



Live Defect Management on POA - v0.7

A Summary followed by supporting detail for each system

Changes in this version are shown by the yellow box top right and arrows to the parts that changed – as on this slide

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Document control (hidden slide)



Document Title:	Live Defect Management Overview
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Abstract:	An overview of the Live Defect Management process on the Post Office Account
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Information Classification:	Fujitsu Restricted – Internal Use Only (see slide footers)

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Abbreviations & Glossary (hidden slide)



- **Confirmed Live Defect (TfISNow Progress)** – is a Live Defect where the cause and required action to fix are known. The investigation has concluded. A TfISNow Defect Incident will exist with the State field set to "Fix in Progress"
- **Confirmed Live Defect (Peak)** – is a Live Defect where the cause and required action to fix are known. The investigation has concluded. A defect Peak will exist with Call Type "#"
- **Defect Incident (TfISNow)** – is a TfISNow Incident that describes the confirmed Live Defect that will be progressed by a Resolver Group that does not use Peak (e.g. Networks, Security, Unix)
- **Defect Peak deployment** – is a Peak that is not linked to a TfISNow Incident and that describes the confirmed Live Defect that will be progressed through the SDLC (BIF, PTF, Dev, Test, Release) to live
- **HDR Defect** – Live Defects that affect, or have the potential to affect, branch operations (financial, experience, or end customer)
- **Horizon Defect Review (HDR)** – a weekly meeting with POL to review HDR Defects. POL need to know the HDR Defects and their status. They share this with postmasters. This is a very important meeting that sees Fujitsu and POL aligned on the HDR Defects
- **Investigation Incident (TfISNow)** – is an Incident that is being investigated where the cause and required action are not yet confirmed. The Incident MUST be bonded if POL need to be aware
- **Investigation Peak** – is an Incident that is being investigated where the cause and required action are not yet confirmed. A linked TfISNow Incident may well exist – and MUST exist if POL need to be aware. The Peak Call Type should be "L" if this is a Live Defect
- **KBA** – Knowledge Base Article. The term KEL is no longer to be used
- **Live Defect** – is a logged Incident that is present on the Live system that is, or appears to be, inconsistent with the agreed design or service specification
- **OTI** – is the interface between Peak and TfISNow that allows Incidents to be transferred between the systems and updates to Incidents to replicate
- **POA** – Post Office Account
- **POL** – Post Office Limited
- **Potential Live Defect (Peak)** – is a Live Defect that we are still looking into. There will likely be an investigation Peak open and probably a TfISNow Investigation Incident too. The Peak Call Type should be "L"
- **Potential Live Defect (TfISNow)** – is a Live Defect that we are still looking into that is logged as a TfISNow Investigation Incident. The State will be "Acknowledged, Work in Progress, or Researching"

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The Goal

The POA Goals relating to Live Incidents and Live Defects

Our Goals...



- We action ALL logged Live Incidents as quickly as possible
- We prioritise action on Live Incidents over ALL other work tasks
- We log all Live Incidents in TfSNow and bond them to POL ServiceNow if POL need to be aware
- We investigate Live Incidents quickly providing clear and regular progress updates in TfSNow
- If the Live Incident is NOT a Live Defect, we provide a clear update on our assessment of cause
- If the Live Incident is a Live Defect, we work quickly to determine the fix
- When the fix for a Live Defect is known, we work quickly to deploy it to the Live system
- If the Live Incident or Live Defect affects, or could affect, branch operations, we share it with POL at the Horizon Defect Review (HDR) weekly meeting



Summary

If you only need to know the key information...

Background – it isn't all new...



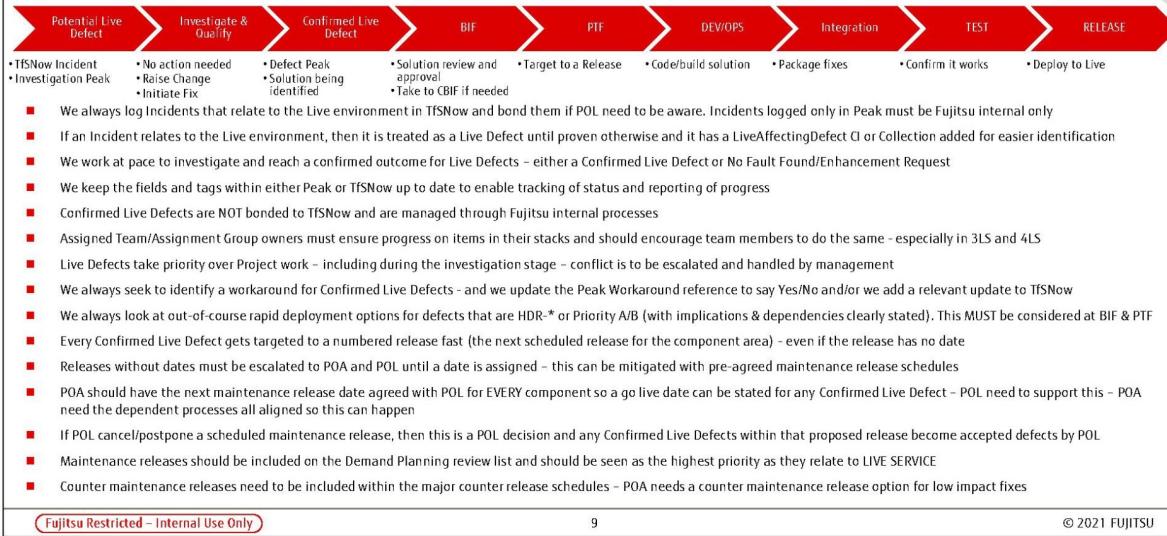
- POA has operated a Live Defect Management and Incident Management process throughout the whole term of the contract
- This slide deck takes all of the previous methods and augments them with some new fields and field values that support an improved end to end process for Incidents and Defects
- The new processes also align to the agreed 2021 definitions of a Live Defect and a branch impacting defect which have been defined with POL
- The effective management of Incidents and Defects requires the consistent use of systems by all specialist support staff and also relies on many manual processes
- The information in this slide deck is meant as a quick guide for all specialist support staff (MAC, 3LS, 4LS & Architects) using either Peak or TfSNow
- Specific communications have been held at team level and a Live Defect Management guide document will shortly be released to Dimensions as a fuller description

