



# Live Defect Management Update

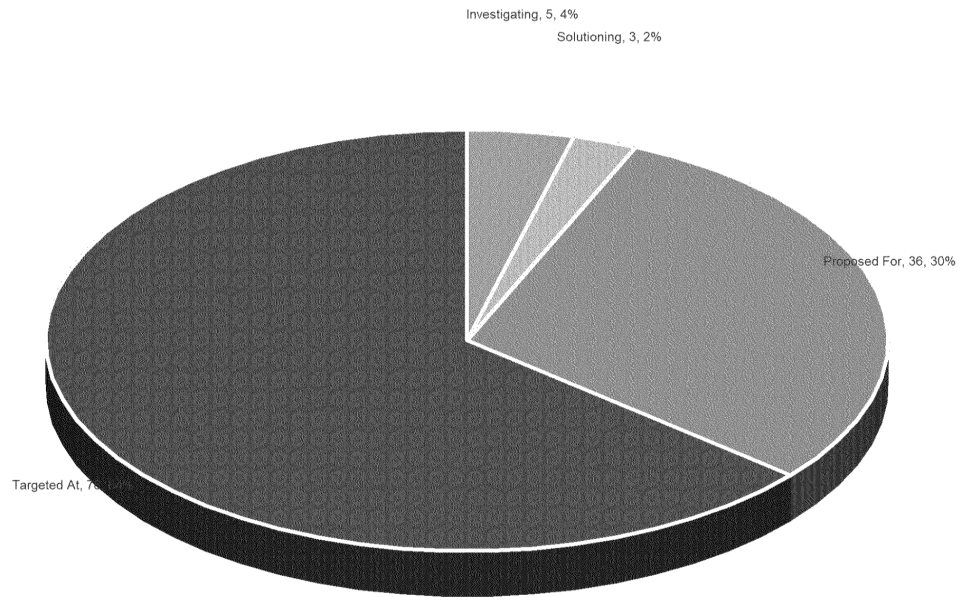
HNG Business Review – January 2022





# Live Defects – 10/02/2022

Live Defects by Status



## 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

Row Labels	Count of Summary
<b>1 - Investigating</b>	<b>5</b>
HNG-X 70.40	2
HNG-X 72.30	1
HNG-X Rel. Ind.	1
HNG-X 20.94.12	1
<b>2 - Solutioning</b>	<b>3</b>
HNG-X 70.40	1
HNG-X Rel. Ind.	2
<b>3 - Proposed For</b>	<b>36</b>
Belfast Decommissioning	1
HNG-X 72.20	23
HNG-X 72.30	6
HNG-X 72.40	4
HNG-X 90.02	1
HNG-X 21.50.02	1
<b>4 - Targeted At</b>	<b>78</b>
HNG-X 21.18	14
HNG-X 21.50	1
HNG-X 21.67	1
HNG-X 21.68	1
HNG-X 21.69	2
HNG-X 21.70	2
HNG-X 22.77	1
HNG-X 71.20	26
HNG-X 72.10	16
HNG-X 90.01	4
HNG-X 21.50.01	3
HNG-X 30.08	1
HNG-X 21.67.01	3
HNG-X 31.01	2
HNG-X 90.00.06	1
<b>Grand Total</b>	<b>122</b>

## Deployment outlook:

- c36 – February
- c40 – March
- c2 – April

ALL of these will be deployed by 03 April 2022 (based on current information)



# Live Defects – the mix

## PBS

Row Labels	Count of Summary
<b>1 - Investigating</b>	<b>4</b>
HNG-X 70.40	2
HNG-X 72.30	1
HNG-X 20.94.12	1
<b>2 - Solutioning</b>	<b>1</b>
HNG-X 70.40	1
<b>3 - Proposed For</b>	<b>17</b>
HNG-X 72.20	12
HNG-X 72.30	3
HNG-X 90.02	1
HNG-X 21.50.02	1
<b>4 - Targeted At</b>	<b>24</b>
HNG-X 71.20	14
HNG-X 72.10	2
HNG-X 90.01	4
HNG-X 21.50.01	3
HNG-X 90.00.06	1
<b>Grand Total</b>	<b>46</b>

## HDR

Row Labels	Count of Summary
<b>1 - Investigating</b>	<b>2</b>
HNG-X 70.40	1
HNG-X 20.94.12	1
<b>2 - Solutioning</b>	<b>1</b>
HNG-X 70.40	1
<b>3 - Proposed For</b>	<b>21</b>
HNG-X 72.20	14
HNG-X 72.30	3
HNG-X 72.40	3
HNG-X 21.50.02	1
<b>4 - Targeted At</b>	<b>34</b>
HNG-X 71.20	17
HNG-X 72.10	10
HNG-X 90.01	2
HNG-X 21.50.01	3
HNG-X 21.67.01	1
HNG-X 90.00.06	1
<b>Grand Total</b>	<b>58</b>

## Priority

Row Labels	Count of Summary
<b>1 - Investigating</b>	<b>5</b>
C	4
D	1
<b>2 - Solutioning</b>	<b>3</b>
C	3
<b>3 - Proposed For</b>	<b>36</b>
B	5
C	24
D	7
<b>4 - Targeted At</b>	<b>78</b>
B	12
C	51
D	15
<b>Grand Total</b>	<b>122</b>





# Live Defect Management Update

HNG Business Review – February 2022

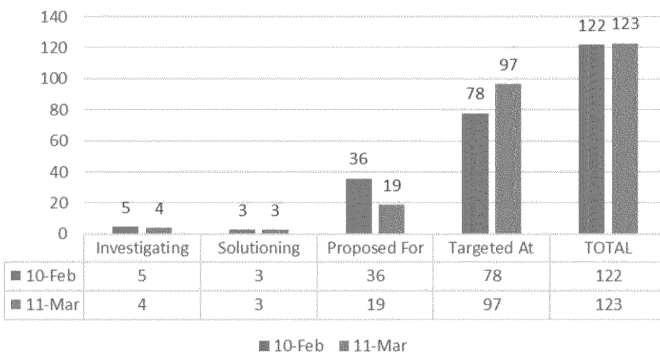


# Live Defects – 11/03/2022

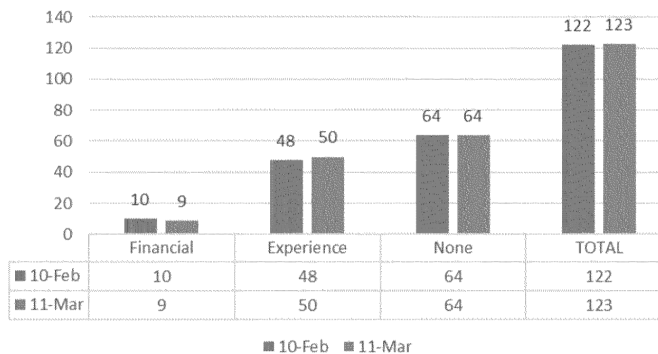
- Total increased by 1, Branch Affecting increased by 1
- Considerable majority now Targeted At a release
- Counter delays with 71.20 and 72.10 moving release dates 1-2 months

