

PinICL Expor PC0010071

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0010071 Carroll	CAPS require deletion of records from PASCMS	23/04/1998 10:03:35	07/06/1999 13:02:19 Closed		General/Other/Misc

References

Products

Activities

Date	User	Comment
23/04/1998 10:03:34	Pat Carroll	References entered are:-
23/04/1998 10:03:34	Pat Carroll	Target Release entered: Release 1c
23/04/1998 10:03:34	Pat Carroll	CAPS require deletion of records from PASCMS
23/04/1998 10:03:34	Pat Carroll	CAPS have been sending us incorrect data in respect of customer details. They
23/04/1998 10:03:34	Pat Carroll	have requested that we delete around 200 beneficiaries/cardholders from the
23/04/1998 10:03:34	Pat Carroll	system.
23/04/1998 10:03:34	Pat Carroll	
23/04/1998 10:03:34	Pat Carroll	I have attached more detailed evidence which includes a script to remove the
23/04/1998 10:03:34	Pat Carroll	offending data.
23/04/1998 10:03:34	Pat Carroll	
23/04/1998 10:03:34	Pat Carroll	Could Oracle 2nd please advise on suitability prior to close of business Mon
23/04/1998 10:03:34	Pat Carroll	27/4/98.
23/04/1998 10:03:35	Pat Carroll	CALL PC0010071 opened
23/04/1998 10:03:35	Pat Carroll	CALL PC0010071:Priority B:CallType L - Target 28/04/98 11:03:35
23/04/1998 10:03:36	Pat Carroll	New evidence added - background and deletion script
23/04/1998 10:03:37	Pat Carroll	The Call record has been transferred to the Team: Oracle-2nd
23/04/1998 10:26:19	Alan Kirkham	Oracle ref no: 1139849
23/04/1998 11:41:54	Rosalyn Rason	The Call record has been assigned to the Team Member: Rosalyn Rason

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Carroll			Closed		

24/04/1998 06:42:09	Rosalyn Rason	Pat I am unclear from the list of tables containing primary_ac_no and the
24/04/1998 06:42:09	Rosalyn Rason	list containing nino the order in which you intend to delete records from the
24/04/1998 06:42:09	Rosalyn Rason	tables.
24/04/1998 06:42:09	Rosalyn Rason	The list given is in practically alphabetical order.
24/04/1998 06:42:09	Rosalyn Rason	Please can you confirm the order of the table deletions.
24/04/1998 06:52:24	Rosalyn Rason	Pat, please can you provide a list of nino's that need to be 'deleted'. Thanks
24/04/1998 06:53:57	Rosalyn Rason	The Call record has been transferred to the Team: EDSC
24/04/1998 06:57:40	John Simpkins	The Call record has been assigned to the Team Member: Pat Carroll
24/04/1998 09:35:23	Pat Carroll	New evidence added - ninos fro deletion
24/04/1998 09:37:10	Pat Carroll	Ninos for deletion added, further evidence to be supplied regarding payments
24/04/1998 09:37:10	Pat Carroll	etc.
24/04/1998 09:37:11	Pat Carroll	The Call record has been transferred to the Team: Oracle-2nd
24/04/1998 10:02:39	Bob Burrell	Pat. As you will be aware, any update to the database carries a high risk.
24/04/1998 10:02:39	Bob Burrell	Having considered the information available to date, we cannot currently
24/04/1998 10:02:39	Bob Burrell	sanction the execution of the deletion script attached to this PinICL.
24/04/1998 10:02:41	Bob Burrell	The Call record has been assigned to the Team Member: Bob Burrell
24/04/1998 10:41:55	Bob Burrell	Having discussed the PinICL with Mik, it is agreed that SSC will investigate
24/04/1998 10:41:55	Bob Burrell	further. At the moment, issues such as the number of invalid ninos
24/04/1998 10:41:55	Bob Burrell	transferred to PAS/CMS; whether payments have been transferred; etc are still
24/04/1998 10:41:55	Bob Burrell	unknown. It is agreed that Oracle 2nd will take no further action unless
24/04/1998 10:41:55	Bob Burrell	invoked.
29/04/1998 08:44:04	Pat Carroll	New document added
29/04/1998 08:44:09	Pat Carroll	New evidence added - Options
29/04/1998 10:31:57	Rosalyn Rason	Thanks, for the evidence. I will look at it straight away.
30/04/1998 09:32:31	Rosalyn Rason	F} Response :
30/04/1998 09:32:31	Rosalyn Rason	Responded to call type L as Category 2 -Progress update

