

Model Office Testing Evaluation Report for Nile Release 2.0

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*Bringing Technology to Post Offices and Benefit Payments*

**MODEL OFFICE TESTING**

**EVALUATION REPORT FOR NILE RELEASE 2.0**

Controlled Copy No

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**Document Summary:**

*This document reports the results and conclusions drawn from the rehearsal and final passes of the Model Office testing of Nile release 2.0.*

*Outstanding incidents, known problems and usability issues will also be identified.*

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**0 DOCUMENT CONTROL****0.1 Circulation**

<i>Contact</i>	<i>Area</i>	<i>Copy</i>	<i>Signature</i>
Baldwin, Hadley	CAPS		
Baldwin, Ted	Ref. Data Project		
Blood, Iain	HAPS		
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**0.1 Version History**

<i>Version</i>	<i>Issue Date</i>	<i>Change Details</i>
Version 0.1 draft	23/03/99	Initial draft sent for QR
Version 1.0 issued	01/04/99	Issued version following review comments

**0.2 Related documentation**

<i>Reference</i>	<i>Title</i>	<i>Version</i>	<i>Date</i>	<i>Author</i>
[1]	Low Level Test Matrix	0.3	12/01/98	PDA



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[2]	Model Office High Level Test Plan	0.2	21/05/98	PDA
[3]	E2E and MOT Approach			PDA
[4]	MOT Release Notice	1.0	19/02/99	Pathway

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## 1. MANAGEMENT SUMMARY

### 1.1 *Summary*

MOT proved most of the test phase objectives (see section 2.2). The test phase built on the achievements of previous rehearsal cycles, proving;

- Pathway's target solution. With the inclusion of additional security measures across all domains, MOT simulated the most live-like R2 environment to date.
- the Data Centre migration process. MOT was the fourth successful attempt at this scenario
- live support processes are progressing and gaining a good understanding of R2 operations.

One objective was not fully achieved, that of proving the final draft of the operating procedures. The final version of the counter User Guide was not available. An earlier draft version was used as an interim solution.

The MOT Release Notice detailed system limitations by referral to the KPR. An exhaustive cross-reference of MOT functionality against the KPR has not yet been undertaken, however one is planned to occur from 22/03/99. Results of this activity will be published separately.

Of the 3 specific limitations identified in the MOT Release Notice;

- One was not encountered throughout the test cycle - (mixture of MiECCO and MiMan migration)
- The remaining two were encountered and handled using the solutions described - (MiECCO products not migrated and CAP rollover without a Cash Account printed.)

The MOT Release Notice identified 202 incidents from previous test cycles that had been resolved for the MOT baseline. A large majority of these incidents were witnessed as cleared in MOT (a similar result was obtained during E2E Final). Full details of the MOT results are available under the Retest heading of section 6.

A number of issues raised during MOT are still outstanding. These incidents will either;

- be assessed by Product Assurance and Pathway for inclusion on the KPR, or

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- 
- have the resolution of the incident proved in a cycle of targeted testing prior to the commencement of Live Trial

## 1.2 *Conclusion*

A decision as to whether the solution is fit for live implementation is the responsibility of the Release Authorisation Board (RAB). Therefore this document will comment only on the achievements made, and the issues identified during MOT.

### 1.2.1 **Achievements**

The following have been successfully demonstrated:

- Bootle R2 data centre build
- networking and communications
- data centre security
- installation of outlet equipment
- auto-configuration of R2 counters
- migration of outlets from Release 1c to R2
- use of MiMan migration tool and draft HFSO procedures
- use of MiECCO migration tool
- data centre migration from Release 1c to R2
- links to ESNS (OBCS), Farnborough (HAPS) and Huthwaite (TIP)
- link to De La Rue
- PAS/CMS Help Desk operation
- Horizon Help Desk operation
- Pathway support procedures
- operation of the four main application areas
- operation of the Data Warehouse
- application of planned changes to Reference Data
- availability of local reference data items
- benefit encashment at Rel 1c, Rel 2.0 and via PCHL
- BES activity (and OBCS restrictions) at a Northern Ireland Outlet
- increased levels of security
- operation of 'Training' mode
- user training

### 1.2.2 **Issues**

The following issues were identified:

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- 
- The OBCS service was affected by an operational problem at all outlets on most days. A solution has been identified, and is due to be applied to the software build for Live Trial. The OBCS service was successfully maintained during the E2E cycle, although this may not fully reflect the live solution.
  - The counter migration tools proved stable when handling core (nation-wide) products. However, some difficulties were experienced with the handling of non-core (local) products. Due to the diversity of local product to Outlet mappings, and the fact that MOT used derived reference data, assurance of this area should be focused elsewhere (i.e. the Live Reference Data Proving Exercise).
  - The migration of the Release 1c Data Centre to R2 had an adverse effect on some elements of the solution. Most notably;
    - BES - Foreign encashments, Casual Agent encashments, and Restricted PO indicators can be affected if 1c generated payments are encashed at a R2 outlet. The impact of these scenarios on the live audience should be limited, therefore the above issues have been captured on the KPR rather than fixed for Live Trial
    - EPOSS - The system continues to report on pre-migration transactions. A solution has been identified that will resolve this issue, which should be applied prior to Live Trial
  - The final draft of the counter procedures were not available. Subsequent procedural testing suffered as a result.
  - Although no fault in system functionality, certain areas of the solution (e.g. Shared Stock Unit operation) proved difficult for live users to comprehend. Bearing in mind the above statement regarding the quality of procedures during MOT, this area may need to be monitored during Live Trail. Any shortfall in operating instructions detailing these new and often complex areas, should be remedied before implementation to a wide audience.



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## 2. INTRODUCTION

This is a summary report addressed to Horizon management to comment on the conduct of the Model Office Test phase of Pathway's Release 2 testing. It focuses on the testing environment, the testing activities performed, the results of these, and the conclusions drawn.

### 2.1 *Background*

Pathway Release 1b and 1c successfully completed an integrated Model Office.

To continue this trend, the Model Office Test schedule for Release 2 was formulated over a period of months between November 1997 and July 1998. This preparation activity included;

- a series of Workshops, where representatives from all groups identified their requirement for testing
- the publication of a matrix of these identified tests
- additional preparation activity culminating in the issue of a High Level Test Plan
- a drop down of the HLTP into a test plan and test scripts

These tests scripts were then executed over the various Model Office cycles. Amendments and revisions were made as required

### 2.2 *Purpose*

MOT completes and ratifies the objectives identified during the three planned Model Office Rehearsals. To reiterate, it's major objectives are to prove:

- the final draft of the operating processes and procedures across all domains
- Pathway's target solution for architecture, network and connectivity
- Pathway's supporting infrastructure
- assurance of the migration process from Release 1c to R2
- that supporting and reporting processes and routes are in place

MOT is seen as the final audit pass of the Model Office testing phase of Release 2. Following the successful completion of three rehearsal passes and a number of preproving runs, it is not expected to encounter any major functionality issues.

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The format of the testing was identical to that used all three rehearsal cycles.

The MOT cycle continued to use the Model Office site based in Borough High Street and was supported by Pathway operations at the R2 target live operational environment in the Bootle data centre.

### 2.3 *Scope*

Model Office Testing, in parallel with End to End testing, will be the first instance where all live systems and interfaces will become linked. Although focusing on each of the systems procedures, there will be an opportunity to ensure that the transactions passed through the Horizon counters, are correctly reflected within the 'back-end' accounting and reconciliation process.

A more detailed description of the purpose and scope of Model Office is available in the *End to End Interface and Model Office Testing Approach* [3].

An overview of the system components included (and excluded) from MOT can be found in section 3.4 *Summary of system functionality*

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### 3. SYSTEM UNDER TEST

#### 3.1 *Parties involved in Nile 2.0 Model Office*

MOT is an integrated test cycle, proving the end to end architecture of the following systems/groups;

- Pathway
  - Girobank (PCHL)
  - DeLaRue
- DSS
  - Customer Accounting and Payments System (CAPS)
  - Feeder Benefit Systems (Child Benefit)
  - Payment Accounting Group (PACS)
  - Order Book Control System (OBCS)
- POCL
  - Reference Data Project (RDP)
  - Transaction Information Project (TIP)
  - Host Automated Payments System (HAPS)
  - Horizon Test Team (HTT)

#### 3.2 *Environment*

The test environment within the Pathway domain comprised two data centres, one at release 1c and the other the target R2 go live solution, with links to all external systems.

Gateway PC's, for the transmission of data to remote sites, were located at Farnborough, Huthwaite and De La Rue, Tewkesbury.

The test environment within the Horizon domain comprised seven Post Offices; three of these offices were migrated from release 1c to R2; four new offices were introduced into the R2 system, two from ECCO and two that were previously operated manually.

During the four test cycles, Pentium II 400mhz processors and flatscreen displays were introduced to the hardware platform.

For this pass of Model Office, an increased level of security across all domains.

#### 3.3 *Software baseline*



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The software build for MOT is referenced in the ICL Pathway change control system as 9f increment 7.2.

A number of Work Packages were applied to this baseline, throughout the duration of MOT, in order to rectify identified issues.

### **3.4** *Summary of system functionality*

#### **3.4.1** Areas covered within Model Office

The following areas have been included within the MOT schedule;

- Access Control / User Administration (ACUA)
- APS (less exceptions listed below)
- BES (less exceptions listed below)
- EPOSS
- Migration
- OBCS
- Reference Data
- Training Mode

#### **3.4.2** Areas not covered within Model Office

The following areas have been specifically excluded from MOT;

- APS
  - Release 2+ functionality (i.e Smart transactions)
- BES
  - Multi-benefit (i.e. Income Support, JSA, Retirement Pension)
  - Temporary Tokens
  - Handling of Milk Tokens
  - Uncarded Casual Agents
  - Release 2+ functionality (i.e. Split payees)
  - Urgent Payments

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## 4. TEST CONDUCT

### 4.1 *Timescales*

Release 2 Model Office Testing consisted of a 22 physical day test schedule, spread over a five week period (allowing for setup time and contingency). This schedule was ultimately executed three times as a 'rehearsal' and then 1 final audit pass. Originally, only 2 rehearsals were planned, with the MOT pass completing by the end of 1998. An additional rehearsal cycle was inserted after MOR1 to prove late-breaking code enhancements. A period of time was utilised between MOR3 and MOT to allow time to identify and implement solutions to the many issues raised during the previous rehearsal phases. During this gap, a period of pre-proving activity was undertaken. The purpose of this pre-proving activity was to witness resolution to a number of outstanding issues. It was also used to gain confidence in the financial integrity of the system and some of its supporting interfaces.

