

Problem Management Report:	Week commencing 3 May 2004
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This report details key activities currently undertaken by the Problem Management team. The majority of the problems listed have been assessed as having a 'high' impact, however 'medium' or 'low' priority problems may be covered in the report if necessary.

The report is split into sections by specific problem types, they are:

1. Banking/ system related
2. Product
3. Problem Branches

1. BANKING OR SYSTEM RELATED PROBLEMS:

Problem Number: P10001163	Problem Manager: Gary Blackburn	Impact:	HIGH
Problem Title: Missing & incorrect reference data on Remedy and SPICE			
Problem Description: Reference data is filed each Friday by Matt Warren in a central location, which can be accessed & retrieved by Prism Alliance (contact Caroline Cockman) to update Remedy (batch interface). Recent examples indicate there is a breakdown in this process.			
Current Position: Conference call held to discuss CS concerns over the source data held within POL ref data. Raised a defect with the new SPICE solution in relation to its inability to ignore ceased counter services e.g postal MVL's. All other concerns removed e.g core service information has never been held on ref data			

Problem Number: P10001247	Problem Manager: Gary Blackburn	Impact:	HIGH
Problem Title: DCS Transactions Resulting in Bad Format Response			
Problem Description: Large number of 'bad format' responses coming from Streamline in relation to DC service. Results in declined transaction			
Current Position: Meeting held between Bob Booth and Streamline technical people Root cause established and confirmed- split requests within X.25 packets is not allowed. Change is required, preferably for Fujitsu to stop 'stuffing' packets. Despite POL 'strong' claims for the change to be made for free, Fujitsu PM (Tony Wicks) not in agreement that Fujitsu are doing anything wrong (believes that FS have delivered as per Tech Spec) and that Streamline should have informed Fujitsu at the beginning that single requests required single packets. Next Steps: Escalate to Beth Newton, suggesting that POL request a feasibility study is done by Fujitsu prior to POL considering making a commercial change request.			

2. PRODUCT RELATED PROBLEMS

Problem Number: P10001271	Problem Manager: Kimberley Yip	Impact:	MEDIUM
Problem Title: Returning Powergen Electricity tokens to the NSSC			
Problem Description: The Powergen tokens were withdrawn from sale on 31/03/04. Branches were instructed to return the stock to NSSC on their next scheduled rem. On 05/05/04 the tokens were removed from the Horizon pick list which means that branches are unable to rem them out.			
Current Position: An ATP has been created to enable branches to return any remaining Powergen tokens to the NSSC, and this has been posted to the NBSC Bulletin board. All branches with open calls on the NBSC will be called back and advised of the new procedure.			

3. PROBLEM BRANCHES

Problem Number: P10001272	Problem Manager: Richard Benton	Impact:	HIGH
Problem Title: Trafalgar Square (OLS unavailable)			
Problem Description: OLS were unavailable at this branch. As this is a flagship branch, it was been escalated to Alan Barrie.			
Current Position: OLS became unavailable at 09.20 on 04/05/04 and was reported to the HSH. The incident was escalated to Alan Barrie outside of normal process in the afternoon. FS escalated the issue with Energis & BT senior management. FS had categorised the incident correctly and reported it to Energis/BT to investigate. BT were unable to assign an engineer immediately due to the cover of service that POL have bought. A BT engineer attended site on 06/05/04 and identified that a copper connection on the ISDN line had deteriorated and was replaced. The branch had OLS available again at approximately 13.00hrs on 06/05/04.			

Problem Number: P10001273	Problem Manager: Richard Benton	Impact:	HIGH
Problem Title: Marine Drive 213337 - Spmr Suspended			
Problem Description: The branch had been operating effectively without any concern since the Spmr took over in July 2003. In January 04 the subpostmaster had a loss of £1100 and applied for hardship to repay the money.			
Current Position: The subpostmaster has been in post since July 2003 and the balance record has been fine until January 2004. In WK 39 there was a loss of £1100 - the subpostmaster applied for hardship to repay the loss. From WK 43 to 51, the branch losses have accumulated to £25,700. The subpostmaster employed some new staff before the losses began. Since being suspended on 23 March and removing the subpostmaster & incumbent staff, 2 separate reliefs have run the branch and there have been no losses. The subpostmaster is adamant the system is to blame.			