



Live Defect Management

Stack Owner Update – 31 May 2022

POA internal monthly reporting



- MAC team create a view of all Live Defects on a monthly basis

Live Affecting Defects

as at 10:11 on Thursday 21st April 2022

Status

Still Investigating
Defect Identified - Solutioning
Defect Identified - Proposed For
Defect Identified - Targeted At - no live date

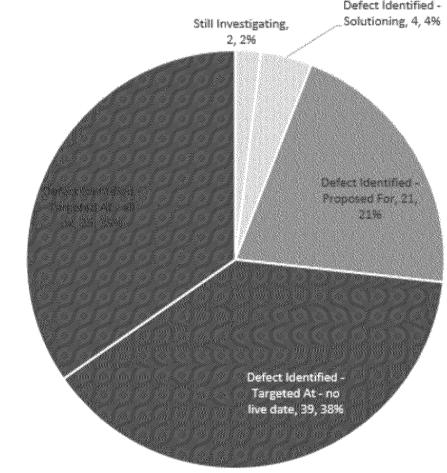
Number

Number	Action
2	Stack owners to drive investigation and qualification activity
4	Stack owners to confirm they know the fix and set the BIF Action
21	Rosie/Steve P (counter), and stack owners to get to PTF for targeting
39	Release Management/Counter team to get live dates added
35	Nothing - all ok

101

All Peaks in each category are on the linked tabs. Stacks are also shown

Live Defects by Status



Live Affecting Defects

as at 13:35 on Thursday 24th March 2022

Status

Still Investigating
Defect Identified - Solutioning
Defect Identified - Proposed For
Defect Identified - Targeted At - no live date

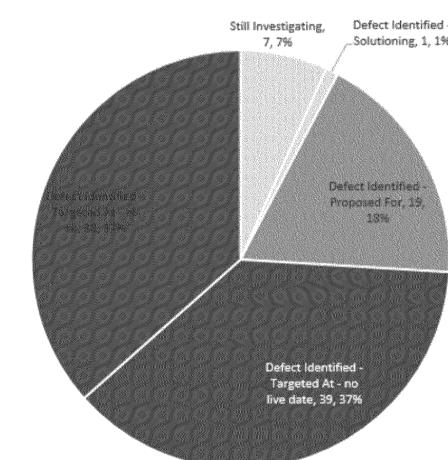
Number

Number	Action
7	Stack owners to drive investigation and qualification activity
1	Stack owners to confirm they know the fix and set the BIF Action
19	Rosie/Steve P (counter), and stack owners to get to PTF for targeting
39	Release Management/Counter team to get live dates added
38	Nothing - all ok

104

All Peaks in each category are on the linked tabs. Stacks are also shown

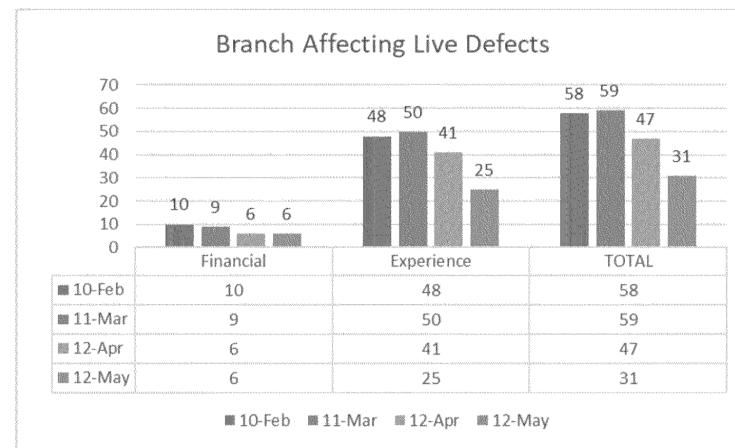
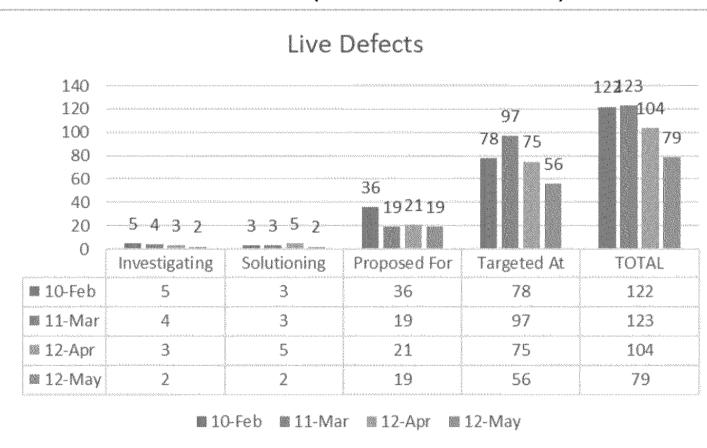
Live Defects by Status