#### 4.1.1 **Planned Schedule**

The testing was performed by Horizon test staff and Post Office counter staff over the period 17th February to 10th March inclusive, the stages being:

- 17<sup>th</sup> - 19<sup>th</sup> February, phase 1 of migration, moving three outlets from release 1c to R2, with the data centre at release 1c.
- 20<sup>th</sup> - 21<sup>st</sup> February, data centre migration to R2.
- 22<sup>nd</sup> February - 10<sup>th</sup> March, full R2 operation and the introduction of new R2 outlets.

#### 4.1.2 **Actual Schedule**

MOT completed to planned timescales.

Counter activity was completed on the 10/03/99. Interface activity continued for a number of days after this.

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## 5. OBSERVATIONS

Throughout the course of the four Model Office test cycles, approximately 30 front-end users have been exposed to the Horizon system for the first time. Their views and opinions on various aspects of usability are documented in the following section.

### 5.1 *Environment*

A number of comments were raised on the behaviour of the system interface. It is recognised that changes may be difficult to implement prior to Live Trial, however they are documented here for consideration in the light of wider user experience.

#### 5.1.1 **Keyboard**

The keyboard was intended to be an improvement on both the Standard 'QWERTY' keyboard and the ECCO+ keyboard. Model Office 'live' users suggested the following improvements;

- Increase the size of the QWERTY keyboard keys to be the same as the numeric keypad.
- Move the 'Home' and 'PLU' keys away from the numeric keypad. Accidental use of these keys can have adverse effects during Cash/Stock declaration and Serve Customer transactions
- Place the numeric keypad at the bottom right of the keyboard.
- Colour code the keys to map on to specific navigation functions
- Dedicated function keys for access to frequently used transactions

#### 5.1.2 **Touchscreen/Monitor**

The flatscreen monitor was acknowledged as a major improvement over the normal monitor, increasing icon clarity and size.

A majority of users stated that the on-screen alphanumeric keypad would be more useable if ordered in a QWERTY fashion.

#### 5.1.3 **Printers**

When used as installed, the back-office inkjet printer was found to be slow, taking around 30 minutes to produce a Cash Account report. After manual intervention (setting the printer properties from 'Colour' to 'Highspeed') this was improved to around 6 minutes.

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A degree of operator intervention was required to print Girobank forms or BES encashment receipts satisfactorily.

## 5.2 *Human Computer Interface (HCI)*

The test operators identified a number of future improvement considerations regarding the layout and content of the various interfaces between the user and the system. Examples of some of these are listed below;

- It would be useful to have a 'Other Postage' icon available on the 'Postal Order' sub-menu, as many postal orders are sold with stamps attached
- When entering the volume and value of an OBCS encashment, it should be possible to limit the request for volumes of milk tokens to only applicable benefits (by use of the CPP number)
- When entering the volume of an OBCS encashment, you should not have to first delete the default value
- When performing a Girobank transcash transaction, it would be useful to have the current fee as a default value.
- When applying additional services to scales transactions, the list of services should be sorted in order of popularity
- There is no need to have a 'Postmasters Examination' section on the SU balance snapshot
- The order of the items on the Stock / Stamps and Cash declaration screens should be logical (i.e. by denomination) and should be reflected on the SU Balance and Office Balance reports
- The 'Gas Transcash' icon should be renamed to 'Utilities Transcash' to encompass the many Electricity bills handled for Girobank
- The 'Other Stationery' icon is currently a postage stamp. A letter or other stationery item would be more appropriate
- The icon for Second class Stamp Books should be blue rather than orange

In addition to these suggestions, a number of incidents that were closed as 'No Fault' or 'Requires CP to change' have been passed to POCL Business Assurance for assessment. Again, full details of these possible enhancements are available on request.

## 5.3 *Training*

Four training events held were in preparation for MOT, and a number of concerns were noted;



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- 
- The duration of the training event, (a day and a half) may not be long enough to cover the full scope of the Horizon system, for all staff. It should be noted that follow-up training and guidance were not included in preparation for Model Office.
  - Greater attention should be given to the BES area, in particular, multi-benefit payments (although I understand that additional training will be provided when the functionality becomes available), carded casual agents and alternative payees.
  - The provision of gateway Back-office printers would be helpful to show examples of office weekly reports and cash accounts in production.
  - Due to the differences between ECCO+ operation and current system functionality, it would be beneficial to be able to perform scales transactions with the aid of scales, instead of just the manual method.
  - Training could be improved in the following areas;
    - The transfer of a session from one counter to another
    - dealing with discrepancies, error notices and the suspense account.
    - performing transfers in. This would be beneficial as it differs from the ECCO method.
    - APS fallback procedures (i.e. the recovery of AP transactions following system failure)
  - The only BES summary produced was BES card impound. The BES daily encashment report would be a better example especially as BES payments were made during the training.

Some positive points worthy of note;

- How to amend errors and/or make alterations ( E.G. back space key, undo , previous icons) was addressed early on in the course.
- The various role play exercises during the course, especially the assessment at the end, were well received.
- The following sections were especially considered to be fully covered;
  - logging in and out
  - identifying hardware
  - bill payments
  - settlement
  - OBCS
  - standard BES encashments,
  - APS

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- remittances
- administration
- individual stock unit balance
- counter daily/weekly reports.

#### **5.4    *Performance***

Although by no means comprehensive, throughout the various Model Office cycles, various key activities have been timed. The results of this activity have been passed to Horizon and Pathway management.

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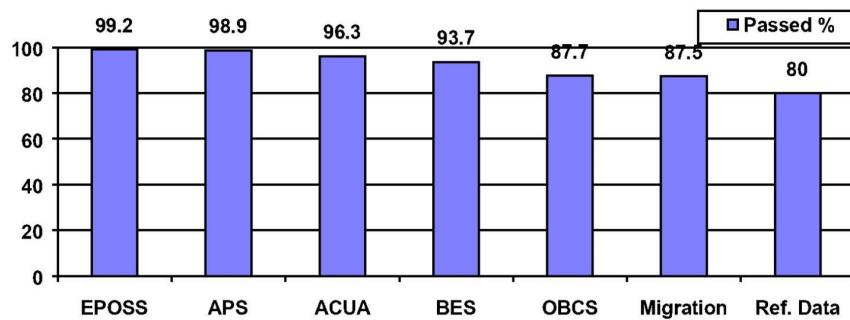
## 6. TEST RESULTS

The following section details the statistics obtained during the MOT cycle. This includes;

- an assessment of performance against pre-defined test conditions
- a review of the 120 incidents raised during previous test cycles, that are now declared for retest within MOT.
- details of new incidents raised during MOT.

The next few pages breakdown this information, firstly by Product Area and then by System or Interface.

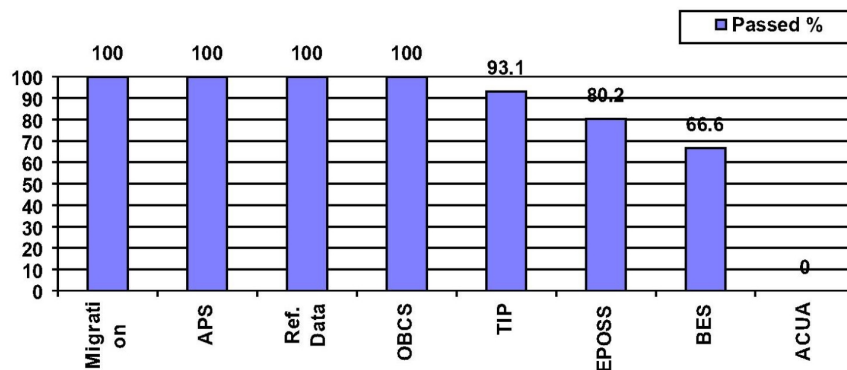
A summary of the test condition results is as follows;



	Total
Conditions Passed	10701
Conditions Failed	83
Conditions Not Run	119
Conditions Planned	10903

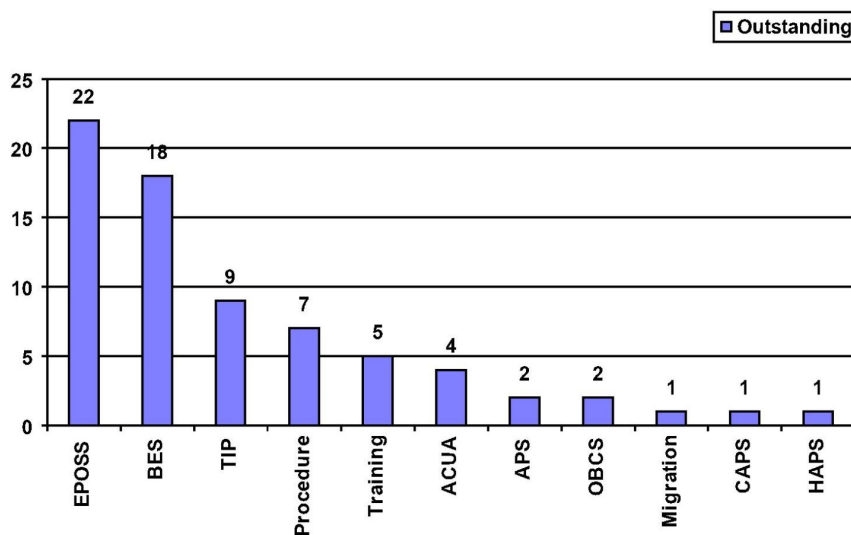
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The results of the retesting activity is as follows;



	High	Medium	Low	Closed	Total
Retests failed		6	5		11
Retests not covered		3	4		7
Retests cleared	5	49	41	5	100
Retests outstanding		2			2
<b>Retests declared</b>	<b>5</b>	<b>60</b>	<b>50</b>	<b>5</b>	<b>120</b>

An overview of new incidents raised during MOT (as @ 17/03/99);