It all starts with an Incident being logged



- An Incident is defined in the HNG-X contract as "any perceived abnormal or undesirable occurrence relating to the Services"
- Incidents for the Live environment that POL need to be aware of must be logged in the Fujitsu service management toolset, TfSNow, and bonded so it is visible in the POL service management toolset, ServiceNow
- Incidents can relate to many aspects of the HNG-X solution but if they relate to the Live environment then they have the potential to be Live Defects
- This may not be apparent at the outset so the status will need to be under constant review
- If at any point the Incident is deemed to be a Live Defect, then it will need specific tags adding and certain fields maintain (explained later)

Live Defect Management – Summary on-a-Page

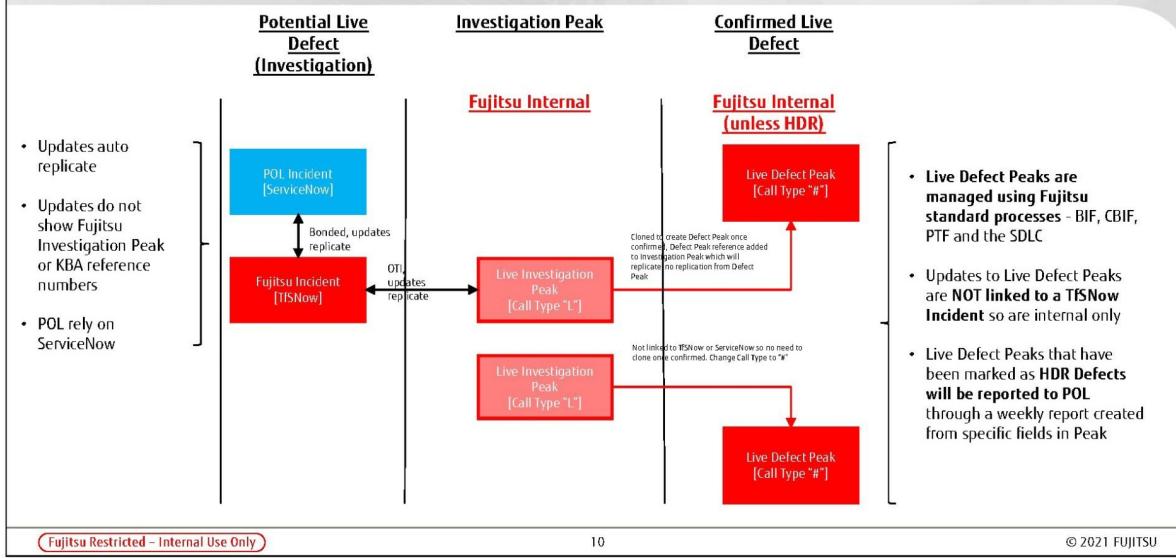


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ServiceNow, TfSNow, Peak and Defect Peaks



Checklist guide for TfSNow Assignment Groups



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

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

- Should this be in my Assignment Group? If not, then route it to the right Assignment Group
- Is the Incident assigned to the correct person (not off sick, still on POA)? If not, then reassign it
- Is the Summary field a clear description that others will understand?
- If the Incident is not bonded to POL ServiceNow, does it have the right Open Category?
- Is it a potential Live Defect? If so, add the #LiveAffectingDefect CI
- 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?
- 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
- Is it, or could it be, brain impacting – If so, ensure MAC are asked to see it in the HDR-Fan or HDR-Ego CI
- If it has a #HDR-^ CI – Is it being treated as high priority – regardless of Priority field value?
- 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?
- Is the State field correctly set?
- 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
- Has anything changed that would mean the #LiveAffectingDefect or HDR-^ Collections are no longer correct and should be removed? If so, remove them
- If it is a confirmed defect, when will the resolution action be taken e.g. Is it linked to a TfSNow Change?
- When was it last updated – and is that an acceptable timespan?
- Have discussions taken place over email or in meetings that should be added to the Incident to ensure a full record is available?
- How long is it since the Incident was raised – and is that acceptable or does a review need doing?
- Do the latest updates read well and make sense? If not, change them and coach the creator
- 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
- Is it clear who (specifically) is expected to take the next action? If not, make it clear and notify the person expected to act
- If you are waiting for someone external to your team to take action – challenge them to make progress
- Is the Incident Suspended as no further Fujitsu action is needed? If so, and after 10 working days have elapsed, the incident should be closed
- 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):
 - Line of Summary
 - Root Cause
 - Resolution
 - Internal/External
 - Fujitsu SME
 - POL Stakeholder
- Incidents I 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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Checklist guide for Peak stack management



There's a Peak in my stack...