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30/04/1998 09:32:32	Rosalyn Rason	The response was delivered on the system
30/04/1998 09:33:34	Rosalyn Rason	The Call record has been transferred to the Team: EDSC
30/04/1998 09:35:28	Barbara Longley	The Call record has been assigned to the Team Member: Pat Carroll
06/05/1998 09:13:42	Pat Carroll	F} Response :
06/05/1998 09:13:42	Pat Carroll	Martin, CAPS are expecting correspondence on this one I can produce a draft
06/05/1998 09:13:42	Pat Carroll	letter if you wish.
06/05/1998 09:13:42	Pat Carroll	[END OF REFERENCE 3609751]
06/05/1998 09:13:42	Pat Carroll	Responded to call type L as Category 2 -Progress update
06/05/1998 09:13:43	Pat Carroll	The response was delivered on the system
06/05/1998 09:13:43	Pat Carroll	The Call record has been transferred to the Team: Cust. Services
12/05/1998 10:56:48	Denise Ivermee	The Call record has been transferred to the Team: Problem Mgt
12/05/1998 14:09:24	Mike Stewart	The Call record has been assigned to the Team Member: Mike Stewart
12/05/1998 14:22:35	Mike Stewart	I am just about to write to CAPS, Jacki Paterson,Pat Carter, Phil Lewis and
12/05/1998 14:22:35	Mike Stewart	inform them of the reasons why we will NOT want to delete the customer
12/05/1998 14:22:35	Mike Stewart	records. We were confronted with the scenario of the deletions and Pat
12/05/1998 14:22:35	Mike Stewart	Carroll has come up with 3 options of which the third one of "New NINO's for
12/05/1998 14:22:35	Mike Stewart	customers effected", will be the one we are recommending CAPS adopt.
12/05/1998 14:22:35	Mike Stewart	Will update with response to letter from CAPS.
14/05/1998 13:40:47	Barbara Longley	F} Response :
14/05/1998 13:40:47	Barbara Longley	Call with Problem Management - Pat Carroll (EDSC) has authorised extending
14/05/1998 13:40:47	Barbara Longley	target date to 1/6/98 - do not chase until then.
14/05/1998 13:40:47	Barbara Longley	[END OF REFERENCE 3817943]
14/05/1998 13:40:47	Barbara Longley	New target date set 01/06/98 11:03:00
14/05/1998 13:40:47	Barbara Longley	Responded to call type L as Category 2 -Progress update
14/05/1998 13:40:48	Barbara Longley	The response was delivered on the system
15/05/1998 08:51:55	Mike Stewart	I have now wiritten to CAPS , Phil Lewis Pat Carter and Jacki Paterson, with

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15/05/1998 08:51:55	Mike Stewart	the report and our recommendation, we are now awaiting a response from CAPS
15/05/1998 08:51:55	Mike Stewart	re the resolution.
05/06/1998 13:56:28	Barbara Longley	F} Response :
05/06/1998 13:56:28	Barbara Longley	Mike Stewart (Problem Management) has written to CAPS with the report and
05/06/1998 13:56:28	Barbara Longley	their recommendation, they are now awaiting a response from CAPS re the
05/06/1998 13:56:28	Barbara Longley	resolution.
05/06/1998 13:56:28	Barbara Longley	[END OF REFERENCE 4268792]
05/06/1998 13:56:28	Barbara Longley	Responded to call type L as Category 2 -Progress update
05/06/1998 13:56:29	Barbara Longley	The response was delivered on the system
09/06/1998 12:57:35	Barbara Longley	F} Response :
09/06/1998 12:57:35	Barbara Longley	Call with Problem Management - now awaiting a response from CAPS re the
09/06/1998 12:57:35	Barbara Longley	resolution. Pat Carroll (EDSC) has approved extending target date to 1/7/98.
09/06/1998 12:57:35	Barbara Longley	[END OF REFERENCE 4308986]
09/06/1998 12:57:35	Barbara Longley	New target date set 01/07/98 11:03:00
09/06/1998 12:57:36	Barbara Longley	Responded to call type L as Category 2 -Progress update
09/06/1998 12:57:36	Barbara Longley	The response was delivered on the system
11/06/1998 14:55:55	Barbara Longley	F} Response :
11/06/1998 14:55:55	Barbara Longley	Mike Stewart is unavailable at present - no further update.
11/06/1998 14:55:55	Barbara Longley	[END OF REFERENCE 4345294]
11/06/1998 14:55:55	Barbara Longley	Responded to call type L as Category 1 -Evidence required
11/06/1998 14:55:56	Barbara Longley	The response was delivered on the system
29/06/1998 10:38:31	Mike Stewart	Still awaiting update from CAPS as to what the action is to be over the
29/06/1998 10:38:31	Mike Stewart	deletions requests.
29/06/1998 12:01:15	Barbara Longley	F} Response :
29/06/1998 12:01:16	Barbara Longley	29/06/98 11:38:31 - By Mike Stewart - Problem Management
29/06/1998 12:01:16	Barbara Longley	Still awaiting update from CAPS as to what the action is to be over the

