



POA LIVE DEFECT MANAGEMENT PROCEDURES
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Approval Authorities:

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0 Document Control

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0.2 Document History

Only integer versions are authorised for development.

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change CWO, CP, CCN or PEAK Reference
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Issued for Information – Please restrict this distribution list to a minimum	
Position/Role	Name

0.4 Associated Documents (Internal & External)



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References should normally refer to the latest approved version in Dimensions; only refer to a specific version if necessary.

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	See note above	See note above	POA Generic Document Template	Dimensions
PGM/DCM/ION/0001 (DO NOT REMOVE)			POA Document Reviewers/Approvers Role Matrix	Dimensions
SVM/SDM/PRO/4317	Latest	See Dimensions	POL Horizon Defects Review Terms of Reference	Dimensions
SVM/SDM/PRO/0875	Latest	See Dimensions	Application Support Strategy	Dimensions
SVM/SDM/PRO/0018	Latest	See Dimensions	POA Operations Incident Management Procedure	Dimensions
SVM/SDM/PRO/0001	Latest	See Dimensions	POA Operations Major Incident Procedure	Dimensions
SVM/SDM/PRO/4695	Latest	See Dimensions	Post Office Account Defect Management Reporting	Dimensions
CS/MAN/011	Latest	See Dimensions	Peak User Guide	Dimensions
SVM/SDM/PRO/1520	Latest	See Dimensions	Release Management Strategy	Dimensions

0.5 Abbreviations

Abbreviation	Definition
BIF	Business Impact Forum
CBIF	Customer Business Impact Forum
DEV	DEvelopers
HDR	Horizon Defect Review
HKERF	Former Horizon Known Error Review Forum
KB	Knowledge Base
KBA	Knowledge Base Article
KEL	Known Error Log (previous name for KB)
LDM	Live Defect Management
MAC	Major Account Controllers
MSS	Managed Systems Support
NFF	No Fault Found
PMO	Programme Management Office
POA	Post Office Account
POL	Post Office Limited
PTF	Peak Targeting Forum
RMF	Release Management Forum
SDLC	Software Delivery LifeCycle
SMC	Systems Management Centre

0.6 Glossary



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Term	Definition
Alphabetical order please	
Bonded	An Incident is "bonded" to enable synchronisation between Fujitsu TfsNow and POL ServiceNow
Peak	The Incident Management System used by POA 3 rd and 4 th line support teams and other capability units involved in HNGX releases. It interfaces with the TfsNow call management system.
Stack/Resolver Group	A container within a service management toolset containing a collection of items belonging to a designated owner and group e.g. items for a Windows Server support team could be in the WindowsServer stack/resolver group owned by the leader of the Windows Server team
TfsNow	Triole for ServiceNOW - Service Management Toolset (Incident Change Problem)

0.7 Changes Expected

Changes
Under regular continuous improvement review

0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, while every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.9 Information Classification

The author has assessed the information in this document for risk of disclosure and has assigned an information classification of FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE).



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1 Background & Introduction

This document pulls together the many working processes from many teams to present a consolidated view of the POA end-to-end process of Live Defect Management (LDM).

It describes how the systems should be used and how various teams need to interact to ensure an effective end-to-end process is followed, tracked and reported on.

LDM uses the POA Peak system. Live Defects must be recorded as Peaks.

The processes described in this document align to the 2021 definition of a Defect as agreed with Post Office Limited (POL).

1.1 Ownership

The LDM process is owned by the POA Defect & Service Process Manager.

1.2 Scope

LDM relates to the Live system. LDM does not cover the management of test defects raised during the Software Delivery LifeCycle (SDLC) as these are managed under their own test defect management processes. If a defect is found during the SDLC that relates to the Live system (as defined below) then that defect will be treated as a Live Defect and will be managed following the LDM process described in this document.

1.3 Definitions of Live Defect and HDR Defect

Fujitsu uses 2 definitions of a Defect to allow it to track entries in its systems: a Live Defect; and a HDR Defect. These definitions were agreed with POL to ensure consistency in reporting and language and POL then included these in its "POL Horizon Defects Review Terms of Reference" document. "Bugs, Errors and Defects" are collectively referred to as Defects.

Both defined Defect types are made visible by using tags in the Fujitsu TfSNow and Peak systems.

A **Live Defect** is defined as an issue that:

- Is present on a LIVE system
- Is within Fujitsu's scope of obligations
- Is, or appears to be, inconsistent with the agreed design or service specification
- Is, therefore, a fault that is likely to need fixing

A **HDR Defect** is defined as a Live Defect that also has at least 1 of the following attributes (HDR Defects):

- Affects, or has the potential to affect, branch financial outcomes
- Affects, or has the potential to affect, the way a postmaster is required to use the system (User Interface, Report, Function)
- Affects, or has the potential to affect, the experience of a Post Office customer or client

HDR Defects are classed as either "Financial" impacting (which POL call "Impact" and Fujitsu call "Financial") or "Experience" impacting (which we both call "Experience").

Throughout this document, there are additional terms and phrases that apply. The key ones are:

- **HDR Forum** – a weekly meeting with POL to review HDR Defects. POL need to know the HDR Defects and their status. It is understood that POL share this with postmasters. This is a very important meeting that sees Fujitsu and POL aligned on the HDR Defects.



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- **Investigation Peak/Potential Live Defect (Peak)** – is an Incident that is being investigated where the cause and required action are not yet confirmed. A linked TfSNow Incident may well exist – and MUST exist if POL need to be aware.
- **Defect Peak** – is a new Peak that is not linked to a TfSNow Incident (but is created from the Investigation Peak/Potential Live Defect Peak so it carries all the required historical data) and that describes a confirmed Live Defect where the cause and required action to fix are known. The investigation has concluded.
- **Knowledge Base (KB)/Knowledge Base Article (KBA)** – The Knowledge Base is an information repository used for support purposes. Knowledge Base Articles are descriptions of aspects of the system that have been recorded to help support staff. The term Known Error Log (KEL) is no longer used. Live Defects are NOT managed using the Knowledge Base but there may be KBAs that describe aspects of Live Defects.

2 Live Defect Management

2.1 Principles

When an Incident is raised it can become a Live Defect. The management of Incidents is therefore a critical initial step in the LDM process.

- Live Defect Management is owned by the POA Defect & Service Process Manager.
- Live Defects must be recorded as Peaks and managed using the Peak system.
- Fujitsu uses Peak references for Live Defects, not TfSNow Problem references.
- Live Service is always the priority so Live Defects take priority over Project work – including during the investigation stage. Conflict is to be escalated and handled by management.
- POA must know how many Live Defects and HDR Defects there are at any point in time.
- POA must be able to differentiate between Live Defects that are still being investigated and are not confirmed, and Live Defects that have been confirmed and require action to resolve.
- POA needs to know the status of all Live Defects and whether there are any issues needing attention.
- If an Incident relates to the Live environment, then it is treated as a Live Defect until proven otherwise.
- When raised in Peak, it has the LiveAffectingDefect tag added for easier identification and tracking.
- The required fields and tags within Peak must be kept up to date to enable tracking of status and reporting of progress (see Appendix A – Key Fields in Peak).
- The status of all Live Defects must be always known and must be reported to POL.
- All POA support teams must ensure progress is being made on items in their stacks.
- POA must always seek to identify a workaround for confirmed Live Defects - and update Peak.
- Every confirmed Live Defect must be targeted at a numbered release as early as possible so it is clear when the fix will be deployed (refer to Appendix E – Deploying Fixes via Release Management):
 - Some fixes need to be deployed outside of the release process and via operational change (refer to Appendix F – Deploying Fixes outside of Release Management).
- Releases without dates must be escalated to POA management and POL until a date is assigned. This can be mitigated with pre-agreed maintenance release schedules.