	High	Medium	Low	Total
Raised during MOT	1	142	109	252
New Incidents Closed	1	92	87	180
<b>Outstanding New Incidents</b>	<b>0</b>	<b>50</b>	<b>22</b>	<b>72</b>



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**6.1 Horizon Model Office****6.1.1 Access Control/ User Administration (ACUA)***6.1.1.1 ACUA Test Conditions*

Test Conditions Planned : 544

Test Conditions Passed : 524

Test Conditions Failed / Not Run : 20

*6.1.1.1.1 Details of failures / conditions not run*

Test Condition	Occurrences	Reason not run / failed
Change PIN Number	1	Helpdesk Assistance temporarily un available
Delete User	9	Chose not to delete initial 'SETUP' user
Add User	3	Users already addition by HFSO
Modify User	3	As above
Horizon shut-down	1	CPU power off switch not functioning
Temporary Lock	1	Initially not applied at Celtic - retested OK
One - shot password	1	Failed on first attempt - later retested OK
Lost PMMC	1	Replacement card not accepted

*6.1.1.2 ACUA Retests*

	High	Med	Low	Total
Retests Passed				
Retests Not Covered		1		1
Retests Failed				
<b>Retests Planned</b>		<b>1</b>		<b>1</b>

*6.1.1.2.1 Details of test not covered*

PinICL	HD Call Ref.	Description of Incident	Action
PC0016629	E-9810020047	Unable To Specify Group	Included in Target Testing

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6.1.1.3 *New ACUA Incidents*

	High	Med	Low	Total
New Incidents Raised		6	3	9
New Incidents Closed		3	2	5
<b>New incidents Outstanding</b>		<b>3</b>	<b>1</b>	<b>4</b>

## 6.1.1.3.1 Details of Outstanding ACUA Incidents

Issue Ref.	PinICL	HD Call Ref	Summary	Priority
13 / 08	PC0022337	E-9903010102	Access Control - Screen and keyboard froze after ONCH report	Med.
20 / 01		E-9903080007	Access Control - unable to perform POLO - system reports that 'obsolete card has been inserted' - card was expected to be valid, therefore other problems exist	Med.
21/ 05		E-9903090119	Access Control - Riposte screen not refreshing	Low
21 / 10		E-9903100138	Access Control - two terminals working with same user	Med.

6.1.1.4 *Observations*

No observations of note

6.1.1.5 *Overall Status of Product*

GREEN

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**6.1.2 Automated Payment Service (APS)***6.1.2.1 APS Test Conditions*

Test Conditions Planned : 668

Test Conditions Passed : 661

Test Conditions Failed / Not Run : 7

*6.1.2.1.1 Details of failures*

Test Condition	Occurances	Reason Not Run or failed
AP Service Request - (Mag card)	2	Script error - amount over maximum
AP Service Request - (barcoded bills)	1	Bill not available
Manually keyeed AP transaction	1	AP PAN not recognised
Reversals	3	Reversal restrictions correctly applied by system

*6.1.2.2 APS Retests*

	High	Med	Low	Total
Retests Passed	1	1	2	4
Retests Not Covered				
Retests Failed				
<b>Retests Planned</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>

*6.1.2.3 New APS Incidents*

	High	Med	Low	Total
New Incidents Raised		3	2	5
New Incidents Closed		2	1	3
<b>New incidents Outstanding</b>		<b>1</b>	<b>1</b>	<b>2</b>

*6.1.2.3.1 Details of Outstanding APS Incidents*

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
03 / 11	PC0021889	E-9902190127	AP - Transactions Omitted From Counter Daily Summaries	Med.
09 / 18		E-9902250119	AP- AP reports not aligned	Low

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6.1.2.4 *Observations*

The reference data used to support Automated Payments in MOT was derived from Live Reference Data in June 1998. Therefore testing of reference data held attributes (such as minimum, maximum and multiple amounts) may not have been as comprehensive or aligned to current reference data. Confidence in this area could be gained from the Live Reference Data Proving Exercise underway at OSG, Farnborough.

All areas of current AP functionality were covered within the MOT schedule. Some observations noted at the counter;

- There is no report available to summarise Smart transactions (which are entered on Horizon for accounting purposes only at this release) - It is understood that these transactions may be included in the AP transaction summary at a later date.
- After completing each AP transaction, the user is prompted to select a Method of Payment, as some AP clients accept only Cash as a form of payment. Regardless of the MOP selected, the user is allowed to settle the customer session with any form of payment. Some validation of the AP MOP would be beneficial.
- Restrictions on AP reversals were successfully applied (i.e. attempt reversal on the following day, in the next CAP, e.t.c.)

6.1.2.5 *Overall Status of Product*

GREEN

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**6.1.3 Benefit Encashment Service (BES)***6.1.3.1 BES Test Conditions*

Test Conditions Planned : 1026

Test Conditions Passed : 962

Test Conditions Failed / Not Run: 64

*6.1.3.1.1 Details of failures*

Test Condition	Occurrences	Reason Not Run/Failed
Card Collection with PUN	11	PUN's or cards not available
Benefit payment encashment - Standard encashment	7	Payments not available
Benefit payment encashment - Foreign encashment	8	Encashment allowed or count not incremented
Benefit payment encashment - Casual Agent encashment	6	Payments not available
Change of Nominated Post Office	1	Not allowed
Card Batch Audit report	1	Not available
Impound Card / PUN	4	PUN / Card not impounded
Receipts and ATP's	4	<ul style="list-style-type: none"> <li>No Welsh ATP</li> <li>No Nil receipt for beneficiary</li> </ul>
Extended Verification Procedure	13	Script error -Not applied during temporary closure
Recovery of transactions completed during fallback	2	Fallback transaction not completed
Helpdesk - Procedure for Card Encashment	2	As above
Helpdesk - PO Advice and Guidance calls	5	Not required

*6.1.3.2 BES Retests*

	High	Med	Low	Total
Retests Passed		2	2	4
Retests Not Covered		1	1	2
Retests Failed				
<b>Retests Planned</b>		3	3	6

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## 6.1.3.2.1 Details of test not covered

PinICL	HD Call Ref	Description of Incident	Action
PC0020305		Recovered BES HD transaction with 2 milk tokens - milk tokens did not appear in transaction stack	Milk Tokens not available in Single-Benefit Model Office - refer to
PC0018178	E-9811060047	Beneficiary encashment performed like Permanent Agent encashment	Included in Target Testing

## 6.1.3.3 New BES Incidents

	High	Med	Low	Total
New Incidents Raised		28	14	42
New Incidents Closed		12	12	24
<b>New incidents Outstanding</b>		<b>16</b>	<b>2</b>	<b>18</b>

## 6.1.3.3.1 Details of Outstanding BES Incidents

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
02 / 08	PC0021840	E-9902180138	BES - Card Swiped Before Being Activated And Was Then Subsequently Impounded	Low
09 / 22	PC0022186	E-9902250150	BES - Unable to perform casual agent encashment	Med.
09 / 29	PC0022198	E-9902250176	BES - Unable to change customers nominated Post Office	Med.
10 / 09	PC0022254	E-9902260101	BES - No payments available	Med.
10 / 10	PC0022257	E-9902260103	BES - Unexpected windows message caused system to cash and re boot	Med.
13 / 20	PC0022371	E-9903010181	BES - Impounded/Withdrawn Cards/PUNs reports display information relating to previous CAP	Med.
13 / 22	PC0022373	E-9903010184	BES - Incorrect information displayed on daily PUN impound report	Med.
15 / 03	PC0022454	E-9903030039	BES - Weekly Impound reports are displaying details of cards/PUN's impounded in week 34, when we are in week 35	Med.
15 / 04	PC0022506	E-9903030064	BES - Only 1 payment available when two were expected	Med.
16 / 03	PC0022528	E-9903040053	BES - Only 1 payment available, when there should be 2	Med.
16 / 05	PC0022530	E-9903040056	BES - 2 payments expected, but only 1 available	Med.

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Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
16 / 07	PC0022536	E-9903040081	BES - No EVP invoked by system when attempting foreign office encashment	Low
16 / 11	PC0022556	E-9903040107	BES - Possible duplicate encashment - PCHL was contact to seek ASSISTANCE making BES payment (i.e. not expected to complete HD encashment). Encashment then performed at counter OK. When Cash Account produced, 1 unreconciled HD encashment was evident	Med.
20 / 07		E-9903080158	BES - unable to produce a nil receipt when customer is a Permanent Agent and a Beneficiary in their own right	Med.
21 / 02		E-9903090032	BES - Batch sent to incorrect office	Med.
21 / 03		E-9903090038	BES - Card collection with PUN not allowed - Existing card requested	Med.
21 / 06		E-9903100077	BES - Casual agent cards impound	Med.
21 / 07		E-9903100079	BES - 30 minute delay while payments are stopped and re-issued	Med.



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6.1.3.4 *Observations*

The scope of BES testing within Model Office was restricted to a single benefit, i.e. Child Benefit. This constraint meant that certain areas of BES functionality were omitted from MOT (see section 3.4.2, 'Areas not covered within Model Office' for details). This factor must be borne in mind when reviewing the overall status of the product.

The cards and PUN's delivered for MOT were not to live standard (i.e. Blank cards / PUN's produced on a separate environment at DeLaRue). Liveried cards were not produced because the customer details used to create the BES cases for MOT were sourced from the live customer database, creating possible security implications. However pseudo-live PUN's were provided.

Problems were encountered with DeLaRues Card/PUN delivery timescales, often resulting in tests being performed via manual details rather than Card or PUN. This delay has been attributed to test environments constraints, and should not apply to live production timescales.

The overall performance of the BES application was good, however an issue was identified with the hybrid period between migration of the R1c and R2 Data-Centres. This generated a number of issues (and subsequent incidents). Some examples of these issues are;

- Erratic results when attempting Carded Casual Agent encashments
- Inability to perform foreign encashments during the hybrid period between counter and data centre migration
- Inconsistent results when applying Geographical Restrictions (i.e. encashing a GB -only payment at a Northern Ireland outlet)
- The incorrect application of a 30 minute lock-out when attempting nominated office encashment

The above issues seem to be because we are attempting to encash payments generated on a Release 1c data centre at a Release 2 outlet. This has been identified as a known problem, and has been captured in various guises on the KPR.