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29/06/1998 12:01:16	Barbara Longley	deletions requests.
29/06/1998 12:01:16	Barbara Longley	[END OF REFERENCE 4662296]
29/06/1998 12:01:16	Barbara Longley	Responded to call type L as Category 2 -Progress update
29/06/1998 12:01:17	Barbara Longley	The response was delivered on the system
09/07/1998 13:52:43	Mike Stewart	Still chasing CAPS for a response and action on this issue, will again
09/07/1998 13:52:43	Mike Stewart	contact Jacki Paterson to see if we can have a resolution.
09/07/1998 13:59:18	Barbara Longley	F} Response :
09/07/1998 13:59:18	Barbara Longley	09/07/98 14:52:43 - By Mike Stewart - CS - Problem Management
09/07/1998 13:59:18	Barbara Longley	Still chasing CAPS for a response and action on this issue, will again
09/07/1998 13:59:18	Barbara Longley	contact Jacki Paterson to see if we can have a resolution.
09/07/1998 13:59:18	Barbara Longley	[END OF REFERENCE 4869122]
09/07/1998 13:59:18	Barbara Longley	Responded to call type L as Category 2 -Progress update
09/07/1998 13:59:19	Barbara Longley	The response was delivered on the system
16/07/1998 13:19:10	Barbara Longley	F} Response :
16/07/1998 13:19:12	Barbara Longley	Have spoken to Mike Stewart (Problem Management) today and he will update
16/07/1998 13:19:12	Barbara Longley	call if there are any developments from CAPS.
16/07/1998 13:19:12	Barbara Longley	[END OF REFERENCE 5029654]
16/07/1998 13:19:12	Barbara Longley	Responded to call type L as Category 2 -Progress update
16/07/1998 13:19:13	Barbara Longley	The response was delivered on the system
17/07/1998 12:46:38	Barbara Longley	F} Response :
17/07/1998 12:46:38	Barbara Longley	Mike Stewart (Problem Management) will update this call if there are any
17/07/1998 12:46:38	Barbara Longley	developments from CAPS.
17/07/1998 12:46:38	Barbara Longley	[END OF REFERENCE 5071217]
17/07/1998 12:46:38	Barbara Longley	Responded to call type L as Category 2 -Progress update
17/07/1998 12:46:38	Barbara Longley	The response was delivered on the system
23/07/1998 13:01:48	Barbara Longley	F} Response :

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23/07/1998 13:01:48	Barbara Longley	Have left a message for Mike Stewart to update this call if there are any developments from CAPS.			
23/07/1998 13:01:48	Barbara Longley	[END OF REFERENCE 5172517]			
23/07/1998 13:01:48	Barbara Longley	Responded to call type L as Category 2 -Progress update			
23/07/1998 13:01:49	Barbara Longley	The response was delivered on the system			
24/07/1998 13:17:02	Mike Stewart	I have chased up CAPS who have been meeting with the DP Data Protection people to see if our recommended 3 options comply with what the DP ACT and the DSS requirements. They are awaiting a fax to provide the relevant information to us, but it looks as the requirement could be on us to delete unknown people from the Database as you can only hold correct/known information about people, if we only corrected the Names to match the correct NINO's we could be left with Nino's in the system who we and CAPS dont know who they belong to. So we may need to look at this problem again when the DP information arrives and take another form of action. I will update and discuss Pat Carroll asap.			
24/07/1998 13:17:02	Mike Stewart	F} Response :			
24/07/1998 13:17:02	Mike Stewart	Mike Stewart (Problem Management) update this call after he has had discussions with Pat Carroll (EDSC) next week.			
24/07/1998 13:17:02	Mike Stewart	[END OF REFERENCE 5198120]			
24/07/1998 13:17:02	Mike Stewart	Responded to call type L as Category 2 -Progress update			
24/07/1998 13:17:02	Mike Stewart	The response was delivered on the system			
24/07/1998 13:17:02	Mike Stewart	F} Response :			
24/07/1998 13:17:02	Mike Stewart	Mike Stewart was unavailable, so have sent him an email asking him whether he spoke to Pat Carroll and also asking him to provide update to call.			
24/07/1998 14:38:34	Barbara Longley	[END OF REFERENCE 5291248]			
24/07/1998 14:38:35	Barbara Longley	Responded to call type L as Category 2 -Progress update			
24/07/1998 14:38:35	Barbara Longley	The response was delivered on the system			
24/07/1998 14:38:35	Barbara Longley	F} Response :			
24/07/1998 14:38:35	Barbara Longley	Mike Stewart was unavailable, so have sent him an email asking him whether he spoke to Pat Carroll and also asking him to provide update to call.			
24/07/1998 14:38:35	Barbara Longley	[END OF REFERENCE 5291248]			
24/07/1998 14:38:35	Barbara Longley	Responded to call type L as Category 2 -Progress update			
24/07/1998 14:38:35	Barbara Longley	The response was delivered on the system			
29/07/1998 14:48:33	Barbara Longley	F} Response :			
29/07/1998 14:48:33	Barbara Longley	Mike Stewart was unavailable, so have sent him an email asking him whether he spoke to Pat Carroll and also asking him to provide update to call.			
29/07/1998 14:48:33	Barbara Longley	[END OF REFERENCE 5291248]			
29/07/1998 14:48:33	Barbara Longley	Responded to call type L as Category 2 -Progress update			
29/07/1998 14:48:33	Barbara Longley	The response was delivered on the system			