POA Executive reporting



- A view of progress month to month forms part of the DE reporting pack – and it goes to Paul Patterson...
- Good progress with the deployment of 71.20
- Total Live Defects are 79 - a decrease of 25
 - ...of which, 31 (39%) are Branch Affecting – a decrease of 16
 - ...of which, 75 (95%) have an identified release (Proposed & Targeted)
 - ...of which, 47 (59%) are held up awaiting a POL firm release date for counter releases (72.10/72.20 etc)



Row Labels	Count of Summary
1 - Investigating	2
2 - Solutioning	2
3 - Proposed For	19
(blank)	19
Belfast Decommissioning	1
HNG-X 72.20	5
HNG-X 72.30	9
HNG-X 72.40	4
4 - Targeted At	56
(blank)	30
HNG-X 72.10	15
HNG-X 72.20	13
HNG-X 90.02	1
HNG-X 20.94.15	1
Jul	19
HNG-X 32.01	18
HNG-X 32.13	1
Aug	7
HNG-X 35.01	4
HNG-X 35.04	1
R2022_3501	2
Grand Total	79

- Main Issue – future counter releases require POL to finalise deployment dates, more frequent counter releases would be preferable but subject to POL agreement

© Fujitsu 2022

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)
- TARGETED AT - the fix has a defined Release through which it will be deployed. Awaiting deployment dates

POL HDR Reporting



- A weekly report of all HDR Defects is shared and discussed with POL

Horizon Defects Review - Fujitsu update report - 20/05/2022												
HDR Reference	POL Title	Category	Fujitsu Reference	Fujitsu Title	Confirmed Defect?	Workaround	Update	Target Release Type	Target Release	Current Target Release Date	HDR Extract	Screenshots
PB80040829	Counters unable to log in following extended period switched off	Experience	PO2989898	Failure to download Counter MAIN baseline refdata before package expiry	Yes	Yes	No Change since 20/05/2022	Targeted At	HNG-X 21.67.01	24/03/2022		
PB80040756	Cash deposit and other buttons can be pressed while Help is loading leading to system error	Experience	PO297218	Cash deposit and other buttons can be pressed while Help is loading leading to system error	Yes	No	No Change since 26/11/2021	Targeted At	HNG-X 72.10			
PB80040644	INC8441006 : 489539 - Unable to Print Drop & Go Receipt from a specific Address	Experience	PO296979	INC8441006 : 489539 - Unable to Print Drop & Go Receipt from a specific Address	Yes	No	No Change since 17/09/2021	Targeted At	HNG-X 72.10			
PB80040674	Counter that are box swapped at R71.10 will start up using the Aux JRE if the CBA is started ahead of the new reference data package being downloaded	Experience	PO296970	switching JREs does not consider box-swap situation	Yes	No	No Change since 26/11/2021	Targeted At	HNG-X 72.10			
PB80040661	Counter that are box swapped at R71.10 will start up using the Aux JRE if the Ref Data is started ahead of the new reference data package being downloaded without intent Ref Data will start up with PBS enabled, whereas the Ref Data may have superseded PBS at that Branch. For R70.40 counters, this results in the premature migration to PBS	Experience	PO296934	CBB-6156 - Counter's being migrated to PBS functionality when not expected	Yes	No	No Change since 22/10/2021	Targeted At	HNG-X 72.10			
PB80040643	Triggering Help during login causes logout & obsolete communications traffic / BAI exception	Experience	PO295983	Keypresses while opening Help triggers System Error	Yes	No	No Change since 03/12/2021	Targeted At	HNG-X 72.10			
PB80040779	Obsolete Help comms traffic	Experience	PO294925	Obsolete Help comms traffic	Yes	No	No Change since 20/05/2022	Proposed For	HNG-X 72.20			
PB80040520	Horizon Help Screen Freezing in branch	Experience	PO292825 - PB80047806	Help Screen Freezing on the Counters in Branches	No	No	Weekly Problem Update Ref 30/05/2022 - POL advised no action until release 72.20 - Counter Web Browser, Also	Proposed For	HNG-X 72.40	13/11/2022		
PB80040811	LST-R70.20 Ctr - User is Locked Into a Field During Foreign Currency Rem in Transaction	Experience	PO289932	LST-R70.20 Ctr - User is Locked Into a Transaction								
PB80040378	Back Office Printer Queue	Experience	PO289127	R70.20-SV&I-Printing Basic MSG001807 not display								
PB80040642	Branches receiving a message to request they wait 62 days before rollover however branch has not rolled over for over 8 months	Experience	PO288298	Fad 551329 gets message for over 8 months								
PB80040598	Loss of communications during banking transaction	Impact	PO299783	PBS Banking: Branch 145 Recovery								
PB80040499	Recovery not invoked following an error	Impact	PO298823	PBS Regression in R70.4C cannot handle dialog								
PB80040952	Pressing the Back Office menu button while recovering payment or banking transactions	Impact	PO298591	PBS transaction is in use branch/customer								
PB80040953	Declined Banking/Payment Transactions	Impact	PO297878	PBS LST-R71.10 - Transaction								

