Export

Peak Incident Management System

Call Reference	**PC0247207**	Call Logger	_Mail Manager_ -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	
Call Type	Operational (SSC)	Priority	C -- Progress restricted
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	26/10/2015	Effort (Man Days)	0
Summary	Dalmellington Outreach Service PC0246997, PC0246949		
Collections	Name	User	Date
	.SSCOther	Steve Parker	02-Nov-2015 10:39:29

Progress Narrative

Date:**21-Oct-2015 13:35:02** User:_**Mail Manager**_
CALL PC0247207 opened
Details entered are:-
Summary:Dalmellington Outreach Service PC0246997, PC0246949
Call Type:O
Call Priority:C
Target Release:HNG-X Rel. Ind.
Routed to:EDSC - _Unassigned_

Date:**21-Oct-2015 13:35:02** User:_**Mail Manager**_
===
MAIL GENERATED INCIDENT
Date/Time Raised: 2015-10-21 13:35:02
Priority: C
Requested Team: EDSC
Requested Product: SSC Adhoc Request
Requested Release: HNG-X Rel. Ind.
Email Attachments: 1
Originator Email: Parker Steve < GRO | GRO >
===

Date:**21-Oct-2015 13:35:01** User:_**Mail Manager**_
Added evidence item 'OriginalEmail.eml' from Email attachment
External Progress Update Received via Email.
Originator : Parker Steve [GRO]
Sent Date : Wed Oct 21 13:30:56 BST 2015
Subject : Dalmellington Outreach Service PC0246997, PC0246949
Can you check for existing KEL or raise one based on Peak incidents quoted below.

From: Wicks Tony
Sent: 21 October 2015 10:05
To: Chambers Anne O [GRO] GRO <mailto:Anne.Chambers GRO >
Cc: Bansal Steve (BRA01) [GRO] GRO <mailto:Steve.Bansal GRO >; Parker Steve
< GRO | GRO <mailto:ParkerSP GRO >
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Hi Anne,

I'm aware you are on leave until Monday 26th October and I'm on leave on the Monday to Wednesday next week (W/C 26th).

Please see the e-mail chain below. From Peak and the e-mail chain I can see you did much of the investigation on this incident and as you can see in the following e-mail it was concluded that Post Master could be advised how to avoid this happening and what to do if they did get into a transaction discrepancy situation.

Could you please produce a KEL covering this incident advising of the avoidance actions.

Thank you
Tony

From: Wicks Tony
Sent: 20 October 2015 15:25
To: Bothick Sandie < GRO | GRO <mailto:Sandie.Bothick GRO >; POA DutyManager
< GRO <mailto:PostOfficeAccountDutyManager GRO >
Cc: Bansal Steve (BRA01) [GRO] GRO <mailto:Steve.Bansal GRO >; SSC Duty Manager
<sscdm GRO <mailto:sscdm GRO >>; Chambers Anne O
< GRO | GRO <mailto:Anne.Chambers GRO >>; Arain Tariq
< GRO | GRO <mailto:Tariq.Arain GRO >>
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Hi Sandie,

Looking at Peak PC0246949 it appears to be derived from I7991774 and I found TfS incident A105041260. There is no Problem Record raised for this, however Peak PC0246997 was used by Development to investigate this. A code fix has been developed, but

requires official testing and releasing. I've made enquires and unfortunately LST are unable to take the fix for testing in Release 12.88 without significantly impacting that release to live.

As the condition can be avoided by Post Masters, i.e., by making them aware of the condition and advising them not to press enter multiple times, I propose that this is KEL'ed and included in the counter Release 13.05.

Regards
Tony

From: Bothick Sandie
Sent: 20 October 2015 12:06
To: POA DutyManager [GRO] [GRO] <mailto:PostOfficeAccountDutyManager [GRO]>>
Cc: Bansal Steve (BRA01) [GRO] [GRO] <mailto:Steve.Bansal [GRO]>>; SSC Duty Manager
<sscdm [GRO] [mailto:sscdm [GRO]>>
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Hi POA DM

Have PEAK make you aware of this issue?

Do you have a PR open - please see below from Atos in RED.

Below is what I sent to Atos earlier -
Hi Katie

Im coming in blind on this - Looking at the incident this is our update from PEAK

TfS Connector<javascript:showDetailWithPersid('cnt:032EBB42B9A07747834AD1A014B32BCA')>

15/10/2015 15:57

00:00:00

Provider Desk Resolution<javascript:do_default(24)>

POA-Horizon

Provider Ref: PC0246949
Resolution Details: Update by Anne Chambers:Category 70 -- Final -- Avoidance Action Supplied:We have found that if there is a logout before a user has fully logged on, then subsequently a pouch is remmed in manually (most likely at an outreach branch), then after the rem in slip has been printed, the same screen is redisplayed and the user is likely to press Enter again and duplicate the remittance, possibly several times. A different screen should be displayed which would prevent this happening.

