



**Document Title:** POST OFFICE ACCOUNT DEFECT MANAGEMENT REPORTING

**Document Reference:** SVM/SDM/PRO/4695

**CP/CWO Reference:** None

**Abstract:** Description of the procedures used on the Post Office Account to produce Defect Management Reports.

**Document Status:** APPROVED

**Author & Dept:** Matthew Hatch

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**Approval Authorities:**

Name	Role	
		See Dimensions for record
		See Dimensions for record



## 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
0.1	03/10/2022	Initial draft versions not released for review	N/A
0.2	06/10/2022	New draft version with amendments following the document being used in a training session.	N/A
0.3	07/10/2022	Typo corrections.	N/A
0.4	20/10/2022	Further amendments identified during KT session	N/A
0.5	09/11/2022	New Section 2.8 Creating the POL All Live Defects Report has been added that details the instructions for creating the POL All Live Defects Report  No other changes have been made to this document other than what has been detailed above.	N/A
0.6	11/11/2022	Added an instruction for new potential or confirmed Defects to add the "Date first logged at HDR (dd/mm/yyyy)" as the date of the HDR Meeting that this will be presented to POL for the first time.  No other changes have been made to this document other than what has been detailed above	N/A
0.7	07/12/2022	Amended section 2.8 Creating the All Live Defects Report to include reporting against the new Response Category "Accepted Live Defects".  No other changes have been made to this document other than what has been detailed above.	N/A
0.8	09/12/2022	Amended section 2.8 Creating the All Live Defects Report to include reporting against the new Response Category "Accepted Live Defects".  No other changes have been made to this document other than what has been detailed above.	N/A
0.9	20/01/2023	Amended section 2.8 Creating the All Live Defects Report to include column names and removed Paul Smith from the POL DL for sending the report to POL.	N/A
0.10	16/03/2023	Accepted changes from version 0.9.  Amended section 2.5 Sending POL the Weekly HDR Report to reflect that this report is sent to Michelle Stevens at the Post Office and not Lisa Millar.  Amended section 2.8 Creating the POL All Live Defects Report to reflect that this report is sent to Michelle Stevens at the Post Office and not Lisa Millar.  No other changes have been made to this document other than what has been detailed above.	N/A
1.0	17/03/2023	Approved version	N/A
1.1	02/08/2023	Amended the Section 2.8 Creating the POL All Live Defects Report to include the Microsoft Information Protection steps that need to be followed in order to produce the report.  No other changes have been made to this document other than what has been detailed above.	N/A
2.0	03/08/2023	Approved Version	N/A



### 0.3 Review Details

<b>Review Comments by:</b>	(date by which comments should be returned)
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<b>Mandatory Review</b>	
<b>Role</b>	<b>Name</b>

<b>Optional Review</b>	
<b>Role</b>	<b>Name</b>

( \* ) = Reviewers that returned comments

<b>Issued for Information – Please restrict this distribution list to a minimum</b>	
<b>Position/Role</b>	<b>Name</b>

### 0.4 Associated Documents (Internal & External)

*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
Alphabetical order please				
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
CS/MAN/011				

### 0.5 Abbreviations

Abbreviation	Definition
Alphabetical order please	
HDR	Horizon Defect Review
HDR-FIN	Horizon Defect Review – Financial Impact
HDR-EXP	Horizon Defect Review – SPM Experience



Abbreviation	Definition
SPM	Sub Post Master
PBS	Payment and Banking Service
PROD OUT	Production Out Date
SME's	System Matter Experts
HTML	Hyper Text Markup Language
PNG	Portable Network Graphics
JPEG	Joint Photographic Experts Group
CBIF	Customer Business Impact Forum
POL	Post Office LTD
MGT	Management
TfSNow	TRIOLE for ServiceNow
PEAK	Peak Incident Management System

## 0.6 Glossary

Term	Definition
Alphabetical order please	

## 0.7 Changes Expected

Changes

## 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.



# 1 Introduction

This document describes the way in which the various internal and external Defect Management reports are produced for LIVE Defects including branch impacting. It can be used as a procedural document that can be referred to and updated in line with changes and/or improvements that are made to the Defect Management reports as they evolve and change owing customer or internal requirements.

## 1.1 Overview of the Live Defect Management Reporting approach

## 1.2 The Goal

- If the Live Incident or Live Defect affects, or could affect, branch operations, we share it with POL in a weekly HDR Report and at the Horizon Defect Review (HDR) weekly meeting

## 1.3 Background

- The Defect Management reports are produced for internal and external distribution in order to demonstrate Fujitsu's management and communication of the LIVE affecting defects including those that have a branch impact.
- The LIVE affecting defects reported to POL will have one or more of the following collections added in order to qualify as a candidate for reporting:
  - ##LiveAffectingDefect
  - HDR-FIN – Horizon Defect Review – Financial Impact
  - HDR-EXP – Horizon Defect Review – SPM Experience
- These Defects could be in various stages whilst reporting on them to POL:
  - INVESTIGATING - A Live Defect will start out as a Potential Live Defect until sufficient investigation has taken place
    - [Fujitsu internal unless linked to a bonded Incident]
  - 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)
    - [Fujitsu internal as a solution still needs to be identified and agreed]
  - 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 a sensible Release
    - [Fujitsu internal involving developer / feature conflict check. Counter defects are discussed with POL]
  - TARGETED AT - Releases are then managed through to deployment to Live
    - [Visible to all parties as the Release work starts]





## 2 Live Defect Management Reporting

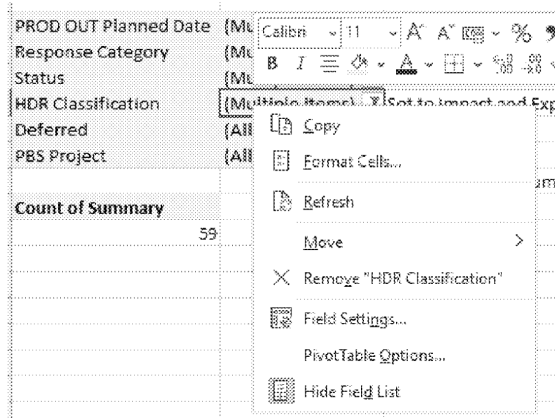
### 2.1 Weekly HDR Report Creation Work Instructions

To create the weekly HDR Report, which is shared with POL, follow these steps:

- The criteria to be used to determine HDR reporting candidates to share with POL will be determined by creating a list using the following logic. The resulting list allows for the HDR candidates to be identified.
- Prepare the report to send to POL
  - A spreadsheet format has been used to date so the previous week's POL "HDR Defects update report – dd.mm.ccyv1.0.xlsx" submission should be used as the basis for the new report – removing all previous week highlighting and deleting rows scored out as POL have been told these are being removed.
    - Save the file as v0.1 initially and use v1.0 for the version that is shared with POL. As a visual reminder add WIP into cell B2 and lastly delete the "HDR Report" Tab, which contains last weeks extracted data.
    - It may be easier to create several draft versions i.e. v0.1, v0.2, v0.3 etc during the creation of the report, so that it is in a state suitable to create v1.0 to share with POL.
    - Amend the date in F3 making sure to leave it as a text field or the title of the section below it will not render correctly
- Create the Peak extract to build the report from
  - Then, open any version of the "Peak\_Defect\_Management extract dd.mm.ccyv hh.mm.xlsx" spreadsheet and Enable Content and go to the Data tab "##LiveAffectingDefect" and click Refresh All. The password to run the embedded queries needs entering 3 times and is **IRRELEVANT**. Save the resulting file with the timestamp to match when the extract was created – so it can be referred back to. Turn off AutoSave
- Quick filtering method:
  - Go to the "HDR Report Pivot" tab