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

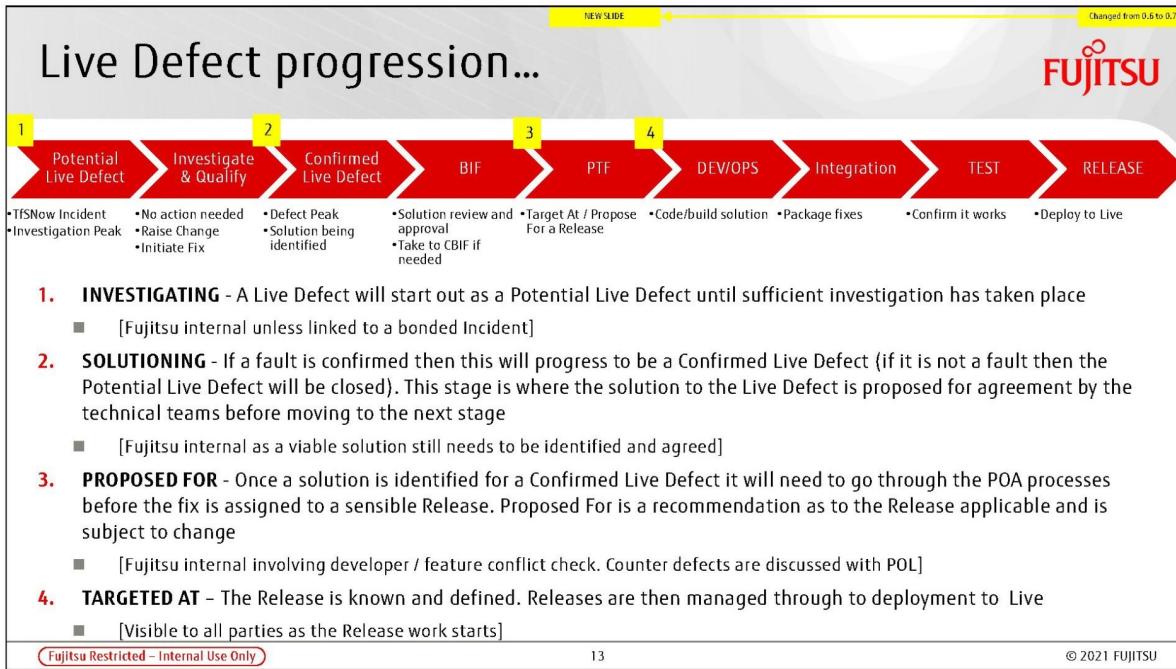
- Should this be in my stack? If not, then route it to the right Assigned Team
- Is the Peak assigned to the correct person (not off sick, still on POA)? If not, then reassign it
- Is it a potential Live Defect? If so, add the #!liveAffectingDefect Collection
- If it is a potential Live Defect, what needs doing to progress it to Defect Identified or to qualify as NOT a Live Defect?
- If it is a Live Defect, it should be Call Type "L" or "R" – so change it if needed
- If it is a Call Type "#-Defect Identified", is it bonded to P01's SNOW – if so, it needs to be cloned and then closed (it is ok if it is only bonded to TISNow)
- Is it, or could it be, branch impacting – if so, add the HDR-Fin or HDR-Exp Collection
- If it has a HDR-* Collection – is it being treated as high priority – regardless of Priority field value?
- If it has a HDR-* Collection – is the Impact field up to date and well worded so that P01 will understand it?
- Is the Workaround Reference added with Yes selected where a suitable workaround is in place?
- Has anything changed that would mean the #!liveAffectingDefect or HDR-* Collections are no longer correct and should be removed? If so, remove them
- If it is Defect Identified, when will it be taken to BIF? Set the BIF Action
- If it is Defect Identified, and has been approved at BIF, when will it be taken to PTF? Set the PTF Action
- If it is Defect Identified, and has been Targeted in PTF, when will work start to create the required fix?
- Is the Response Category correct?
- Is the Product and Product Group correct?
- When was it last updated – and is that an acceptable timespan?
- Have discussions taken place over email or in meetings that should be added to the Peak to ensure a full record is available?
- How long is it since the Peak was raised – and is that acceptable or does a review need doing?
- Do the latest updates read well and make sense? If not, change them and coach the creator
- Is it clear who (specifically) is expected to take the next action? If not, make it clear and notify the person expected to act
- If you have someone external to your team to take action – change them to make progress
- Peaks with the following Response Categories that have the #!liveAffectingDefect Collection should be Call Type "#" as a fix is needed. Change it if necessary
 - 41 – Pending – Product Error Diagnosed
 - 42 – Pending – Documentation Error Diagnosed
- Peaks that are status "F" should have an accurate Root Cause added before being closed. Make sure it is updated
- 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
 - 62 – Final – No fault in product
 - 63 – Final – Product/Module Amend – No Fix Required
 - 65 – Final – Admin/Operate fix spec
 - 68 – Final – Administrative Response
 - 94 – Final – Advice and guidance given
 - 95 – Final – Advice after investigation
 - 96 – Final – Insufficient evidence
 - 97 – Final – Unsolved/insufficient evidence
 - 98 – Final – User error
 - 100 – Final – Route call to TIS
 - 120 – Final – Owner to create Defect Peak
 - 200 – Final – Call withdrawn by user