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29/07/1998 14:48:34	Barbara Longley	The response was delivered on the system
04/08/1998 12:42:16	Mike Stewart	I have now received a response from CAPS with a letter from their DSS Data
04/08/1998 12:42:16	Mike Stewart	Protection Unit which informs us that our proposed option 3 will not meet the
04/08/1998 12:42:16	Mike Stewart	DP requirements, therefore they are asking us to reconsider Option 1 to
04/08/1998 12:42:16	Mike Stewart	Delete the names and NINO's from our system.
04/08/1998 12:42:16	Mike Stewart	I will need to pass this information to Pat carroll and discuss with him the
04/08/1998 12:42:16	Mike Stewart	course and implications of the actions proposed in Option 1.
10/08/1998 14:37:55	Mike Stewart	I have added to the evidence the response letter and note from the data
10/08/1998 14:37:55	Mike Stewart	Protection Department in the DSS, I will be discussing the details with Pat
10/08/1998 14:37:55	Mike Stewart	Carroll on his return after the 12th.
10/08/1998 14:38:01	Barbara Longley	F} Response :
10/08/1998 14:38:02	Barbara Longley	I was contacted today by Elizabeth Ives Customer Services) for an update -
10/08/1998 14:38:02	Barbara Longley	have informed her that Pat Carroll (EDSC) will be back in 2 days time on
10/08/1998 14:38:02	Barbara Longley	12/8/98 for discussion of this call with Mike Stewart (Customer Services).
10/08/1998 14:38:02	Barbara Longley	[END OF REFERENCE 5450837]
10/08/1998 14:38:02	Barbara Longley	Responded to call type L as Category 2 -Progress update
10/08/1998 14:38:02	Barbara Longley	The response was delivered on the system
10/08/1998 15:34:31	Mike Stewart	New evidence added - CAPS Letter + Data Protection Comments
14/08/1998 15:55:23	Barbara Longley	F} Response :
14/08/1998 15:55:24	Barbara Longley	Mike Stewart has added new evidence added (CAPS Letter + Data Protection
14/08/1998 15:55:24	Barbara Longley	Comments) - Pat Carroll's return to the office has unfortunately been
14/08/1998 15:55:24	Barbara Longley	unavoidably delayed.
14/08/1998 15:55:24	Barbara Longley	[END OF REFERENCE 5560606]
14/08/1998 15:55:24	Barbara Longley	Responded to call type L as Category 2 -Progress update
14/08/1998 15:55:24	Barbara Longley	The response was delivered on the system
18/08/1998 14:47:09	Barbara Longley	F} Response :

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18/08/1998 14:47:09	Barbara Longley	Spoke to Mike Stewart today. He is going on leave until a week next Friday
18/08/1998 14:47:09	Barbara Longley	and Pat Carroll has not returned from leave yet, being unavoidably delayed.
18/08/1998 14:47:09	Barbara Longley	Pat will look at attachments on his return.
18/08/1998 14:47:09	Barbara Longley	[END OF REFERENCE 5599859]
18/08/1998 14:47:09	Barbara Longley	Responded to call type L as Category 2 -Progress update
18/08/1998 14:47:10	Barbara Longley	The response was delivered on the system
21/08/1998 16:41:44	Pat Carroll	F} Response :
21/08/1998 16:41:45	Pat Carroll	In respect of the document from the Social Security Data Protection Unit
21/08/1998 16:41:45	Pat Carroll	(bitmaps of two faxes in a Word document attached to this PinICL as evidence)
21/08/1998 16:41:45	Pat Carroll	we should take legal advice before proceeding.
21/08/1998 16:41:45	Pat Carroll	The problem was revisited again and the advice is that there is no way that
21/08/1998 16:41:45	Pat Carroll	we can simply delete records from the system (including during Migration).
21/08/1998 16:41:45	Pat Carroll	The problem has arisen because we have been supplied with incorrect data by
21/08/1998 16:41:45	Pat Carroll	the client (which the client has apparently subsequently deleted from their
21/08/1998 16:41:45	Pat Carroll	system) The problem should be addressed by the design team if a solution is
21/08/1998 16:41:45	Pat Carroll	required as an ad hoc deletion simply isn't an option.
21/08/1998 16:41:45	Pat Carroll	[END OF REFERENCE 5717590]
21/08/1998 16:41:45	Pat Carroll	Responded to call type L as Category 2 -Progress update
21/08/1998 16:41:45	Pat Carroll	The response was delivered on the system
15/09/1998 14:03:52	Mike Stewart	I have had to seek advice for the official response to Pat Carters reply and
15/09/1998 14:03:52	Mike Stewart	the comments from their DPU. The copy of the letter will be attached to this
15/09/1998 14:03:52	Mike Stewart	Pinicl. We have basically said to CAPS that they should send us the correct
15/09/1998 14:03:52	Mike Stewart	Customer details for the NiNos we would be left with after correcting the
15/09/1998 14:03:52	Mike Stewart	wrongly sent information. If they are unable to do this then we are NOT able
15/09/1998 14:03:52	Mike Stewart	to make deletions of Accounts as there is NO requirement in the solution for
15/09/1998 14:03:52	Mike Stewart	us to do this. And we are NOT prepared to do any Ad-Hoc data management to