- Right mouse click on any part of the filter values at the top and choose "Refresh"



- Check that all the filters are accurate and match the description shown:



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REFRESH #LiveAffectingDefect TAB THEN REFRESH THIS PIVOT AND CHECK THE FILTERS AS SHOWN

PROD OUT Planned Date	(Multiple Items)	<input checked="" type="checkbox"/>	Check PROD OUT Planned Date only ticks the blanks and future dates
Response Category	(Multiple Items)	<input checked="" type="checkbox"/>	Check the NFF Response Categories are all unticked
Status	(Multiple Items)	<input checked="" type="checkbox"/>	Untick C
HDR Classification	(Multiple Items)	<input checked="" type="checkbox"/>	Set to Impact and Experience (Error needs looking at, blank is excluded)
Deferred	(All)	<input checked="" type="checkbox"/>	Set to Yes or blank
PBS Project	(All)	<input checked="" type="checkbox"/>	Set to Yes or blank

Count of Summary

59

Double click the number shown to expose the result set for reporting & rename the tab to Deferred/PBS/Other

- Ensure that you have set Deferred and PBS Project to (All)
- Pay special attention to the "PROD OUT Planned Date" which may have had new future dates added that need to be ticked

Call Type	Defect Identified	<input checked="" type="checkbox"/>	S
PROD OUT Planned Date	(Multiple Items)	<input checked="" type="checkbox"/>	S
Response Category	(Multiple Items)	<input checked="" type="checkbox"/>	U
Status	(Multiple Items)	<input checked="" type="checkbox"/>	E
HDR Classification	(Multiple Items)	<input checked="" type="checkbox"/>	S
Target	(Multiple Items)	<input checked="" type="checkbox"/>	E
BIF Planned	(Multiple Items)	<input checked="" type="checkbox"/>	E
PTF Planned	(Multiple Items)	<input checked="" type="checkbox"/>	S
BIF Ticked	(Multiple Items)	<input checked="" type="checkbox"/>	E
Action	(Multiple Items)	<input checked="" type="checkbox"/>	S
Count of Summary	(Multiple Items)	<input checked="" type="checkbox"/>	C

Select Multiple Items

OK Cancel

- List – Deferred, Project and HDR Live Defect Peaks

PROD OUT Planned Date	(Multiple Items)	<input checked="" type="checkbox"/>
Response Category	(Multiple Items)	<input checked="" type="checkbox"/>
Status	(Multiple Items)	<input checked="" type="checkbox"/>
HDR Classification	(Multiple Items)	<input checked="" type="checkbox"/>
Deferred	(All)	<input checked="" type="checkbox"/>
PBS Project	(All)	<input checked="" type="checkbox"/>

- If there are any Deferred, Project and HDR Peaks to consider, a number will appear under the Count of Summary

Count of Summary
30

- Double click on the number to open a new sheet with the relevant Peak(s) listed and rename it "HDR Report".
- It is more likely that the result set largely matches the previous results showing in the HDR Report.
- Compare the previous HDR report to the new list and amend accordingly so the new HDR report list matches what the system now shows
  - To do this it is worth hiding the following columns as it makes it easier to compare the data against the previous HDR Report:
    - C – Date Opened
    - D – Product
    - E – Product Group
    - G – Priority
    - H – Assignment Team
    - I – Status
    - J – Response Category
    - K – Root Cause
    - M – References





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- N – TfSNOW Reference
  - O – POL SNOW Reference
  - P – Contact Name
  - R – Business Impact
- It is good idea to mark for each Defect PEAK the "Call Reference", "Description", "Target Release Type" and "Target Release" red on the HDR Report tab of the "Peak\_Defect\_Management extract dd.mm.ccy hh.mm.xlsx" once checked against the previous HDR Defects Update Report dd.mm.ccy.xlsx.
  - Also check column AH "Planned Out Date" to ensure that any dates previously reported against in the HDR Defects Update Report under "Current Target Release Date" have not been amended or if any new dates have been added for Defects that had previously been blank.
  - If any dates have been amended or added, then please add to the Current Target Release Date of the HDR Defects Update report and add a new HDR extract.
  - Also check column AG Date Time Last Updated to see if any Defects have been updated in the last week. If so, check the Defects to identify the changes and if the Impact Tab has been updated then please add to the HDR Report. Other updates such as comments added to the Detail Tab may not require to be communicated to the customer as this could a JIRA reference or log needed to further investigations.

Call Reference	Summary	Call Type	Collections	Workaround	Business Impact	Target Release Type	Target Release
PC0302313	DEV - PIN Pa	Defect iden: ##LiveAffectin	No		The PIN Pad status	Proposed For	HNG-X 73.10
PC0301691	SV&I: 72.30	Defect iden: HDR-Fin, ##Liv	Yes		During Existing Rev	Reported In	HNG-X Ref. Ind.
PC0301437	Transaction I	Defect iden: HDR-Fin, ##Liv	Yes		If a counter perform	Targeted At	HNG-X 72.30
PC0301364	BTS reports :	Defect iden: HDR-Fin, ##Liv	Yes		After a failed stock	Targeted At	HNG-X 72.30
PC0301299	BAL fix - INC	Defect iden: .SSC3rd, ##Liv	Yes		If a clerk uses the T	Targeted At	HNG-X 38.04
PC0301174	Customer ric	Defect iden: HDR-Fin, ##Liv	Yes		During this basket	Proposed For	HNG-X 73.10
PC0300404	DEV - Transa	Defect iden: ##LiveAffectin	No		If Transaction Log s	Targeted At	HNG-X 72.30
PC0300338	Counter Fix -	Defect iden: .SSC3rd, ##Liv	Yes		If a clerk uses the T	Proposed For	HNG-X 73.10
PC0300066	PBS: INC102	Defect iden: HDR-Fin, ##Liv	Yes		Declined transactio	Reported In	HNG-X Ref. Ind.
PC0299793	PBS Banking	Defect iden: HDR-Fin, ##Liv	Yes		This issue is the res	Targeted At	HNG-X 72.30
PC0299322	Branch 2508	Defect iden: HDR-Fin, ##Liv	Yes		AP Transaction (Aut	Targeted At	HNG-X 37.01
PC0298894	PBS Comple	Defect iden: ##LiveAffectin	No		If a PBS Balance Enc	Proposed For	HNG-X 73.10
PC0298823	PBS: Regress	Defect iden: HDR-Fin, ##Liv	Yes		In rare cases, preve	Targeted At	HNG-X 72.20
PC0298591	PBS transact	Defect iden: HDR-Fin, .SSCF	Yes		If the user presses	Targeted At	HNG-X 72.20
PC0298324	PBS Counter	Defect iden: .SSCRandR, ##	No		On PBS counters w/	Targeted At	HNG-X 72.20
PC0298067	LST: R71.10 -	Defect iden: ##LiveAffectin	No		Business impact: W	Proposed For	HNG-X 73.10
PC0297965	LST: R71.10 -	Defect iden: ##LiveAffectin	No		Business impact: If	Proposed For	HNG-X 73.10
PC0297964	LST: R71.10 -	Defect iden: ##LiveAffectin	No		During Existing Rev	Proposed For	HNG-X 73.10
PC0297963	LST: R71.10 -	Defect iden: ##LiveAffectin	Yes		There have been n	Proposed For	HNG-X 73.10
PC0297962	LST: R71.10 -	Defect iden: ##LiveAffectin	No		Existing Reversals s	Proposed For	HNG-X 73.10
PC0297878	PBS LST: R71.	Defect iden: BIFApproved, No			When a PBS bankin	Targeted At	HNG-X 72.20
PC0295854	LST: R70.40 C	Defect iden: BIFApproved, No			PBSIL does not imp	Proposed For	HNG-X 73.10
PC0294925	Obsolete He	Defect iden: Sattars, .SSC	No		When help pages h	Targeted At	HNG-X 72.20
PC0293665	CBB-5606 - L	Defect iden: ##LiveAffectin			In particularly rare	Proposed For	HNG-X 73.10
PC0293598	R70.40: ATO	Defect iden: BIFApproved, No			For AP-ADC transac	Targeted At	HNG-X 72.20
PC0292825	INC7179929	Defect iden: SSC - 4th Line, No			See Title. this is be	Proposed For	HNG-X 73.10
PC0292708	CBB-5259 - H	Defect iden: BIFApproved,			The history text ge	Proposed For	HNG-X 73.10
PC0290005	LST: REL IND	Defect iden: BIFApproved, No			When the Clerk att	Proposed For	HNG-X 73.10
PC0289922	LST: R70.20 C	Defect iden: BIFApproved, Yes			During a Rem in fo	Proposed For	HNG-X 73.10
PC0289127	R70.20-SV&I	Defect iden: BIFApproved,			For some back offic	Targeted At	HNG-X 72.20