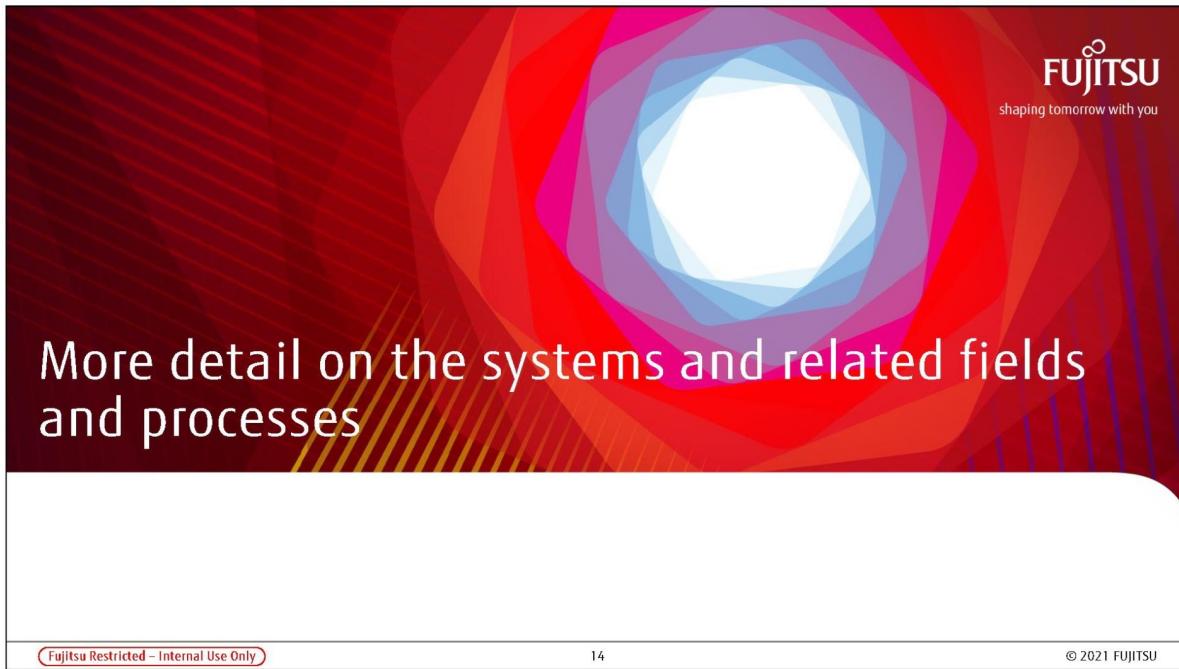
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The background features a red abstract graphic with concentric, overlapping shapes in shades of red, orange, and blue, resembling a stylized flower or a gear. In the top right corner, the Fujitsu logo is displayed with the word 'FUJITSU' in a bold, sans-serif font and a stylized 'i' with a dot above it. Below the logo, the tagline 'shaping tomorrow with you' is written in a smaller, lowercase font.

More detail on the systems and related fields and processes

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Live Defects...

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What is a Live Defect?



■ Live Defect

- **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 may need fixing**

■ There may be a workaround, but the underlying issue still meets the criteria above

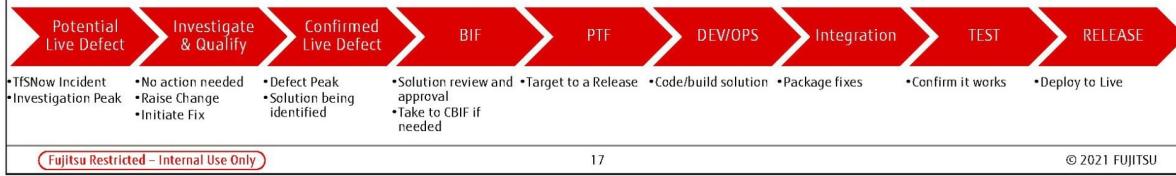
To ensure that Live Defects are easily identifiable, support staff should do the following:

TfsNow – add the LiveAffectingDefect CI
Peak – add the ##LiveAffectingDefect Collection

Live Defect progression...



- A Live Defect will start out as a Potential Live Defect until sufficient investigation has taken place
- Assuming that there is a fault, this will progress to be a Confirmed Live Defect (if it is not a fault then the Live Defect will be closed)
- A Confirmed Live Defect will need to go through the POA processes before the fix is eventually deployed to Live
- The flow below shows the progression path for a Live Defect
- Fujitsu is not currently required to report on the status and progress of non-HDR Defects



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Understanding the status of a Live Defect



- To be able to effectively track and report on Live Defects, numerous fields must be completed and maintained
- This will vary depending on whether the Live Defect is being managed through TfSNow or Peak or both
- Later slides explain the key fields for each system, and the checklists provided in the summary section provide a guide for all users to remember which fields to keep up to date

Handling Live Defects where no action seems sensible



If we determine 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 we have an obligation to fix it
- We either fix it, or we get permission not to
- Permission can be from POL (ideally) or from POA DE/VP (second choice) – but they have to be empowered to say "do nothing"
- We then write a KBA to describe the approved fault so future calls know that no action is required
- We associate the KBA with the Defect Peak we will not be actioning
- We set the Response Category on the Defect Peak to "Programme approved – no fix required" (so it is treated as a no action Peak)
- We close the Peak
- We leave the KBA open



HDR Defects...

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What is a HDR Defect?



- HDR is the abbreviation for the POL led Horizon Defects Review forum meeting
- Live Defects that affect, or have the potential to affect, branch operations are known as HDR Defects
- HDR Defects can only apply to the Live system and are a specific classification of a Live Defect
- HDR Defects are shared with POL and progress on them is reported weekly
- HDR Defects are the highest priority of Live Defect and are communicated to postmasters by POL as part of its new ways of working
- Progress on HDR Defects is highly visible

How do you identify a HDR Defect?



