

From: Gardner Paul A[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GARDNERPA]
Sent: Tue 22/01/2008 10:53:54 AM (UTC)
To: Amber Alerts[GRO]
Cc: Stoddart Ben[GRO]; Nathwani Depesh[GRO]; Robinson Helen[GRO]; Bull Richard[GRO]; Baker John[GRO]; Wiggett Shaun[GRO]; Machin Leighton[GRO]; Price Lucy[GRO]
Subject: RE: Amber Alert Ref 998 - Various T4S Customers - UPDATE REPORT

Please be aware that we have already provided examples of calls where the fix has not been successful. These calls were logged yesterday after the fix had been applied.

Many Thanks,

Paul Gardner
Operations Manager
Customer Services (Horizon Service Desk, Camelot, Royal Mail Group)
FUJITSU SERVICES

[GRO]
Tel: [GRO] Internal: [GRO]
Mob: [GRO] Internal: [GRO]
Fax: [GRO] Internal: [GRO]
E-mail: paul.a.gardner[GRO]
[Web: services.fujitsu.com](http://services.fujitsu.com)

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22 Baker Street, London, W1U 3BW

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From: Amber Alerts

Sent: 22 January 2008 10:41

To: Baldwin Dave; Brunskill Richard; Bull Rachel; Burnet Alex; Cooley Ian; Crow Nick; Dunmore Phil; Elliott Naomi; Everett Steve J; Foster Patrick; Gardner Paul A; Garton Sarah; Hallett Simon; Hamilton Jeph; Holloway Paul (PBU Operations); Holmes Jan R; Hunt David; Ironside Stephen; Jessop Paul; Jones Rachel; Kemp Alex; Lane Richard; McKeown Kevin; McKinnon Ian; Mears Andrew; Melrose Liz; Miller Denise; Mills Ged; Mills Ian; Roberts Simon C; Scappaticci Serge; Scott Matthew; Simpson Bill; Smith John JJ; Snuggs Toby; Spence Kevin; Stewart Mike; Sujith Pooja; Sutton Stacey; Terblanche Ian; Thompson Peter; Thorens Philippe; Tushingham Sharon; Venables Ian; Welsh Graham; Whittington Philippa; Wicks Tony; Woolgar Mike; Abrahall Jenny; Adams Audrey; Adamson Ken; Amber Alerts; Aston Kevin J; Atkins Jackie; Bailey Neil; Baker John; Barnes Chris; Bishop Tim; Booth Nigel RNC; Brewer Keith; Brushett Simone; Bull Richard; Bullen Sheila; Butterworth Brian; Charlton Sean; Clark Brenton; Cleary Nicky; Cochrane Vince; Collett Jules; Cooke Andy; Deane Ed; Deare Michael; Dorans Maureen; Eagle Jayne; Ebdon Stuart; Ellams Tony; Ellis Martin; Fiske Robert A; Fowler Jason; Fuller David; Goldsmith Steve; Goodridge Stephen; Goswell Alan; Hawkrigide Aleana; Hipperson Jane; Hook Pete PT; Hopper Gail L; Hussain Norin; Hutchings Peter; Imberg Petri (STN02); Johnston Douglas; Jones Caroline; Keyte Clive; Lamb Ian; Lea Warwick; Madgwick Mike; Makin John; Martin Keith H; Massey Graham; McGuire Paul; Morbin Jane; Mynard David; Palmer Louise A; Payne Andrew; Pietosi Umberto; Price Lucy; Provoost Martin; Pryde Stephen J; Rahimi Ellie; Rawlinson Peter; Reeves David A; RESMNGT; Ribbon Mark E; Robinson Helen; Robinson Karyn; Rogers Craig; Sandell Roger; Scales Mark; Scott Christopher; Shiller Stephen; Siddall Malc; Silvester Marc; Simmonds Roy; Singh Jim; Slack Caron; Smith David M (Solutions Group); Spencer Janine; Stevenson Neil; Stoddart Ben; Stones Chris; Thomas Owen; Thorpe Roger; Tillotson Clive; Walker Robert (MAN34); Walton Emma; Warwicker Steve J; Webb Glenn; Westfield Paul; Whitfield David; Whitmore Les; Wilkinson Dave; Williams David (Solutions Group); Wood Graham J

Subject: Amber Alert Ref 998 - Various T4S Customers - UPDATE REPORT

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Amber Alert

A work around fix has been applied to ensure a field within TfS (RMGA Block 4) is automatically updated. If this field is not populated, the application does not call the CA connector and hence does not send the call to the OTI server. In addition a code change has been made which will allow diagnostics to be gathered if the issue recurs. Monitoring will determine whether the change has been successful. The desk reported missing reference numbers on Monday 21st Jan, which is believed to be from calls that were logged before the fix was applied

No further slow response times have been reported by the FSA Desk, despite a request for logs to be recorded when slow responses are experienced

Next Action: Situation to be monitored for any call references not returned from D1 to TfS.