- Any that have been closed should be moved to the HDR Closed Defects section of the HDR Report and highlight in yellow:



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HDR Closed Defects (since 01/01/2022) - Moving to separate tab as at 28.05.2022 at the request of the customer

Defect ID	RCA Title	Impact	Fix Title	Fix Date	Resolution
PR00041161	PBS NB102 Section 5 - 67 x State 4 exceptions. Banking transaction that was declined at the counter was actually processed by Vocalink and not reversed	Impact	PC0301672	26/07/2022	From Vocalink, System working as designed. Vocalink investigating new solution and CR will be required to resolve. Defect record closed - not a defect
PR00041211	Payment and Banking transactions are declined when a travel money card transaction fails at the exact same as another transaction is processed	Impact	PC0302305	05/09/2022	12/09 - This was not a defect in the Fujitsu domain but a proposed temporary fix for a Worldline defect, which was not utilised as the timeline for the Fujitsu temporary fix was the same as for the Worldline permanent fix. POL Title and reference added and above statement added to the description to the HDR Extract. Revised HDR Extract added
PR00041211	Payment and Banking transactions are declined when a travel money card transaction fails at the exact same as another transaction is processed	Impact	PC0302278	15/09/2022	16/09 - Worldline fix successfully deployed to LIVE 14/09. Monitoring via Fujitsu Reconciliation reporting. If any further occurrences are identified, BIMS will be raised. HDR Extract updated
PR00041243	Invalid session receipts printed before session settlement & user confused as to how to settle it	Experience	PC0302653	22/09/2022	23/09 - Branch clerks can print transfer in slips which do not necessarily mean the transfer occurred, which may cause confusion. No financial impact, although the clerk may think a transfer occurred when it did not. This behaviour is as per use case CSM-124 Accept Transfer which hasn't changed since it was introduced in 2011, and is working as per design.

Release Date	HDR Extract	Screenshots
N/A		
N/A		
14/09/2022		
N/A		 

- Any that are new should be added to the list and highlighted in red on the HDR Report tab whilst they are checked and completed
  - These then need scrutiny to ensure they look correctly tagged as HDR. This will require the Peak to be read and checked
  - If they are HDR, then the Impact tab needs checking to ensure it is complete and reads well. Any amendments should be referred to the SMEs for updates to be added to Peak

If the new Live Affecting HDR Peak is still under investigation and such data as RCA, Fix etc. have not been identified it is advisable that on the Impact tab, at the start of the description field the following is added:

**EARLY NOTIFICATION**

This enables Fujitsu to inform Post Office of a new defect whilst it is still being investigated and confirmed to be a defect.



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- Ensure that the Date first logged at HDR (dd/mm/yyyy) is completed with the date of the next meeting (normally a Monday) for which this potential or confirmed new Defect will be presented to POL in the HDR meeting. Field from the Impact Tab illustrated below:

Date first logged at HDR (dd/mm/yyyy)	24/10/2022
---------------------------------------	------------

- When the report is ready to submit, the highlighting on the new rows should be changed to yellow
- Extract the list showing:

HDR Defects									
BN	BN Title	Category	Priority	Summary	Confirmed	Workaround	Update	Target Release	Target Release
HDR Data									
BN	BN Title	Category	Priority	Summary	Confirmed	Workaround	Update	Target Release	Target Release

- POL Reference (from column BI)
- POL Title (from column BN or set to N/A for a new entry)
- Category (from column BF)
- Fujitsu Reference (the Peak Call Reference from column A)
- Summary (the Peak Summary field from column B)
- Confirmed Defect (set to "Yes" if Call Type in column F is "Defect Identified" or "No" otherwise)
- Workaround (from column Q)
- Update (manually updated to pick out any changes made week to week on the Peak in question – if nothing has changed (as is typical once a Peak is Targeted At) then the "No change since dd/mm/ccyy" will probably be ok to leave as is. If any updates are identified, set this cell to YELLOW FILL)
- Target Release Type (from column S)
- Target Release (from column T)
- HDR Extract

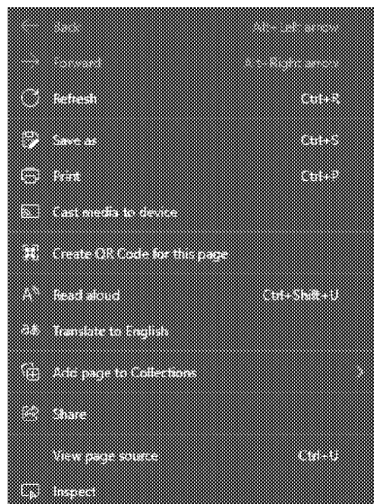
- Create the file to embed:
  - This is created within Peak from the Impact tab
  - Open the Peak and go to the Impact tab

- Click on the Export icon on the top right



- A view of the Impact screen is presented in a new window
- Right mouse click and choose "Save as"