- The Horizon Defects Review (HDR) scope will be those Live Defects that also have at least 1 of the following attributes (HDR Defects):
 - Affects, or has the potential to affect, branch financial outcomes (add the "HDR-Fin" Collection)
 - Affects, or has the potential to affect, the way a postmaster is required to use the system (User Interface, Report, Function) (add the "HDR-Exp" Collection)
 - Affects, or has the potential to affect, the experience of a Post Office customer or client (add the "HDR-Exp" Collection)
- There may be a workaround, but the underlying issue still meets the criteria above
- The HDR Defect may be under investigation and is not confirmed to meet the criteria above but has attributes that meet the criteria above (a potential HDR Defect)

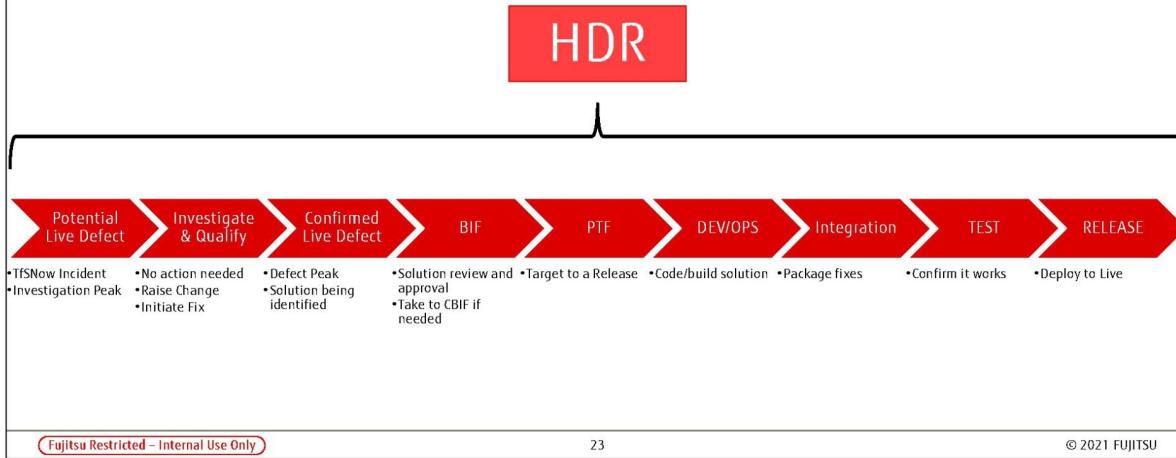
To ensure that HDR Defects are easily identifiable, support staff should do the following:

TFSNow – add the relevant HDR-* CI
Peak – add the relevant HDR-* Collection

HDR Live Defect Tracking & Reporting



- HDR – tracks the whole lifecycle of HDR Defects



Understanding the status of HDR Defects



- To be able to effectively track and report on HDR Defects, numerous fields must be completed and maintained as described earlier for Live Defects
- This will vary depending on whether the HDR Defect is being managed through TfSNow or Peak or both
- Later slides explain the key fields for each system, and the checklists provided in the summary section provide a guide for all users to remember which fields to keep up to date
- As HDR Defects are reported to POL, and from POL to the postmasters, it is imperative that fields such as Summary, Call Type, Impact, and Workaround are accurate as these are used for the standard reporting



Keeping TfSNow updated correctly...

- We do not reference KBAs, Peaks or internal content in TfSNow bonded Incidents. The TfSNow Incident must contain all relevant content and be a comprehensive self-contained reference to the status of an Incident. The only Peak reference that should be added is for defect Peaks (if applicable)
- The Summary field needs to be well worded and understandable by most readers as it will be used in reports for management and POL and will affect the description fed to POL and into our own Peak system
- We should not use separate emails to share progress that is not embedded into the Incident updates
- Less qualified individuals may read Incident content so it must be well worded and should use language that is understandable to most readers
- Anyone should be able to quickly determine the current status and the next action on an Incident so as to be in no doubt that the Incident is under full control. The most effective way to do this is to make updates in "Additional comments (Customer visible)" that convey this message and avoid updates that lack context
- Category/Sub-category must not be changed on POL bonded Incidents or it will break the replication link
- We should use the relevant open and close categories when handling Incidents – applying additional caution with bonded Incidents to use the mutually agreed settings
- The LiveAffectingDefect CI is needed for Live Defects
- The HDR* CIs are needed for special category Incidents and this will be set by Fujitsu management – and will trigger a Fujitsu MAC alerting process
- The State field is important as it is now used to report status
- When an Incident is placed into Suspend as no further Fujitsu action is applicable then the text of "Please be aware that the incident will automatically be closed after 10 days if no response is received from you." is to be added. After 10 days, these Incidents should be closed
- All local Work Instructions or process documents should be updated to reflect these changes



Keeping Peak updated correctly...

Instructions at login and in FAQ



- Summary instructions have been added to the initial screen presented after logging in:

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 R – Defect Identified as applicable.
- Does this affect the **Priority**? If so, add the **High** (Priority) or **HDR-Exp** (Experience) Collection.
- Is this 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
help	preferences	multiprint	query list
layout	collections	file share	alerts

- Guiding content is also referenced in the news ticker when you sign in to Peak and in the Peak FAQ titled “What are the current guidelines to manage Incidents and Defects in Peak?” ([here](#)).

[Delete](#) By John Simpkins at 2021-10-11 12:55:

An abridged version of the recent changes for Incident and Defect management on Peak in a simple checklist format: [Incident and Defect management on a Page](#)

Peak – new reference fields



- **POL Problem reference** – using the prefix “POLPRB-” so it is obvious and also searchable. Most likely only required when the Peak is declared to be a HDR Defect (see screenshot showing location of Reference fields)
- **Fujitsu Problem reference** – using the prefix “FJPRB-” so it is obvious and also searchable. Most likely to be updated by the Fujitsu Problem Manager to ensure the link is clear (see screenshot showing location of Reference fields)
- **Workaround** – to state “Yes/No” state if an accepted workaround has been implemented. If the field is blank or contains “No” then no workaround has been identified (see screenshot for how to set the value)

The screenshots illustrate the configuration and use of reference fields in the Peak Incident Management System. The top screenshot shows the 'Add Reference Type' dialog box, where 'FJPRB-Workaround' is selected from a dropdown menu. The bottom screenshot shows the 'Edit Incident' screen, where the 'Workaround' reference field is set to 'Yes'.