6.1.3.5 *Overall Status of Product*

GREEN



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**6.1.4 Electronic Point Of Sale Service (EPOSS)***6.1.4.1 Test Conditions*

Test Conditions Planned : 8297

Test Conditions Passed : 8231

Test Conditions Failed / Not Run : 66

*6.1.4.1.1 Details of failures*

Test Condition	Occurrences	Reason not run
Customer Request for Stock Item	6	Local Ref. Data not available
Customer Request to Send Mail Item	15	<ul style="list-style-type: none"> <li>Additional parcel services not available</li> <li>Scales duplicating transactions</li> </ul>
Customer Request for Payment Service	10	Local Ref. Data not available
Customer Request for Receipt Service	9	Local Ref. Data not available
Off-counter EPOSS Transactions	6	Local Ref. Data not available
Settlement	5	Not required - script error
Internal Transfers - transfer out	1	Corresponding transfer in not performed
Remittance out	2	Script error - wrong destination identified
Reversals Process	3	Reversal of BT Bill correctly disallowed
Local Travel Scheme	1	No Ref. Data
ONCH report	1	Report displayed incorrect information
Stock Unit Deletion	1	Unable to delete - revaluation entries meant transaction had been performed
Attach User to Stock Unit	1	As above
Daily Cash On Hand (user/Stock Unit)	1	Not required - script error
Balance process for Shared Stock Unit	2	Not required - script error
Discounts	1	Ref. Data related
PLU numbers - use of	1	PLU number facility not requested

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## 6.1.4.2 EPOSS Retests

	High	Med	Low	Total
Retests Passed	4	29	28	61
Retests Not Covered	0	1	3	4
Retests Failed		6	5	11
<b>Retests Planned</b>	<b>4</b>	<b>36</b>	<b>36</b>	<b>76</b>

## 6.1.4.2.1 Details of failures

PinICL	Description of Incident	Action
PC0020280	Inconsistency when Counter Daily Girobank reports produced when no transactions performed - Deposit report states 0.00 on the transaction line but the withdrawal report displays nothing	Raised as new incident - E-9902240180 Now closed. Related to PC0020280.
PC0020295	Account number missing on the customers receipt and Girobank summary following the reversal of the transaction. Reversed amount also misalign on the Girobank summary.	Raised as new incident - E-9903110069 Still outstanding...
PC0020303	Recovered BES encashment displayed on daily recovery report but not weekly	Raised as new incident - E-9902220128 Now closed. Related to E-9902180095 which has been excluded from Target Test as a R1c environment would be required
PC0020255	No consistency between reports and receipts when displaying Transaction reference ID's	Raised as new incident - E-9903020101 Closed for inclusion on KPR
PC0019377	5 Citibank transactions entered, 0 displayed on Table 10g	Raised as new incident - E-9903100126 Included in Target Testing
PC0020188	Migration report, Office Balance Snapshot, Stock On Hand Report, SU Snapshot all display 'E' as '#'	Raised as new incident - E-9903020104 Included in Target Testing
PC0020537	Event Log shows an entry that 'Rollover Abandoned' after we have clearly rolled into CAP 03	Raised as new incident - E-9902250112 Included in Target Testing
PC0020674	ONCH report displays one SU holding when both had made declarations	Raised as new incident - E-9902240151 Included in Target Testing
PC0020179	After producing final Cash Account, PCHL BES encashment screen is displayed - If user cancels at this point, the Office report and all C/A reports need to be produced again	Raised as new incident - E-9903040084 Included in Target Testing

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PinICL	Description of Incident	Action
PC0020564	Session Number on receipt displayed as ## - ####. Summary Query Transaction Log requests session ID as # - ####. Inconsistent	Raised as new incident - E-9903020101 Closed for inclusion on KPR
PC0020613	Office daily Rem Out by Day report shows pre-migration transaction in BP02	Raised as new incident - E-9902180098 Included in Target Testing

## 6.1.4.2.2 Details of retests not covered

PinICL	Description of Incident	
PC0019860	Revaluation message automatically produced for deletion of product	Not covered in MOT - Included in Target Testing
PC0020291	Council tax vouchers and cards are not shown on the Rent Scheme Counter Weekly Report, or any other report.	Not covered in MOT - Included in Target Testing
PC0017920	Inactive Stock Unit Roll Over	Not covered in MOT - Proved in E2E
PC0017686	Daily Summary Of Encashment Receipts Incorrect	Not covered in MOT - Proved in E2E

## 6.1.4.3 New EPOSS Incidents

	High	Med	Low	Total
New Incidents Raised		53	27	80
New Incidents Closed		37	21	58
<b>New incidents Outstanding</b>		<b>16</b>	<b>6</b>	<b>22</b>

## 6.1.4.3.1 Details of Outstanding EPOSS Incidents

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
08 / 14	PC0022098	E-9902240151	EPOSS - Cash Flow Report Is Incorrect	Med.
08 / 26	PC0022114	E-9902240170	EPOSS - Volume of AP transactions on Balance Snapshot and Office balance - reversals not deducting from volume	Med.
08 / 38	PC0022134	E-9902250019	EPOSS - Balance Reports CAP Warning Incorrect	Low
08 / 42	PC0022144	E-9902250030	EPOSS - Icon descriptions for 'Cash' and 'Cheque' duplicated	Med.
09 / 12	PC0022155	E-9902250069	EPOSS - Office weekly summaries preview suspense account	Low
09 / 30	PC0022199	E-9902250177	EPOSS - Unable to produce cash account report	Med.
10 / 04	PC0022242	E-9902260082	EPOSS - Non balancing of cash account	Med.

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Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
10 / 12	PC0022262	E-9902260111	EPOSS - Final office balance report incorrect	Med.
13 / 04	PC0022332	E-9903010090	EPOSS - format of address on receipt incorrect	Low
13 / 12	PC0022348	E-9903010144	EPOSS - Scales transaction duplicates two 'Other Postage' items to transaction stack	Med.
14 / 07	PC0022412	E-9903020101	EPOSS - Different format of session numbers between the transaction log and customer reports	Low
14 / 09	PC0022411	E-9903020107	EPOSS - Revaluation up slip does not show the volume of products revalued	Low
14 / 11		E-9903020150	EPOSS - Business rule applied when attempting to redeem savings stamps but system and procedures do not elaborate	Med.
15 / 09	PC0022487	E-9903030100	EPOSS - Incorrect revaluation of Postal Order fees not prevented during SU Balance process - trial office balance and cash account produced subsequently misbalance	Med.
16 / 08	PC0022542	E-9903040084	EPOSS - All cash account reports need to be printed again if PCHL reconciliation screen is cancelled	Med.
16 / 09	PC0022545	E-9903040089	EPOSS - Rems out to supply division screen menu icon incorrect (icon indicates 'Rem In' rather than 'Rem Out')	Low
17 / 04		E-9903050080	EPOSS - Postal Order encashed in BP02 displayed as BP03 on Office Weekly PO Encashed report	Med.
21 / 01		E-9903090029	EPOSS - Event log - ONCH entry misreported	Med.
21 / 04		E-9903090113	EPOSS - Unable to produce daily encashment report	Med.
22 / 04		E-9903110069	EPOSS - Account number omitted on giro transaction	Med.
22 / 05		E-9903110071	EPOSS - Canadian money order reports twice on final office balance report	Med.
22 / 06		E-9903110074	EPOSS - Office weekly PO encashed not appearing on report	Med.

## 6.1.4.4 Observations

All areas of EPOSS showed signs of improvement over the course of the four cycles of Model Office. For example, reports that were unavailable in MOR1, became available in MOR (albeit with incorrect

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outputs). In MOR3, the report output was improved, and by MOT the report was almost correct, with only minor content or formatting problems outstanding. Due to the increased quality of the system produced outputs, concentration could be focused on the integrity of each transaction performed, across all levels of reporting.

The main difficulties experienced with EPOSS were in areas that strayed from current automated processes, such as;

- Shared Stock Unit balancing. i.e;
  - Differences from 'MUTE' operation (A facility on ECCO+ where every user is attached to every stock unit). To implement MUTE methodology on Horizon would be time consuming exercise (i.e. detaching and reattaching from Stock Units)
  - The declaration of Stock, Stamps or Cash requires entry of up to 100 items. These values are not stored by the system, so if errors are made during the declaration process (or the system applies a temporary lock), the user is required to re-enter the declaration from scratch. This will happen frequently in the live environment, and will impact the overall balancing timescales. Preference would be to retain the shared Stock Unit, but have each user's declarations available for modification at any time prior to balancing.
- Clearing Losses and Gains
  - The posting of losses/gains to the suspense A/C , (and the subsequent redemption of these transactions) is a time-consuming process that was completed automatically on previous automated platforms.

#### 6.1.4.5 Overall Status of Product

GREEN



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**6.1.5 Hardware***6.1.5.1 Test Conditions*

None

*6.1.5.2 Hardware Retests*

None

*6.1.5.3 New Hardware Incidents*

	High	Med	Low	Total
New Incidents Raised			3	3
New Incidents Closed			3	3
<b>New incidents Outstanding</b>			<b>0</b>	<b>0</b>

*6.1.5.3.1 Details of Outstanding Hardware Incidents*

None

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**6.1.6 Migration***6.1.6.1 Test Conditions*

Test Conditions Planned : 8

Test Conditions Passed : 7

Test Conditions Failed / Not Run: 1

*6.1.6.1.1 Details of failures*

Test Condition	Occurances	Reason not run
MiMan Migration	1	Script error - incorrectly referenced

*6.1.6.2 Migration Retests*

	High	Med	Low	Total
Retests Passed			1	1
Retests Not Covered			0	0
Retests Failed			0	0
<b>Retests Planned</b>			1	1

*6.1.6.3 New Migration Incidents*

	High	Med	Low	Total
New Incidents Raised		8	3	11
New Incidents Closed		7	3	10
<b>New incidents Outstanding</b>		1	0	1

*6.1.6.3.1 Details of Outstanding Migration Incidents*

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
01 / 02	PC0021795	E-9902180047	Migration - Data Entry Mistake Made During Manual Migration - Availability of procedures to workaround	Med.

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6.1.6.4 *Observations*

All Offices except Watford experienced long delays in the auto-configuration stage, between installation and migration. This was due to difficulties experienced with the application of Work Packages to bring the counter hardware up to the current MOT baseline.

