an issue with Quantum inbound file. Call logged as "B" priority*	*Unclear at this stage as to whether this was part of a number of alerts raised since S60.*	*Extent unknown at this time.*
01:14	*Call passed to SSC for investigation/analysis*		
09:00	*SSC contacted APS Service*	*.*		*.*

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	Manager to highlight potential problem with incoming Quantum files.		
09:46	*SSC confirmed a number of files had not been delivered to Post Office branches*	*Incident was escalated within FJS*	
10:00		*APS Service Manager advised POL of the issue further updates to follow*	
10:40	*APS Service Manager raised Call status to "A" priority.*	*FJS Senior Management advised*	
10:45	*SSC confirmed that no files had been delivered to the counters from Quantum since 10th July04.*	*APS Service Manager advised POL of the issue and instigated formal Problem Management procedures*	
11:00	*APS service Manager raised formal Problem on PM Database.*	*POL updated accordingly*	
11:05	*Incident was passed to Problem Management team.*		*Currently the incident can only be measured at this time in terms of customer dissatisfaction.*

It should be noted that, additionally, senior management in POA and, onwards, senior management in POL were advised of these issues during the day.

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4.0 Problem Management

The problem (PM0000505) was well managed and the appropriate procedures were followed. POL were kept fully informed as to the Root cause, actions being taken & the expected fix time. The code (fix) was delivered into live the morning of the 24ᵗʰ July 04 following successful development and LST testing. The problem is still active on the PMDB at the moment following a period of monitoring, the forecast closure date being 2ⁿᵈ Aug 04. The fix was delivered to live some 48hrs ahead of the expected forecast date / time.

5.0 Corrective Actions

6.0 (Online services unavailable)

7.0

Incident/problem Issue	Action to be taken	By Whom	By When	Progress made
Alerts Not fully actioned By CFM1	All alerts to be actioned	CFM1	Immediate	New instruction been issued.
BMC patrol not Migrated	Raise OCP to correct	CFM1	25ᵗʰ July	Completed
Patrol Response Timings to be changed	Raise OCP to correct	CFM1	25ᵗʰ July	Completed
Fix Delivered to Live	Development to undertake fix to migrate tables form Dynix to Solaris	Dev	ASP	Completed on 24ᵗʰ and released to live
	The code handling checksums should have been exposed to sample live files during development testing. Live files were used to test the fix and these have			Completed

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	been retained by development for future use should it be necessary to change this area of the code again.			

Relating to Message broadcast distribution

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