
From: Gardner Paul A[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GARDNERPA]
Sent: Thur 31/01/2008 10:11:46 PM (UTC)
To: Robinson Helen[**GRO**]
Subject: FW: HSD - UPdate on Telephony Failure

FYI,

Mail to the customer re our Tfs outage (even though they thought it was telephony!...)

PG

From: Gardner Paul A
Sent: 31 January 2008 22:11
To: 'nicola.x.price[**GRO**]
Cc: Casey John; Wiggett Shaun
Subject: FW: HSD - UPdate on Telephony Failure

Hi Nicola,

I'm not sure if there is some confusion around our two main systems. The failure on Friday was Triole for Service which is our call management system and had no effect on the telephony system (Commander). We reverted to manual call logging which had no effect on the live service as the outage was short. I believe that the issue was due to the Apache Tomcat web service stopping. This was restarted without a re-boot to the server.

This issue has been escalated to Computer Associates for investigation. While the outage was minimal, we have seen some glitches with the Apache Tomcat service and the application is on amber alert. (I.e. we are taking any outage seriously!).

Recently more Triole servers have been added to the estate to improve performance further.

With regards to telephony, we have an upgrade to the system this Saturday (after desk close) to enable "multimode" function. This effectively adds even more resilience than we have now and means that if our main server fails on the Stevenage site, the system will seamlessly switch over to a server on another site. (We have multiple sites on Commander).

All systems can have failures, and both Commander and Triole are relatively new in the business. We are committed however to providing a world class infrastructure solution to our clients and continue to work towards this with ongoing improvements.

I hope this allays some of your concerns.

Many Thanks,

Paul Gardner
Operations Manager
Customer Services (Horizon Service Desk, Camelot, Royal Mail Group)
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From: nicola.x.price@GRO
Sent: 31 January 2008 11:37
To: Casey John
Subject: Fw: HSD - UPdate on Telephony Failure

Sorry John forgot to say, can you remind the Team Managers any impact on GoS needs to be reported to the LSD (even if a busy message isn't used), including Saturdays.

Thanks

Nicola Price
Client Relationship Manager
Group Shared Services - Royal Mail

Mobile: @GRO Mobex: @GRO
External Email: nicola.x.price@GRO

----- Forwarded by Nicola X Price/e/POSTOFFICE on 31/01/2008 11:36 -----

Nicola X Price

To: "Casey John" <John.Casey@GRO>

31/01/2008 11:34

cc:

Subject: HSD - UPdate on Telephony Failure [Link](#)

Hi John,

Can you please set expectations around when a response is likely to be received from the Telecoms Manger regarding the Telephony failure.

Thanks

Triole Failure: 15 minute failure on Friday – calls logged manually once resolved. This is a growing trend and a report is required to understand issues and resolution of Triole Call Logging System. The telecoms manger has raised this as a high escalation as until we know what causes the issue we cannot put any actions in place to reduce the risk of it happening again.

Nicola Price
Client Relationship Manager
Group Shared Services - Royal Mail

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