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- If POL postpones a scheduled maintenance release, then this is a POL decision and the release deployment date will be updated.
- If POL cancels a scheduled maintenance release, then this is a POL decision and any confirmed Live Defects within that proposed release become temporarily accepted defects by POL.

2.2 Tagging

An Incident is defined in the HNG-X contract as “any perceived abnormal or undesirable occurrence relating to the Services”. Incident Management procedures are defined in “SVM/SDM/PRO/0018 - POA Operations Incident Management Procedure”, “SVM/SDM/PRO/001 – POA Operations Major Incident Procedure” and “SVM/SDM/PRO/0875 - Application Support Strategy”.

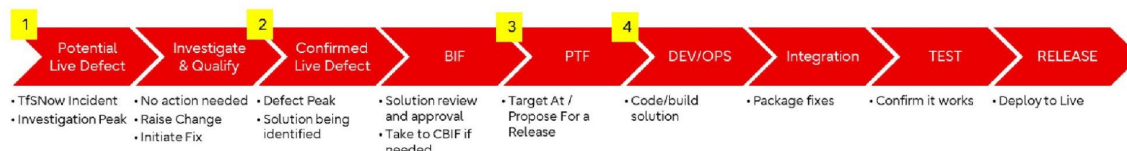
Any party may raise an Incident:

- If the Incident meets the criteria of a Live Defect, then it must be progressed to Peak and be assigned the ##LiveAffecting Defect tag.
- If the Incident meets the criteria of a HDR Defect, then it must be progressed to Peak and be additionally assigned the HDR-Fin or HDR-Exp tag.

The key fields within the Incident then allow the tracking of the progress of the Live Defect to its resolution (or qualification out) and enable all reporting. Refer to Appendix A – Key Fields in Peak.

2.3 Live Defect stages

As a Live Defect progresses through the process and its fields in Peak are amended as required, the Live Defect will pass through these stages:



1. **INVESTIGATING** - A Live Defect will start out as a potential Live Defect until sufficient investigation has taken place.
2. **SOLUTIONING** - If a fault is confirmed then this will progress to be a confirmed Live Defect (if it is not a fault then the potential Live Defect will be closed).
3. **PROPOSED FOR** - Once a solution is identified for a confirmed Live Defect it will need to go through the POA processes before the fix is assigned to an appropriate release. It will initially be proposed for inclusion in a future release.
4. **TARGETED AT** - Once the release is confirmed, the Peak will be Targeted At that release. Releases are then managed through to deployment to Live.
5. **ACCEPTED DEFECT** - Accepted Defect is a Defect that has been discussed by Fujitsu and POL and it has been jointly agreed that no further actions will be performed i.e. accepted as not being fixed.

2.4 Managing the Defect

The following is a guide to managing Live Defects:

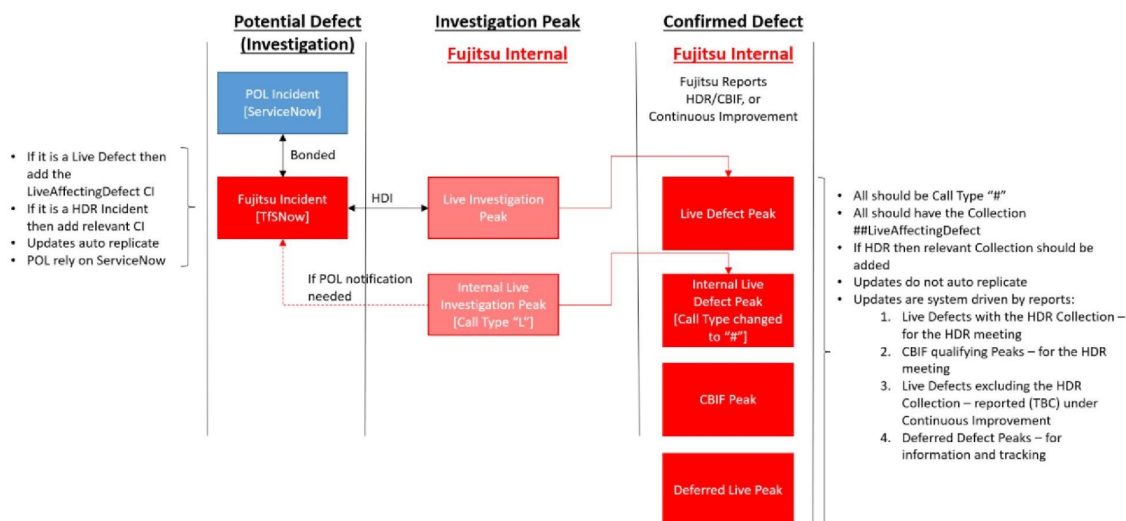


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Incident – Peak – Defect – HDR – CBIF



- All Live Defects must have a clear next action stated that can be tracked.
- All Live Defects must be always owned by a team whose manager will ensure actions are being taken (this can be a different team throughout the lifetime of the Live Defect).
- Live Defects that are not classified as HDR Defects are managed internally by Fujitsu using Peak. Reports will be available for POL to show overall progress.
- When a HDR Defect is being investigated there will be a TfSNow Incident open and bonded. POL will track status by referring to their ServiceNow Incident. All progress on the investigation is to be added to the TfSNow Incident so that it is visible to POL in their corresponding ServiceNow Incident. It is POL's responsibility to keep its own internal HDR Defect records up to date.
- If Fujitsu completes its investigation and confirms there is no HDR Defect, then the investigation Peak and Incident will be closed with no further actions required. It will then be excluded from Live Defect counts in the future. The HDR-* Collection should remain, so it is known that it was considered within the HDR Forum.
- When a HDR Defect is confirmed as a Fujitsu owned Live Defect, then a new defect Peak will be created that summarises the fault and the required fix and carries all the required key field data items. The defect Peak reference will be added to the investigation Peak which will then replicate to the TfSNow Incident. The investigation Peak will be closed along with the TfSNow Incident. Fujitsu will then manage the progress of the Live Defect in Peak and will provide status update reports from Peak that will be shared with POL for POL to use as part of the weekly HDR Forum.
- Peaks that have been tested successfully and are still to be deployed must not be closed and must be routed to the Peak stack RM-x and assigned to "Release to Live" so it is clear that the Live Defect is still present in the system but that its fix has been tested and is awaiting release.
- Several Response Category field values are considered No Fault Found. See Appendix C – No Fault Found Response Categories in Peak and "SVM/SDM/PRO/0875 - Application Support Strategy".
- If a decision is made that progressing a Live Defect is not the best option (for example the feature is being migrated and any fix would serve little purpose) then we should act as follows:
 - If there is a Live Defect then Fujitsu should assume an obligation to fix it.
 - If Fujitsu does not believe a fix is the best option, then it must get permission not to create and deploy a fix.



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- Such permission can be from POL (ideally and especially if it is a Live Defect that would in any way affect how POL uses the solution) or from POA Delivery Executive (DE) (where the only impacted entity is Fujitsu).
- The Response Category on the Live Defect Peak must be changed to “Accepted Live Defect” (so it is treated as a no action Peak).
- “Accepted Live Defects” will appear on all POA and POL Live Defect reports.

2.5 Reporting

Fujitsu provides a variety of reports to different audiences:

- All HDR Defects to POL – at the POL chaired weekly HDR Forum meeting.
- All Live Defects to POL fortnightly.
- All Live Defects (comprising all HDR Defects) – for the monthly POA Business Review.
- All Live Defects to the POA stack owners and POA management teams monthly.

Refer to SVM/SDM/PRO/4695 – Horizon Defect Management Reporting for additional details on how the reports mentioned are created.