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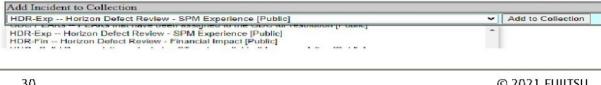
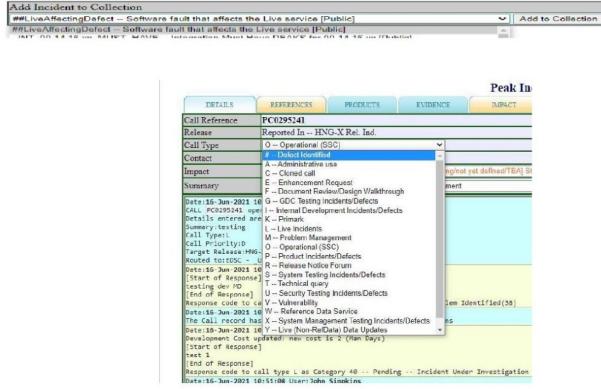
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Peak – critical fields and their values



- **Collection ##LiveAffectingDefect.** 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
- **Call Type** – must be set to "#" Defect Identified when a Live Defect is confirmed. Prior to this Live Defects ought to be Call Type "L" Live Incident but can have other Call Types provided they carry the ##LiveAffectingDefect Collection
- **Collections of "HDR-Fin" or "HDR-Exp"** for HDR



Checking Collection setting history...



- When a Collection is added or removed the history is held on the Release Mgt tab in the 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.]

Peak – important fields



Changed from 0.6 to 0.7

- **Call Type** – must be set to “#” Defect Identified when a Live Defect is confirmed. Prior to this Live Defects ought to be Call Type “L” Live Incident but can have other Call Types provided they carry the ##LiveAffectingDefect Collection
- **Summary** – must be written so as to be understandable by most readers. This will need more thought when Peaks are raised. Management should amend this during weekly clean-ups (careful to preserve links where raised in another system)
- **Impact** – tab and free form field to articulate impact, status and next steps so it is easy to understand for anyone. This now uses a context sensitive table which needs to be maintained (for HDR Peaks weekly)

Non-HDR ->

DETAILS		DESCRIPTION		PRODUCT		EVENTS		SUMMARY		LOCATION		STATUS		RELATION	
Impact Index: New		Last Edit: Unknown		Description: N/A											
Description		A short non-hierarchical description of the anomaly.													
Branch impact described															
How found															
When found		When a date back to (when could a have started happening)													
Branches affected															
Frequency of occurrence															
Root cause															
Is it a defect/incorrect		No													
Workaround description		N/A													
Is it required															
Status update															
Next action															

HDR ->

DETAILS		DESCRIPTION		PRODUCT		EVENTS		SUMMARY		LOCATION		STATUS		RELATION	
Impact Index: 11/11		Last Edit: Unknown		Document Classification: Fujitsu Confidential - Commercial or Confidential		Document ID: 2022-02-18-12-2		Document Type: HOBSON DEFECT REVIEW FORM - DEFECT SUMMARY							
POD Problem Reference		Fujitsu Reference		Date of Issue: 2022-02-18 (00 min 00s)		Date Type: POD		POD Type: 00000000000000000000000000000000							
Description		A short non-hierarchical description of the anomaly.													
Branch impact described															
How found															
When found		When a date back to (when could a have started happening)													
Branches affected															
Frequency of occurrence															
Root cause															
Is it a defect/incorrect		No													
Workaround description		N/A													
Is it required															
Status update															
Next action															

- **Priority** – which must be validated at all times so it is accurately shown as this will affect reporting and decision making
- **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

Peak updates – Internal & External



- When adding Progress to a 'bonded' Peak, the default response option is 'Progress Only' and this does NOT flow back to TfSNow

- NOTE – but it would be visible if we were asked to provide a copy of the Peak as the PDF feature takes ALL content
- If you select a Response Category then any text you add at the same time WILL flow back to TfSNow if the Peak is 'bonded'
- No References are sent to TfSNow for 'bonded' Peak, so all Documents, Baselines, KBs, and Peak references can be added for Fujitsu only access

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Peak – Root Cause & Response Category

Changed from 0.6 to 0.7

- **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. Although there are many values for this field, the following have important meanings – mostly is qualifying Live Defects as not defects and hence allowing their exclusion from reporting:

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 TTS
Response Category – 97 -- Final -- Unspecified insufficient evidence
Response Category – 98 -- Final -- User error

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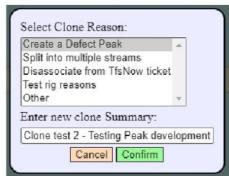
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Peak Cloning



■ Cloning

- when clones are created you will be asked for a reason and this will be captured in the cloned Peak. Selecting "Create a Defect Peak" will auto set the Call Type on the clone to "#"
- You will also be asked to update the Summary so the description is unique and appropriate
- Clones now carry forward many more fields (such as Collections, Reference, Workaround, and Release Mgt meeting fields)



```
Date:11-Aug-2021 09:00:38 User:John Simpkins
CALL PC0250898 opened
Details entered are:
Summary:test mb problem
Call Type:#

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
```

Peak – No Fault Found



These Peak field values mean No Fault Found and will cause Peaks to be excluded when counts are done of defects and progress on investigations into defects (see SVM/SDM/PRO/0875):