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15/09/1998 14:03:52	Mike Stewart	correct this. If there is a requirement to Do Account Deletions this is an
15/09/1998 14:03:52	Mike Stewart	extra requirement and should be submitted as a CR to change the system.
15/09/1998 14:03:52	Mike Stewart	I have advised Pat Carter that she needs to escalate this issue higher in
15/09/1998 14:03:52	Mike Stewart	CAPS as we have reached the point where we can NOT make the next decision on
15/09/1998 14:03:52	Mike Stewart	the way forward.
15/09/1998 14:11:50	Mike Stewart	New evidence added - Letter Reply Delete Accounts/2
12/10/1998 10:23:28	Mike Stewart	New evidence added - Letter Account Deletions /2 7/9/98
13/10/1998 10:51:08	Barbara Longley	F} Response :
13/10/1998 10:51:08	Barbara Longley	Have brought new evidence to the attention of Pat Carroll (EDSC)
13/10/1998 10:51:08	Barbara Longley	[END OF REFERENCE 6800973]
13/10/1998 10:51:08	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
13/10/1998 10:51:09	Barbara Longley	The response was delivered on the system
20/10/1998 16:01:03	Barbara Longley	F} Response :
20/10/1998 16:01:03	Barbara Longley	Pat Carroll has agreed that we can extend the target date to 1/11/98.
20/10/1998 16:01:03	Barbara Longley	[END OF REFERENCE 6958249]
20/10/1998 16:01:04	Barbara Longley	New target date set 01/11/98 11:03:00
20/10/1998 16:01:04	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
20/10/1998 16:01:04	Barbara Longley	The response was delivered on the system
10/11/1998 11:09:06	Barbara Longley	F} Response :
10/11/1998 11:09:06	Barbara Longley	Call currently with Problem Management - Pat Carroll has agreed new target
10/11/1998 11:09:06	Barbara Longley	date of 18/11/98 - do not chase till then.
10/11/1998 11:09:06	Barbara Longley	[END OF REFERENCE 7487271]
10/11/1998 11:09:06	Barbara Longley	New target date set 18/11/98 10:03:00
10/11/1998 11:09:07	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
10/11/1998 11:09:07	Barbara Longley	The response was delivered on the system
07/12/1998 15:20:41	Barbara Longley	F} Response :

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07/12/1998 15:20:41	Barbara Longley	Pat Carroll (EDSC) has agreed updating target date to 18/12/98.
07/12/1998 15:20:41	Barbara Longley	[END OF REFERENCE 8113011]
07/12/1998 15:20:41	Barbara Longley	New target date set 18/12/98 10:03:00
07/12/1998 15:20:41	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
07/12/1998 15:20:42	Barbara Longley	The response was delivered on the system
09/12/1998 13:49:42	Barbara Longley	F} Response :
09/12/1998 13:49:42	Barbara Longley	Call currently with Problem Management - Pat Carroll has agreed new target
09/12/1998 13:49:42	Barbara Longley	date of 18/12/98 - do not chase till then.
09/12/1998 13:49:42	Barbara Longley	[END OF REFERENCE 8170986]
09/12/1998 13:49:42	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
09/12/1998 13:49:42	Barbara Longley	The response was delivered on the system
10/12/1998 16:10:30	Mike Stewart	After my last letter to CAPS stating that there is NO provision in the
10/12/1998 16:10:30	Mike Stewart	contract to allow us to Delete accounts, they have respoded on the 8/12/98
10/12/1998 16:10:30	Mike Stewart	with a reply stating that the contract does allow us to "Delete Accounts"
10/12/1998 16:10:30	Mike Stewart	therefore I have passed the letter with the stated contract details in it to
10/12/1998 16:10:30	Mike Stewart	John Dicks in requirements for his assessment of the letter and the next
10/12/1998 16:10:30	Mike Stewart	course of action.
10/12/1998 16:10:31	Mike Stewart	F} Response :
10/12/1998 16:10:32	Mike Stewart	Next Action, to get details and action required from John Dicks of
10/12/1998 16:10:32	Mike Stewart	Requirements in response to CAPS letter. By 16/12/98
10/12/1998 16:10:32	Mike Stewart	[END OF REFERENCE 8206197]
10/12/1998 16:10:32	Mike Stewart	Responded to call type L as Category 40 -Incident Under Investigation
10/12/1998 16:10:33	Mike Stewart	The response was delivered on the system
11/12/1998 13:17:57	Barbara Longley	F} Response :
11/12/1998 13:17:57	Barbara Longley	10/12/1998 16:10:32 - By Mike Stewart - Problem Management
11/12/1998 13:17:57	Barbara Longley	Next Action, to get details and action required from John Dicks of