- Mainly waiting for go live dates
- Counter dates drifting so major clear-down still pending

Live Defects



Branch Affecting Live Defects



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5

Re-target	1
<b>3 - Proposed For</b>	<b>19</b>
Belfast Decommissioning	1
HNG-X 72.20	7
HNG-X 72.30	6
HNG-X 72.40	4
HNG-X 90.02	1
<b>4 - Targeted At</b>	<b>97</b>
HNG-X 21.68	1
HNG-X 21.70	2
HNG-X 71.20	25
HNG-X 72.10	15
HNG-X 72.20	14
HNG-X 90.01	3
HNG-X 21.67.01	4
HNG-X 90.00.06	1
HNG-X 21.50.02	1
HNG-X 90.00.07	5
HNG-X 32.01	18
HNG-X 31.03	1
HNG-X 21.50.03	1
HNG-X 90.00.08	1
HNG-X 31.08	1
HNG-X 90.01.01	2
R2022_3205	1
HNG-X 32.04	1
<b>Grand Total</b>	<b>123</b>

## Deployment:

- Confirmed
  - 25 – Mar
  - 1 – Apr
  - 34 – May
- No date
  - 37 – Mar/Apr





# Live Defect Management Update

HNG Business Review – March 2022



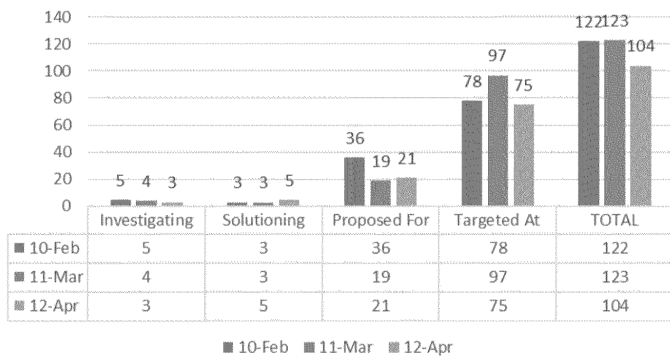
# Live Defects – 12/04/2022

- Good progress, with the total decreased by 19 to 104
  - ...of which, Branch Affecting decreased by 12 to 47
  - ...of which, 96 have an identified release (Proposed & Targeted)
  - ...of which, 70 are held up awaiting a POL firm release date for counter releases (71.20/72.10 etc)

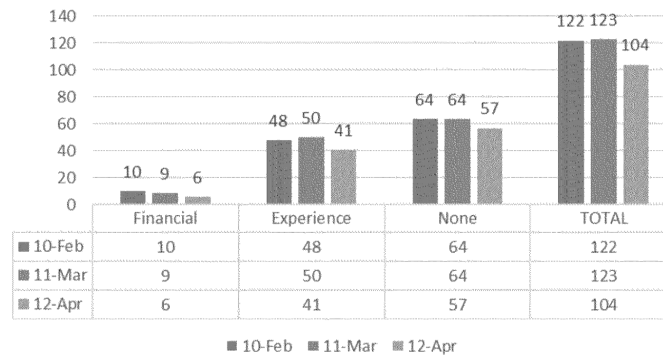
- Fujitsu processes are working well
- Major issue is release dates for counter releases and the fact that there are only 4 counter releases per annum – hence ongoing backlog – of which MANY are postmaster (branch) affecting

HNG-X 71.20	20
HNG-X 72.10	15
HNG-X 72.20	21
HNG-X 72.30	9
HNG-X 72.40	4
HNG-X 90.02	1
<b>HNG-X 32.01</b>	<b>18</b>
<b>R2022_3205</b>	<b>1</b>
HNG-X 33.01	3
HNG-X 33.04	1
<b>R2022_3301</b>	<b>2</b>
<b>Grand Total</b>	<b>96</b>

Live Defects



Branch Affecting Live Defects



- Only the 3 rows highlighted have committed release dates (in May)
- **The remainder are mostly counter releases requiring POL to finalise deployment dates**

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# Live Defect Management Update

HNG Business Review – April 2022



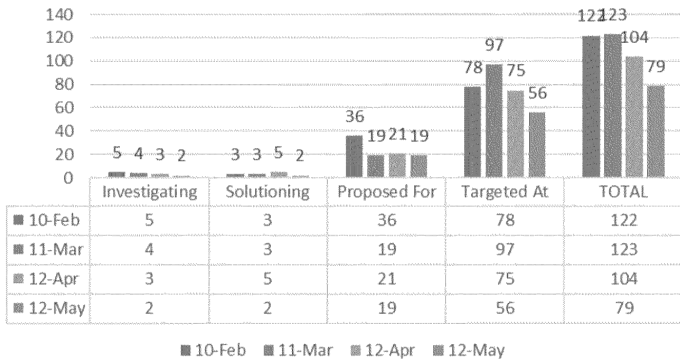
# Live Defects – 12/05/2022



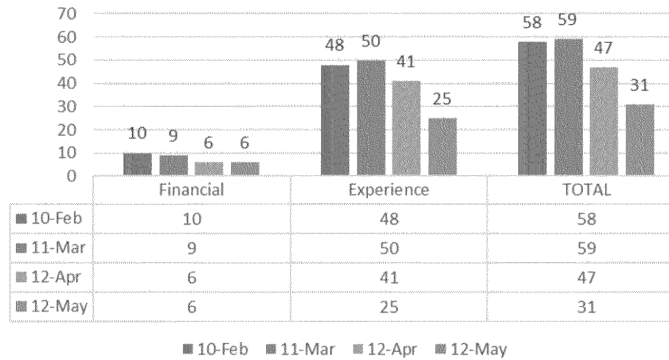
- Good progress with the deployment of 71.20
- Total Live Defects are 79 - a decrease of 25
  - ...of which, 31 (39%) are Branch Affecting – a decrease of 16
  - ...of which, 75 (95%) have an identified release (Proposed & Targeted)
  - ...of which, 47 (59%) are held up awaiting a POL firm release date 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
<b>Grand Total</b>	<b>79</b>

Live Defects



Branch Affecting Live Defects



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- **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