The following table gives an approximate time of migration for each Office configuration;

Office	Migration type	No. of SU's	Set-up time	Actual migration time
Portsmouth	MiMan	5	4 Hours	2 1/2 Hours
Cardiff	MiMan	1	4 Hours	1 Hours
Arsenal	MiMan	6	3 Hours	2 1/2 Hours
Omagh	MiMan	3	3 Hours	2 Hours
Wolves	MiECCO	7	6 Hours	1 1/2 Hours
Celtic	MiMan	3	3 Hours	1 1/2 Hours
Watford	MiECCO	17	1 Hour	2 1/2 Hours

The actual migration time includes time taken to produce SU snapshots for comparison with pre-migration balance reports and subsequent checking of Office Balance reports.

The MiMan process was mainly a success, with test operators completing the majority of the migration process. As in previous test cycles, there were products without the appropriate mapping on Horizon. This is attributed to the minimal local product sets which have remained the same throughout Model Office Testing. The only real fault was the omission of the suspense account at Omagh (which was only discovered when the 1st Cash Account was produced).

The MiECCO application suffered from similar problems as in previous rehearsals, i.e.;

- Some stock items that didn't map across to Horizon were adjusted to cash, others were adjusted to an open product line.
- Some transactional values (receipts/payments) were missing after migration which in turn created a misbalance of the Cash Account. This problem should be resolved for Live Trial by the addition of new procedures to transfer missing data to the Suspense Account (This should be incorporated into the HSFO guide ).

6.1.6.5 *Overall Status of Product*

GREEN (with reservations regarding handling of Local Products)



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**6.1.7 Reference Data***6.1.7.1 Test Conditions*

None

*6.1.7.2 Ref. Data Retests*

	High	Med	Low	Total
Retests Passed		1		1
Retests Not Covered		0		0
Retests Failed		0		0
Retests Planned		1		1

*6.1.7.3 New Ref. Data Incidents*

	High	Med	Low	Total
New Incidents Raised		1		1
New Incidents Closed		1		1
<b>New incidents Outstanding</b>		0		0

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6.1.7.3.1 Details of Outstanding Ref. Data Incidents

None

6.1.7.4 *Observations*

Setup and file transfer activity was commenced two days prior to test execution, this included;

- Defining Outlet Specific Reference data.
- Associating a list of Local Products for each Outlet.

A further 3 reference data drops were applied during the cycle, which included the following changes ;

- Up-rating of non-core product.
- Introducing non-core product ( Fixed value ).
- Adding a new core product ( Open value ).
- Accounting change - C/A line change for Moneygram send transactions.
- Re-valuation of postal Orders.
- Amendment of Girobank (Short Name only) to Alliance & Leicester Giro .
- Deletion of a core product.

The system automatically printed warning messages of forth coming ref' drops when applicable .

Initial problems were encountered with the application of local products at Wolves, Celtic and Watford, however all became available in the 2nd week.

Overall the implementation of the Reference data change drops was satisfactory, with the following exceptions;

- The Moneygram C/A line change failed. Value and Volume of any transactions performed were missing completely from the C/A after the reference drop had been implemented.
- Deletion of core product failed, the ability to cease products willnot be available until Release 2+.

6.1.7.5 *Overall Status of Product*

GREEN

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**6.1.8 Order Book Control Service (OBCS)***6.1.8.1 Test Conditions*

Test Conditions Planned : 360

Test Conditions Passed : 316

Test Conditions Failed / Not Run: 44

*6.1.8.1.1 Details of failures*

Test Condition	Occurrences	reason Not Run / Failed
Receive OBCS Book	8	<ul style="list-style-type: none"> <li>OBCS Service not running</li> <li>Attempted at NI outlet</li> </ul>
Issue OBCS Book	9	As above
Encash OBCS Book	19	As above
Enter order book information manually	8	As above

*6.1.8.2 OBCS Retests*

	High	Med	Low	Total
Retests Passed		1	1	2
Retests Not Covered				
Retests Failed				
<b>Retests Planned</b>		<b>1</b>	<b>1</b>	<b>2</b>

*6.1.8.3 New OBCS Incidents*

	High	Med	Low	Total
New Incidents Raised		7	1	8
New Incidents Closed		6	1	7
<b>New incidents Outstanding</b>		<b>1</b>	<b>0</b>	<b>1</b>

*6.1.8.3.1 Details of Outstanding OBCS Incidents*

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
13 / 18	PC0022362	E-9903010173	OBCS - 'Unable to contact HQ' message prevents receipt of book	Med.

*6.1.8.4 Observations*

The underlying problem with OBCS throughout the entire test cycle was the fact that the OBCS software application was not being

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automatically initialised each day. This was due to the Tivoli scheduler (which starts this application each day) being interrupted to allow the backup of the MOT environment. As a result, the first attempted OBCS activity each day was unsuccessful, reporting 'Unable to contact HQ'. The application could be manually started, and then OBCS performed as expected. Changes have since been made to Tivoli to ensure that this problem does not occur in live.

OBCS was not available at the Omagh test configuration, confirming that the Service could be restricted from Northern Ireland outlets. However, the application of this restriction could have been handled better. For example, all OBCS icons are available at Omagh, but do not function when selected. Preference would be to either remove the OBCS icons, or bar access to them (indicated by 'no entry' symbols).

#### 6.1.8.5 Overall Status of Product

GREEN (if Tivoli fix is applied successfully, else AMBER)

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**6.1.9 Procedural***6.1.9.1 Test Conditions*

None

*6.1.9.2 Procedural Retests*

None

*6.1.9.3 New Procedural Incidents*

	High	Med	Low	Total
New Incidents Raised		3	46	<b>49</b>
New Incidents Closed		3	39	<b>42</b>
<b>New incidents Outstanding</b>		<b>0</b>	<b>7</b>	<b>7</b>

*6.1.9.3.1 Details of Outstanding Procedural Incidents*

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
06 / 01	PC0021955	E-9902220105	Procedural - Conflict With Advice From The Help Desk	Low
08 / 28	PC0022116	E-9902240172	Procedural - Incomplete Encashment Procedures	Low
08 / 40		E-9902250026	Procedural - Two different end of day procedures	Low
09 / 20	PC0022177	E-9902250123	Procedural - producing office cash account.	Low
n/a		E-9903030025	Procedural - Deleting item from stack with screen failure	Low
16 / 15	PC0022566	E-9903040114	Procedural - User Guide and Training manual not consistent regarding correction stock unit	Low
22 / 02		E-9903110009	Procedural - Incorrect instruction when receiving new benefit cards	Low

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6.1.9.4 *Observations*

The original timescales for delivery of procedures (in the form of User Guides) was to take delivery of a draft version for the rehearsal cycles. This was to be corrected and improved upon during each rehearsal cycle, culminating in a live-like version, contextually correct, and produced by Head Office Publications, available for MOT.

Unfortunately, this target was not achieved in time for the commencement of MOT. The procedures were made available during the cycle, but still in draft form (i.e. loose leaf photocopies). The test operators made the best use of these procedures as possible, but inevitably, difficulties were encountered that may not have been evident if a complete issue had been available. This is perhaps reflected in the large number of procedural issue identified during the final cycle.

I understand that most of the 50 or so procedural incidents raised have already been rectified, or are in the process of being resolved. However, the testing view of the procedures (detailed below), reflects that these remedies have not been witnessed by Model Office users during the final pass, or in any subsequent testing activity.

A draft version of the set of Quick Reference Guides was made available for use and review. The content and quality of these guides was impressive, instantly being adopted by the test operators. The consensus of opinion is that, should the quality of the User Guides not improve, there is a danger that they would be consigned to the shelf while the Quick References become a valuable source of information.

6.1.9.5 *Overall Status of Product*

AMBER



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**6.1.10 Training Mode***6.1.10.1 Test Conditions*

None

*6.1.10.2 Training Mode Retests*

None

*6.1.10.3 New Training Mode Incidents*

	High	Med	Low	Total
New Incidents Raised		4	4	8
New Incidents Closed		2	1	3
<b>New incidents Outstanding</b>		<b>2</b>	<b>3</b>	<b>5</b>

*6.1.10.3.1 Details of Outstanding Training Mode Incidents*

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
16 / 13		E-9903040112	Training Mode - Giro Daily Deposit summary is not overwritten with 'Training Mode' indicators	Med.
22 / 07		E-9903110076	Training mode - Unable to access training mode at 9 of 19 terminals	Med.
22 / 08		E-9903120040	Training mode - Unable to produce Batch receipt report in training mode.	Low
22 / 09		E-9903120043	Training mode - unable to complete transfer in or transfer out	Low
22 / 10		E-9903120047	Training mode - Cannot create or modify user in training mode	Low

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*6.1.10.4 Observations*

Tested for the first time during MOT, the stability of Training Mode, and the quality of corresponding Workbooks impressed members of the Test Team. However, a small number of discrepancies were noted, and (if functional in nature) were raised as incidents.

Of the issues raised, accessibility to Training Mode is the giving the most concern. Almost half of the counters available during Model Office failed to initialise into Training Mode. No resolution or explanation was given for to account for this.

*6.1.10.5 Overall Status of Product*

GREEN

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## 6.2 External Systems

### 6.2.1 Customer Accounting and Payments System (CAPS)

#### 6.2.1.1 CAPS Retests

None

#### 6.2.1.2 New CAPS Incidents

	High	Med	Low	Total
New Incidents Raised		4		4
New Incidents Closed		3		3
<b>New incidents Outstanding</b>		<b>1</b>		<b>1</b>

##### 6.2.1.2.1 Details of Outstanding CAPS Incidents

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
13 / 01	PC0022317	E-9903010066	CAPS sent a stop file to Pathway on 10/11/97. CAPS then received a stop confirmation file from Pathway for one of the 2 affected customers. The confirmation file header was datestamped 9 hours before CAPS had sent the stop.	Med.

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**6.2.2 Host Automated Payment System (HAPS)****6.2.2.1 HAPS Retests**

None

**6.2.2.2 New HAPS Incidents**

	High	Med	Low	Total
New Incidents Raised		6		6
New Incidents Closed		5		5
<b>New incidents Outstanding</b>		<b>1</b>		<b>1</b>

**6.2.2.2.1 Details of Outstanding HAPS Incidents**

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
IR 121		E-9903080026	HAPS received day 14 transaction file on day 17, 18 and 19	Med.