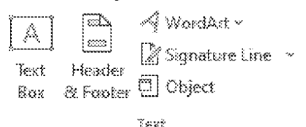




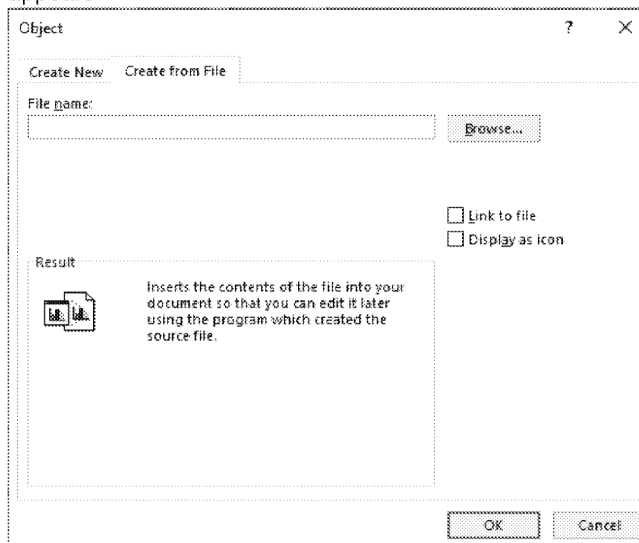
- Save the file
- Embed the file
  - Click on the cell into which the saved HTML file is to be added
  - Click on the Insert menu option at the top

Home Insert Page Layout

- Click on Object in the Text section



- Click on the "Create from File" option on the screen that appears



- Click on Browse and then navigate to and click on the relevant file and select "Insert"
- Then click OK
- The file will be inserted into the cell in the HDR report



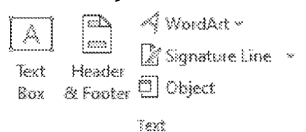
- Screenshots
  - If any screenshots have been requested or are needed, first save the screenshot to a file (PNG or JPEG)

- Embed the file

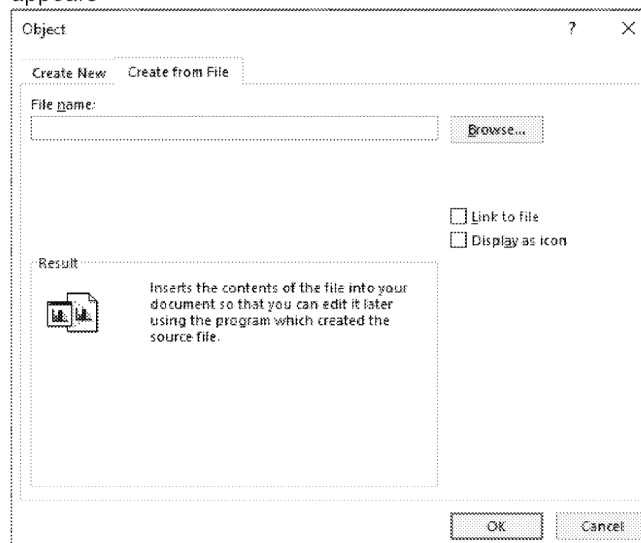
- Click on the cell into which the saved HTML file is to be added
- Click on the Insert menu option at the top

ome   Insert   Page Layc

- Click on Object in the Text section

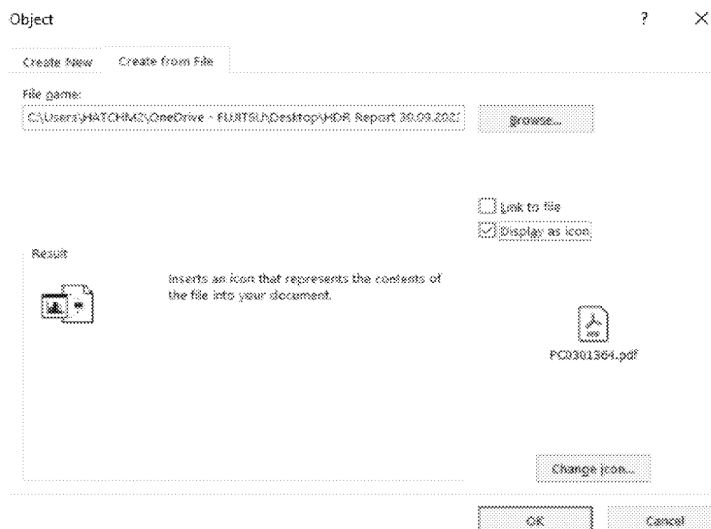


- Click on the “Create from File” option on the screen that appears



- Click on Browse and then navigate to and click on the relevant file and select “Insert”
- Then click OK
- The file will be inserted into the cell in the HDR report
- If it is a PDF document, you will need to click on Display as icon checkbox





- Click OK and then resize the PDF document in the cell
- Once all details are added please ensure that all the row illustrating the new Defect is highlighted in yellow.

## FYI ONLY – MANUAL FILTERING

- If the HDR Report Pivot is absent or corrupted, then the manual filtering is as follows
- Go to the ##LiveAffectingDefect tab and filter as follows:
  - Set the filter on Response Category [column J] to exclude the No Fault Found values (see Appendix A)
  - Set a filter on HDR Classification [column BF] to exclude blanks
  - Set a filter on Planned Out Live [column AH] so the dates are in the future or blank (it has not been deployed)
  - Exclude closed Peaks where Status [column I] is "C" – as these may have been fixed outside of a release by Ingenico themselves
- Then the 1 List needs to be created that can be used to compare against the previous week's report:
  - Deferred Live Defect Peaks
    - Set the filter on Deferred [column BH] to "Yes"
    - These are unlikely to be discussed at HDR as they are previously approved and understood but are provided to show the level of Fujitsu control
  - Project Live Defects
    - Set the filter on PBS Project [column BG] to "Yes"
    - These are unlikely to be discussed at HDR as they are part of the ongoing Project Manager regular review calls
  - Non-Project Live Defects (likely originating from an Incident during normal service delivery)
    - Change the filter on PBS Project [column BG] to exclude "Yes"
    - These require more comprehensive information as these will be discussed at the HDR meeting
    - Extract the list as described above
- These previously were listed as individually in their own sections but is now reported all together.



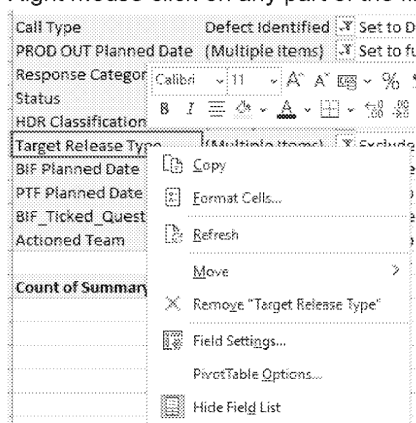
## A.1 2.2 Weekly CBIF Submission Extract Work Instructions

To identify if there are any CBIF submissions necessary to POL, follow these steps:

- Create the Peak extract to build the report from
  - Open any recent version of the "Peak\_Defect\_Management extract dd.mm.ccyy hh.mm.xlsx" spreadsheet and Enable Content and go to the Data tab and click Refresh All on each tab. The password to run the embedded queries needs entering 3 times and is **IRRELEVANT**. Save the resulting file with the timestamp to match when the extract was created – so it can be referred back to. Turn off AutoSave
- Quick way
  - Go to the "CBIF Peaks Pivot" tab



- Right mouse click on any part of the filter values at the top and choose "Refresh"