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





# Live Defect Management Update

HNG Business Review – May 2022



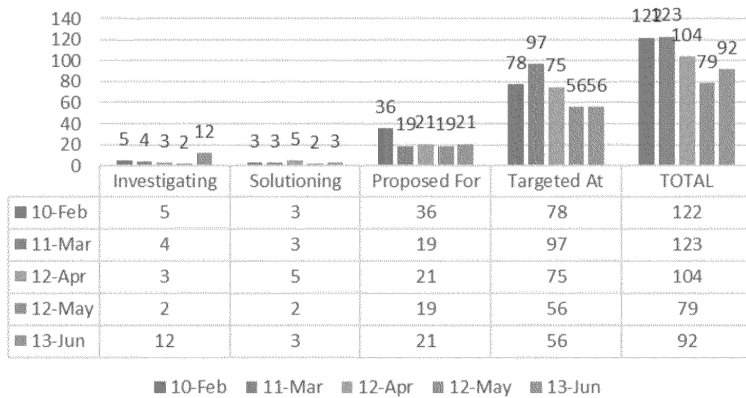
# Live Defects – as at 13/06/2022



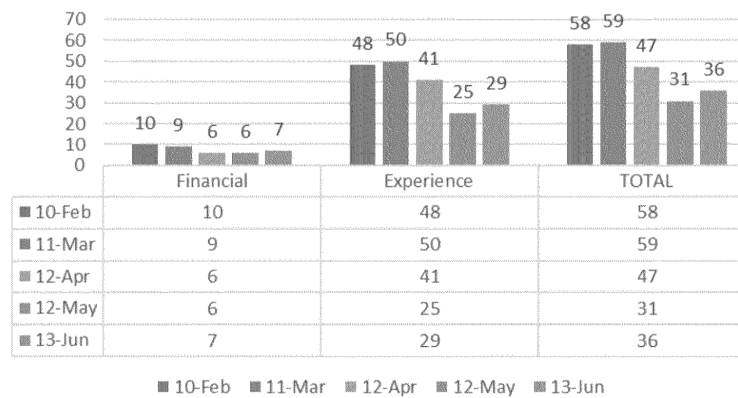
- Total Live Defects are 92 - an increase of 13
  - ...of which, 36 (39%) are Branch Affecting – an increase of 5
  - ...of which, 77 (84%) have an identified release (Proposed & Targeted)
  - ...of which, 34 (37%) are held up awaiting a POL firm release date for counter releases (72.20/72.30 etc)



Live Defects



Branch Affecting Live Defects



Row Labels	Count of Summary
1 - Investigating	12
2 - Solutioning	3
3 - Proposed For	21
Belfast Decommissioning	1
(blank)	1
HNG-X 72.20	1
(blank)	1
HNG-X 72.30	15
14/08/2022	15
HNG-X 72.40	4
(blank)	4
4 - Targeted At	56
HNG-X 72.10	15
26/06/2022	15
HNG-X 72.20	13
(blank)	13
HNG-X 90.02	1
(blank)	1
HNG-X 32.01	18
03/07/2022	18
HNG-X 32.13	1
05/07/2022	1
HNG-X 35.01	3
07/08/2022	3
HNG-X 35.04	1
07/08/2022	1
R2022_3501	2
07/08/2022	2
HNG-X 36.01	1
04/09/2022	1
HNG-X 38.50	1
(blank)	1
Grand Total	92

## Key:

- **INVESTIGATING** - Live Defect (actual or potential) still being investigated. May, or may not, be a Live Defect
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- **Main Issue – future counter releases require POL to finalise deployment dates, more frequent counter releases would be preferable but subject to POL agreement**





# Live Defect Management Update

HNG Business Review – June 2022

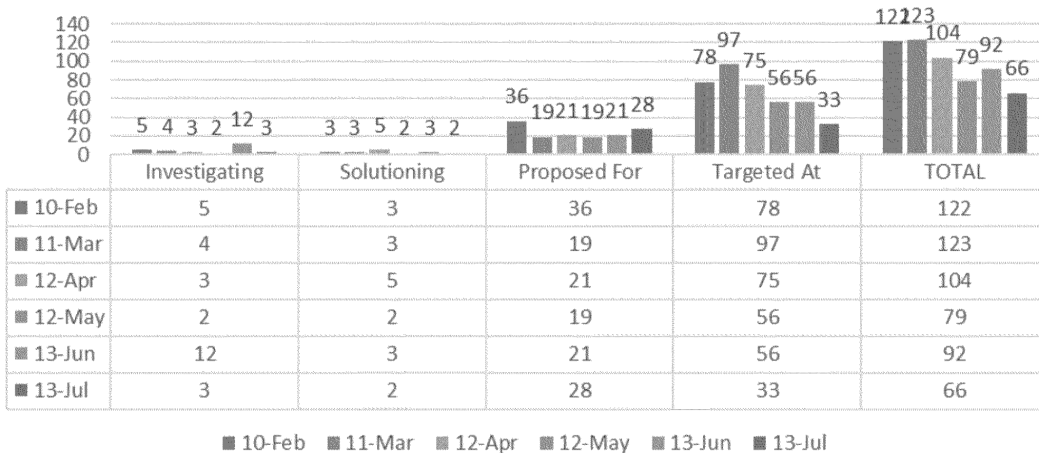


This shows consistent good progress with positive movement both at a Total level and Branch Affecting level

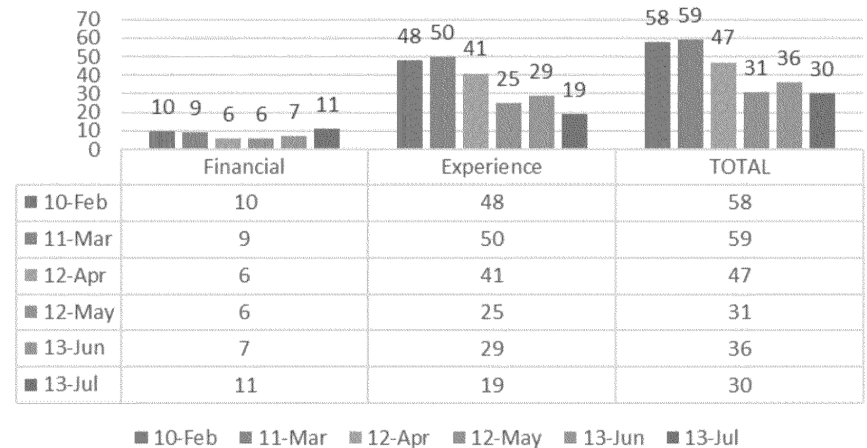
# Live Defects – Total & Branch

- Total Live Defects is 66 – a decrease of 26 – lowest number on record
  - ...of which, 61 (92%) have an identified release (Proposed & Targeted)
  - ...of which, 41 (62%) are held up awaiting a POL firm release date for counter releases (72.20/72.30 etc)
- Total Branch Affecting Live Defects is 30 (45%) – a decrease of 6 – lowest number on record