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**6.2.3 Transaction Information Project (TIP)***6.2.3.1 TIP Retests*

	Med	Low	Closed	Total
Retests Passed	15	7	5	27
Retests Outstanding	2			2
Retests Failed				
<b>Retests Planned</b>	<b>17</b>	<b>7</b>	<b>5</b>	<b>29</b>

*6.2.3.1.1 Details of outstanding retests*

TIP Incidents 640 and 642 have no resolution for NR2, and are possibly covered on the KPR.

*6.2.3.2 New TIP Incidents*

	High	Med	Low	Total
New Incidents Raised	1	18	6	25
New Incidents Closed	1	11	4	16
<b>New incidents Outstanding</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>9</b>

*6.2.3.2.1 Details of Outstanding TIP Incidents*

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
TIP 700	PC0022250	E-9902260098	TIP received transaction files that contain details of voided and null BES transactions. Extra information is required for such transactions (i.e NINO and amount), which was not supplied.	Low
TIP 701	PC0022251	E-9902260100	TIP - PMSR reports detail 2 exceptions for a single transaction reference - only one transaction was recovered at the counter, therefore only 1 exception was expected	Med.
TIP 702	PC0022274	E-9902270006	TIP received a transaction file for Celtic that contains Org. Unit Version as 11. Reference data holds this value as 12 from 14/11/97	Low
TIP 706	PC0022307	E-9903010045	TIP received a transaction file containing 'Moneygramme Send' transactions. The relevant entries were not evident on the Cash Account or sub-file	Med.

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Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
TIP 708	PC0022359	E-9903010169	TIP received transaction file containing AP smart item 853. This item does not map to the AP line on the receipts table, therefore creating a reconciliation failure between the cash account and the supporting document stream from APACHi	Med.
TIP 709	PC0022364	E-9903010175	TIP received 3 end-of-week markers for Wolves when only 1 was expected	Med.
TIP 739	PC0022465	E-9903030061	TIP received details of 2 voided BES encashments made by the Helpdesk, included a value for each encashment. Voided transactions should have a zero value.	Med.
TIP 770		E-9903120078	TIP received BARSF file containing 2 BAD records for exception code 130 ('BES No EPOSS'). The actual transactions are PCHL voided transactions, which TIP did not expect to receive as exception code 130.	Med.
?		E-9903120081	TIP issue - no details available as yet	Med.



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**6.2.4 Order Book Control System (OBCS)****6.2.4.1 OBCS Retests**

None

**6.2.4.2 New OBCS Incidents**

	High	Med	Low	Total
New Incidents Raised		1		1
New Incidents Closed		0		0
<b>New incidents Outstanding</b>		1		1

**6.2.4.2.1 Details of Outstanding OBCS Incidents**

Issue Ref	PinICL	HD Call Ref	Summary Of Incident	Priority
15 / 10	PC0022445	E-9903030022	OBCS received day 13 transactions duplicated in with day 14 transaction file	Med.

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**7. APPENDIX A - CLOSED INCIDENTS**

HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9902250065	09 / 10	PC0022159	Access Control - Soft reboot allowed on system	Call closed. This is not a breach of requirement it offers more control. Position of keys means they are unlikely to be pressed accidentally.	MED.
E-9902250120	09 / 19	PC0022175	Access Control - Log on after 3 attempts failed.	Call closed. Unable to reproduce.- Retested successfully on 05/03/99 at MOT	MED.
E-9902260120	10 / 13		Access Control - Helpdesk unable to perform lost PMMC procedure	Call closed. Re tested and works.	MED.
E-9903040113	16 / 14	PC0022565	Access Control - System had not invoked temporary lock or enforced log-out after 90 minutes of inactivity	Retest on Celtic on Monday - possibly Hardware fault - arrange Swapout and retry. This has been re tested and is working.	LOW
E-9903080013	20 / 02		Access Control - unable to start Riposte - system does not progress past Windows NT log on message	Product Management agree priority. Base unit swapped out. Call downgraded to a C pending closure. Call closed.	LOW
E-9902260102	10 / 07	PC0022256	AP - AP summary does not reflect the transactions	Call closed. Duplicate of E-9902190127. Fixed for Live Trial.	MED.
E-9903020078	14 / 05	PC0022405	AP - No AP Smart summary available to aid reconciliation	Evidence provided. Call closed changes in live trial system product 850 which will be included in APS listing which will allow horizon to have icon for input of these transactions.	LOW
E-9903110019	22 / 03		AP - Incorrect information given by the Helpdesk on reversing an AP transaction	Call closed. Operator did not say this was an AP transaction.	MED.
E-9902170087	01 / 01		BES -No Welsh ATP Received	Call closed. Karen Rogers of Product Management says there is no requirement for Welsh ATPs.	LOW
E-9902180079	02 / 01	PC0021806	BES - Unable To Produce Impound Weekly Reports	Call closed. Related to PC0021871.	LOW
E-9902180095	02 / 04	PC0021821	BES - No Transactions Shown On Daily BES Encashment Report	P/W plan to deliver fix into MOT. This will of course need to be agreed. Call closed. Fix has been applied and was partially successful - Candidate for Targeted Testing - - 15/03/99 Not Included in Targeted Testing	LOW
E-9902190014	03 / 01	PC0021842	BES - Welsh BES Receipt Printing In Left Margin	Call closed. Fixed for Live Trial.	LOW
E-9902190100	03 / 05	PC0021870	BES - Unable To Perform Carded Casual Agent Encashment	This incident should be closed against KPR and a new one raised against the fact that you are sometimes able to perform carded casual agent encashment.	MED.
E-9902190108	03 / 06		BES - Incorrect Information From The Help Desk When Activating A Card	Call closed. Help Desk have tightened Procedures.	LOW
E-9902190111	03 / 07	PC0021880	BES - Unable To Perform Foreign Encashment	Closed against KPR	MED.
E-9902190123	03 / 09	PC0021886	BES - Incomplete Manual Benefit Encashment Receipt	Procedures to be updated. Call closed. Procedure will be amended for Live Trial.	LOW

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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9902220128	06 / 05	PC0021963	EPOSS - No Transactions Shown On Report	Duplicate of 2/04. E9902180095	LOW
E-9902240081	08 / 09		BES - Impound Notice Appeared When Not Expected	Call closed. This was caused by Operator error.	LOW
E-9902240086	08 / 10	PC0022067	BES - Card Impound Report Showing information 'by Office' rather than 'By User'	Call closed. System working as it should.	LOW
E-9902240136	08 / 12	PC0022088	BES - Payment Locked After Voiding Transaction	Known issue with migrated payments - Identified as 'HOT' issue	LOW
E-9902240142	08 / 13	PC0022094	BES - Agent Details Missing From ATP	Call closed. On the KPR.	MED.
E-9902240153	08 / 15	PC0022100	BES - PUN Impound Report - same PUN impounded twice, displayed as two entries on report	Call closed. No requirement to check if a PUN has been scanned before.	LOW
E-9902240158	08 / 17	PC0022102	BES - PUN Impound Report Showing information 'by Office' rather than 'By User'	Call closed. Reports And Receipts says this is for the office.	LOW
E-9902250131	09 / 21	PC0022180	BES - Encashment from a different territory allowed	Possibly on KPR. This was a R1c payment for which GRI does not apply.	MED.
E-9903010051	13 / 02	PC0022309	BES - no payments available at helpdesk, although payments visible at counter	- 15/03/99 Not Included in Targeted Testing. This was because help desk had incorrect post code.	MED.
E-9903010058	13 / 03	PC0022313	BES - no payments available following card activation by the Help Desk	Possibly on KPR as PC18414. Call closed related to E-9903010051.	MED.
E-9903040050	16 / 20		BES - Foreign encashment attempted via manual entry - refused as "Unable to contact HQ"	Call closed. PAS was stopped on the correspondence server which meant no foreign payments could be authorised.	MED.
E-9903040054	16 / 04	PC0022529	BES - GRI encashment should have been refused by the Helpdesk, but was not.	Call closed. Help desk had similar post codes for all offices.	MED.
E-9903040070	16 / 06	PC0022531	BES - Customer unable to collect card - Batch successfully received and reconciled. Any attempt to issue a card using a valid PUN is refused stating 'PUN Error - PUN presented at wrong office'	- 15/03/99 Not Included in Targeted Testing. Able to activate L Jordans card now. Problem with C Page is on E-9903090038.	MED.
E-9903050042	17 / 01	PC0022609	BES - third foreign encashment allowed	initial payments were made on a Release 1c Data Centre. This is a known problem captured on the KPR. Candidate for Targeted Testing - 15/03/99 Not Included in Targeted Testing	MED.
E-9903080093	20 / 05		BES - receipt text printed in the margin	Call closed. Fixed for live trials.	MED.
E-9903100082	21 / 08		BES - No payment available for collection	Call closed. Confirmed with Dave Clear of CAPS broadcast message sent on Day 15 to say customer has died this stopped payments being available. What happens if alt payee is husband or wife is to be taken up by James with Steve Dance.	MED.