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0010071	CAPS require deletion of records from PASCMS	23/04/1998 10:03:35	07/06/1999 13:02:19		General/Other/Misc
Carroll			Closed		

11/12/1998 13:17:57	Barbara Longley	Requirements in response to CAPS letter. By 16/12/98			
11/12/1998 13:17:57	Barbara Longley	[END OF REFERENCE 8217475]			
11/12/1998 13:17:58	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation			
11/12/1998 13:17:58	Barbara Longley	The response was delivered on the system			
14/12/1998 14:24:34	Janet Reynolds	CALL PC0010071:Priority B:Calltype Z: Target unchanged (Plan set)			
18/12/1998 12:25:17	Mike Stewart	New evidence added - Letter Delete Accounts 18/12/98			
08/01/1999 10:57:43	Janet Reynolds	Update from Mike Stewart:			
08/01/1999 10:57:43	Janet Reynolds	I have responded to CAPS and am still waiting for a reply from Tony Hayward.			
14/01/1999 13:21:11	Mike Stewart	After dicussions with Tony Hayward, Tony has drafted the response back to			
14/01/1999 13:21:11	Mike Stewart	CAPS with copies of the DPA explaining the actions expected on us to comply			
14/01/1999 13:21:11	Mike Stewart	with the DPA. We will still be holding our position that they must send us			
14/01/1999 13:21:11	Mike Stewart	the CORRECT details of Customes and if they have made a mistake they must			
14/01/1999 13:21:11	Mike Stewart	correct it and send us the correct details. Noe awaiting the response back			
14/01/1999 13:21:11	Mike Stewart	from CAPS.			
14/01/1999 13:21:13	Mike Stewart	F} Response :			
14/01/1999 13:21:13	Mike Stewart	See new progress added			
14/01/1999 13:21:13	Mike Stewart	[END OF REFERENCE 8654447]			
14/01/1999 13:21:13	Mike Stewart	Responded to call type Z as Category 2 -Progress update			
14/01/1999 13:21:13	Mike Stewart	The response was delivered on the system			
28/01/1999 15:52:10	Janet Reynolds	22/01/99 10:32:08 _ By Mike Stewart			
28/01/1999 15:52:10	Janet Reynolds	There is a meeting arranged for 26th January that I am attending and this			
28/01/1999 15:52:10	Janet Reynolds	problem will be on the agenda.			
28/01/1999 15:52:10	Janet Reynolds	28/01/99 16:50 _ By Mike Stewart			
28/01/1999 15:52:10	Janet Reynolds	I attended the meeting on 26th January the problem was discussed but there			
28/01/1999 15:52:10	Janet Reynolds	was no decision reached by CAPS.			
04/02/1999 11:45:05	Mike Stewart	F} Response :			

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Carroll			Closed		

04/02/1999 11:45:05	Mike Stewart	I am chasing Pat Carter of CAPS for a response on our last communication with them.
04/02/1999 11:45:05	Mike Stewart	
04/02/1999 11:45:05	Mike Stewart	[END OF REFERENCE 9103396]
04/02/1999 11:45:05	Mike Stewart	Responded to call type Z as Category 2 -Progress update
04/02/1999 11:45:06	Mike Stewart	The response was delivered on the system
12/02/1999 10:59:34	Janet Reynolds	Comment from Tony Oppenheim:
12/02/1999 10:59:34	Janet Reynolds	The CAPS request on us to delete data from PAS/CMS files. We are not
12/02/1999 10:59:34	Janet Reynolds	permitted under the contract to delete or amend client data. The advice given
12/02/1999 10:59:34	Janet Reynolds	to
12/02/1999 10:59:34	Janet Reynolds	you / position taken by Tony Hayward is correct and should not be deviated
12/02/1999 10:59:34	Janet Reynolds	from.
12/02/1999 10:59:34	Janet Reynolds	If CAPS do not accept it, you should explain that you are under instruction
12/02/1999 10:59:34	Janet Reynolds	to
12/02/1999 10:59:34	Janet Reynolds	do nothing by your contracts people, and the reason why. If still not happy,
12/02/1999 10:59:34	Janet Reynolds	advise them to escalate the matter to their contracts people.
12/02/1999 15:33:20	Mike Stewart	Still awaiting the latest reponse from Pat Carter in CAPS.
12/02/1999 15:33:21	Mike Stewart	F} Response :
12/02/1999 15:33:21	Mike Stewart	I whole heartily agree with Tony Oppenheim comments in his reply to the
12/02/1999 15:33:21	Mike Stewart	wwekkkly issue report. I have always sought the guidance of John Dicks and
12/02/1999 15:33:21	Mike Stewart	Warren Spencer on this issue and all responses have been with their approval.
12/02/1999 15:33:21	Mike Stewart	I have also advised CAPS Pat Carter that this matter should be escalated
12/02/1999 15:33:21	Mike Stewart	within CAPS.
12/02/1999 15:33:21	Mike Stewart	[END OF REFERENCE 9325411]
12/02/1999 15:33:21	Mike Stewart	Responded to call type Z as Category 2 -Progress update
12/02/1999 15:33:21	Mike Stewart	The response was delivered on the system
19/02/1999 11:16:47	Mike Stewart	F} Response :