Live Defects



of which - Branch Affecting Live Defects



**Key:**

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

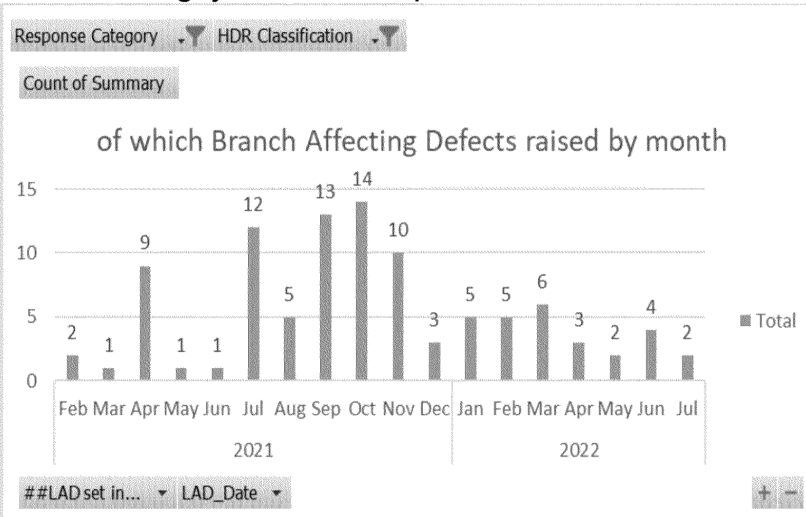
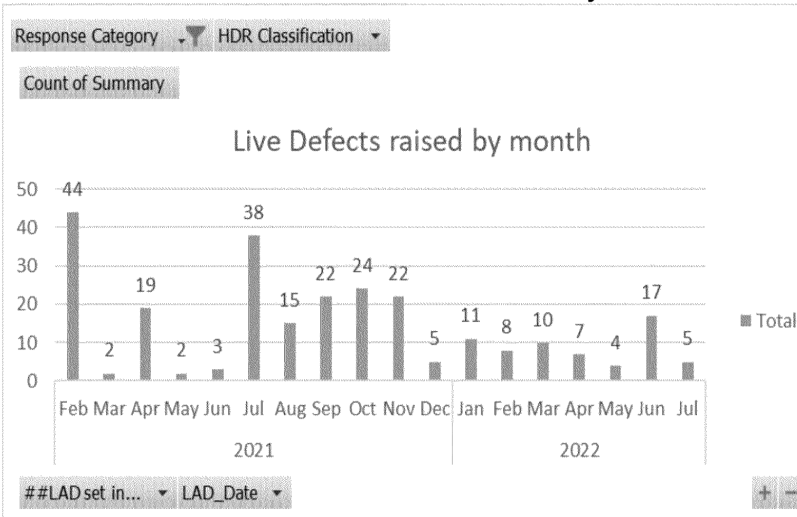


# Live Defects – Main Issue & N

- Main Issues unchanged
  - Future counter releases require POL to finalise deployment dates
  - More frequent counter releases would be preferable – under discussion with POL
- NEW Live Defects
  - 2021 average was 18 per month of which 6.5 were branch affecting
  - 2022 average (YTD excl Jul) is 9.5 per month of which 4 are branch affecting
    - June levels affected by 11 entries all related to log4j on different platforms

- The backlog of fixes is highly dependent on POL agreeing deployment dates.
- The rate of NEW Live Defects is trending downwards as would be hoped

1 - Investigating	3
2 - Solutioning	2
3 - Proposed For	28
HNG-X 72.30	20
(blank)	20
HNG-X 73.10	7
(blank)	7
HNG-X 90.04	1
(blank)	1
4 - Targeted At	33
HNG-X 72.20	13
(blank)	13
HNG-X 90.02	1
27/07/2022	1
HNG-X 36.01	4
04/09/2022	4
HNG-X 36.04	3
04/09/2022	3
R2022_3604	1
04/09/2022	1
R2022_3605	1
04/09/2022	1
HNG-X 36.03	3
04/09/2022	3
HNG-X 38.50	1
(blank)	1
R2022_3601	2
04/09/2022	2
HNG-X 36.05	2
04/09/2022	2
HNG-X 35.07	1
(blank)	1
HNG-X 90.01.04	1
25/07/2022	1
<b>Grand Total</b>	<b>66</b>







# Live Defect Management Update

HNG Business Review – July 2022



- This shows continued good progress with positive movement both Total and Branch Affecting levels

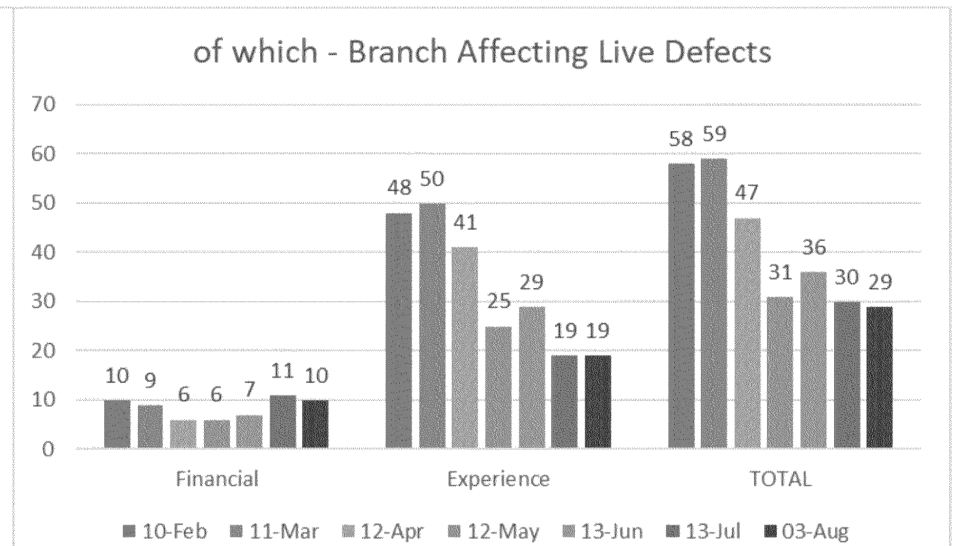
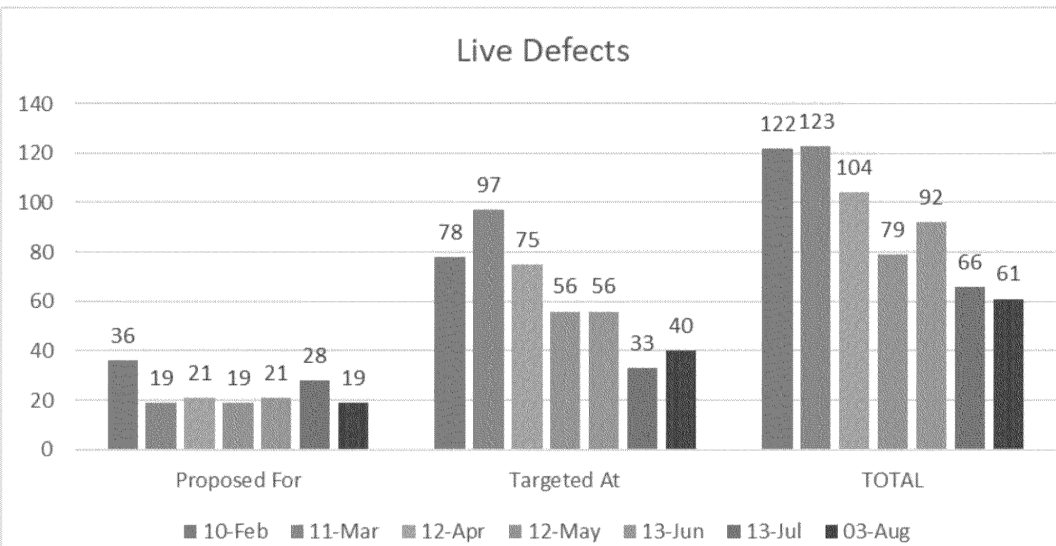
# Live Defects – Total & Branch