2.6 Data checking

The tagging of Live Defect and HDR Defect Peaks relies on many manual actions which can be susceptible to human error or interpretation. To mitigate this, there are a series of overlapping and inter-connecting processes performed by separate people and teams that significantly reduce the potential for omission or mistakes to go uncorrected. This provides high reliability to the LDM tagging and resulting processes.

- Peak owners are required to keep the Peaks updated and the key fields up to date.
- Checks are made by stack owners as part of their Incident Management actions (see Appendix B – Checklists for TfSNow & Peak Stack owners).
- The chairs of key meetings such as the Business Impact Forum (BIF) and the Peak Targeting Forum (PTF) check field values.
- The Major Account Controller (MAC) team perform periodic checks following a local work instruction to ensure the Peak key fields are being constantly checked for data inconsistencies, challenging the Peak owners to make required corrections (e.g. a fix has been deployed in a release in the past, but the Live Defect Peak has not yet been closed).
- The regular reporting extracts also serve to ensure the key fields and tagging is regularly checked. Any inconsistencies are challenged and updated.

Combining the extensive level of awareness within the support teams with the many additional overlapping processes means that the identification of Live Defects and HDR Defects is highly reliable.

2.7 Key Meetings

The key meetings that support the LDM process are summarised below. The outcome of BIF/CBIF/PTF meetings is held in concise notes in the relevant text boxes on the RELEASE MGT tab in Peak. This enables easy refer backs without the need to source external content.

2.7.1 BIF – Fujitsu internal

- BIF is a Fujitsu internal meeting that is held every weekday (if required) to ensure prompt discussion on Peaks ready for group review.
- When a Peak is ready for BIF to consider, the BIF Action flag must be set on the relevant Peak, so it is identifiable.



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- All Peaks with the BIF Action flag set will be reviewed at BIF:
 - This will include all defects Peaks with the ##LiveAffectingDefect tag.
 - It will also include other Peaks that may relate to other topics such as environments or Peaks that the Developers wish to discuss at the forum.
- As Peaks are assigned the BIF Action, the support specialist will be presented with a prompt to ensure they confirm the key data items are correctly set within the Peak. This will ensure that the BIF meeting can focus on the solution for the Peak and not whether certain key fields on the Peak are correct:

BIF Check-list: PC0250902			
Please confirm this Peak checklist as much as possible to help streamline the BIF process.			
Live Affecting Peak	YES	UNKNOWN	NO
HDR - Financial Impact	YES	UNKNOWN	NO
HDR - Experience	YES	UNKNOWN	NO
Defect Call Type #	YES	UNKNOWN	NO
Workaround available	YES	UNKNOWN	NO
Product Correct	YES	UNKNOWN	NO
Priority Correct	YES	UNKNOWN	NO
Impact Complete	YES	UNKNOWN	NO
<input type="button" value="Cancel"/> <input type="button" value="Save"/>			

- At the BIF meeting itself, more Key Fields will be checked to ensure the accuracy of the Peak system. For example, BIF will:
 - Ensure Call Type is correct.
 - Ensure Workaround field is up to date.
 - Ensure Product Group field is up to date.
 - Ensure Product field is up to date.
 - Ensure Priority field is up to date.
 - Ensure Impact field is up to date.
- If a Peak had previously been rejected - as more information was required - then it will have the BIF Action flag set again when the Developer is ready to re-present their proposal
- The BIF Chair must check if there are conditions that would mean the Peak needs POL input and hence must go to CBIF. The questions are on the RELEASE MGT tab under the BIF section (see screenshot below as well as text extract):

BIF Questions

The fix can be done in more than one way and POL would need to guide Fujitsu on choosing the preferred option.

The fix may change the functionality of the system and consequently POL will be required to provide appropriate communication, and potentially training, to the subpostmasters.

The fix may need to be done in conjunction with changes performed by some of POL's other suppliers and POL will need to manage and synchronise that activity.

The fix may need to be done concurrently with a separate future planned change, due to the two fixes being logically related, and POL would need to confirm their willingness to accept any potential delays in deploying the fix.

The fix may relate to active discussions between Fujitsu and POL on a specific and separate topic and hence should be discussed within that context (Fujitsu management discretion).

Fujitsu does not believe a fix is a sensible option and seeks POL's agreement to record the circumstances in a KB only.

- The fix can be done in more than one way and POL would need to guide Fujitsu on choosing the preferred option.
- The fix may change the functionality of the system and consequently POL will be required to provide appropriate communication, and potentially training, to the subpostmasters.
- The fix may need to be done in conjunction with changes performed by some of POL's other suppliers and POL will need to manage and synchronise that activity.



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- The fix may need to be done concurrently with a separate future planned change, due to the two fixes being logically related, and POL would need to confirm their willingness to accept any potential delays in deploying the fix.
- The fix may relate to active discussions between Fujitsu and POL on a specific and separate topic and hence should be discussed within that context (Fujitsu management discretion).
- Fujitsu does not believe a fix is a sensible option and seeks POL's agreement to record the circumstances in a KBA only.
- The BIF chair must record, in Peak on the RELEASE MGT tab, what decisions are made:

- The BIF date fields (Initial and Completed) will be completed during, or after, the BIF meeting (not before or it will affect status reporting):
 - Initial date - will hold the date of the first BIF meeting that the Peak was presented at – this value should not change.
 - Completed date - will hold the last BIF meeting the Peak was discussed at – this value will change if the Peak is iteratively presented for review, and it will allow reporting on what was reviewed at the last BIF meeting.
- The outcome of BIF discussions should be added to the BIF text box on the RELEASE MGT tab. A concise note is all that is needed.
- If the Peak is approved or rejected at BIF, then the BIFApproved Collection must be added (also for BIFRejected).

- If the Peak is to go to CBIF this will be determined by the field values and the BIF chair should not set the PTF Action flag.
- If the Peak does not need to go to CBIF then the PTF Action flag will be set if the Peak is approved.

2.7.2 PTF – Fujitsu internal



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- PTF is a Fujitsu internal meeting that is held every weekday (if required) to ensure prompt discussion on Peaks ready for group review. It is typically held at the same time as the BIF for process efficiency.
- All Peaks with the PTF Action flag set will be reviewed at BIF:
 - This will include all defect Peaks with the **##LiveAffectingDefect** tag.
 - It will also include other Peaks that may relate to other topics such as environments or Peaks that the Developers wish to discuss at the forum.
- If a Peak needs to be re-presented at PTF then it will have the PTF Action flag set again.
- PTF must consider the proposal (as it does currently) and additionally be mindful that any that carry a HDR Collection or that have been presented at CBIF must get additional scrutiny – and potentially prioritisation – as progress will be reported to POL weekly.
- The PTF chair must record, in Peak on the RELEASE MGT tab, what decisions are made:

- The PTF date fields (Initial and Completed) will need to be completed during, or after, the PTF meeting (not before or it will affect status reporting):
 - Initial date - will hold the date of the first PTF meeting the Peak was presented at – this value should not change.
 - Completed date - will hold the last PTF meeting the Peak was discussed at – this value will change if the Peak is iteratively presented for review, and it will allow reporting on what was reviewed at the last PTF meeting.
 - The outcome of PTF discussions should be added to the PTF text box on the RELEASE MGT tab. A concise note is all that is needed.
- The ideal outcome from PTF is that the Peak (whether a Live Defect or not) is Targeted At a numbered release.

2.7.3 HDR (including CBIF) – joint Fujitsu and POL meeting

- The HDR Forum (formerly Horizon Known Error Review Forum (HKERF)). This is a critical meeting where POL and Fujitsu review the progress of all open HDR Defects. It is a joint weekly forum chaired by POL. A Terms of Reference is owned by Post Office and is also stored in Dimensions as SVM/SDM/PRO/4317.