A rem in slip is printed each time, showing the same details but different session numbers, and a transaction log search confirms the repeated rems.

This is not an area that has changed for several years so it likely to have happened before but we have no record of it having been reported to us. I can only check back two months; I've found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

We are continuing to investigate the problem (PC0246997), but any fix will not retrospectively change the branch accounts.

So we are aware of the issue and are continuing to investigate but NBSC should be able to sort the discrepancy out in the meantime.

By the sounds of it NBSC are just saying it our issue - which we are investigating - BUT they are missing the fact that they can sort the discrepancy out.

Thanks Sandie

From: Austin, Katie (ext) [GRO] [GRO]
Sent: 20 October 2015 12:02
To: Bothick Sandie [GRO] [GRO] <mailto:Sandie.Bothick [GRO]>>
Cc: Austin, Katie (ext) [GRO] [GRO] [mailto:katie.austin.external [GRO]>>
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Sandie,

Am looking for your assistance please! See below response from NBSC in regards to the issue at Dalmellington Outreach….

Can you please let me know:

· Is this issue an open problem (if so is there a PR reference?)

· When was this issue first observed?

· Do we have any indications as to the potential root cause?

· What is the current action plan and associated timescales for resolution?

I'd be really grateful if you could share all the detail we have at this stage in order that I can respond to Anne and set expectations.

Thank you!

Katie

From: Anne Allaker [**GRO** **GRO**]
Sent: Tuesday, October 20, 2015 11:57 AM
To: Austin, Katie (ext); Kendra Dickinson; Rod Ismay; Dawn Brooks
Cc: John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Humphries, Ian; Ibrahim Kizildag
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thankyou Katie,

If this incident is caused by the branch action it may be right and proper for NBSC to offer the advice given below however I am concerned that there have been 4 incidents identified by Fujitsu with no explanation sitting behind them.
NBSC cannot check what the branch has done on their Horizon system and do not understand the impact to the Branch Account hence the request for support from our colleagues in Finance Service Centre.

Where incidents like this occur I would expect an explanation of the root cause to be supplied by Fujitsu via Atos so that both our Finance Service Centre and NBSC colleagues can be assured that the right advice is given, there is no impact to the branch account and a full audit trail is available. It does not feel right for Atos and Fujitsu to be giving instruction to NBSC to speak to branches with advice with insufficient information.
If this has happened in this case it would be useful to see that in this email trail.

Thanks
Anne

From: Austin, Katie (ext) [mailto: **GRO** **GRO**]
Sent: 20 October 2015 10:36
To: Kendra Dickinson; Rod Ismay; Dawn Brooks
Cc: John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Ian Humphries; Ibrahim Kizildag; Anne Allaker; Austin, Katie (ext)
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thank you Kendra.

I've asked Fujitsu to advise regarding the root cause however my immediate concern is rectifying the reported loss.

Fujitsu have provided the following information which may be useful:

As per Fujitsu, they have found found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this

Many thanks,
Katie

From: Kendra Dickinson [mailto: **GRO** **GRO**]
Sent: Tuesday, October 20, 2015 10:32 AM
To: Rod Ismay; Dawn Brooks
Cc: John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Humphries, Ian; Austin, Katie (ext); Ibrahim Kizildag; Anne Allaker
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Rod/Dawn

Could I enlist your help and support on the below issue please?

Whilst I am happy for NBSC to try and support where they can, the concern I have with the below is we have no process for managing this type of issue and we are unable to see any of the back end accounting for this Branch. Therefore, any advice that we try and provide could end up making matters worse – this is already showing a £24k loss. I am not happy for NBSC to give advice on something that is not a process that exists within the knowledgebase.

Similar to a disconnected session, NBSC would have no understanding as to the implications on branch accounting if they were to advise the branch as suggested below.

From the explanation below, this appears to be a technical issue, however, I don't know if you have any other previous similar scenarios that would advise on what the correct process should be for this particular situation?

Many thanks

Rgds

kendra

From: Austin, Katie (ext) [mailto: **GRO** **GRO**]
Sent: 20 October 2015 09:53
To: Kendra Dickinson; Ibrahim Kizildag
Cc: John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Ian Humphries; Austin, Katie (ext)
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Kendra,

I can provide some background here which will hopefully explain why I suggested this call. The below issue was raised with Ian Thomas by Helen Baker on 8th October:

This morning Anne Remmed £8000 from core branch to outreach using barcode.

When she accepted into outreach, and settled, horizon printed receipt, then another, then another, then another..she managed

F/1393/3

to stop it at four receipts of £8000 from the one barcode rem in transaction.

She was concerned as she had never seen this before. She balanced core and it was correct, but outreach was £24,000 short.

Although the core had sent only one lot of £8000, the outreach had accepted 4 lots of £8000 in one transaction!