## ● Total Live Defects is 61

- a decrease of 5 from last month – lowest number on record
- ...of which, 59 (97%) have an identified release (Proposed & Targeted)

## ● Total Branch Affecting Live Defects is 30 (49%)

- a decrease of 1 from last month – lowest number on record



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# Live Defects – Main Issues & M

- The backlog of fixes is highly dependent on POL agreeing deployment dates.
- The rate of NEW Live Defects is trending downwards as would be hoped

## NEW Live Defects

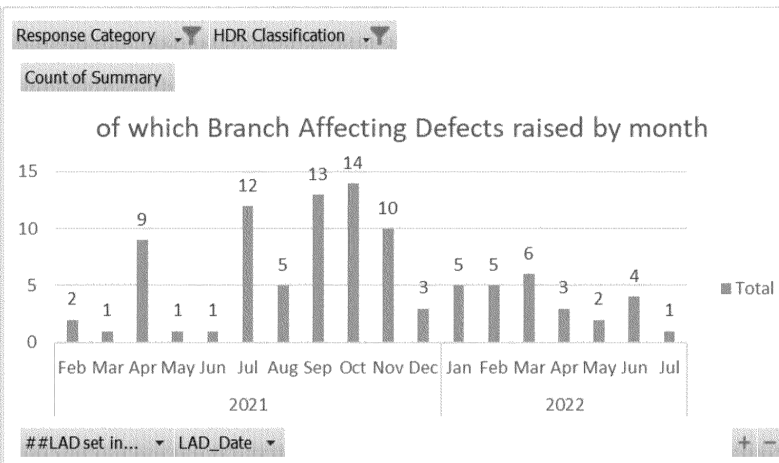
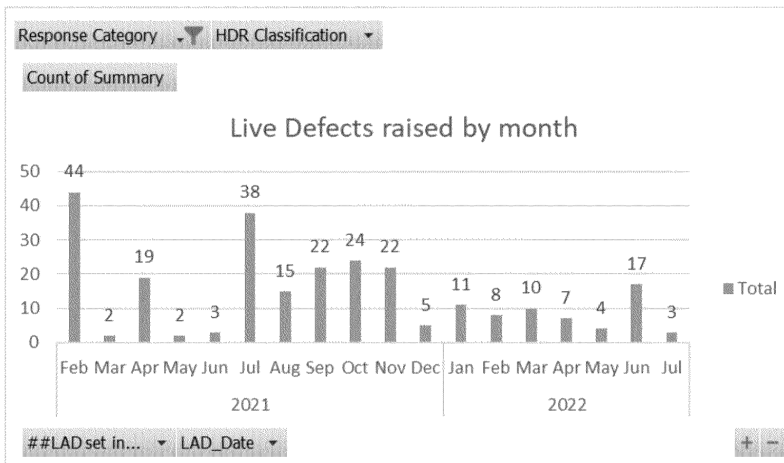
- 2021 average was 18 per month of which 6.5 were branch affecting
- 2022 average (YTD) is 8.5 per month of which 4 are branch affecting**

## Main Issues unchanged

- 40 (66%) are held up awaiting a POL firm release date for counter releases (72.30/73.10 etc)**
- More frequent counter releases would be preferable – under discussion with POL



Row Labels	Count of Summary
1 - Investigating	2
3 - Proposed For	19
HNG-X 72.30	7
(blank)	7
HNG-X 73.10	11
(blank)	11
HNG-X 90.04	1
(blank)	1
4 - Targeted At	40
HNG-X 72.20	13
(blank)	13
HNG-X 72.30	8
(blank)	8
HNG-X 36.01	4
04/09/2022	4
R2022_3605	1
04/09/2022	1
HNG-X 36.03	3
04/09/2022	3
HNG-X 38.50	1
(blank)	1
R2022_3601	2
04/09/2022	2
HNG-X 36.05	2
04/09/2022	2
HNG-X 35.07	1
(blank)	1
HNG-X 37.01	1
02/10/2022	1
HNG-X 38.04	3
06/11/2022	3
R2022_3804	1
06/11/2022	1
<b>Grand Total</b>	<b>61</b>







# Live Defect Management Update

HNG Business Review – August 2022



- This shows continued good progress and process control

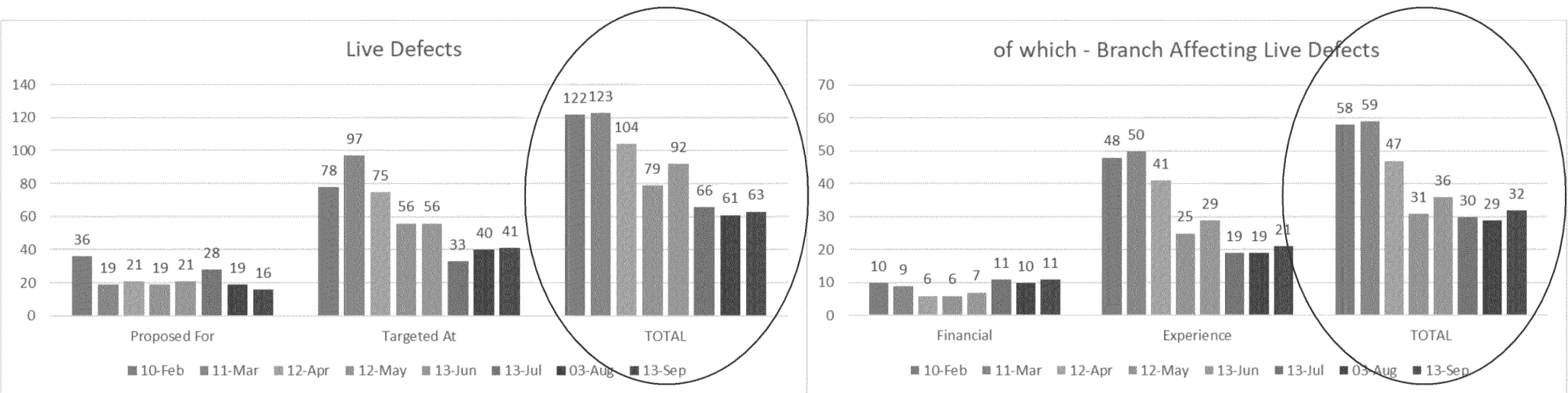
# Live Defects – Total & Branch

## ● Total Live Defects is 63

- An increase of 2 from last month
- ...of which, 57 (90%) have an identified release (Proposed & Targeted)