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- Potential HDR Defects will be reported automatically to POL via the service management toolset replication driven by Fujitsu updates to the TfSNow Incident. An Incident raised and bonded to describe the potential fault condition being investigated.
- Actual HDR Defects (including any deferred) will be shared with POL weekly by an extract report from Peak that will be sent to POL in advance of the meeting showing the latest update.
- If Fujitsu completes its investigation and confirms there is no HDR Defect, then the investigation Peak and Incident will be closed with no further actions required. POL will be notified of the reason on the HDR Report and at the weekly HDR Form meeting.
- Fujitsu will provide its view of status – from its systems – and manage any difference of opinion with POL.
- The agreed target dataset for reporting a HDR Defect is as follows (as at the date of this report):

DETAILS	REFERENCES	PRODUCTS	EVIDENCE	IMPACT	COLLECTIONS	TARGET RELEASE	RELEASE MGT.
Impact Index 13532							
Last Editor							
HORIZON DEFECT REVIEW FORUM - DEFECT SUMMARY							
Document Classification: Fujitsu Confidential - Commercial-in-Confidence							
Document Owner: Fujitsu							
Date of Issue: 2022-02-16 13:2							
POL Problem Reference							
Fujitsu Reference							
Date first logged at HDR (dd/mm/yyyy)							
Fujitsu Title							
POL Title							
Description							
Branch Financial Impact or Experience (Fujitsu HDR-Fin HDR-Exp)							
Branch impact described							
Defect Confirmed (or still under investigation)							
How found							
When found							
When it dates back to (when could it have started happening)							
Branches affected							
Frequency of occurrence							
Root cause							
Is it detected/monitored							
Workaround							
Workaround description							
Fix required							
Status update							
Next action							
Target Release Number							
Target Release date (latest estimate)							

- The Impact tab in Peak will automatically show this layout if a HDR-* Collection is added. The content can also be readily extracted to HTML format for sharing or inserting into POL reports.
- Fujitsu will provide weekly updates to POL at least one working day prior to the HDR Forum meeting.
- CBIF proposals are also discussed with POL at this forum.

2.7.4 CBIF (part of HDR) – joint Fujitsu and POL meeting

- CBIF is a joint meeting with POL and is combined with the HDR Forum meeting.
 - Items to be discussed at CBIF must have a "CBIF Proposal" that has been created in advance using the agreed template (see below) and approval process, so it is clear that this is what the decision needs to be made on (not additional dialogue during a meeting). "CBIF Proposal" should be attached to the Peak and also be sent with the HDR weekly report so that the meeting has the information in advance.



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Customer Business Impact Forum (CBIF) Proposal			
Title	<<Simple title>>	Reference	<<Peak ref>>
Author	<<Name>>	Date	<<dd/mm/yyyy>>
Description			
<<Description – probably derived from the Peak but not requiring the reader to have access to the Peak>>			
Impact			
<<Probably Derived from the Impact field in the Peak>>			
Options			
<< A B C etc or just show one>>			
Recommendation			
<<What do Fujitsu believe is the best option>>			
Implications / Considerations			
<<What are the implications/considerations POL needs to understand when making its decision>>			

CBIF Proposal	FUJITSU RESTRICTED	Ref:	See page 1 heading
@Copyright Fujitsu Services 2021	COMMERCIAL IN CONFIDENCE	Version:	6.4
	UNCONTROLLED IF PRINTED	Date:	09-nov-2023
		Page No:	1 of 1

- Peaks to be discussed at CBIF are determined by Peak data items so it is system driven. Fujitsu may invite SMEs to the CBIF part of the HDR meeting if it would help with any explanations to POL.



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- The CBIF representative must record, in Peak on the RELEASE MGT tab, what decisions are made:

The screenshot shows the Peak software interface with the RELEASE MGT tab selected. The interface is divided into several sections:

- Business Impact Forum (BIF):** Includes a text box for "Test BIF progress" and a list of questions to be answered.
- Customer Business Impact Forum (CBIF):** Includes a text box for "Test CBIF progress" and a list of questions to be answered.
- Peak Targeting Forum (PTF):** Includes a text box for "Test PTF progress" and a list of questions to be answered.
- Release Management Forum (RMF):** Includes a text box for "Test RMF update" and a list of questions to be answered.

At the bottom of the interface, there are date fields for Initial Dates (DD.MM.YYYY) and Completed Dates (DD.MM.YYYY) for each forum.

- The CBIF date fields (Initial and Completed) will need to be completed.
 - Initial date - will hold the date of the first CBIF meeting the Peak was presented at – this value should not change.
 - Completed date - will hold the last CBIF meeting the Peak was discussed at – this value will change if the Peak is iteratively presented for review, and it will allow reporting on what was reviewed at the last CBIF meeting.
- The outcome of CBIF discussions should be added to the CBIF text box on the RELEASE MGT tab. A concise note is all that is needed.
- If the Peak needs to go back to the Developer, then it should be assigned to the Developer team.
- If the Peak can proceed as discussed at CBIF, then the PTF Action flag will be set.
- If the Peak is to be discussed next time (as POL wish to seek wider feedback within their own organisation) then the PTF Action flag will not be set as this will cause the Peak to reappear on the weekly PTF report.
- CBIF rejections must get a POL reference which must be added to the Peak and to any applicable KBAs so it is a matter of record that this was a POL decision. The Peak is then closed with Response Category "63 -- Final -- Programme approved - No fix required".



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A Appendix – Key Fields in Peak

There are many fields in Peak that help support users to determine status and record information. Many of those are mandatory or system generated. These remain important and are described in “CS/MAN/011 – Peak User Guide”.

The fields identified below are important to the LDM process and will need to be completed at various stages of the progress of the Live Defect. The screenshots and description may change over time so this appendix should be seen as illustrative rather than a definitive and maintained reference.

To help remind Peak users of the importance of Live Defect and HDR Defect Peak updates, a banner appears on the Peak login screen:

Defect Management Changes

There have been some changes to the Defect Management process to enable more accurate reporting. Please consider the following when reviewing a potential defect Peak:

- Is this a **Live Defect**? If so, add the ##LiveAffectingDefect Collection.
- Is the **Call Type** correct? Change to L -- Live Incident or # -- Defect Identified as applicable.
- Does this **affect branch** operations? If so, add either the HDR-Fin (Financial) or HDR-Exp (Experience) Collection.
- Is there a **Workaround**? If so, add the Workaround Reference field and set it to Yes.
- Have you added a **Impact** update? There is a new template to guide adding an impact.
- Is the **Priority** correct? The default priority from TFSNow is often too low.
- Are the **Product & Product Group** fields correct? Multiple products can be added if required.
- Is the **Status (Response Category)** correct? Does it reflect the current activity in the defect process.
- Where possible ensure your progress updates are understandable to non-technical users.

Main Menu

Peak Incident Management System - RMG Account

incident mgmt	call list	find call	build query	query list
		preferences	multiprint	file share
	help	logout	collections	alerts

The following are the key fields needed for Live Defect Management:

- **Call Type** – must be set to “#” Defect Identified when a Live Defect is confirmed. Prior to this, Live Defects should be Call Type “L” Live Incident but can have other Call Types provided they carry the ##LiveAffectingDefect Collection. The Collection descriptive text is “Fault that is present on the Live system that is inconsistent with the agreed design and/or service specification”.