Response Category – 62 -- Final -- No fault in product
Response Category – 63 -- Final -- Programme Approved – No Fix Required
Response Category – 66 -- Final -- Enhancement Request
Response Category – 68 -- Final -- Administrative Response
Response Category – 72 -- Final -- Duplicate Call
Response Category – 94 -- Final -- Advice and guidance given
Response Category – 95 -- Final -- Advice after Investigation
Response Category – 96 -- Final -- Insufficient evidence
Response Category – 97 -- Final -- Unspecified insufficient evidence
Response Category – 98 -- Final -- User error
Response Category – 100 -- Final -- Route call to Tfs
Response Category – 120 -- Final -- Copied to create Defect Peak
Response Category – 200 -- Final -- Call withdrawn by user

TfsNow may well then show a defect assigned to a different Resolver Group – but it has ceased to be something to track in Peak

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Changes for Test

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Small changes for Test



- Peaks that have been tested successfully and are still to be deployed must not be closed and must be routed to 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



Improvements for Release Management

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Hotfixes



- Hotfixes are a mini release and will use the new 3-node release numbering xx.yy.zz where the primary 2 nodes are the release that they relate to and the third node is the hotfix number
- If a release has gone Live, then any Peaks which require a hotfix should NOT be Targeted At the master release, but at a hotfix release. For example:
 - If the master release was 20.94, any hot fixes have their own release 20.94.01, 20.94.02 ... 20.94.11 and so on
 - If the master release was 71.10, any hot fixes for this would be 71.10.01, followed by 71.10.02 and so on.
- 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
- Any peaks that are not urgent, and therefore not a hotfix, should go to BIF/PTF for release via the Maintenance Release process

Maintenance Releases



Changed from 0.6 to 0.7

- Maintenance Releases allow all Live Defects to have a route to Live
- If a Live Defect cannot be added to an existing release, a new Maintenance Release will be created using a release model that Release Management will own
- The release model has template deployment schedules for all types of Distribution Group covering the point of cut off for inclusion, through development, testing and release
- Maintenance Releases will carry as many Live Defects as they can and will be presented to Demand Planning for POL agreement/re-prioritisation

Updated RELEASE MGT tab



- **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 (see screenshot)
- This will be maintained by the applicable chairs for BIF, CBIF and PTF

BIF Overview

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

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

The fix may need to be done in conjunction with changes performed by some of POF's other suppliers and POF will need to manage and synchronize 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 POF 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 POF, on a specific and separate topic, and hence should be discussed within that context (Fujitsu management discretion).

Fujitsu does not believe this is a sensible option and seeks POF's agreement to review the circumstances in a ME only.

Customer Business Impact Forum (CBIF)

Enter the current CBIF status. Include items such as:

1. Date - Date of the last review
2. Status - CBIF status following the last action
3. Actions - Persons Department with any access to progress of Deferred.
4. Review Reason - Reasons of customer reported.

Product Impact Forum (PTF)

Enter the current PTF status. Include items such as:

1. Date - Date of the last review
2. Status - Targeted Release
3. Actions - Persons Department with any access to progress of Deferred.

Release Management Forum (RMF)

Enter the current status from the Release Management Forum. Include items such as:

1. Date - Date of the last review
2. Status - Status of the fix, including any actions to progress of Deferred
3. Review Reason - Reasons of customer reported.

To BIF	Initial Dates (DD/MM/YYYY)	Completed Dates (DD/MM/YYYY)
To Customer BIF		
To PTF		

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BIF – Managed through Peak



- The BIF chair must record, in Peak on the Release Mgt tab, what decisions are made
- The new BIF date fields (Initial and Completed) will need to 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 the Peak was first 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. No need for separate BIF minutes
- If the Peak is approved 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



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CBIF – Managed through Peak



- If BIF has determined that a Peak needs to go to CBIF then at least one of the check boxes on the Release Mgt

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 will 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.

- If a Peak is to be taken to CBIF, then the CBIF proposal form must be completed as this is what will be shared with POL for it to make its decision

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PTF – Managed through Peak



- The PTF chair must record, in Peak on the Release Mgt tab, what decisions are made
- The new 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 the Peak was first 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. No need for separate PTF minutes

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All releases show Planned Dates



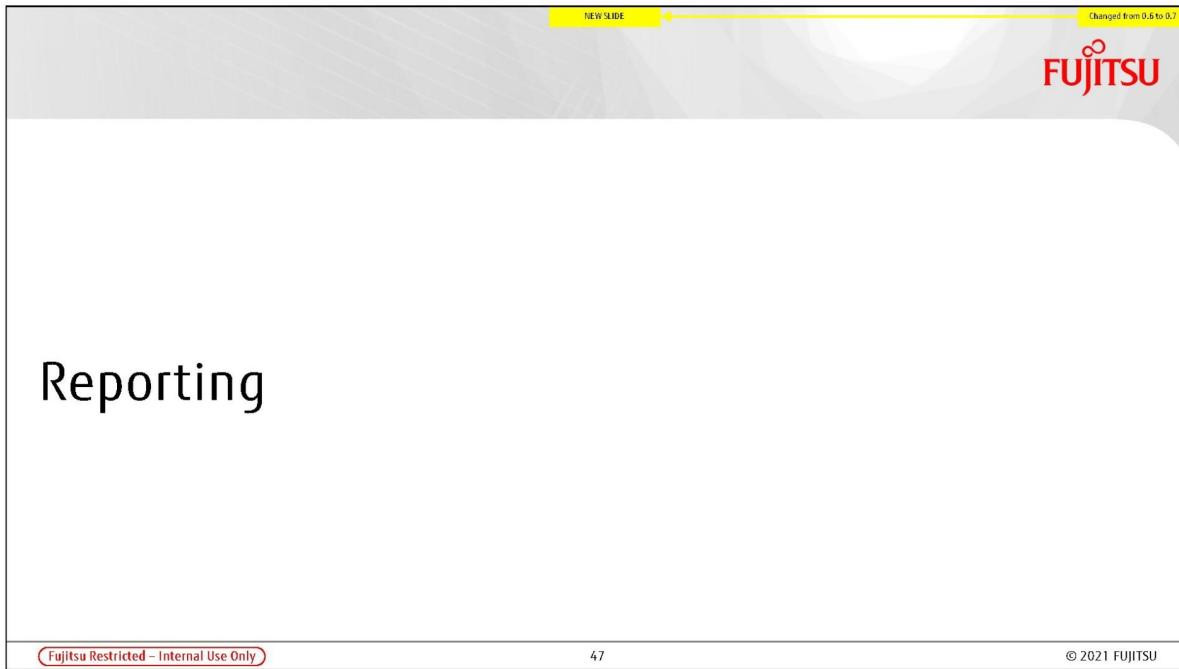
- In addition, Release Managers will also maintain the key dates that reflect the deployment to Live of a release
- Central updates of these fields by Release Management will be propagated to all Peaks linked to the release to allow status tracking and reporting