## ● Total Branch Affecting Live Defects is 32 (51%)

- An increase of 3 from last month



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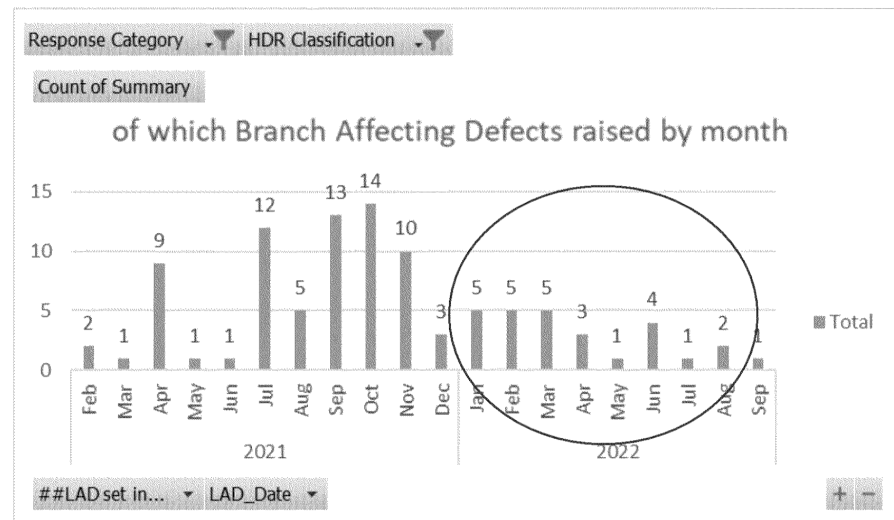
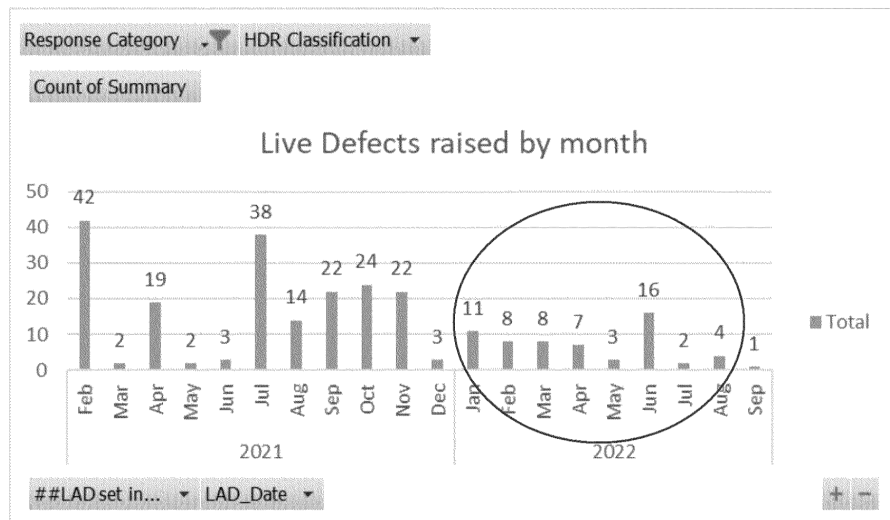


- The rate of NEW Live Defects is trending downwards as would be hoped

# Live Defects – New Live Defects

## ● NEW Live Defects

- 2021 average was 18 per month of which 6.5 were branch affecting
- 2022 average (YTD) is 7.4 per month of which 3.2 are branch affecting





- The backlog of fixes is highly dependent on POL agreeing deployment dates
- Outlook for the end of 2022 is extremely positive

# Live Defects – Main Issues & C

- Main Issues unchanged
  - 39 (62%) are held up awaiting a POL firm release date for counter releases (72.20/72.30/73.10 etc)
  - More frequent counter releases would be preferable – under discussion with POL
- **We may have only 23 Live Defects by Christmas 2022**
  - If 72.2x and 72.3x go live by the end of November as planned, and
  - All other releases are deployed as planned
  - And of those, 17 will be fixed in 73.10

Row Labels	Count of Summary
1 - Investigating	2
2 - Solutioning	4
3 - Proposed For	16
Next Counter Release	1
(blank)	1
HNG-X 73.10	15
(blank)	15
4 - Targeted At	41
HNG-X 72.20	14
(blank)	14
HNG-X 72.30	6
(blank)	6
Next Counter Release	1
(blank)	1
HNG-X 37.01	5
02/10/2022	5
HNG-X 38.04	5
06/11/2022	5
R2022_3804	1
06/11/2022	1
R2022_3701	2
02/10/2022	2
HNG-X 90.02.01	1
14/09/2022	1
HNG-X 38.05	2
06/11/2022	2
R2022_3805	1
06/11/2022	1
HNG-X 72.25	3
(blank)	3
Grand Total	63

2022





# Live Defect Management Update

HNG Business Review – September 2022



- This shows continued good progress and process control

# Live Defects – Total & Branch

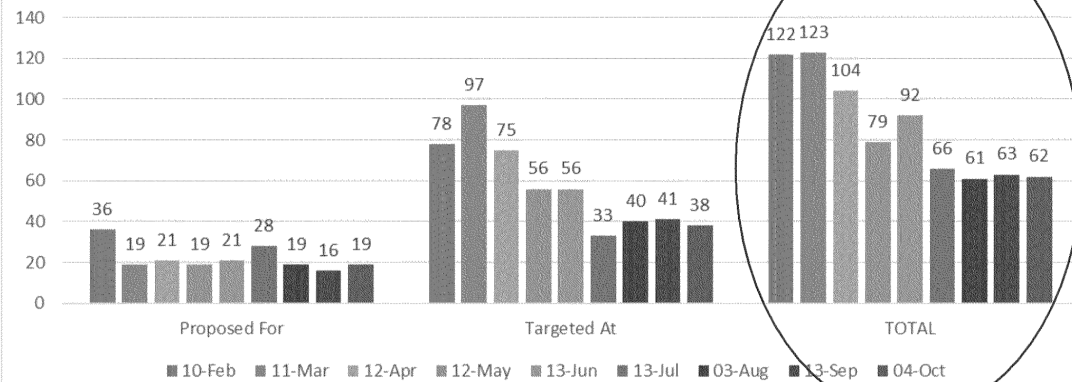
## ● Total Live Defects is 62

- A decrease of 1 from last month
- ...of which, 57 (92%) have an identified release (Proposed & Targeted)