Peak Incident Management System

DETAILS	REFERENCES	PRODUCTS	EVIDENCE	IMPACT
Call Reference	PC0295241			
Release	Reported In -- HNG-X Rel. Ind.			
Call Type	O -- Operational (SSC)			
Contact	# -- Defect Identified			
Impact	A -- Administrative use			
Summary	C -- Cloned call			
Date: 16-Jun-2021 10:10	E -- Enhancement Request			
CALL PC0295241 opened	F -- Document Review/Design Walkthrough			
Details entered are	G -- GDC Testing Incidents/Defects			
Summary: testing	I -- Internal Development Incidents/Defects			
Call Type: L	K -- Primark			
Call Priority: D	L -- Live Incidents			
Target Release: HNG-X	M -- Problem Management			
Routed to: EDSC - U	O -- Operational (SSC)			
Date: 16-Jun-2021 10:10	P -- Product Incidents/Defects			
[Start of Response]	R -- Release Notice Forum			
testing dev MD	S -- System Testing Incidents/Defects			
[End of Response]	T -- Technical query			
Response code to call	U -- Security Testing Incidents/Defects			
Date: 16-Jun-2021 10:10	V -- Vulnerability			
The Call record has	W -- Reference Data Service			
Date: 16-Jun-2021 10:10	X -- System Management Testing Incidents/Defects			
Development Cost updated: new cost is 2 (Man Days)	Y -- Live (Non-RefData) Data Updates			
[Start of Response]				
test 1				
[End of Response]				
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation				
Date: 16-Jun-2021 10:51:08 User: John Simkins				



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- **Summary** – must be written to be understandable by most readers. This will need more thought when Peaks are raised.
- **Impact** – tab will display in one of 2 formats: a shorter form for non HDR Peaks; and a longer more complete form to meet the HDR reporting dataset requirements. For other Peaks it should ideally also be updated but this is not mandatory.

- Shorter form:

DETAILS	REFERENCES	PRODUCTS	EVIDENCE	IMPACT	COLLECTIONS	TARGET RELEASE	RELEASE MGT.	
---------	------------	----------	----------	--------	-------------	----------------	--------------	--

Impact Index	New	Last Editor	Unknown	Date/Time	N/A
Description	[A short non-technical description of the Problem]				
Branch impact described					
How found					
When found	21/02/2022				
When it dates back to (when could it have started happening)					
Branches affected					
Frequency of occurrence					
Root cause					
Is it detected/monitored					
Workaround	No				
Workaround description	N/A				
Fix required					
Status update					
Next action					

- Longer, HDR dataset form:

DETAILS	REFERENCES	PRODUCTS	EVIDENCE	IMPACT	COLLECTIONS	TARGET RELEASE	RELEASE MGT.	
---------	------------	----------	----------	--------	-------------	----------------	--------------	--

Impact Index 13532		Last Editor	
HORIZON DEFECT REVIEW FORUM - DEFECT SUMMARY			
Document Classification: Fujitsu Confidential - Commercial-in-Confidence			
Document Owner: Fujitsu			
Date of Issue: 2022-02-16 13:2			
POL Problem Reference			
Fujitsu Reference			
Date first logged at HDR (dd/mm/yyyy)			
Fujitsu Title			
POL Title			
Description			
Branch Financial Impact or Experience (Fujitsu HDR Fin HDR Exp)			
Branch impact described			
Defect Confirmed (or still under investigation)			
How found			
When found			
When it dates back to (when could it have started happening)			
Branches affected			
Frequency of occurrence			
Root cause			
Is it detected/monitored			
Workaround			
Workaround description			
Fix required			
Status update			
Next action			
Target Release Number			
Target Release date (latest estimate)			

- By clicking on the Export icon on the top right, a sharable version of the Impact content is presented in HTML format and can be easily saved.





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- **Collection ##LiveAffectingDefect** (formerly ##LiveAffectingSoftwareFault). This Collection must be set when the Peak meets the criteria for a Live Defect at the earliest possible opportunity. It is likely that Call Type "L" will **frequently** carry this ##tag but it will not always be the case so needs selectively applying. The Collection descriptive text is "Fault that is present on the Live system that is inconsistent with the agreed design and/or service specification".

Add Incident to Collection

##LiveAffectingDefect -- Fault that is present on the Live system that is inconsistent... [Public] Add to Collection

##LiveAffectingDefect -- Fault that is present on the Live system that is inconsistent... [Public]

##Defect -- BREVIT LIVEDEFECT -- Business calls for BREVIT project (Team)

- **Collections of "HDR-Fin" or "HDR-Exp" for HDR Defects.**

Note: Only one HDR- Collection needs to be set and if both could apply then HDR-Fin should be chosen*

Add Incident to Collection

HDR-Exp -- Horizon Defect Review - SPM Experience [Public] Add to Collection

HDR-Exp -- Horizon Defect Review - SPM Experience [Public]

HDR-Fin -- Horizon Defect Review - SPM Experience [Public]

HDR-Fin -- Horizon Defect Review - Financial Impact [Public]

- **Collections** – when a Collection is added or removed, the history is held on the RELEASE MGT tab in the Release Management Forum (RMF) area as shown below:

Release Management Forum (RMF)

03/11/2021 Added to Collection ##LiveAffectingDefect by John Simpkins.
03/11/2021 Collection ##LiveAffectingDefect removed by John Simpkins.
03/11/2021 Added to Collection HDR-Exp by John Simpkins.
03/11/2021 Collection HDR-Exp removed by John Simpkins.
03/11/2021 Added to Collection HDR-Fin by John Simpkins.
03/11/2021 Collection HDR-Fin removed by John Simpkins.]

- **Priority** –must be constantly validated so it is accurate as this will affect reporting and decision making.
- **POL Problem reference** – using the prefix "POLPRB-" so it is obvious and also searchable.
 - POL Problem Reference is a Reference field and the following screenshots shows how to add the field:

Peak Incident Management System - PC0295241

DETAILS REFERENCES PRODUCTS EVIDENCE DIRECT COLLECTIONS TARGET RELEASE RELEASE MGT

Reference Type	Current Value	Top Ref	
Call reference	PC0295002	<input checked="" type="checkbox"/>	Delete Top Ref
Call reference	PC0295000		Delete Top Ref
Call reference	PC0295000		Delete Top Ref
Workaround	Yes		Delete Top Ref

Add Reference Type: POL Problem reference
Reference Value(s): POLPRB-#80000000
Expected Format(s): POLPRB-PRB#00000000
Add Reference(s)

Note: These must be comma separated and be of the same type.

Other: POL JIRA, PowerHelp, Problem Incident, Product Baseline, PSPD, QC Defect No, QC Severity, QIP Review, Ref Alert, Ref Data-Comp, Reference Note

- Fujitsu Problem reference** – using the prefix “FJPRB-” so it is obvious and also searchable.
 - Fujitsu Problem Reference is a Reference field and the following screenshots shows how to add the field:

Peak Incident Management System - PC0295241							
DETAILS	REFERENCES	PRODUCTS	EVIDENCE	SOURCES	COLLECTIONS	TARGET RELEASE	RELEASE MDT
Reference Type	Current Value					Top Ref	
Call reference	PC0290019					<input checked="" type="checkbox"/>	Delete Top Ref
Call reference	PC0290000						Delete Top Ref
Call reference	PC0290000						Delete Top Ref
Workaround	Yes						Delete Top Ref
Add Reference Type	Reference Value(s)						
Fuglio Problem reference	F2980-*						
Customer reference							
Deficient Incident Information							
Design Part							
Developer Director							
Document							
Document to update							
Fast tags for							
Expected Format(s)	F2980-*						
Add Reference(s)							
Note: Values must be comma separated and be of the same type.)							
<ul style="list-style-type: none"> Link to Product reference HW-X_Val_Status Incident JIRA Intelligence Reference JIRA Knowledge reference MSC MSC Task OSP Other PIAT impact POL JIRA 							

- **Workaround** – to state “Yes/No” state if a workaround has been implemented. If the field is blank or contains “No”, then no workaround has been identified. If it is “Yes”, then an accepted workaround is in place.
 - Workaround is a Reference field, and the following 2 screenshots show how to add the field and set its value:

Peak Incident Management System - PC0295241

DETAILS	REFERENCES	PRODUCTS	EVIDENCE	IMPACT	COLLECTIONS	TARGET RELEASE	RELEASE LOG
Reference Type					Current Value		
Call reference					PC0290059		
Call reference					PC0290000		
Call reference					PC0290000		
Add Reference Type					Reference Value(s)		
Workaround <input type="checkbox"/>					Yes		
Ref-Delta-Ging <input type="checkbox"/>							
Release Note <input type="checkbox"/>							
Release PEAK <input type="checkbox"/>							
Request Note <input type="checkbox"/>							
SMG Reference <input type="checkbox"/>							
SSC OCR <input type="checkbox"/>							
SSCKEL <input type="checkbox"/>							
Streams Assets <input type="checkbox"/>							
Streams Event Category <input type="checkbox"/>							
Supplier reference <input type="checkbox"/>							
System baseline <input type="checkbox"/>							
Target release <input type="checkbox"/>							
Test Cycle Target <input type="checkbox"/>							
Test reference <input type="checkbox"/>							
TF Show <input type="checkbox"/>							
TROUBLE for Service <input type="checkbox"/>							
Usability/HCI <input type="checkbox"/>							
Work Instruction <input type="checkbox"/>							
Work Package <input type="checkbox"/>							
Workaround <input checked="" type="checkbox"/>							
Expected Format(s)					Yes <input type="checkbox"/>		
(see must be comma separated and be of the same type)							

Peak Incident Management System - PC02							
DETAILS	REFERENCES	PRODUCTS	EVIDENCE	IMPACT	COLLECTIONS	TARGET RELEASE	RELEASE MGT
Reference Type					Current Value		
Call reference					PC0290059		
Call reference					PC0290000		
Call reference					PC0290080		
Add Reference Type					Reference Value(s)		
Workaround					Yes		
					<input type="text"/> <input type="button" value="Add Reference(s)"/>		
Expected Format(s)					Yes <input type="checkbox"/>		
					No <input type="checkbox"/>		

If adding multiple references these must be comma separated and be of the same type



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- **External Dependency** – to allow key dependencies to be captured as these typically cause extended delays e.g. with POL turnaround (perhaps when related to their EUC provider), or with Fujitsu sub-contracted parties such as Worldline.

- **External Dependency** is a Reference field and the following screenshot shows how to add the field and set its value:

Add Reference Type	Reference Value(s)
External Dependency	Fujitsu - non-POA
Expected Format(s)	Fujitsu - non-POA

If adding multiple references these must be comma separated and be of the

Fujitsu - non-POA
 Ingenico
 POL
 POL EUC Provider
 POL Network Provider
 Vendor
 Other *

- **Internal Dependency** – to allow key dependencies to be captured as these typically cause extended delays e.g. dependent on another release.

- **Internal Dependency** is a Reference field, and the following screenshot shows how to add the field and set its value:

Add Reference Type	Reference Value(s)
External Dependency	Fujitsu - non-POA
Expected Format(s)	Fujitsu - non-POA

If adding multiple references these must be comma separated and be of the

Fujitsu - non-POA
 Ingenico
 POL
 POL EUC Provider
 POL Network Provider
 Vendor
 Other *

- **RELEASE MGT tab – Initial and Completed dates and text box** - We need to know the stage we are at in the fixing process, the date it initially entered the stage, and when the stage was completed and the notes from the meetings at which it was discussed.
- **Assigned Team** – must show which team is currently responsible for taking the next action or ensuring action is taken.
- **Product Group and Product** - We need to know the part of the system that the Live Defect relates to for reporting and quality purposes.
- **Root Cause** – we need to know what type of fix was needed, which when matched to the part of the system affected, gives us further quality data.
- **Response Category** – specific values have been identified to enable clarity and to spot exclusions:
 - “63 – Final – Programme approved - No fix required” – for Peaks rejected at CBIF.
 - “66 – Final – Enhancement Request” – for Peaks tagged with the HDR Collection that were subsequently qualified as not being HDR Defects but enhancement requests.
 - “95 – Final – Advice after Investigation” – for Peaks tagged with the HDR Collection that were subsequently qualified as not being HDR Defects.
 - The value “30 – Pending – TL confirmed” will cease to be used.

A more complete list of No Fault Found Response Categories can be found in Appendix C - No Fault Found Response Category values in Peak.

- A reminder will pop up on certain changes of Peak status to remind support staff to consider the key fields:
 - Events triggering presentation of the pop-up:
 - The Peak Routing is changed.



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- The Call Type is changed.
- The Response Category is changed.
- The ##LiveAffectingDefect Collection is added.
- The HDR-Fin or HDR-Exp Collections are added.
- Pop-up wording:
 - Is this a **Live Defect**? – if so, add the ##LiveAffectingDefect Collection.
 - Is the **Call Type** correct? – Live Incident or Defect Identified (if applicable)
 - Does/could this **affect branch operations**? – if so, add the HDR-Fin or HDR-Exp Collection.
 - Is there a **Workaround**? – if so, add the Workaround References field and set it to Yes.
 - Does your **last update read well** to users not involved in the Peak progress?
 - Have you added a helpful **Impact update**?
 - Is the **Priority** correct?
 - Are the **Product & Product Group** field values correct?
 - Is the **Status (Response Category)** correct?
- Cloning Peaks
 - There are important occasions when it is necessary to clone Peaks. This should be done following the process explained in Appendix D – Cloning Peaks.



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B Appendix – Checklists for TfSNow & Peak Stack owners

This checklist is maintained separate to this document and is subject to change. The version below is for illustrative purposes only.

A checklist exists to help owners of TfSNow Resolver Groups and Peak stacks to keep the Incidents and Peaks in a manner consistent with the Live Defect Management processes.

For Peak:

There's a Peak in my stack...

A checklist guide for Peak stack owners (and support specialists updating Peaks)

<ul style="list-style-type: none"><input type="checkbox"/> Should this be in my stack? If not, then route it to the right Assigned Team<input type="checkbox"/> Is the Peak assigned to the correct person (not off sick, still on POA)? If not, then reassign it<input type="checkbox"/> Is it a potential Live Defect? If so, add the #LiveAffectingDefect Collection<input type="checkbox"/> If it is a potential Live Defect, what needs doing to progress it to Defect Identified or to qualify it as NOT a Live Defect?<input type="checkbox"/> If it is a Live Defect, it should be Call Type "L" or "H" – so change it if needed<input type="checkbox"/> If it is Call Type "H" – Defect Identified, is it bonded to POL's SNOW – if so, it needs to be cloned and then closed (it is ok if it is only bonded to TfSNow)<input type="checkbox"/> Is it, or could it be, branch impacting – if so, add the HDR-Fin or HDR-Exp Collection<input type="checkbox"/> If it has a HDR-* Collection – is it being treated as high priority – regardless of Priority field value?<input type="checkbox"/> If it has a HDR-* Collection – is the Impact field up to date and well worded so that POL will understand it?<input type="checkbox"/> Is the Workaround Reference added with Yes selected where a suitable workaround is in place?<input type="checkbox"/> Has anything changed that would mean the #LiveAffectingDefect or HDR-* Collections are no longer correct and should be removed? If so, remove them<input type="checkbox"/> If it is Defect Identified, when will it be taken to BIF? Set the BIF Action<input type="checkbox"/> If it is Defect Identified, and has been approved at BIF, when will it be taken to PTF? Set the PTF Action<input type="checkbox"/> If it is Defect Identified, and has been Targeted in PTF, when will work start to create the required fix?<input type="checkbox"/> Is the Response Category correct?<input type="checkbox"/> Is the Product and Product Group correct?<input type="checkbox"/> When was it last updated – and is that an acceptable timespan?	<ul style="list-style-type: none"><input type="checkbox"/> Have discussions taken place over email or in meetings that should be added to the Peak to ensure a full record is available?<input type="checkbox"/> How long is it since the Peak was raised – and is that acceptable or does a review need doing?<input type="checkbox"/> Do the latest updates read well and make sense? If not, change them and coach the creator<input type="checkbox"/> Is it clear who (specifically) is expected to take the next action? If not, make it clear and notify the person expected to act<input type="checkbox"/> If you are waiting for someone external to your team to take action – challenge them to make progress<input type="checkbox"/> Peaks with the following Response Categories that have the #LiveAffectingDefect Collection should be Call Type "H" as a fix is needed. Change it if necessary <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"><p>41 – Pending – Product Error Diagnosed 42 – Pending – Documentation Error Diagnosed</p></div> <ul style="list-style-type: none"><input type="checkbox"/> Peaks that are Status "F" should have an accurate Root Cause added before being closed. Make sure it is updated<input type="checkbox"/> Peaks recently closed with any of the following Response Categories are deemed to have been No Fault Found with no fix action needed. Is this correct? If not, have the Peaks re-opened and corrected <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"><p>62 – Final – No fault in product 63 – Final – Programme Approved – No Fix Required 66 – Final – Enhancement Request 68 – Final – Administrative Response 72 – Final – Duplicate Call 94 – Final – Advice and guidance given 95 – Final – Advice after investigation 96 – Final – Insufficient evidence 97 – Final – Unspecified insufficient evidence 98 – Final – User error 100 – Final – Route call to TfS 120 – Final – Closed to create Defect Peak 200 – Final – Call withdrawn by user</p></div>
---	--

