

12 AUG 1999 -865

# FAXMessage

## Customer Service

To: Keith Barnes

Location: Poss Gristle

Phone: 84.

Fax Phone: GRO

CC.: \_\_\_\_\_

From: John Vicks

Phone: GRO

Mobile Phone: \_\_\_\_\_

Fax Phone: GRO



Date: 11/8/99

No. of pages: 5  
(including cover sheet)

### Message:

If transmission is interrupted or incomplete, please notify sender as soon as possible

Please find letter attached in reply to yours of today. I am e-mailing the more detailed material.

John Vicks 11/8.

ICL Pathway Ltd  
Forest Road  
Feltham  
Middlesex  
TW13 7EJ

11/08 '99 WED 20:34 FAX

GRO

I C L Pathway

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Keith Baines  
POCL  
First Floor  
20-23 Greville Street  
London  
EC1N 8SS



11 August 1999

Dear Keith

Thank you for your letter of today's date.

Below is a table showing those Acceptance Incidents from the "hot lists" that remain in an unresolved state at the time of preparing this letter. This corresponds to those incidents that are Open or Unresolved. In addition there are a significant number where Pathway has performed the Analysis but where POCL has not formally Closed the incident on its database, although none of these is controversial.

You will be aware that an Acceptance Workshop was held yesterday during which various hot list dispositions were made to arrive at this list's immediate predecessor and that both POCL and Pathway took away agreed actions to progress many of those listed. Some of these actions, including several the responsibility of POCL, are timed to have occurred by tomorrow or Friday. Thus, the status and progress towards resolution of several incidents will need to be observed in the coming days. Pathway would appreciate it if you could expedite the remaining actions that are with POCL.

Pathway wishes to place on record its appreciation for the high standards of co-operation provided by POCL.

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It may be helpful for you to know that the updates made this week up to the close of play today (no updates are scheduled for today):

- Software package #895 to address Acceptance Incident 378 (as previously committed).
- Corrections to POCL Reference Data referenced under PinICL #27591, inaccurate Help Texts; #27494, password change message; #27861, end of day message to remove BES reference.

For all of the Acceptance Incidents in the table below, except AI 384 now notified as Closed, files are attached that include the Acceptance Incident Analysis updated to the time of writing, and including where appropriate the Clearance Action statement.

Please also note that item 411 in the database is being handled in accordance with Clause 411.

| Item | Description   |
|------|---|
| 342  | POCL action to respond Thursday, 12/8.  |
| 361  | POCL action to respond Thursday, 12/8.  |
| 371  | Pathway has sent the report that was actioned on 10/8. POCL are actioned to correlate their evidence and to Close this incident as agreed.  |
| 376  | Pathway has provided an updated root cause analysis status on all PinICLs not yet Closed that are associated with the TIP incidents referenced in the AI. In addition Pathway has established routine monitoring for all harvesting exceptions and will notify them to TIP in advance and has agreed a suitable procedure with TIP. POCL is actioned to reconsider their categorisation.                              |
| 378  | The software update to handle this was distributed to the counters on Monday and Tuesday of this week as committed, see above. Pathway also provided information about the update as actioned on 10/8. POCL is actioned to monitor this area for the Cash Accounts prepared 11-12/8 and if appropriate Close or recategorise this incident.   |
| 410  | Pathway has supplied the update Reference Data Change Catalogue to make it explicit that changing Core item to Non-Core items is not allowed as is already implied by the prohibition of deleting Items.  |
| 211  | POCL has asked Pathway to investigate possible repeat instances of this incident. Pathway has done this and is unable to identify any occurrences and has notified POCL to that effect. It is believed that the two incidents being referred to are connected with migration from ECCO (legitimate under ECCO, not legitimate under Horizon). Pathway and POCL continue to collaborate in confirming this resolution. |

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|     |   |
|-----|---|
| 394 | POCL is actioned to Close this incident by 12/8 if no further occurrences have been reported.   |
| 218 | The Pathway response is referenced out of the AI analysis.  |
| 372 | POCL is actioned to review the comments on its observations by 12/8. Pathway has notified POCL that the requested monitoring has been provided via controlled access to the Pathway website.  |
| 368 | Pathway expects the window grills will be fitted on 12/8. This AI will be Closed on notification of the completion of the work.   |
| 391 | The Clearance actions are agreed. Some of these will be carried out post-Acceptance.  |
| 390 | There is an agreed resolution for CSR+ but POCL contest the severity presenting at CSR. (Pathway is also providing a requested enhancement to APS recovery handling in connection with AI 395 in the near future.)  |
| 395 | POCL is actioned to monitor this incident and if appropriate Close or recategorise by 12/8.   |
| 298 | Pathway has provided a revised analysis.  |
| 300 | POCL to consider as part of 298 by 11/8.  |
| 301 | POCL to consider as part of 211 by 11/8.  |
| 314 | Pathway has provided an updated analysis as actioned. POCL to review and consider recategorising.   |
| 369 | POCL is actioned to reconsider the severity by 11/8 in light of satisfactory Pathway report.  |
| 384 | Has been reduced to an agreed Low.  |
| 408 | Pathway has provided service level information on telephone answering and call handling for level 1 and level 2 calls together with improvements made to date and plans for further improvement. POCL is actioned to review this material and close or recategorise as Low. |

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There were five pending Acceptance Incidents shown on the POCL database received on 11/8. These were 291, 293, 326, 379 and 407. These were all categorised as Low by POCL and analyses for all have since been provided. Therefore there are no Pending Acceptance Incidents.

Yours sincerely

**GRO**

John Dicks

Director, Customer Requirements

Copies: Bruce McNiven, Chris French  
Mike Coombs

PS: POCL has today notified Pathway by 'phone that AIs 394, 300, and 301 (and 384 shown above) are now Closed and that 410 is recategorised as Low.

Jccd

11/8