- Check that all the filters are accurate and match the description shown:

REFRESH ##LiveAffectingDefect TAB THEN REFRESH THIS PIVOT AND CHECK THE FILTERS AS SHOWN			
Call Type	Defect Identified	<input checked="" type="checkbox"/> Set to Defect Identified	
PROD OUT Planned Date	(Multiple Items)	<input checked="" type="checkbox"/> Set to future date or blanks	
Response Category	(Multiple Items)	<input checked="" type="checkbox"/> Untick the No Fault Found categories	
Status	(Multiple Items)	<input checked="" type="checkbox"/> Exclude C	
HDR Classification	(blank)	<input checked="" type="checkbox"/> Set to blanks	
Target Release Type	(Multiple Items)	<input checked="" type="checkbox"/> Exclude Targeted At	
BIF Planned Date	(Multiple Items)	<input checked="" type="checkbox"/> Exclude blanks	
PTF Planned Date	(blank)	<input checked="" type="checkbox"/> Set to blanks	
BIF Ticked Questions	(Multiple Items)	<input checked="" type="checkbox"/> Exclude blanks	
Actioned Team	(blank)	<input checked="" type="checkbox"/> Set to blanks	
Double click the number shown to expose the result: set (usually nothing)			
Count of Summary			

- Pay special attention to the "PROD OUT Planned Date" which may have had new future dates added that need to be ticked



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Call Type	Defect Identified	Y	S
PROD OUT Planned Date	(Multiple Items)	Y	S
Response	Search		
Status	<input type="checkbox"/> 19/01/2021 <input checked="" type="checkbox"/> 03/04/2022 <input type="checkbox"/> 03/02/2022 <input type="checkbox"/> 12/02/2022 <input checked="" type="checkbox"/> 23/02/2022 <input checked="" type="checkbox"/> 16/03/2022 <input type="checkbox"/> 11/02/2022 <input checked="" type="checkbox"/> 31/03/2022 <input checked="" type="checkbox"/> 01/05/2022		
HDR Cl			
Target			
BIF Pla			
PTF Pla			
BIF_Tic			
Action			
Count			
<input checked="" type="checkbox"/> Select Multiple Items			
<div>Ok</div> <div>Cancel</div>			

- If there are any CBIF Peaks to consider, a number will appear under the Count of Summary

Count of Summary	1
------------------	---

- Double click on the number to open a new sheet with the relevant Peak(s) listed
  - Go to "Collating the results" below
- Manually filtering way
  - Go to the ##LiveAffectingDefect tab

CBIF Peaks Pivot	HDR Report Pivot	Defect Stage Pivot	<b>##LiveAffectingDefect</b>
------------------	------------------	--------------------	------------------------------

- Call Type [column F] is "# - Defect Identified" (a fix is needed)
  - Set the filter on Response Category [column J] to exclude the No Fault Found values (see Appendix A)
  - Set a filter on HDR Classification [column BF] to blanks
  - BIF Planned Date [column U] must not be blank (it has to have been to a BIF meeting)
  - Target Release Type [column S] is not Targeted At (as this means it has gone through PTF already)
  - PTF Planed Date [column AA] must be blank (it has not been to PTF)
  - Planned Out Live [column AH] date is in the future or blank (it has not been deployed)
  - The Actioned Team [column AJ] must be blank (i.e. not BIF (not ready for CBIF) or PTF (gone past the CBIF step))
  - BIF\_Ticked\_Questions [column AM] is not blank (BIF selected it for CBIF)
  - Go to "Collating the results" below
- Collating the results:
  - Check that each Peak(s) in the result set is/are correctly marked by reviewing the Peak Details and looking at the Release Management (Release MGT) tab for notes that clarify. Any Peaks that are confirmed as CBIF candidates then need a CBIF Proposal creating as this is what will be submitted to POL.
  - CBIF is part of the HDR meeting and any proposals should be submitted along with the weekly HDR report for discussion at the weekly HDR meeting with POL.



## A.2 Appendix A – No Fault Found Response Category values

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.

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

## 2.3 Updating the PIVOT Tab of the Weekly Defect Update Report

The Pivot tab of the Weekly Defect Update report provides a table and graph that illustrates 1) The Proposed For 2) Targeted At 3) TBC for the Defects displayed in the HDR Report – Open Defects by Target Release and HDR collection i.e. Impact and Experience.

If no new defects are added to the report, then the table and graph can be refreshed to pick up any changes by following the below steps:

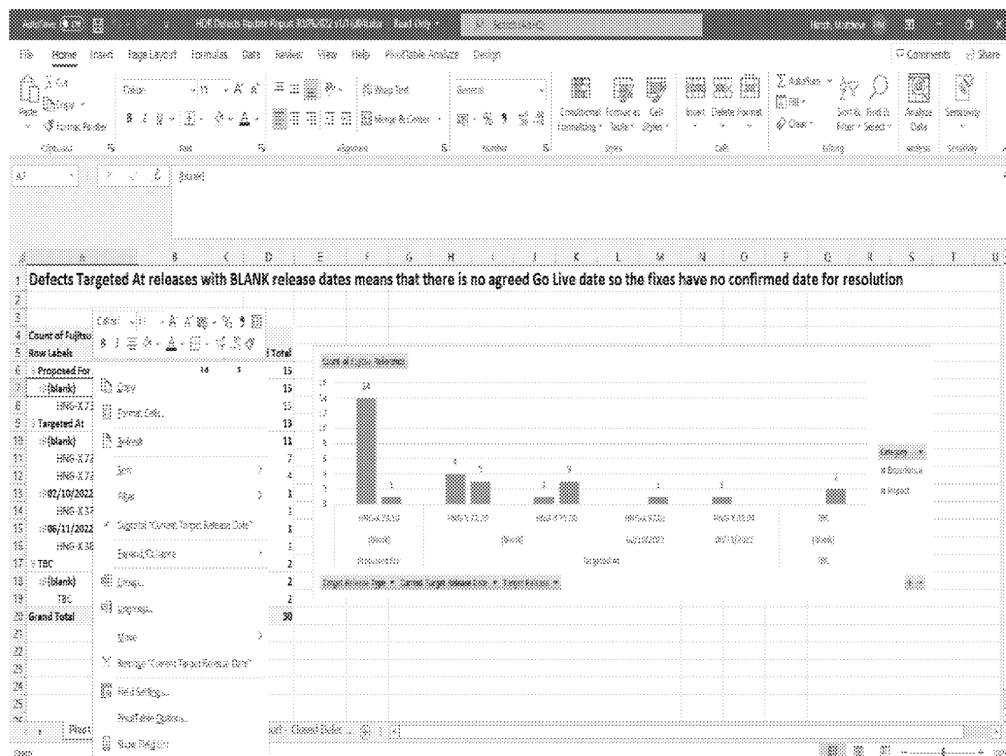
- On the Pivot tab, select a cell within the table and then right click, to bring up the menu