For TfSNow:

There's an Incident in my TfSNow Assignment Group...

A checklist guide for TfSNow Assignment Group owners (and support specialists updating TfSNow Incidents)

<ul style="list-style-type: none"><input type="checkbox"/> Should this be in my Assignment Group? If not, then route it to the right Assignment Group<input type="checkbox"/> Is the Incident assigned to the correct person (not off sick, still on POA)? If not, then reassign it<input type="checkbox"/> Is the Summary field a clear description that others will understand?<input type="checkbox"/> If the Incident is not bonded to POL ServiceNow, does it have the right Open category?<input type="checkbox"/> Is it a potential Live Defect? If so, add the LiveAffectingDefect CI<input type="checkbox"/> If it is a potential Live Defect, what needs doing to progress it to a confirmed defect or to qualify it as NOT a Live Defect?<input type="checkbox"/> Should POL be aware? If so, the Incident will need to be logged by MAC with the required specific Categories so it can be bonded to POL ServiceNow so POL can be kept updated with progress<input type="checkbox"/> Is it, or could it be, branch impacting – if so, ensure MAC are asked to add the HDR-Fin or HDR-Exp CI<input type="checkbox"/> If it has a HDR-* CI – is it being treated as high priority – regardless of Priority field value?<input type="checkbox"/> If it has a HDR-* CI – is a recent entry in the "Additional comments (Customer visible)" field up to date and well worded so that POL will understand it?<input type="checkbox"/> Is the State field correctly set?<input type="checkbox"/> Is a workaround available (this will show in the Peak – if applicable – as the Workaround Reference will be set to Yes)? If so, make sure that the "Additional comments (Customer visible)" field clearly states this – especially if this Incident is bonded to POL ServiceNow<input type="checkbox"/> Has anything changed that would mean the #LiveAffectingDefect or HDR-* CIs are no longer correct and should be removed? If so, remove them<input type="checkbox"/> If it is a confirmed defect, when will the resolution action be taken e.g. is it linked to a TfSNow Change?	<ul style="list-style-type: none"><input type="checkbox"/> When was it last updated – and is that an acceptable timespan?<input type="checkbox"/> Have discussions taken place over email or in meetings that should be added to the Incident to ensure a full record is available?<input type="checkbox"/> How long is it since the Incident was raised – and is that acceptable or does a review need doing?<input type="checkbox"/> Do the latest updates read well and make sense? If not, change them and coach the creator<input type="checkbox"/> If the Incident is bonded to POL ServiceNow, does the latest update to the "Additional comments (Customer visible)" field make it clear to POL what the status is? If not, add an update that does<input type="checkbox"/> Is it clear who (specifically) is expected to take the next action? If not, make it clear and notify the person expected to act<input type="checkbox"/> If you are waiting for someone external to your team to take action – challenge them to make progress<input type="checkbox"/> Is the Incident Suspended as no further Fujitsu action is needed? If so, after 10 working days have elapsed, the Incident should be closed<input type="checkbox"/> If the Incident is being closed, ensure it has the right Closure code and has the correct minimum dataset added (as per local work instructions):<ul style="list-style-type: none">o Line of Summaryo Root Causeo Resolutiono Internal/Externalo Fujitsu SMEo POL Stakeholder<input type="checkbox"/> Incidents recently closed should be checked. If they were closed with no action required by Fujitsu, does the Incident clearly state that? If they were closed following action taken by Fujitsu, does the Incident clearly state that?
---	--



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C Appendix – No Fault Found Response Categories in Peak

Peaks with the following Response Categories are deemed to be No Fault Found as no action was required to remedy the issue raised. In some cases, this is because the fault is within an area of the system that is managed using TfSNow and hence Peak is not the source of the Live Defect information. In other cases, this is because the fault is already being investigated under another Peak.

Response Category – 68 -- Final -- Administrative Response
Response Category – 95 -- Final -- Advice after Investigation
Response Category – 94 -- Final -- Advice and guidance given
Response Category – 70 -- Final -- Avoidance Action Supplied
Response Category – 200 -- Final -- Call withdrawn by user
Response Category – 120 -- Final -- Cloned to create Defect Peak
Response Category – 72 -- Final -- Duplicate Call
Response Category – 58 -- Final -- Documentation Fix Available to Call Logger
Response Category – 66 -- Final -- Enhancement Request
Response Category – 96 -- Final -- Insufficient evidence
Response Category – 62 -- Final -- No fault in product
Response Category – 63 -- Final -- Programme Approved – No Fix Required
Response Category – 64 -- Final -- Published Known Error
Response Category – 100 -- Final -- Route call to TfS
Response Category – 97 -- Final -- Unspecified insufficient evidence
Response Category – 98 -- Final -- User error



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D Appendix – Cloning Peaks

Cloning processes and rules need to be applied consistently:

- Cloning carries forward all Collections, References and Key Fields and it must show cloned from and cloned to support chain of events tracking.
- Cloning should be for specific purposes and the reason will appear as a prompt when cloning is initiated:
 - Assignment to GDC (so we can redact/obfuscate)
Note: Since April 2020 UK Bridge do not clone Peaks but instead they obfuscate the original so it can be widely shared and updated whilst maintaining any links to TfSNow Incidents.
 - Splitting into multiple threads linked to a single origin (e.g. Data Centre & Counter, phased fix – urgent perhaps by script/refdata and follow-on for code).
 - Disassociating from the TfSNow incident (e.g. documentation, follow-on to an initial response to an Incident).
 - Creating the defect Peak to progress the Live Defect to resolution.
 - Creating Test Only Peaks where the test in a particular environment can't mirror the entirety of the issue described e.g. 3rd party connections are not available. This is rare. Testing is then done on the clone in that environment. The master defect Peak is still open as it may be used for the full testing in LST. The Test Only Peak will be closed once testing is completed successfully.
Note: if a Peak has been assigned to a Baseline, then cloning should be done with caution and include consultation with the Baseline owner in advance
- When the [Clone] button is clicked, the following menu is displayed:

- The user selects from the list ("Create a Defect Peak" is the default option), amends the Summary to give the clone a different and helpful title, and clicks confirm. The reason is captured in the clone Peak:

```
Date:11-Aug-2021 09:00:38 User:John Simpkins
CALL PC0250898 opened
Details entered are:-
Summary:test mb problem
Call Type:#
Call Priority:D
Target Release:HNG-X 12.11
Routed to:EDSC - John Simpkins
Date:11-Aug-2021 09:00:38 User:John Simpkins
Clone Reason: Create a Defect Peak
Date:14-Dec-2015 15:52:55 User:_Customer Call_
CALL PC0244669 opened
Details entered are:-
Summary:test mb problem
```

- If the Defect reason is selected, the clone will be created with Call Type '#'.