She has spoken to NBSC ref 1358666 who told her it was a technical issue.

She then phoned the IT help desk ref: I7972295. She was unconvinced they understood the problem although they said they would probably 'rectify remotely' . After waiting till the end of day, she called back and escalated to option 7 and spoke to Rich who told her to phone NBSC.

I don't think the helpline understood what's happened. I can understand that as you would think it not possible. But, incredibly, Anne's outreach horizon now shows £24,000 short and it doesn't exist. As you can imagine, Anne is concerned and I have told her not to touch the outreach unit until this is resolved for her.

The incident was passed to Fujitsu who have advised that in order to resolve the issue, the branch/NBSC must 'complete a rem out for the excess to correct the cash holding' which Fujitsu are unable to do. The NBSC has subsequently advised that they cannot assist as this is an IT issue however Fujitsu are also advising that they cannot assist. As a result, the issue has been passed back and forward for over a week.

In order to resolve this as quickly as possible for the branch and avoid any further delays, I suggested a call between all parties to discuss and agree a way forward.

I hope this helps.

Thanks,
Katie

From: Kendra Dickinson [mailto: GRO   GRO
Sent: Tuesday, October 20, 2015 9:45 AM
To: Ibrahim Kizildag; Austin, Katie (ext)
Cc: John Cawthorn
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Ib

No can you please hold fire on this as I don't think this is something NBSC potentially should be getting involved in. I need to read through this in detail.

Rgds

kendra

From: Ibrahim Kizildag
Sent: 20 October 2015 09:28
To: 'Austin, Katie (ext)'
Cc: Kendra Dickinson
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Kendra;

Please see attached email below , are you ok for NBSC team to join this conference call ?

Kind Regards;
Ibrahim Kizildag Team Leader

NBSC

From: Austin, Katie (ext) [mailto: GRO   GRO
Sent: 19 October 2015 17:35
To: IT-Solutions R SMC PostOffice Incident Management; Ibrahim Kizildag
Cc: Jaisinghani, Pavan; Austin, Katie (ext)
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thank you Abhishek.

Ibrahim - I've suggested we have this teleconference as this issue has been bouncing between Fujitsu and NBSC for some time. Can you please confirm who from the NBSC would be best placed to participate in order that we can schedule the call? The Incident Management Team will chair it.

Many thanks,
Katie

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Monday, October 19, 2015 5:33 PM
To: ibrahim.kizildag GRO   <mailto: GRO   GRO >
Cc: Walker, Rob; Austin, Katie (ext)
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Ibrahim,

As this incident is not getting resolved can we have con-call set up between NBSC & Fujitsu.

The Site had transaction discrepancy,

As per Fujitsu, they have found found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

Abhishek Rane
Incident Management
Atos India

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Monday, October 19, 2015 5:09 PM
To: 'nbscenquires[GRO]
Cc: Walker, Rob
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

I've found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

Regards,

Abhishek Rane
Incident Management
Atos India

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Monday, October 19, 2015 12:39 PM
To: 'nbscenquires[GRO]
Cc: Walker, Rob
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

Abhishek Rane
Incident Management
Atos India

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Friday, October 16, 2015 3:35 PM
To: NBSC Admin Team ([GRO][GRO]<mailto:[GRO][GRO])
Cc: Walker, Rob
Subject: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

As per Fujitsu, please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

Abhishek Rane
Incident Management
Atos India

Added evidence item 'image008.jpg' from Email attachment

Date:**21-Oct-2015 15:22:17** User:**Zulfiqar Sadiq**
The Call record has been assigned to the Team Member: Wayne Bragg

Date:**22-Oct-2015 14:44:46** User:**Wayne Bragg**
[Start of Response]
KEL acha621P has been raised to cover this.

[End of Response]
Response code to call type O as Category 40 -- Pending -- Incident Under Investigation

Date:**22-Oct-2015 14:44:59** User:**Wayne Bragg**
[Start of Response]
closing call
[End of Response]
Response code to call type O as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.
Defect cause updated to 41 -- General - in Procedure

Date:**22-Oct-2015 14:50:31** User:**Chad Daborn**
[Start of Response]
Date:22-Oct-2015 14:44:59 User:Wayne Bragg
[Start of Response]
closing call
[End of Response]
Response code to call type O as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.
Defect cause updated to 41 -- General - in Procedure
[End of Response]
Response code to call type O as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.

Date:**22-Oct-2015 14:52:38** User:**Chad Daborn**
CALL PC0247207 closed: Category 68 Type O

Root Cause	General - in Procedure
Logger	_Mail Manager_ -- EDSC
Subject Product	General/Other/Misc -- SSC Adhoc Request (version unspecified)
Assignee	_Mail Manager_ -- EDSC
Last Progress	22-Oct-2015 14:52 -- Chad Daborn