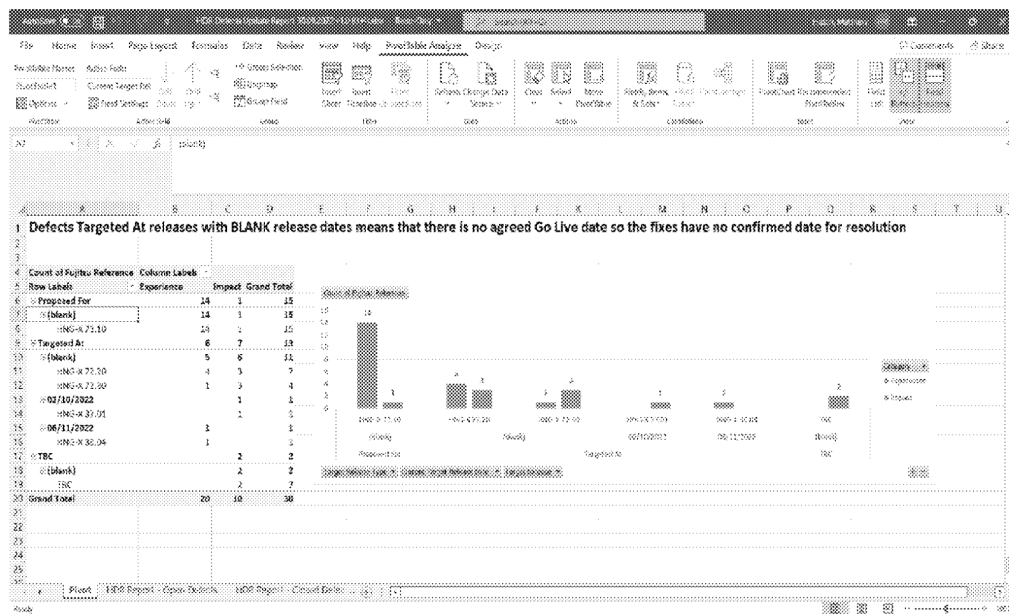


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- Then select **Change Data Source** from this menu click on **Change Data Source**



- The Change PivotTable Data Source menu will be displayed



## POST OFFICE ACCOUNT DEFECT MANAGEMENT REPORTING

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Change PivotTable Data Source

Change the data that your PivotTable analyzes.

Select a table or range:

Table: PivotTable1

Range: =PivotTable1!\$A\$2:\$G\$1000

Options:

☒ Show all data

☐ Show only the data in the selected range

☐ Show only the data in the selected range

OK Cancel

Defect ID	Description	Status	Release Date
1000000001	Printing error - 1000000001	Open	2022-08-25
1000000002	Printing error - 1000000002	Open	2022-08-25
1000000003	Printing error - 1000000003	Open	2022-08-25
1000000004	Printing error - 1000000004	Open	2022-08-25
1000000005	Printing error - 1000000005	Open	2022-08-25
1000000006	Printing error - 1000000006	Open	2022-08-25
1000000007	Printing error - 1000000007	Open	2022-08-25
1000000008	Printing error - 1000000008	Open	2022-08-25
1000000009	Printing error - 1000000009	Open	2022-08-25
1000000010	Printing error - 1000000010	Open	2022-08-25
1000000011	Printing error - 1000000011	Open	2022-08-25
1000000012	Printing error - 1000000012	Open	2022-08-25
1000000013	Printing error - 1000000013	Open	2022-08-25
1000000014	Printing error - 1000000014	Open	2022-08-25
1000000015	Printing error - 1000000015	Open	2022-08-25
1000000016	Printing error - 1000000016	Open	2022-08-25
1000000017	Printing error - 1000000017	Open	2022-08-25
1000000018	Printing error - 1000000018	Open	2022-08-25
1000000019	Printing error - 1000000019	Open	2022-08-25
1000000020	Printing error - 1000000020	Open	2022-08-25

- Change the Table/Range to cover all the active rows and then click ok
- This will then return you to the Pivot Tab

Defects Targeted At releases with BLANK release dates means that there is no agreed Go Live date so the fixes have no confirmed date for resolution

Count of Fujitsu Reference	Colours Labels	Expense	Impact	Grand Total
1	Proposed for	14	1	15
2	Targeted At	14	1	15
3	Targeted At	6	7	13
4	Targeted At	5	6	11
5	Targeted At	4	3	7
6	Targeted At	1	3	4
7	Targeted At	1	1	2
8	Targeted At	1	1	2
9	Targeted At	2	2	4
10	Targeted At	2	2	4
11	Targeted At	2	2	4
12	Targeted At	2	2	4
13	Targeted At	2	2	4
14	Targeted At	2	2	4
15	Targeted At	2	2	4
16	Targeted At	2	2	4
17	Targeted At	2	2	4
18	Targeted At	2	2	4
19	Targeted At	2	2	4
20	Targeted At	2	2	4
21	Targeted At	2	2	4
22	Targeted At	2	2	4
23	Targeted At	2	2	4
24	Targeted At	2	2	4
25	Targeted At	2	2	4
26	Targeted At	2	2	4
27	Targeted At	2	2	4
28	Targeted At	2	2	4
29	Targeted At	2	2	4
30	Targeted At	2	2	4
31	Targeted At	2	2	4
32	Targeted At	2	2	4
33	Targeted At	2	2	4
34	Targeted At	2	2	4
35	Targeted At	2	2	4
36	Targeted At	2	2	4
37	Targeted At	2	2	4
38	Targeted At	2	2	4
39	Targeted At	2	2	4
40	Targeted At	2	2	4
41	Targeted At	2	2	4
42	Targeted At	2	2	4
43	Targeted At	2	2	4
44	Targeted At	2	2	4
45	Targeted At	2	2	4
46	Targeted At	2	2	4
47	Targeted At	2	2	4
48	Targeted At	2	2	4
49	Targeted At	2	2	4
50	Targeted At	2	2	4
51	Targeted At	2	2	4
52	Targeted At	2	2	4
53	Targeted At	2	2	4
54	Targeted At	2	2	4
55	Targeted At	2	2	4
56	Targeted At	2	2	4
57	Targeted At	2	2	4
58	Targeted At	2	2	4
59	Targeted At	2	2	4
60	Targeted At	2	2	4
61	Targeted At	2	2	4
62	Targeted At	2	2	4
63	Targeted At	2	2	4
64	Targeted At	2	2	4
65	Targeted At	2	2	4
66	Targeted At	2	2	4
67	Targeted At	2	2	4
68	Targeted At	2	2	4
69	Targeted At	2	2	4
70	Targeted At	2	2	4
71	Targeted At	2	2	4
72	Targeted At	2	2	4
73	Targeted At	2	2	4
74	Targeted At	2	2	4
75	Targeted At	2	2	4
76	Targeted At	2	2	4
77	Targeted At	2	2	4
78	Targeted At	2	2	4
79	Targeted At	2	2	4
80	Targeted At	2	2	4
81	Targeted At	2	2	4
82	Targeted At	2	2	4
83	Targeted At	2	2	4
84	Targeted At	2	2	4
85	Targeted At	2	2	4
86	Targeted At	2	2	4
87	Targeted At	2	2	4
88	Targeted At	2	2	4
89	Targeted At	2	2	4
90	Targeted At	2	2	4
91	Targeted At	2	2	4
92	Targeted At	2	2	4
93	Targeted At	2	2	4
94	Targeted At	2	2	4
95	Targeted At	2	2	4
96	Targeted At	2	2	4
97	Targeted At	2	2	4
98	Targeted At	2	2	4
99	Targeted At	2	2	4
100	Targeted At	2	2	4

- Again it is worth refreshing the table.



