



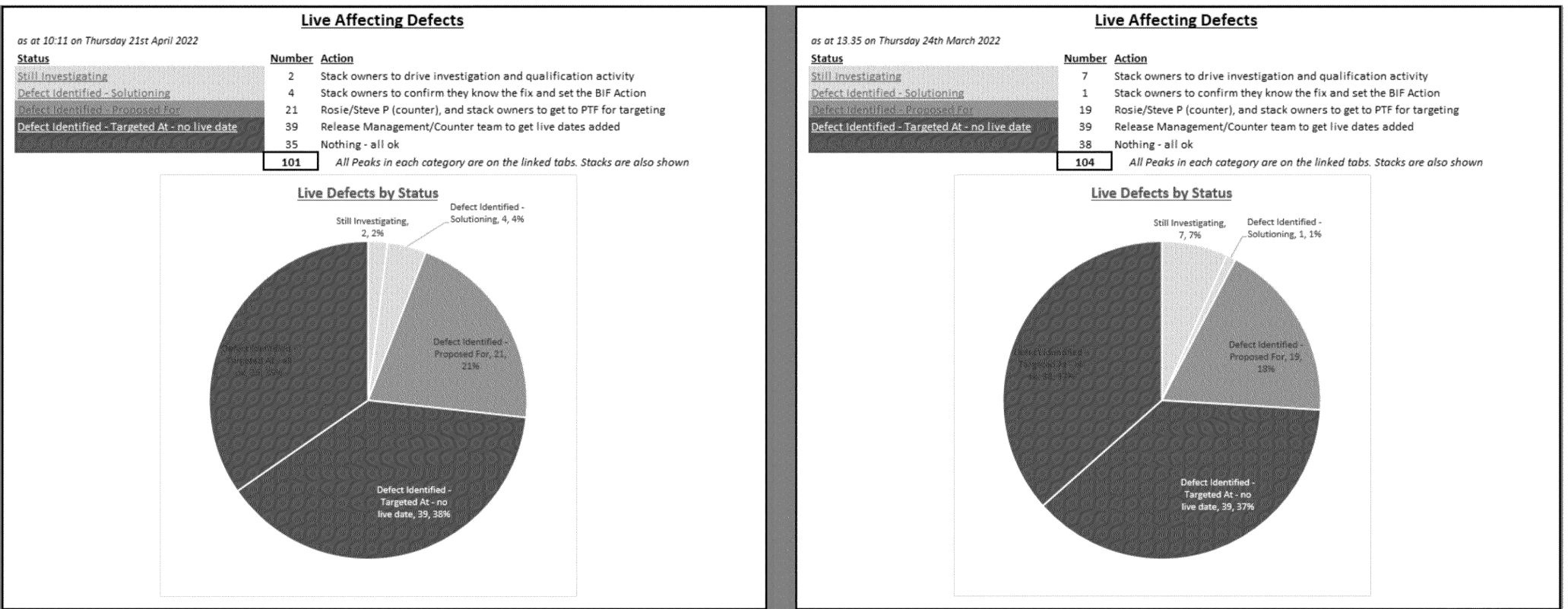
Live Defect Management

Stack Owner Update – 31 May 2022

POA internal monthly reporting



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



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)

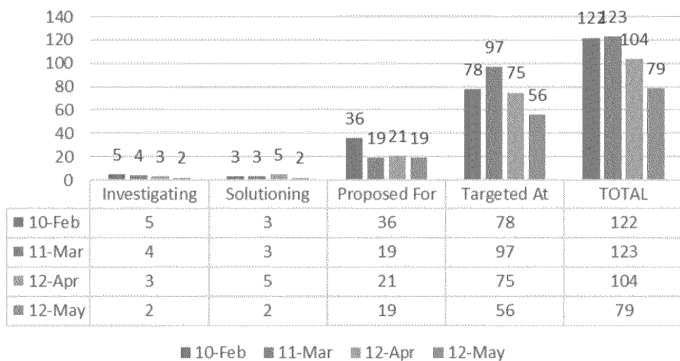


Row Labels	Count of Summary
1 - Investigating	2
2 - Solutioning	2
3 - Proposed For	19
(blank)	19
Belfast Decommissioning	1
HNG-X 72.20	5
HNG-X 72.30	9
HNG-X 72.40	4
4 - Targeted At	56
(blank)	30
HNG-X 72.10	15
HNG-X 72.20	13
HNG-X 90.02	1
HNG-X 20.94.15	1
Jul	19
HNG-X 32.01	18
HNG-X 32.13	1
Aug	7
HNG-X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

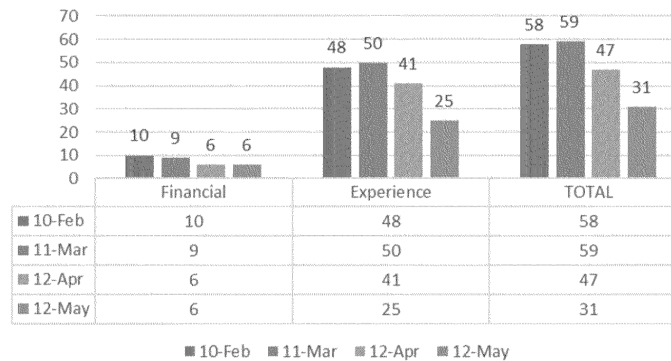
- Main Issue – future counter releases require POL to finalise deployment dates, more frequent counter releases would be preferable but subject to POL agreement

