
From: Jones Mark L[/O=ICL/OU=ICL IT CONSULTANCY/CN=RECIPIENTS/CN=MARK.JONES]
Sent: Wed 11/02/2004 4:38:26 PM (UTC)
To: Holmes Jan R; GRO
Subject: FAD 153405 dispute

Jan,
Richard asked me to provide some call analysis from 2000. All the FADs here are 6 counter outlets - Cleveleys comes out top (or bottom) depending on your viewpoint.

Number of Software Calls raised
period :
August to
December 2000

FAD	Name	SD01	SD02	SD06	TOTAL
004008	Worlds End		4	1	5
005908	Shoreham By Sea	3	4	5	12
006715	Cookstown PO	1	4		5
009116	Halstead PO		3		3
012025	Staines		9	1	10
153405	Cleveleys	3	11	1	15

SD01 System message displayed on screen
SD02 Software error
SD06 System freeze

Rgds,
Mark Jones, MSU Team