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PC0010071	CAPS require deletion of records from PASCMS	23/04/1998 10:03:35	07/06/1999 13:02:19		General/Other/Misc
Carroll			Closed		

19/02/1999 11:16:47	Mike Stewart	I have chased this with Pat Carter who informs me that Dawn Mitchell who has
19/02/1999 11:16:47	Mike Stewart	just taken over from Paul Hanson is aware of the problem and will be
19/02/1999 11:16:47	Mike Stewart	progressing asap
19/02/1999 11:16:47	Mike Stewart	[END OF REFERENCE 9521068]
19/02/1999 11:16:47	Mike Stewart	Responded to call type Z as Category 2 -Progress update
19/02/1999 11:16:48	Mike Stewart	The response was delivered on the system
26/02/1999 10:11:09	Janet Reynolds	Update from Mike Stewart:
26/02/1999 10:11:09	Janet Reynolds	I am still waiting for a response from CAPS. I hope to hear from Dawn
26/02/1999 10:11:09	Janet Reynolds	Mitchell in the near future.
04/03/1999 15:22:59	Janet Reynolds	03/03/1999 18:10:44 - Update by Mike Stewart
04/03/1999 15:22:59	Janet Reynolds	I will be on leave for the rest of this week. I have not heard from CAPS to
04/03/1999 15:22:59	Janet Reynolds	date.
04/03/1999 15:22:59	Janet Reynolds	
11/03/1999 15:56:55	Mike Stewart	F} Response :
11/03/1999 15:56:55	Mike Stewart	I still have had no response from CAPS on this issue, will chase Pat Carter.
11/03/1999 15:56:55	Mike Stewart	[END OF REFERENCE 10031946]
11/03/1999 15:56:55	Mike Stewart	Responded to call type Z as Category 2 -Progress update
11/03/1999 15:56:56	Mike Stewart	The response was delivered on the system
19/03/1999 11:58:57	Mike Stewart	F} Response :
19/03/1999 11:58:57	Mike Stewart	I have to this date even though I have chased them NO response from CAPS as
19/03/1999 11:58:57	Mike Stewart	to furthering this problem.
19/03/1999 11:58:57	Mike Stewart	[END OF REFERENCE 10220997]
19/03/1999 11:58:57	Mike Stewart	Responded to call type Z as Category 2 -Progress update
19/03/1999 11:58:58	Mike Stewart	The response was delivered on the system
25/03/1999 16:53:48	Mike Stewart	F} Response :
25/03/1999 16:53:49	Mike Stewart	I have been advised that the issue has been passed from COLS, escalated to

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PC0010071	CAPS require deletion of records from PASCMS	23/04/1998 10:03:35	07/06/1999 13:02:19		General/Other/Misc
Carroll			Closed		