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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9902190056	03 / 03	PC0021856	EPOSS - Giro and PO Paid Summaries printing with Nil volume and values even though figures existed from before migration	This will be Re tested in MOT. Speak to Jim Anscombe when we know if its working. This will be fixed for Live Trials.	MED.
E-9902190073	03 / 04	PC0021861	EPOSS - Stamp And Cash Declared Correctly Edit Icon But Produces Discrepancy	Fix in development - Fixed for Live Trial	MED.
E-9902190122	03 / 08	PC0021884	BES - Daily Encashment Report Does Not Report To Event Log	Duplicate of an E2E incident. Fixed for live trial.	LOW
E-9902190125	03 / 10	PC0021888	EPOSS - Incorrect MOP Enforced When Session Settled Automatically	Call closed. No fault found. May raise a CP.	LOW
E-9902190133	03 / 13	PC0021895	EPOSS - Transactions Doubling Up On Scales And Personal A/C Cheque Deposit	Call closed. P/W unable to reproduce fault.	MED.
E-9902220108	06 / 02	PC0021956	EPOSS - Additional Parcel Services Not Available	Referred to OSG. Call closed. Andy Corbett says the system is working as it should.	LOW
E-9902220110	06 / 03	PC0021958	EPOSS - Unable To Progress Past The Revaluation Message As Expected	Fixed for live trial	LOW
E-9902220207	06 / 07	PC0021972	EPOSS - Event Log Does Not Report All Events And Duplicates Others	Fixed for live trial	MED.
E-9902230011	07 / 02	PC0021983	EPOSS - Volume Figures Incorrect On Transaction Log	Call closed. This problem does not occur with scales transactions and fixed priced products. two stamps were sold.	LOW
E-9902230068	07 / 04	PC0022000	EPOSS - International Scales Item Too Heavy	Procedures confirmed as incorrect - NB. will be raised as part of the Fagin review	LOW
E-9902230079	07 / 08	PC0022004	EPOSS - Entries on Event Log that appear to have rolled from incorrect CAP and BP	Call closed. Counters are delivered and installed in CAP 1. The Migration Tool sets the CAP to what the User specifies.	LOW
E-9902230134	07 / 11	PC0021985	EPOSS - Scales Transactions -6.8kg parcel reported as 'Too Heavy' man	Call closed. Scales Weight limited to Six Kg although Parcel Tariff exceeds this amount.	MED.
E-9902240020	08 / 02	PC0022044	EPOSS - Report referred to incorrectly on Event Log	Call closed. Fixed for live trial.	MED.
E-9902240028	08 / 03	PC0022047	EPOSS - SU Balance snapshot repeated 6 times on Event Log	Fixed for live trial	MED.
E-9902240053	08 / 08	PC0022059	EPOSS - Scales Transaction - Scales Locked	Fixed for live trial	MED.
E-9902240160	08 / 19		EPOSS - Suspense Reports Shows Incorrect Information	Call closed. Will be fixed for live trial.- Candidate for Targeted Testing - 15/03/99 Included in Targeted Testing	MED.



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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9902240165	08 / 21	PC0022108	EPOSS - Cheque Listing Report Displays Pre Migration Transactions In BP 02	Call closed. Will be fixed for Live Trials.	LOW
E-9902240166	08 / 22	PC0022109	EPOSS - volume displayed as negative on daily Cheque Listing Report	Migration requirement is to migrate only value, volume not required. If it is required, a CP will be required	LOW
E-9902240171	08 / 27	PC0022115	EPOSS - Double up in Best Fit option	Duplicate of E-9903010144	MED.
E-9902240178	08 / 32	PC0022121	EPOSS - Local schemes icons	Call closed. Arrow or dot denotes a sub menu. This is a pick list. No fault.	LOW
E-9902240180	08 / 34	PC0022123	EPOSS - End Of Day Giro Deposit Summary zero fee displayed when no transactions have been performed	Call closed. Related to PC0020280. System working as it should.	LOW
E-9902250012	08 / 43		EPOSS - Missing local products, expected at outlet	Reference Data successfully applied on day 13	MED.
E-9902250014	08 / 35	PC0022131	EPOSS - Stamp Declaration Using Flat Touch Screen	Call closed. Edit button puts in a comma. Related to E-9902190073. Fixed for Live Trials.	MED.
E-9902250021	08 / 39	PC0022136	EPOSS - Incorrect volume on PO paid (Counter Weekly)	Confirm with John Plowman on Monday 08/03/99. John Plowman says as volume figure is identified in report detail and not sent to client we can close.	MED.
E-9902250075	09 / 14	PC0022160	EPOSS - Weekly reports. Transfer in report showing previous BP figures	This could be a problem. Have asked for BP of Transfers in to be identifiable. Discussion between Janet Dore and John Plowman confirms that report conforms to R&RFS - No Fault	MED.
E-9902250112	09 / 16	PC0022171	EPOSS - Event log shows wrong information	Call closed. Fixed for live trial.- Failed retest - Candidate for Targeted Testing - 15/03/99 Included in Targeted Testing	MED.
E-9902250170	09 / 28	PC0022195	EPOSS - Daily event log not matching events	Call closed. Fixed for Live Trial.	MED.
E-9902250179	n/a		EPOSS - Run time error when producing cash account	Call closed. Re tested working now. There is a fix for live trial.	MED.
E-9902260083	10 / 05	PC0022243	EPOSS - PO encashed weekly office summary	Call closed. This was migrated information that was not handled properly. Will be fixed for live trial.	MED.
E-9902260097	10 / 08	PC0022246	EPOSS - Cash flow report displays incorrect information	No fault - confirmed by Horizon - to close. Call has now been closed.	MED.
E-9902260099	10 / 06	PC0022252	EPOSS - Suspense account report is incorrect	Fix currently in T&I. Fixed for live trial. - Candidate for Targeted Testing - 15/03/99 Included in Targeted Testing	MED.
E-9902260110	10 / 11	PC0022259	EPOSS - Cash account does not balance	MO Ref. Data contained Cash Account mapping but did not contain change to Accounting node hierarchy - confirm with POCL RDP as to who should supply this data. Reference Data sent the information but it has not been reset.	MED.
E-9903010094	13 / 05	PC0022333	EPOSS - Address on cash account incorrect (Town Name) omitted	No change is anticipated on this CR32A to revise C/A for 1999/2000, but NOT including this.	LOW

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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9903010095	13 / 06	PC0022335	EPOSS - UKPA report shows pre-migration transactions in BP02	Call closed. Change in live trial software to suppress report of transactions recorded through migration.	MED.
E-9903010097	13 / 07	PC0022336	EPOSS - Waited 1 hour to produce suspense account report, not forthcoming - abandoned and retried, report produced immediately, but contained no transactional data	Fix with T & I. Fixed for live trials.- Candidate for Targeted Testing - 15/03/99 Included in Targeted Testing	MED.
E-9903010127	13 / 09	PC0022342	EPOSS - Unclaimed Paymnet data omitemsd from cash account	Fixed for Live Trial in WP 3555, 3203, 3504 - Candidate for Targeted Testing - 15/03/99 Included in Targeted Testing	MED.
E-9903010148	13 / 14	PC0022352	EPOSS - Unable to rollover dormant stock unit - Message 'Cannot rollover as transactions have been performed' - No transactions were performed on SU.	Due to revaluation placing 'transactions' in message store - Product Management confirmed that this is an acceptable solution - Will close	MED.
E-9903010159	13 / 17	PC0022355	EPOSS - Logout unsuccessful after attempt to rollover dormant stock unit	Call closed. Related to E-9903010148.	MED.
E-9903020066	14 / 01	PC0022401	EPOSS - Transaction log CAP filter not working	First need to select SU before CAP - Fault identified and corrected for Live Trial (i.e. a prompt will inform the user to first select SU then CAP) - Will retest on Monday 08/03/99 - Confirmed as working when correct sequence selected	LOW
E-9903020067	14 / 02	PC0022398	EPOSS - System freezes when selecting event log	Call closed. Pathway unable to reproduce. This has not happened again.	MED.
E-9903020071	14 / 03	PC0022403	EPOSS - session Id differs between the customer receipt and the transaction log (i.e. first item on receipt 01-5471 expected to be displayed as 01-5471 on transaction log)	Evidence to be provided on Monday 8/3/99. Customer receipt has session id transaction log has transaction id. There may be messages between these two.	LOW
E-9903020099	14 / 06	PC0022409	EPOSS - Cannot produce counter weekly report after rollover	Call closed. No fault in product.	LOW
E-9903020104	14 / 08	PC0022410	EPOSS - £ displayed as # on various reports	Problem with Oracle - Fixed for Live Trial - Failed retest - Candidate for Targeted Testing - 15/03/99 Included in Targeted Testing	LOW
E-9903020144	14 / 10	PC0022418	EPOSS - Citibank money order appears on cheque listing	Call closed. System working as it should.	MED.
E-9903030037	15 / 02	PC0022450	Software - Dr Watson error when producing transaction log (and printer out of paper) - had to reboot to continue	Call closed. Unable to reproduce.	MED.
E-9903030083	15 / 08	PC0022478	EPOSS - Prepurchase redemption appears as a negative on the receipts section of the Balance snapshot - we expected a positive figure on the payments table	Call closed. No fault in product.	LOW
E-9903040013	16 / 19	PC0022515	EPOSS - unexpected message after logon - "Cannot perform transfer while processing report" - No Users were logged on previously	Steve Warwick confirms that user PTURG did not log out correctly (i.e. while printing report). This was detected by the system when next log on attempted.	LOW



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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9903040071	16 / 21		Eposs - Balance snapshot error in non accounting data	Call closed. Eight transactions were done. Snapshot was reporting correctly. No fault.	MED.
E-9903040104	16 / 22	PC0022555	EPOSS - Non Accounting data menu - incorrect icons for Registered and International Registered	Fixed for Live Trial	LOW
E-9903040110	16 / 12	PC0022560	EPOSS - Default stock unit not rolled in to the correct CAP - remains in CAP 33 when office is in CAP 35	Paul Redwood would prefer to see this resolved before Live Trial - Candidate for Targeted Testing. Call closed. Fixed for live trials. - 15/03/99 Included in Targeted Testing	MED.
E-9903040115	16 / 16	PC0022567	EPOSS - Attempted reversal of reddemed savings stamps on a Correctional stock unit - not allowed due to Business Rule restrictions - may need to override this restriction if correcting errors made during previous CAP	This is a Mandatory Inclusive Pre-condition product, which can aonly be reversed within a session incorporating a like product. Still unable to rectify errors on BT savings stamps as you are barred from reversing BT bills. Raise as an enhancement.	LOW
E-9903040116	16 / 17	PC0022570	EPOSS - The HSHelpdesk were unable to provide guidance on the creation and implementation of a correctional stock unit	Call routed to Martin Whitehead in error, now routed to Helpdesk - Procedures to be couriered to HD on Monday - Retest on wed day 22. This is working now.	LOW
E-9903040118	16 / 18	PC0022571	EPOSS - Dormant stock unit rollover allowed with no confirmation of function - could result in unwanted SU rollover	System working as designed - will require a CR to change - raised as an issue with Horizon (Steve Dance)	MED.
E-9903050077	17 / 03		Helpdesk - Advice on producing a manual customer receipt	Call closed. Help desk procedures have been tightened.	MED.
E-9903080016	20 / 03	PC0022685	EPOSS - vouchers in unclaimed payments mis reported on cash account produced after migration	Product Management agree priority - Candidate for Targeted Testing. Call closed. Fixed for live trials. - 15/03/99 Included in Targeted Testing	MED.
E-9903100126	21 / 09		EPOSS - Citibank money order transaction performed but does not appear in table 10g of cash account	Call closed. Fixed for live trials. A POCL Reference Data issue.	MED.
E-9903110075	22 / 08		Eposs - No entry sign on desktop icon after printing customers receipt on screen	Call closed. Fixed for live trials.	MED.
E-9903120063	22 / 12		EPOSS - handling of local rent rent transcash deposits	Call closed. Working in accordance with POCL Reference Data.	MED.
E-9902240049	08 / 07		Hardware - Counter Printer Not Working	Call closed. For re test.	LOW
E-9902240132	08 / 11		Hardware - Watford Release Two Counter Failure	Call closed. Counter replaced. Working now.	LOW
E-9902250109	09 / 15	PC0022176	Hardware - Replenishing consumables.	Call closed. No fault in product. If we want this changed we need to contact Paul Curly in customer services.	LOW
E-9902180049	01 / 03	PC0021796	Migration - Restriction Of Value Field (Rod Licences) During Data Entry in MiMan	Call closed. This will be be fixed for Live Enviroment by POCL Reference Data.	LOW