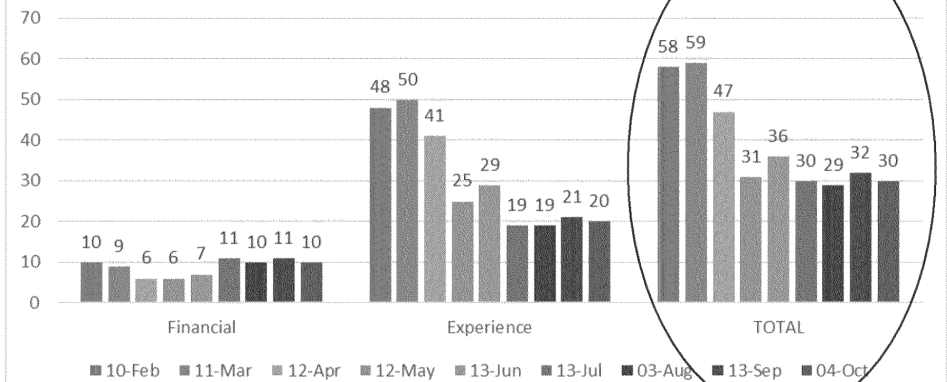
## ● Total Branch Affecting Live Defects is 30 (48%)

- A decrease of 2 from last month

Live Defects



of which - Branch Affecting Live Defects



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

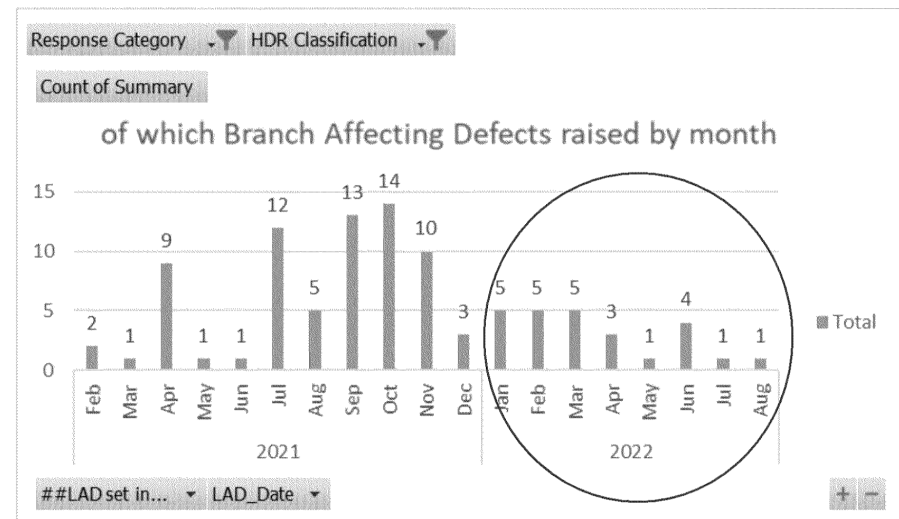
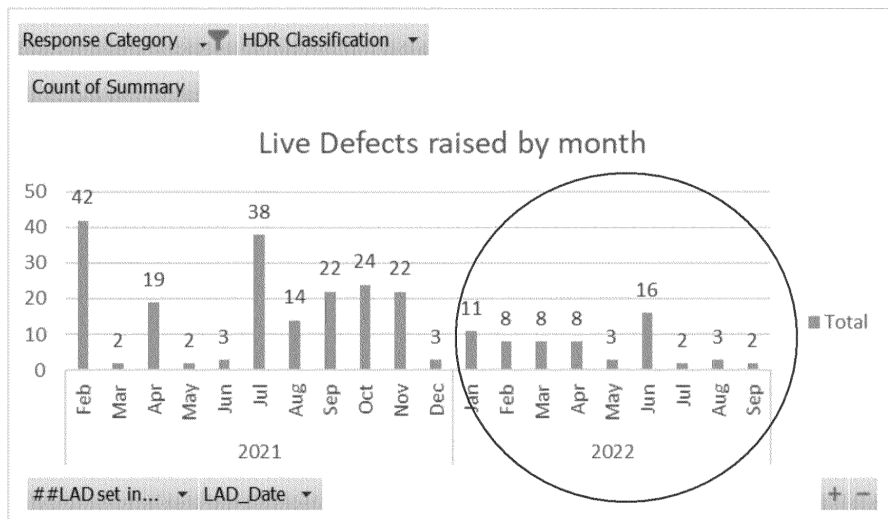


- The rate of NEW Live Defects is continuing to trend downwards as would be hoped

# Live Defects – New Live Defects

## ● NEW Live Defects

- 2021 average was 18 per month of which 6.5 were branch affecting
- 2022 average (YTD) is 6.8 per month of which 2.8 are branch affecting
  - *NO branch affecting defects raised in September 2022*





- The backlog of fixes is highly dependent on POL agreeing deployment dates
- Outlook for the end of 2022 is extremely positive

# Live Defects – Main Issues & C

- Main Issues unchanged
  - 42 (68%) are held up awaiting a POL firm release date for counter releases (72.20/72.30/73.10 etc)
  - More frequent counter releases would be preferable – under discussion with POL
- **We may have only 24 Live Defects by Christmas 2022**
  - If 72.2x and 72.3x go live by the end of November as planned, and
  - All other releases are deployed as planned
  - And of those, 19 will be fixed in 73.10

Row Labels	Count of Summary
1 - Investigating	2
2 - Solutioning	3
3 - Proposed For	19
HNG-X 73.10	19
(blank)	19
4 - Targeted At	38
HNG-X 72.20	14
(blank)	14
HNG-X 72.30	6
(blank)	6
HNG-X 37.01	6
10/10/2022	6
HNG-X 38.04	5
07/11/2022	5
R2022_3804	1
07/11/2022	1
HNG-X 38.05	2
13/11/2022	2
R2022_3805	1
13/11/2022	1
HNG-X 72.25	3
(blank)	3
<b>Grand Total</b>	<b>62</b>