Count of Fujitsu Reference

Proposed For: (blank) 13/11/2022

Targeted At: HNG-X 21.67.01 24/03/2022 (blank)

Category: Experience, Impact

Target Release Type: Current Target Release Date: Target Release

Reports use Peak fields



- **RAPID PROGRESS** – must be evident for any ##LAD until it is Proposed or Targeted
- **IMPACT TAB** – critical for any ##LAD and must be up to date with all fields worded as well as we can
- **RELEASE DATES** – show when the defect will be fixed and where it is in the process
- HDR is the highest level of importance for ##LAD – we report them to POL. POL report them to postmasters
- We must ensure that we report on DATA derived from the SYSTEM
- We should be completing these updates when we are INVESTIGATING or SOLUTIONING
 - But we have a small amount of catch-up to do



The ask for #1 AD Peaks

- We have 3 Investigating (MAC 11:46 31/5):

Call Reference	Summary	Date Opened	Product	Product Group	Call Type	Priority	Assigned Team
PC0301167	Crospenmaen 422632 - BTS reports showing non-zero Trading Positions	26/05/2022	HNG-A Counter (HNGA)	HNG-X Platforms	Live Incidents	B	UK Bridge Team
PC0300066	PBS: INC10231988 - Branch 183002 - Declined transaction at counter not reversed with Vocalink	22/03/2022	Reconciliation	General/Other/Misc	Live Incidents	C	Bus_Apps_Des
PC0299159	PBS: R70.40 TMS update times out (PITPOS-119)	23/01/2022	Periphs-PinPad	HNG-X Counter	Live Incidents	C	Ingenico-Dev

RAPID PROGRESS
IMPACT TAB

- We have 2 Solutioning (MAC 11:46 31/5):

Call Reference	Summary	Date Opened	Product	Product Group	Call Type	Priority	Assigned Team
PC0300976	Counter failed to settle basket owing to an exception error	16/05/2022	Reconciliation	General/Other/Misc	Defect Identified	C	xCtr_GDC
PC0300335	INC10240975 : transaction logs 1 hour behind after clocks changed	04/04/2022	Application Service	HNG-X Counter	Defect Identified	C	xCtr_GDC

RAPID PROGRESS
IMPACT TAB

- We have 9 Proposed/Targeted (Emma 14:36 26/5):