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E Appendix – Deploying Fixes via Release Management

Live Defects, once assigned to a release at BIF/PTF, then follow the POA Release Management processes. The Release Management Strategy is defined in SVM/SDM/PRO/1520. The following also needs consideration:

- Release Notes must list all Peaks that are fixed and being deployed. The extract/report must also show the POLPRB- reference for HDR Defects and the Fujitsu Problem references if they have been tagged to be tracked by the Problem manager(s). This is achieved by clicking the button to the right of the listed Peaks in the Release Note which creates an Excel spreadsheet that can be attached to the TfsNow Change ticket (format like below):

Call Reference	Summary	POL Problem Ref	Fujitsu Problem Ref
PC0295314	LST:20.94: Proper messages has to display instead of Agent events in DCM_LREC.DCM_CREATE_LREC_C4D jo		
PC0295403	LST: 20.94: Too many D records in LREC file		
PC0295711	PBS Pilot:INC8349716 : Amex bans not settled as expected when reconciling DRS2 reports		
PC0295725	PBS: INC8354763 (TFSNow) : INC0388718 Lloyds £300 withdrawal [MCSUK-16376]		

- Release Notes will not list:
 - the Peaks that are being deferred (as they are not fixed yet).
 - any clone Peaks raised by Test for Test Only actions (as these are not additional Live Defects but are just a tracking mechanism for the Test team).
- The action of deploying the release should set the applicable Peak Status to “F” and alert the originator that the fix is deployed and ready for them to confirm and close the Peak.
- If a release has gone Live, then any urgent new Live Defect Peaks must NOT be Targeted At already deployed releases. A new hotfix release reference should be generated.
- If a hotfix is needed, Release Management will create the hotfix release in Peak with its own set of dates, so that it can be properly tracked.
- Release Management will maintain the Target Release date table:
 - All past releases must state the actual release date for deployment (if phased, this should be the Pilot release date when at least 1 live branch saw new code installed).
 - All future releases must show the latest anticipated release date for deployment – irrespective of who will be leading the deployment.
 - The release date should be the first time that the deployment was made to any live environment (this is currently always Model Office). The date will therefore show the first time the fix was deployed to a live counter/branch even though a phased rollout may mean other counters/branches did not receive the fix until a later agreed date.
 - The Target Release screen should be used to make universal changes to Peaks when release information changes – especially the Planned Dates for the whole release. The dates can be changed and then the “Reset Date” button is used to apply the new date to all Peaks Targeted At the updated release (see below):



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- These date changes then propagate to the RELEASE MGT tab for each Peak and update the dates shown below enabling the progress of each Peak to be tracked:

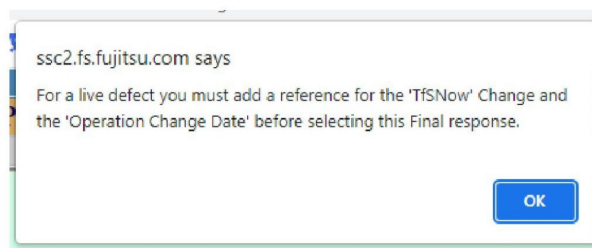
	Planned Dates (DD/MM/YYYY)		Actual Dates (DD/MM/YYYY)	
Out Development				
Out Integration				
Into LST				
Out LST				
Into Production				

- Hotfix releases must also be included in the date table.

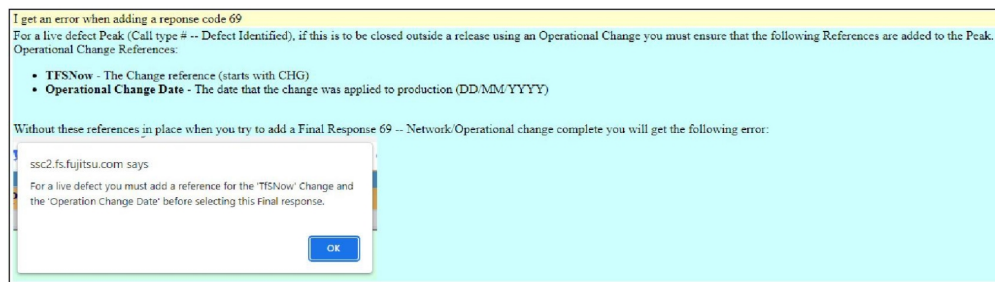
F Appendix – Deploying Fixes outside of Release Management

If a Peak is being fixed outside of a release – e.g. by operational change by us, or by operational change to relate to a Worldline deployment then we must update the Peak to Response Category '69 – Final – Network/Operational change complete'.

- If the Peak is Call Type “# -- Defect Identified” then the Peak will check for the existence of the following References:
 - TfSNow with a value starting 'CHG'.
 - Operational Change Date.
- If both are not found, display the following error message:



- The support user is expected to add the TfSNow change reference and the expected deployment date to the Peak.
- If the Peak is not already Targeted At a release, setting this Response Category will now set it as Targeted At and set the Target Release Type to 'TFSNOW CHG'.
- If no release record exists, one is created, and the Planned & Actual dates completed. If a release record already exists, it is updated with the Operational Change Date.
- The Impact page (for non-HDR Defect Peaks) has been updated for the Target Release date (estimate) to be the Operational Change Date for a TFSNOW CHG release. It did not make sense for HDR defects (as these do not have the Operational Change Date field).
- An FAQ has been added to Peak too: <https://ssc.fs.fujitsu.com/Peak/PeakFAQ.jsp#Q73>.



- Both of the TFSNow and Operational Change Date fields are added to the extract spreadsheet for your and MAC reference.

What this means:

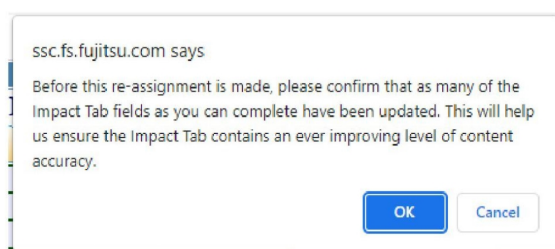
- If Peaks are to go live outside of a release, we must use the '69 – Final – Network/Operational change complete' Response Category and complete the 2 new fields when warned they are needed.
- If the TFSNow and Operational Change Dates are set, and maintained, by the support user then it will see the normal reporting fields auto updated.



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- That should mean that they will not be caught by the MAC WI so as people start to use it, the chasers from MAC will diminish.
- Reviews and reports on Peaks is consistent with those being deployed under a release.
- When a Peak that is **##LiveAffectingDefect** is being assigned to another person, there is a prompt that appears:



If they click "Ok" then the re-assignment continues as normal. If they click "Cancel" then the re-assignment is stopped whilst they go make further changes.

- Deferred Peaks (that do not relate to test environment findings) become Live Defects. When a Peak is deferred, the Fujitsu party obtaining the agreement must ensure the **##LiveAffectingDefect** Collection is set where applicable and any applicable HDR-Fin or HDR-EXP Collection.