# Live Defect Management Update

HNG Business Review – October 2022



- This shows continued good progress and process control

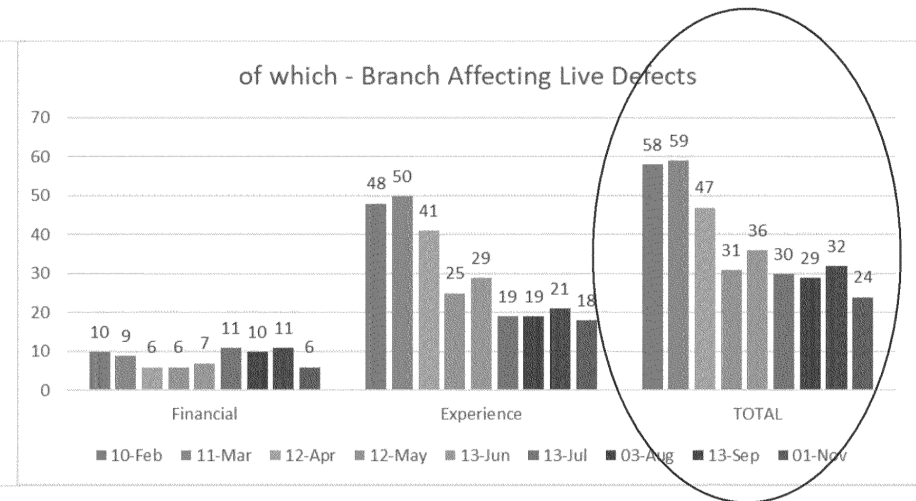
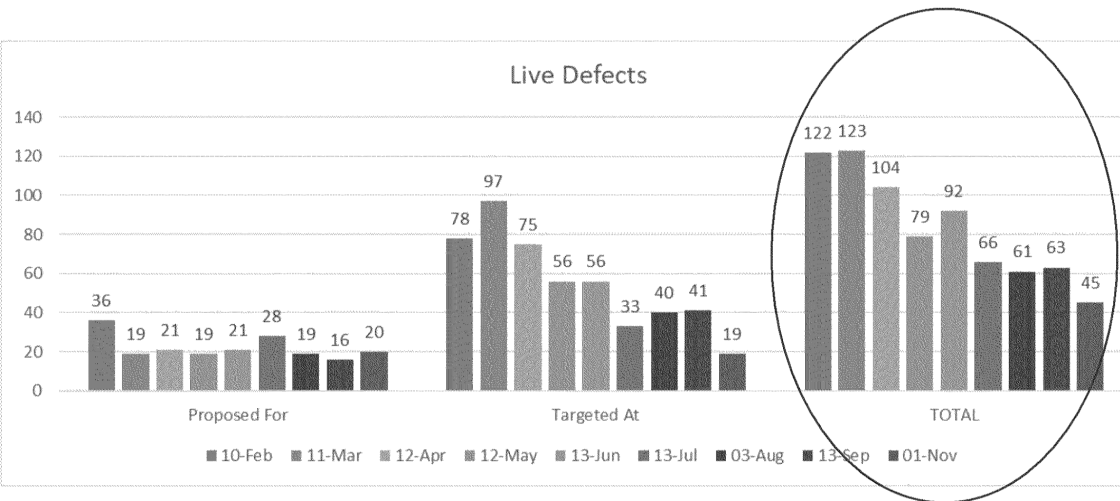
# Live Defects – Total & Branch

## ● Total Live Defects is 45

- A decrease of 18 from last month
- 39 of the 45 (87%) have an identified release (Proposed & Targeted)

## ● Total Branch Affecting Live Defects is 24 (53%)

- A decrease of 8 from last month



### 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

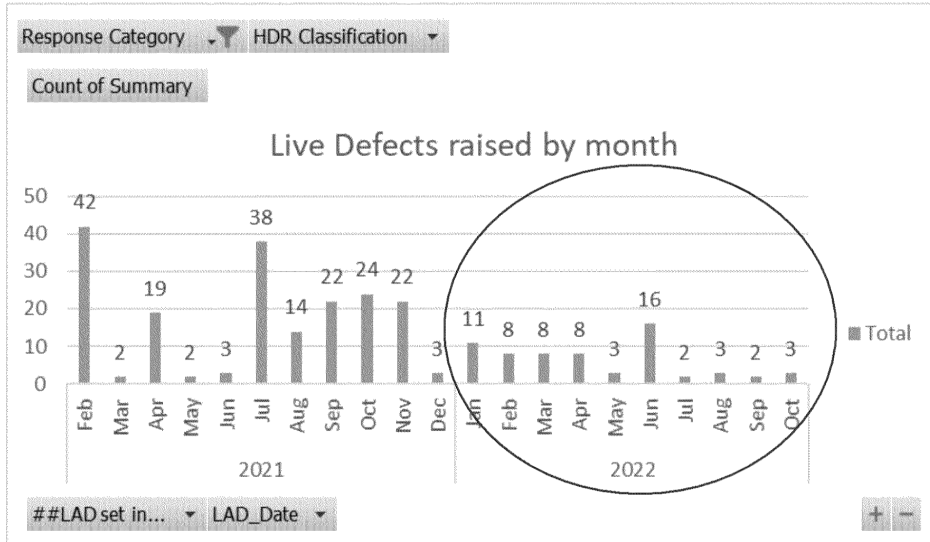


- The rate of NEW Live Defects is continuing to trend downwards as would be hoped

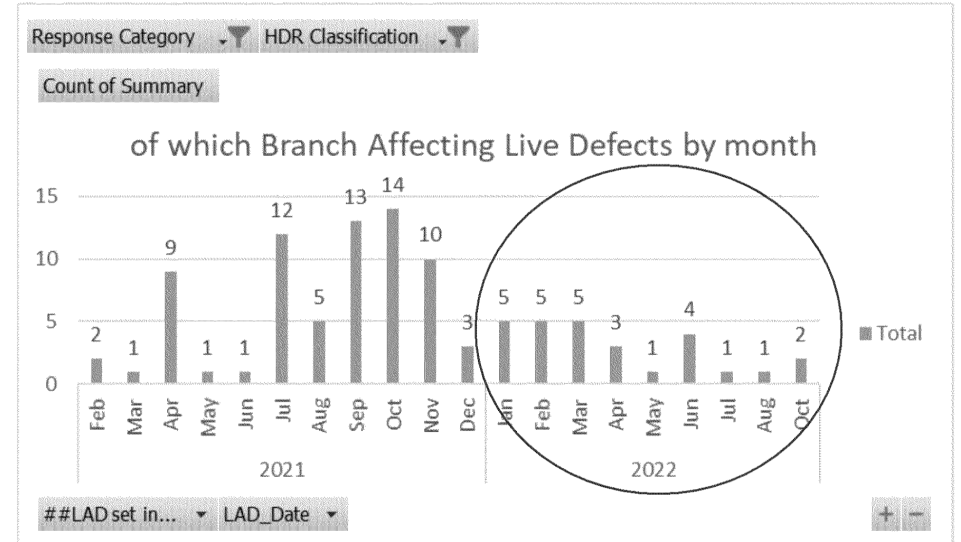
# Live Defects – New Live Defects

## ● NEW Live Defects

- 2021 average was 18 per month of which 6.5 were branch affecting
- 2022 average (YTD) is 6.4 per month of which 2.7 are branch affecting
  - *NO branch affecting defects raised in September 2022*



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- The backlog of fixes is highly dependent on POL agreeing deployment dates – most notably for counters

## Live Defects – Main Issues & C

- Main Issues unchanged
  - 29 (64%) are held up awaiting a POL firm release date for counter releases (72.25/72.30/73.10 etc)
  - More frequent counter releases would be preferable – under discussion with POL
- A potential of 5 fixes could go live before Christmas 2022
  - Rest will depend on dates for counter releases in 2023

Row Labels	Count of Summary
1 - Investigating	4
2 - Solutioning	2
3 - Proposed For	20
HNG-X 73.10	20
(blank)	1
26/02/2023	19
4 - Targeted At	19
HNG-X 72.30	6
(blank)	6
HNG-X 90.04	1
03/11/2022	1
HNG-X 38.04	5
22/11/2022	5
R2022_3804	1
22/11/2022	1
HNG-X 38.05	2
22/11/2022	2
R2022_3805	1
22/11/2022	1
HNG-X 72.25	3
(blank)	3
Grand Total	45