Customer's current perception: There is a continued risk to achieving the SLA and an impact on resource due to the manually checking of calls that are assigned to D1

Update Report for Event 998

Reference No:	998	Status:	Amber Alert
Update no:	*	Date:	2008-01-22
Date opened:	2007-12-13	Class:	Support Process
X-ref:	.	Stage:	live operation
Client:	Various T4S Customers		
Address:	.		
Contacts			
Alert Manager:	Ben Stoddart.	work phone:	
		mobile:	
Account Manager:		mobile:	
Division(s) owning resolution:	Core Services	Division owning problem:	Core Services

1 Problem Details:

OTI Link down between T4S and D1, impacting RMGA Service Desk. This problem initially occurred on Monday 3rd Dec, and re-occurred on Monday 10th Dec. It was initially thought that a change over the weekend was responsible for causing the link to be down. The problem was intermittent for 3 days until Wednesday 12/12/07 and was reported to be resolved. The root cause needs to be identified, and performance reporting implemented In addition: FSA have been reporting intermittent slow response times. Suspected firewall issue. Reuters UAT has reported data integrity issues and reporting data issues to be investigated

2 Commercial Situation:

If problem is not resolved there will be an impact on the Service Desks abilities to manage calls over OTI, and achieve SLA

3 Closure Criteria:

Performance and Capacity reports for OTI server to be produced on monthly basis
Confirmation from RMGA Service Desk, FSA Service Desk and Reuters Service Desk that performance on T4S is acceptable. (Response times less than 5 seconds)

4 Forecast Closure: 2008-02-15.

5 Progress/Current Actions:

2008-01-22

A work around fix has been applied to ensure a field within TFS (RMGA Block 4) is automatically updated. If this field is not populated, the application does not call the CA connector and hence does not send the call to the OTI server. In addition a code change has been made which will allow diagnostics to be gathered if the issue recurs.

Monitoring will determine whether the change has been successful. The desk reported missing reference numbers on Monday 21st Jan, which is believed to be from calls that were logged before the fix was applied

No further slow response times have been reported by the FSA Desk, despite a request for logs to be recorded when slow responses are experienced

Next Action: Situation to be monitored for any call references not returned from D1 to TFS.

Customer's current perception: There is a continued risk to achieving the SLA and an impact on resource due to the manually checking of calls that are assigned to D1

2008-01-15

A fix to the OTI Server has been identified and was applied on Friday 11th Jan. Feedback from the RMGA Desk has stated that there is still a problem. This is now pointing to a T4S issue.

Response times at the FSA Desk were reported to be intermittently slow on Monday 14th. A further request was made to formally capture when this happens to aid investigation as no logs have been received from the desk yet.

Next Action:

A fix needs to be identified for the T4S, where calls are not reaching the OTI Server.
AS are currently investigating the information obtained Monday 14th January

Customer's current perception:

The OTI issue still may have an impact on SLA's due the additional time needed to monitor calls that are assigned to D1.

2008-01-08

OTI Server is stable – although there are still intermittent problems with calls being passed to D1. Currently there are 23 open calls which have to be managed manually. Response times better, although this week may degrade due to an increase in Corporate Network traffic.

Next Actions:

AS continuing to investigate OTI application. RMGA to report to AS when the next issue occurs so server logs can be investigated.

Customer's Current Perception:

The seriousness of this issue is becoming Service and SLA affecting.

2008-01-02

OTI server now stable and calls are being passed through the link. RMGA are reporting that there is an intermittent failure for some calls going from T4S to D1 and PEAK. AS have investigated D1 and PEAK, which appear to be ok. Focus is now on OTI server, specifically looking at timing issues within the application.

Response times were reported to be good by FSA and RMGA. This may be due to a reduction in corporate network usage over the Christmas period

Application has been installed on FSA Service Desk desktop to monitor response times

Next Action: Resolve timing issues with OTI server

Customer's current perception: The RMGA team are having to do daily checks to search for missing call reference numbers, and re-assigning calls if required

2007-12-17

RCA has established that the original problem reported on Monday 10th Dec was due to a code change that was implemented over the week end. This was regressed Monday evening. T4S re-started and one process failed, causing failure of calls being passed over the OTI link from T4S to D1 with RMGA desk the following day. The process was restarted with resolved the OTI issue.

Tuesday 11 pm Wed 12 am there was an OTI problem for all accounts. OTI server re-started which resolved the problem

Changes made to FSA network/firewall access to T4S has improved response times, measurements from other Fujitsu Services locations ongoing to build up a picture of response times

Next Actions

Network monitoring to be put in place and response time measurements to continue.

RMGA calls being passed to D1 have intermittent problems. D1 to be investigated.

Customer Perception.

RMGA account still have some issues but have recognised overall improvement .

FSA account have reported an improvement to response times (OTI n/a).

Reuters do not use OTI and the account is investigation ISQ/Peregrine link problems