25/03/1999 16:53:49	Mike Stewart	the BA Joint Contracts Team to look at our response.
25/03/1999 16:53:49	Mike Stewart	[END OF REFERENCE 10343862]
25/03/1999 16:53:49	Mike Stewart	Responded to call type Z as Category 2 -Progress update
25/03/1999 16:53:49	Mike Stewart	The response was delivered on the system
01/04/1999 10:29:43	Mike Stewart	F} Response :
01/04/1999 10:29:44	Mike Stewart	I have had NO further update from CAPS/COLS re the escalation of this problem.
01/04/1999 10:29:44	Mike Stewart	[END OF REFERENCE 10455829]
01/04/1999 10:29:44	Mike Stewart	Responded to call type Z as Category 2 -Progress update
01/04/1999 10:29:45	Mike Stewart	The response was delivered on the system
09/04/1999 10:44:36	Mike Stewart	F} Response :
09/04/1999 10:44:36	Mike Stewart	I will be seeking some response from CAPS/COLS at next Tuesdays Operational
09/04/1999 10:44:36	Mike Stewart	review meeting.
09/04/1999 10:44:36	Mike Stewart	[END OF REFERENCE 10552751]
09/04/1999 10:44:36	Mike Stewart	Responded to call type Z as Category 2 -Progress update
09/04/1999 10:44:36	Mike Stewart	The response was delivered on the system
19/04/1999 08:50:28	Mike Stewart	F} Response :
19/04/1999 08:50:28	Mike Stewart	I have asked Dawn Mitchell of CAPS for an update, she has informed me that it
19/04/1999 08:50:28	Mike Stewart	was escalated to the contracts department who she believes have now escalated
19/04/1999 08:50:28	Mike Stewart	to the Joint Contracts board (Pat Kelsey). I will seek further updates from
19/04/1999 08:50:28	Mike Stewart	Dawn. I will also check with Tony Oppenheim to see if it has been raised as
19/04/1999 08:50:28	Mike Stewart	an problem at the Joint Contracts review.
19/04/1999 08:50:28	Mike Stewart	[END OF REFERENCE 10686688]
19/04/1999 08:50:29	Mike Stewart	Responded to call type Z as Category 2 -Progress update
19/04/1999 08:50:30	Mike Stewart	The response was delivered on the system
19/04/1999 09:15:38	Barbara Longley	This update brought to the attention of Pat Carroll (EDSC)
23/04/1999 11:03:09	Mike Stewart	F} Response :

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PC0010071	CAPS require deletion of records from PASCMS	23/04/1998 10:03:35	07/06/1999 13:02:19		General/Other/Misc
Carroll			Closed		

23/04/1999 11:03:09	Mike Stewart	I have had no further updates from Dawn Mitchell, I have yet to contact Tony			
23/04/1999 11:03:09	Mike Stewart	Oppenheim for an update.			
23/04/1999 11:03:09	Mike Stewart	[END OF REFERENCE 10771021]			
23/04/1999 11:03:09	Mike Stewart	Responded to call type Z as Category 2 -Progress update			
23/04/1999 11:03:10	Mike Stewart	The response was delivered on the system			
14/05/1999 13:44:21	Mike Stewart	F} Response :			
14/05/1999 13:44:23	Mike Stewart	I have still not received any confirmation of the escalation of this issue			
14/05/1999 13:44:23	Mike Stewart	that I raised with Dawn Mitchell of CAPS. I have emailed Tony Oppenheim to			
14/05/1999 13:44:23	Mike Stewart	ask if the issue has been raised to the joint contracts team and if so what			
14/05/1999 13:44:23	Mike Stewart	is the update.			
14/05/1999 13:44:23	Mike Stewart	[END OF REFERENCE 11100554]			
14/05/1999 13:44:25	Mike Stewart	Responded to call type Z as Category 2 -Progress update			
14/05/1999 13:44:26	Mike Stewart	The response was delivered on the system			
24/05/1999 12:11:54	Mike Stewart	F} Response :			
24/05/1999 12:11:55	Mike Stewart	I have as yet not received an update for Tony or a further update from CAPS.			
24/05/1999 12:11:55	Mike Stewart				
24/05/1999 12:11:55	Mike Stewart	[END OF REFERENCE 11244615]			
24/05/1999 12:11:55	Mike Stewart	Responded to call type Z as Category 2 -Progress update			
24/05/1999 12:11:56	Mike Stewart	The response was delivered on the system			
03/06/1999 15:55:47	Mike Stewart	F} Response :			
03/06/1999 15:55:48	Mike Stewart	THIS CALL CAN NOW BE CLOSED, this will no longer be an issue as the BA have			
03/06/1999 15:55:48	Mike Stewart	with drawn from the contract and PAS/CMS is closing down.....			
03/06/1999 15:55:48	Mike Stewart	[END OF REFERENCE 11373992]			
03/06/1999 15:55:48	Mike Stewart	Responded to call type Z as Category 2 -Progress update			
03/06/1999 15:55:48	Mike Stewart	The response was delivered on the system			
03/06/1999 15:57:42	Mike Stewart	F} Response :			

Ref Logged By	Summary	Opened	Last update Status	Customer	Product Group Product At Fault
PC0010071 Carroll	CAPS require deletion of records from PASCMS	23/04/1998 10:03:35	07/06/1999 13:02:19 Closed		General/Other/Misc

03/06/1999 15:57:42	Mike Stewart	Close Call
03/06/1999 15:57:42	Mike Stewart	[END OF REFERENCE 11374205]
03/06/1999 15:57:42	Mike Stewart	Responded to call type Z as Category 15 -Completed
03/06/1999 15:57:43	Mike Stewart	Hours spent since call received: 0.1 hours
03/06/1999 15:57:43	Mike Stewart	The response was delivered on the system
07/06/1999 13:02:18	Pat Carroll	CALL PC0010071 closed: Category 15, Type Z
07/06/1999 13:02:19	Pat Carroll	Hours spent since call received: 0 hours