## 2.4 Providing updates to POL Questions in the meeting and additional questions

As a result of the weekly HDR meeting there maybe questions raised by POL that you will need to read the Defect PEAK or engage the required technical resource to gain the required updates to add to the Impact Tab so a revised HDR Extract can be provided in the next HDR Report.

Additionally, POL may send questions on HDR Defect PEAKS in order to gain clarification, that will again need to be added to the Impact Tab so a revised HDR Extract can be added to the HDR Report.

These actions can be performed outside of the producing of the weekly HDR Update Report in order to be ready to add the report against the appropriate HDR Defect PEAK in the report.

## 2.5 Sending POL the Weekly HDR Report

- Once all the required changes have been added to the HDR Report, you are now in a position to create v1.0 to send to POL by approximately 10:00 on a Friday morning, in preparation for the HDR meeting with POL on a Monday morning (Usually 11:45). If you send it a little late owing to awaiting an update from a technical resource, that is not a big issue as long as it is sent to POL by close of play on the Friday.
  - Open the latest draft version of the report i.e. HDR Defects Update Report v0.2
  - Ensure that all the required updates, HDR Extracts and Screenshots have been added to the report. This includes checking against the actions from the minutes of the previous meeting sent by POL in order to ensure that the required information to answer POL questions is included in the HDR Extracts for the appropriate HDR Defect PEAKS. This will assist in confirming the status of the Fujitsu actions from the previous meeting.
  - If so, remove the word "WIP" into cell B2 and save the report as "HDR Defects update report – dd.mm.ccyv v1.0.xlsx"
  - Next prepare the email to be sent to POL that the report needs to be attached to. Please see example of the weekly email for the HDR Update Report below:

**From:** Hatch, Matthew

**Sent:** Friday, March 17, 2023 9:53 AM

**To:** Michelle Stevens <[GRO]>; Lisa.millar@[GRO]

**Cc:** POA DutyManager <[GRO]>; Bothick, Sandie <[GRO]>; Bansal, Steve (BRA01) <[GRO]>

**Subject:** HDR Defects Update Report - 17.03.2023 - v1.0

Good Morning Michelle,

There are NO CBIF candidates to put forward this week and NO NEW DEFECTS to raise.

There is also NINE updates to the existing entries, that have been highlighted in yellow in the update column.

Changes to report and updates:

- The pivot has been updated



- The NINE updates are:
  - 1 has had the Target Release Type on the report updated to reflect the Defect. (Cosmetic change)
  - 6 are awaiting an update from POL following a review being performed and a decision being made.
  - 2 awaiting an update on POL Reference Data from Ian Humphries.

There are NO OPEN ACTIONS for Fujitsu from the previous HDR meeting (13.03),

Owing to the above, I am happy to approve the minutes from a Fujitsu perspective for the HDR meeting held on the 13.03.2023.

Thanks for your support.

- Then add the report version 1.0 "HDR Defects update report – dd.mm.ccyv1.0.xlsx" to the email and send to

## 2.6 Saving the reports, minutes and emails to SharePoint

In order to have an audit record of the HDR Defect Update reports, emails sent to POL and emails and minutes of the meetings sent by POL to Fujitsu, there is a SharePoint location whereby all of these emails and documents are held. Following the sending of the weekly report to POL, or responding to POL emails with questions or the receiving of meeting minutes from POL please save them to the below SharePoint location:

Service Management - Horizon Defects Review (HDR) - started June 2021 - All Documents  
(sharepoint.com)

## 2.7 LIVE Defect Management Monthly Report Creation

To create the monthly Live Defect Management for POA stack owners and leadership, follow these steps:

- Create the Peak extract to build the report from
  - Then, open any version of the "Peak\_Defect\_Management extract dd.mm.ccyv hh.mm.xlsx" spreadsheet and Enable Content and go to the Data tab and click Refresh All on each tab. The password to run the embedded queries needs entering 3 times and is **IRRELEVANT**. Save the resulting file with the timestamp to match when the extract was created – so it can be referred back to. Turn off AutoSave
- Prepare the report
  - A spreadsheet format has been used to date so the previous month's "POA\_Live\_Defect\_Management Monthly Report dd.mm.ccyv hh.mm.xlsx" should be used as the basis for the new report. To show history, copy the white box on the top left of the Summary tab and paste it to the right as an image (you may need to delete a previous image)
  - Save the file with the same date and time values as the Peak extract created earlier so you know which extract the report relates to
- Go to the ##LiveAffectingDefect tab and filter as follows

Then the 5 tabs are derived as follows:

Check the range of values in the Call Type column. If there are any that are neither "Live Incident" nor "Defect Identified" then these need to be looked at to decide whether to treat them as one of these 2 categories. There shouldn't be any, but if there are, it is most likely to be Vulnerability which can be treated as Defect Identified. If so, amend the filtering below where \*\* is shown.





- **Still Investigating**
  - Clear all filters
  - Filter the Planned Out Live date so it is in the future or blank (it has not been deployed)
  - Filter out the No Fault Found Response Category values (see Appendix F)
  - Filter Call Type to "Live Incident" ONLY \*\*
    - *Consider filter on Status to exclude "C"losed – but beware the closures may be wrong*
  - Extract the columns shown on the tab from the filtered list and paste the values into the report
  - Expand/contract the Stack owner column by copying/pasting the formula so all rows are attributed to a name
- **DI – Solutioning**
  - Clear all filters
  - Filter the Planned Out Live date so it is in the future or blank (it has not been deployed)
  - Filter out the No Fault Found Response Category values (see Appendix F)
  - Filter Call Type to "Defect Identified" ONLY \*\*
  - Filter "Target Release Type" to exclude "Targeted At" and "Proposed For"
    - *Consider filter on Status to exclude "C"losed – but beware the closures may be wrong*
    - *Manually add back in any that are "Targeted At" or "Proposed For" and Target Release is "Re-target" if there are any*
  - Extract the columns shown on the tab from the filtered list and paste the values into the report.

## 2.8 Creating the POL All Live Defects Report

Fujitsu have agreed to create a report called "POL All Live Defects Report" on a fortnightly basis and send to POL.

In order to create the report please following the below instructions:

1. Run the "Peak\_Defect\_Management extract dd.mm.ccy hh.mm.xlsx" update and rename the file accordingly
  - a. Update the filters on all tabs and Refresh the content
  - b. Save the file
  - c. Turn off autosave
2. In order to ensure that the new Response Category "Accepted Live Defect" is picked up and reported against please follow the below instructions.
  - i. In any Pivot tables you should now tick the Response Category "Accepted Live Defect" so the entries are included. E.g.