Call Reference	Summary	Assigned Team	Assignee
PC0299551	INC4707478 : Level 0 BRDB backup not completing before the cut-off time (0600), needs to be 0700	LiveSpTest-GDC	Syam Idimadakala
PC0299441	INC9718945 : ATM SU Negative stock position not reporting in CoH file	LiveSpTest-GDC	Syam Idimadakala
PC0279942	INC3518814 : Email call - Issue with auto-mounting of NAS shares on BDB - fix due in R21.25	LiveSpTest-GDC	Ramprasad Nama
PC0285959	INC4596435 : Introduce monitoring of RMAN backup space	LiveSpTest-GDC	Krishna Relangi
PC0296390	CBB-5933 : minor back office printer logging bug ? wrong job id	RM-x	Release to Live
PC0296349	POL Test - All Four Local Collect Return To Sender Options Messages Produce Event Code I534 In The T	RM-x	Raj Bains
PC0292621	INC7095370 : 172.17.54.4 DEVICE HAS STOPPED RESPONDING TO POLLS	LiveSpTest-GDC	Syam Idimadakala
PC0290092	INC6063623 : BRS application has 1 unresolved operation exception(s)	LiveSpTest-GDC	Krishna Relangi
PC0289898	LST: R20.55 BRDB - BRDB_BRANCH_INFO.IP_SUBNET Not Populated for New Branches	RM-x	Release to Live

IMPACT TAB
RELEASE DATES

Take aways



- 1. One-time – Address the 3 + 2 + 9 Peaks on the previous slide**
 - Let's get up to date and on top of now
- 2. Ongoing – If it is HDR – it is critical to be all over it – hold anyone to account**
- 3. Ongoing – Use the Checklist**
 - We will add some examples of good Impact Tab updates to help
- 4. Ongoing – Apply special attention at the Investigating and Solutioning stages**
 - Get into a frequent cadence
- 5. Ongoing – Challenge poorly worded entries**
 - assume you will need to understand this in 6 months when someone hands it to you



ACTION REQUIRED

Peaks that need immediate action



● We have 3 Investigating:

Call Reference	Summary	COMMENT
PC0301167	Crospenmaen 422632 - BTS reports showing non-zero Trading Positions	HDR. Looks ok but the Impact tab needs more polish. We also need to keep up the pace
PC0300066	PBS: INC10231988 - Branch 183002 - Declined transaction at counter not reversed with Vocalink	HDR issue. This is Defect Identified (Call Type #) and has a proposed deployment date of August 22. If that fix will be a release then this goes to PTF. If OCR then we should add that to this Peak
PC0299159	PBS: R70.40 TMS update times out (PITPOS-119)	Now closed – no action required

● We have 2 Solutioning:

Call Reference	Summary	COMMENT
PC0300976	Counter failed to settle basket owing to an exception error	HDR. Looks ok but needs to get to BIF/PTF asap when analysis completed
PC0300338	INC10240995 : transaction logs 1 hour behind after clocks changed	This should be HDR as it affects branch operations – Experience. The workaround needs explaining to POL too. This needs to go to BIF/PTF asap

● We have 9 Proposed/Targeted:

Call Reference	Summary	EDITS to Impact Tab needed
PC0299551	INC4707478 : Level 0 BRDB backup not completing before the cut-off time (0600), needs to be 0700	Description, Fix required (describe here)
PC0299441	INC9718945 : ATM SU Negative stock position not reporting in CoH file	Description, Is it detected/monitored (full word)
PC0279942	INC3518814 : Email call - Issue with auto-mounting of NAS shares on BDB - fix due in R21.25	Description, Root cause (describe here), Fix required (describe)
PC0285959	INC4596435 : Introduce monitoring of RMAN backup space	Description, Fix required
PC0296390	CBB-5933 : minor back office printer logging bug ? wrong job id	All fields
PC0296349	POL Test - All Four Local Collect Return To Sender Options Messages Produce Event Code I534 In The T	All fields
PC0292621	INC7095370 : IRRELEVANT DEVICE HAS STOPPED RESPONDING TO POLLS	All fields
PC0290092	INC6063623 : BRS application has 1 unresolved operation exception(s)	Description
PC0289898	LST: R20.55 BRDB - BRDB_BRANCH_INFO.IP_SUBNET Not Populated for New Branches	All fields