© Fujitsu 2022

Live Defects



Branch Affecting Live Defects



Key:

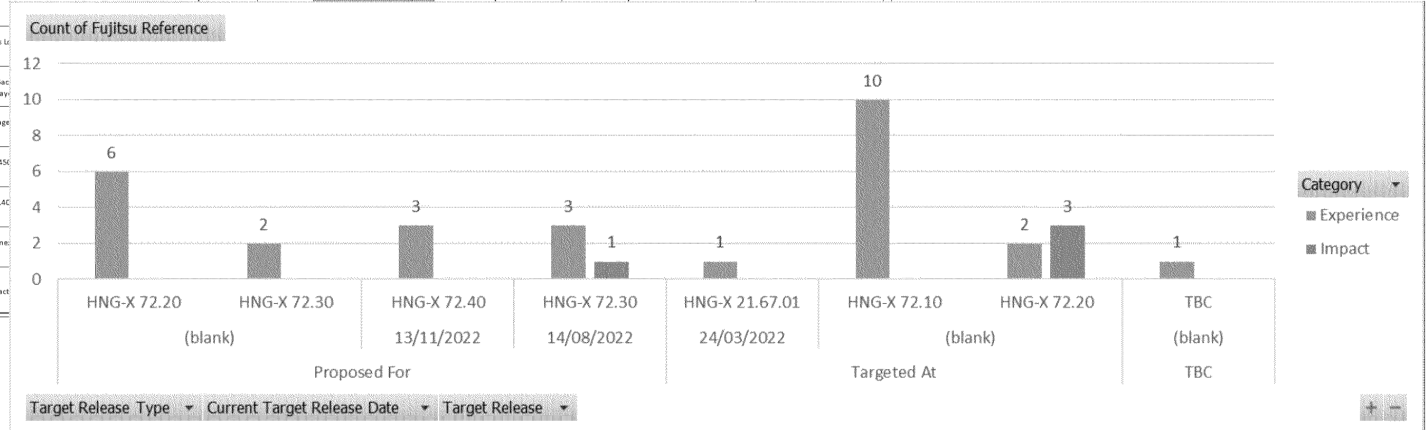
- INVESTIGATING - Live Defect (actual or potential) still being investigated. May, or may not, be a Live Defect
- SOLUTIONING - confirmed Live Defects where the solution is being identified for agreement by the technical teams
- PROPOSED FOR - the solution is confirmed, and a suitable release has been 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										
POL Reference	POL Title	Category	Fujitsu Reference	Fujitsu Title	Confirmed Defect	Workaround	Update	Target Release Type	Target Release	Current Target Release Date
P880040829	Counters unable to log in following extended period switched off	Experience	PCD298898	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
P880040756	Cash deposit and other buttons can be pressed while Help is loading leading to system error	Experience	PCD297218	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	
P880040664	ICR441006 : 489539 - Unable to Print Drop & Go Receipt from a specific Address	Experience	PCD296979	ICR441006 : 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	
P880040674	Counters that are box swapped at R71.10 will start-up using the Aul JRE if the CBA is started ahead of the new reference data package being downloaded	Experience	PCD296970	switching JREs does not consider box-swap situation	Yes	No	No Change since 26/11/2021	Targeted At	HNG-X 72.10	
P880040661	Counters that are initiated in bootstrap mode (Disk issues / Download failures) without latest Ref Data, will start-up with PBS enabled, whereas the Ref Data may have suppressed PBS at that branch. For R70.40 counters, this results in the premature migration to PBS	Experience	PCD296934	CRB-6156 - Counters being migrated to PBS functionality when not expected	Yes	No	No Change since 22/10/2021	Targeted At	HNG-X 72.10	
P880040643	Triggering Help during login causes logout & obsolete communications traffic BAI exception	Experience	PCD295983	Keypresses while opening Help triggers System Error	Yes	No	No Change since 03/12/2021	Targeted At	HNG-X 72.10	
P880040779	Obsolete Help comms traffic	Experience	PCD294925	Obsolete Help comms traffic	Yes	No	No Change since 20/05/2022	Proposed For	HNG-X 72.20	
P880040520	Horizon Help Screen Freezing in branch	Experience	PCD292825 - P880047806	Help Screen Freezing on the Counters in Branches	No	No	Weekly Problem Update for 30/05/2022: POL advised no action until released 72.20 - Counter Wide Browser, Also	Proposed For	HNG-X 72.40	13/11/2022
P880040811	LST: R70.20 Cr - User is Locked into a Field During Foreign Currency Rem in Transaction	Experience	PCD289922	LST: R70.20 Cr - User is Locked into Transaction						
P880040378	Back Office Printer Queue	Experience	PCD289127	R70.20-SIV&1-Printing Back 7MSGD01.80? not display						
P880040642	Branches receiving a message to request they wait 62 days before rollover however branch has not rolled over for over 8 months	Experience	PCD288299	Fad 551329 gets message for over 8 months						
P880040948	Loss of communications during banking transaction	Impact	PCD299783	PBS Banking: Branch 1436 Recovery						
P880040949	Recovery not invoked following an error	Impact	PCD298823	PBS: Regression in R70.AC cannot handle dialog						
P880040952	Pressing the Back Office menu buttons while recovering payment or banking transactions	Impact	PCD298501	PBS transaction is in one branch/customer						
P880040953	Declined Banking/Payment Transactions	Impact	PCD297878	PBS LST R71.10 - 3? ansact						





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
PC0300333	INC10240915 : transaction logs 1 hour before 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 6₇ 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