Response Category (Multiple Items) [v]

Status Search

HDR C

Row L

1 - I

3 - P

H

4 - T

H

H

H

H

5 - A

Product Error Fixed ☒

Programme approved - No fix re ☐

Published Known Error ☐

Reconciliation - resolved ☒

Route call to TFS ☐

S/W Fix Available to Call Logger ☒

Ref Data Fix Available to Call Log ☒

Accepted Live Defect ☒

Select Multiple Items ☒

OK Cancel

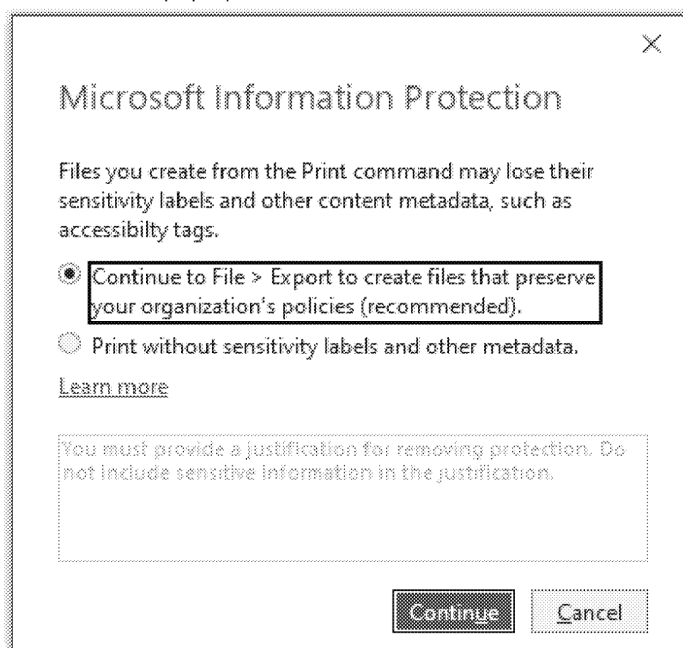
- ii. When you update the Pivot tables you will see a "5 – Accepted Defect" entry. I recommend you collapse section 5 as follows:

HNG-X 73.10	1
5 - Accepted Defect	4
<b>Grand Total</b>	<b>26</b>

3. Create the "HNG-X - All Live Defects Report for POL - dd.mm.ccyx.xlsx" file by copying the previous version (the POL report)
  - i. Update the Front Page to put the correct dates at the top
4. Go back to "Peak\_Defect\_Management extract dd.mm.ccyx hh.mm.xlsx"
  - a. Go to the Defect Stage Pivot tab and click on the number to the right of Grand Total
  - b. This will create a new sheet with all the Peaks on that you need
  - c. The columns then need reordering ready for placing into the POL report
  - d. In order...
    - i. Cut column BI (Defect Status) and paste it prior to column A
      1. Wrap Text will probably switch on so select all content and put Wrap Text back off
    - ii. Cut column BF (HDR Classification) and paste it prior to column E
    - iii. Cut column BH (Deferred) and paste it prior to column F
    - iv. Cut column T (Workaround) and paste it prior to column G
    - v. Cut column S (POL SNOW Reference) and paste it prior to column H
    - vi. Cut column BI (POL Problem Reference) and paste it prior to column I
    - vii. Cut column X (Target Release) and paste it prior to column J
    - viii. Cut column BJ (Release Title) and paste it prior to column K
    - ix. Cut column BF (PROD OUT Planned Date) and paste it prior to column L
    - x. Cut column BN (Impact: Description) and paste it prior to column M
    - xi. Cut column BU (Impact: Root Cause) and paste it prior to column N
    - xii. Cut column BX (Impact: Fix Required) ( and paste it prior to column O
  - e. Sort column A A-Z (1 - Investigating will be at the top)
  - f. For all top rows where Defect Status is 1- or 2- blank out columns J, K, and L
    - i. **For any rows at the bottom where Defect Status is 5- For any rows at the bottom where Defect Status is 5- blank out columns J, K, and L**



- g. Filter column BN (Impact:Date of Issue) to dates AFTER the last report AND including Blanks - to show only those that have changed since the last report was run
    - i. Filter column E (HDR Classification) to blanks only - the HDR ones will have been scrutinised already
    - ii. Check columns M, N and O read well and request amendments if not - apply manual edits to this extract to save repeating above steps
  - h. Remove filter column E (HDR Classification) and filter column AW (HDR\_Date) to show those declared HDR since the last report
    - i. Check columns M, N and O read well and request amendments if not - apply manual edits to this extract to save repeating above steps
  - i. Clear the filter to show all rows (Menu - Data - Clear for speed)
  - j. Select from row 2 until the end and take columns A-O
  - k. Copy the text
5. Go back to "HNG-X - All Live Defects Report for POL - dd.mm.cyy.xlsx"
  - a. Place cursor on cell A2 and Paste values
  - b. Check that there are no extra rows from the previous report - delete if there are
  - c. Unhide the tab "By Release" and Refresh it
  - d. Select all contents except the header row and then paste alongside as an image
  - e. Crop the image to remove the Pivot table "-" symbols
  - f. Cut the image and paste it on the Front Page - resize and position correctly
  - g. Hide the "By Release" tab
  - h. Save the spreadsheet
  - i. Select the entire "All Live Defects" sheet (top left corner left of A and above 1
  - j. Double click a row marker to cause resizing to fit contents
  - k. Amend the screen so you can see columns M, N and O
  - l. Slowly scroll down the file adjusting any cell heights where content looks to end oddly to ensure all content is visible
  - m. File Print and select "Print Entire Workbook"
  - n. Set printer to "Microsoft Print to PDF"
  - o. Check Preview of all pages
  - p. Press Print
  - q. Then the below pop up "Microsoft Information Protection" will be displayed





- r. Next you will be required to select "Print without sensitivity labels and other metadata"

Microsoft Information Protection

Files you create from the Print command may lose their sensitivity labels and other content metadata, such as accessibility tags.

☐ Continue to File > Export to create files that preserve your organization's policies (recommended).

☒ **Print without sensitivity labels and other metadata.**

[Learn more](#)

You must provide a justification for removing protection. Do not include sensitive information in the justification.

Print Cancel

- s. Please add a comment that provides justification i.e., All Data is required to be provided to the report to customer and the internal DL

Microsoft Information Protection

Files you create from the Print command may lose their sensitivity labels and other content metadata, such as accessibility tags.

☐ Continue to File > Export to create files that preserve your organization's policies (recommended).

☒ **Print without sensitivity labels and other metadata.**

[Learn more](#)

All Data is required to be provided in the report to the customer and the internal DL

Print Cancel

- t. The Print Button will then be enabled as above. Click on the Print Button
- u. Save file as "HNG-X - All Live Defects Report for POL - dd.mm.ccy.pdf"
6. Go back to "Peak\_Defect\_Management extract dd.mm.ccy hh.mm.xlsx" and delete the sheet you manipulated to create the view for POL
- a. Save the file
- b. Close the file



POST OFFICE ACCOUNT DEFECT MANAGEMENT REPORTING

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- On the day of issue, send to Rohit Gogna [GRO] and Michelle Stevens [GRO] in POL.



HNG-X - All Live  
Defects Report for PC

- Forward a copy of the Sent Item to POA recipients: Hatch, Matthew [GRO]; Bansal, Steve (BRA01) [GRO]; Duhaney, Joan [GRO]; Bacon, Rosie [GRO]; Allen, Graham (BRA01) [GRO]; Walton, Daniel [GRO]; Evans, Steve (BRA01) [GRO]; Browell, steven [GRO]



FW\_ HNG-X - All Live  
Defects Report for PC