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

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A presentation slide template from Fujitsu. The slide features a light gray background with a subtle grid pattern. In the top right corner is the Fujitsu logo. The top navigation bar includes a 'NEW SLIDE' button and a note 'Changed from 0.6 to 0.7'. The main content area is a large, empty white box. At the bottom of the slide is a footer bar containing the text 'Fujitsu Restricted - Internal Use Only', the page number '47', and the copyright notice '© 2021 FUJITSU'.

NEW SLIDE Changed from 0.6 to 0.7

POA internal monthly reporting

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

Live Affecting Defects

as at 08:59 on Tuesday 17th February 2022

Status	Number	Action
Still Investigating	4	Stack owners to drive investigation and qualification activity
Defect Identified - Solutioning	5	Stack owners to confirm they know the fix and set the BIF Action
Defect Identified - Proposed For	21	Rosie/Steve P (counter), and stack owners to get to PTF for targeting
Defect Identified - Targeted At - no live date	36	Release Management/Counter team to get live dates added
Nothing - all ok	52	
Total	126	All Peeks in each category are on the linked tabs. Stacks are also shown

Live Defects by Status

Status	Count	Percentage
Defect Identified Targeted At - all	62	49%
Defect Identified Targeted At - no live date	36	29%
Still Investigating	4	3%
Defect Identified - Solutioning	5	4%

Live Affecting Defects

as at 12:40 on Tuesday 4th January 2022

Status	Number	Action
Still Investigating	13	Stack owners to drive investigation and qualification activity
Defect Identified - Solutioning	3	Stack owners to confirm they know the fix and set the BIF Action
Defect Identified - Proposed For	2	Rosie/Steve P (counter), and stack owners to get to PTF for targeting
Defect Identified - Targeted At - no live date	30	Release Management/Counter team to get live dates added
Nothing - all ok	59	
Total	123	All Peeks in each category are on the linked tabs. Stacks are also shown

Live Defects by Status

Status	Count	Percentage
Defect Identified Targeted At - all	55	44%
Defect Identified - Solutioning	13	10%
Still Investigating	13	10%
Defect Identified - Proposed For	23	21%

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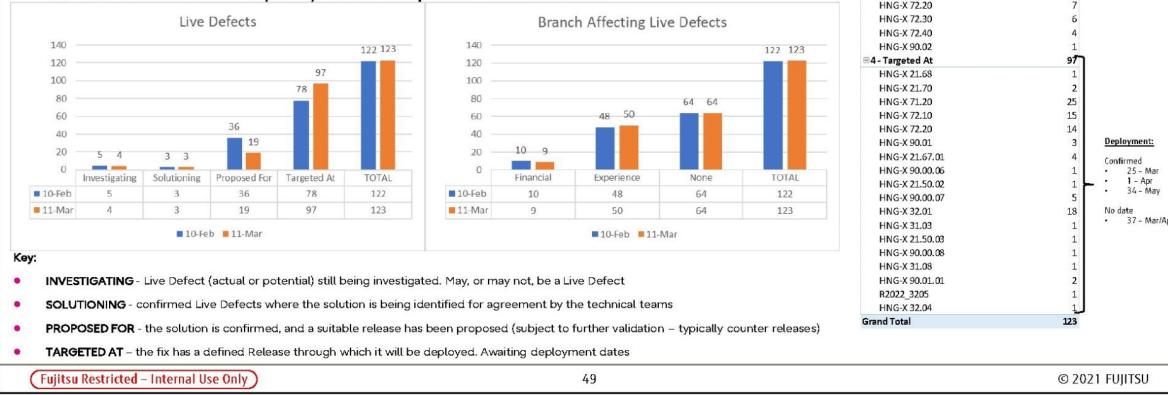
POA Executive reporting

NEW SLIDE

Changed from 0.6 to 0.7



- A view of progress month to month forms part of the DE reporting pack (example slide)
- Total increased by 1, Branch Affecting increased by 1
- Considerable majority now Targeted At a release



POL HDR Reporting



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

- Deferred & Project HDR Defects are also shared – but not currently discussed

 51	Project Defects - for information only (being managed by Project Managers in POL and Fujitsu)
 52	Deferred Defects - for information only (deferred from previous releases with POL awareness and approval)
 74	Deferred Defects - for information only (deferred from previous releases with POL awareness and approval)



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