

Comments on the 2/9/99 Rectification Plan for AI298

5.2.3 This section gives an overview of the stability incidents from weeks 19 to 23.

This shows

- number of system stability incidents is still high - remains at CAP19 levels (after an INCREASE in intervening weeks)
- number of unauthorised reboots has more than halved (as a result of the joint POCL-Pathway efforts to discourage, plus improvements in stability)
- number of authorised reboots have halved (improvements in stability)

=> reduction in reboots, but numbers still remain high; total incidents still high

5.3.2 Suspense Account Print (P2) (H28)

Insufficient data to see whether there is any improvement - but still had one report after the second fix had been implemented.

5.3.3 Virtual Memory Problems (P3) (H2, 4, 20)

Some reduction, but still getting on average one a day - with 7 on the last day of CAP 22, after a drop had been put in.

Need information on when the remaining problem(s) will be fixed.

5.3.4 Printer Hanging (P4) (H5, 6, 7, 16)

Appears no better, despite a fix going in. Need to evaluate the w/c 6th Sept drop.

5.3.5 Freezing after log-on (P5) (H12, 17)

Despite two fixes, the problem is still significant, at least one a day average. [The underlying problem here appears to be major design error with archiving - suggest we need to understand whether all archiving related issues now fixed, so avoid time related problems downstream].

5.3.7 System Busy Messages (P7) (H24)

Depressing to note that the problems we identified in reviewing the CCN emerged almost immediately after implementation. This has caused significant numbers of incidents (max 16 in one day), potentially more (in call volume terms) than it was designed to fix.

5.3.9 Miscellaneous Freezing / Usage (P9) (H9, 10*, 13, 14)

The number of calls in this category (against which no fixes have been identified) are still significant, running at about 4 a day. The general trend appears to have been upwards since CAP19 (with a peak at CAP21), suggesting a worsening of this category (although this could be due to

changes in reporting).

5.3.10 Counter Printer Problems (P10) (H8, 27)

Some improvement, but still remaining high. Another fix awaited.