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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9902180098	02 / 05	PC0021820	Migration - Various Daily Reports Display Pre Migration Transactions	Call closed. Fixed for Live Trials.- Failed Retest - Candidate for Targeted Testing - 15/03/99 Included in Targeted Testing	MED.
E-9902180104	02 / 06	PC0021826	Migration -UKPA Fees Only Divisible By £21 In Receipts Table	Call closed. POCL Reference Data problem. Will be fixed for Live.	MED.
E-9902180120	02 / 07	PC0021837	Migration -TV Licence Line On The Receipts Table Is Divisible By £97.50 Only	Call closed. POCL Reference Data will send correct data for Live Trial.	LOW
E-9902190131	03 / 12	PC0021894	EPOSS - Volume Figures Showing On Office Balance And Office Balance Snap Shot Incorrectly After Migration	Fixed for live trial	MED.
E-9902220203	06 / 06	PC0021973	Migration - No Line For Entry Of Counters Revenue	Call closed. Customer Merchandise should be used in place of Counters Revenue but we did not ask for it.	LOW
E-9902230008	07 / 01	PC0021984	Migration - Products Missing From Office Balance Snap Shot Produced After Migration	Ref Data issue. Still under investigation. Call closed. These Products will map to cash in the new version for Migration proving.	MED.
E-9902240031	08 / 04	PC0022048	Migration -Transactional Data Receipts And Payments Not Migrated Correctly On To Office Balance Snap Shot	Call closed. Related to E-9902230008.	MED.
E-9902240043	08 / 06	PC0022052	EPOSS - Stock Data On Stock Unit Balance Snap Shot Not Migrated Correctly	System working as it should but need more explanation of where Game Licences Water Stamps and Home Care stamps are mapped to. - Pathway currently checking MiECCO mapping database - expected to be fixed for LT. This will be raised in migration testing.	MED.
E-9902240159	08 / 18	PC0022103	Migration - Figures Appear On Counter Weekly Reports	Call closed. Reports will be cut off at Migration for Live Trials except for Counters Revenue Redeemed Stamps P And A Remittances In By Products Remittances Out By Products Remittances In By Day and Remittances Out By Day.	MED.
E-9902180087	02 / 02	PC0021812	OBCS - Unable To Receive Book	Call closed. Agent now running and we have received book into Office.	MED.
E-9902220113	06 / 04	PC0021959	OBCSTo Receive Book And Issue Book	Process started now. Re test tomorrow. This has now been Re tested and is working. Candidate for Targeted Testing - 15/03/99 Not Included in Targeted Testing	MED.
E-9902230071	07 / 05	PC0022002	OBCS - Receive And Re Direct Not Working	Call closed. Raised on CP1375 will have message OBCS not available in this territory. User will not be allowed to use OBCS.	MED.
E-9902230075	07 / 06	PC0022003	OBCS - Unable To Contact Head Quarters	Call closed. Arsenal and Celtic working. Wolves will be tried next week. Will raise again then if its still a problem.	LOW
E-9902240016	08 / 01	PC0022043	OBCS - Entry Of Foil Transaction not allowed at Northern Ireland outlet	Duplicate of E-9902230071	MED.
E-9903050076	17 / 02		OBCS - Unable to contact headquarters message	To re test. This has been re tested and is working.	MED.
E-9903080089	20 / 04		OBCS - failure to receive an OBCS book	Call closed. Re tested and now working.	MED.

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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9902180094	02 / 03	PC0021818	Procedural - Declaring Stock On Shared Stock Unit - Procedures Out Of Sequence	(Closed version 6.3 09/12/98)	LOW
E-9902230060	07 / 03	PC0021999	Procedural - Modifying Password Incorrect Procedure	Procedures confirmed as incorrect - NB. will be raised as part of the Fagin review	LOW
E-9902230077	07 / 07	PC0022005	Procedural - User Guide For OBCS Encashment Incorrect	Procedures and PPD confirmed as incorrect - NB. will be raised as part of the Fagin review	LOW
E-9902230082	07 / 09	PC0022006	Procedural - OBCS User Guide Incorrect	Latest Version 6.0 (08/10/98) Correct - Agree that 'Unable to contact' message should be mentioned and will be raised in the Fagin review	LOW
E-9902230083	07 / 10	PC0022021	Procedural - Settlement Procedures	version 6.3 (30/9/98) Procedures confirmed as incorrect - NB. will be raised as part of the Fagin review	LOW
E-9902240155	08 / 16	PC0022101	Procedural - Producing BES Reports Weekly	Call closed. Part of Fagin Review.	LOW
E-9902240164	08 / 20	PC0021070	Procedural - Producing Weekly Counter Summaries	Call closed. Part of Fagin Review.	LOW
E-9902240167	08 / 23	PC0022110	Procedural - Incorrect Procedure	Call closed. Part of Fagin Review. There maybe a System problem.	LOW
E-9902240168	08 / 24	PC0022111	Procedural - Missing Procedure When Voiding BES Receipt ATP	Call closed. Part of Fagin Review.	LOW
E-9902240169	08 / 25	PC0022112	Procedural - Incorrect Procedure Recovering BES Transactions	Call closed. Publishing error will be reviewed at Fagin review.	LOW
E-9902240174	08 / 29	PC0022117	Procedural - The Procedures Are Not Clear If An Invalid Value Is Entered When Entering A Transaction	Call closed. Additional instruction will be recommended to the Fagin Review.	LOW
E-9902240175	08 / 30	PC0022118	Procedural - Incorrect Wording	Call closed. This is correct in EPS 3.11 V6.3 2/12/98	LOW
E-9902240176	n/a	PC0022119	Procedural -The Procedure Is Unclear On BES Encashment Weekly Report	Call closed. Part of Fagin Review.	LOW
E-9902240177	08 / 31	PC0022120	Procedural - Procedure unclear on BES report	Martin Whitehead states Revised version sent to HOP - procedures correct	LOW
E-9902240179	08 / 33	PC0022122	Procedural - Details of printed receipt missing from procedures	Call closed. Box needs to be inserted. Part of Fagin review.	LOW
E-9902250015	08 / 36	PC0022132	Procedural - Incorrect prompt during Balancing Individual Stock Unit	Martin Whitehead - EPS323 - The correct procedure is detailed in EPS327. Retest on Monday. Call re tested and still a problem. Sent back to Martin Whitehead. Touch tick icon has been removed.	LOW
E-9902250018	08 / 37	PC0022133	Procedural - Options displayed incorrectly during Stock Unit balance process	Call closed. Part of Fagin Review.	LOW

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E-9902250028	08 / 41	PC0022139	Procedural - No procedure for multiple sales.	Call closed. Part of Fagin Review.	LOW
E-9902250068	09 / 11	PC0022154	Procedural - Incomplete procedures on pick lists	Call closed. Part of Fagin Review.	LOW
E-9902250073	09 / 13	PC0022157	Procedural - producing office report.	Call closed. Part of Fagin review.	LOW
E-9902250115	09 / 17	PC0022173	Procedural - Using scales procedures incorrect	Updated in new procedures.	LOW
E-9902250117	09 / 31	PC0022172	Procedural - Balancing Cash Account	Call closed. Box to be included advising attach user to the new stock unit so correction can be made to Cash Account. Part of Fagin review.	LOW
E-9902250157	09 / 23	PC0022189	Procedural - Errors when office balancing	Call closed. Part of Fagin Review.	LOW
E-9902250158	09 / 24	PC0022190	Procedural - Printing office snapshot	Call closed. Updated on Version 6.3 of 3/12/98.	LOW
E-9902250161	09 / 25	PC0022191	Procedural - Daily BES Reports	Call closed. To be approved by HOP and included in a later version.	LOW
E-9902250162	09 / 26	PC0022192	Procedural - Daily summary cut off	Closed as part of the Fagin review	LOW
E-9902250164	09 / 27	PC0022193	Procedural - Adding New User	Martin Whitehead states AFP100 v6.0 - Attach group to be removed and User Group to be moved above 'has user been created' option will be logged in the Fagin review	MED.
E-9903010130	13 / 10	PC0022343	Procedural - Entry of a green giro cheque transaction - two seperate paths to transaction	Call closed. Procs will recommend shortest option to Fagin review.	LOW
E-9903010136	13 / 11	PC0022347	Procedural - 'Suspense account' procedure EPS379 contains lots of '???' entries - offers little assistance to the user	Call closed. Part of Fagin review.	LOW
E-9903010146	13 / 13	PC0022351	Procedural - On OBC003, at 'Same as previous' prompt, procedure should offer two options instead of one	Call closed. Part of Fagin review.	LOW
E-9903010151	13 / 15	PC0022353	Procedural - 'Yes' and 'No' options misplaced on 'Issuing a new benefit card' procedure	Call closed. Part of Fagin review.	LOW
E-9903010154	13 / 16	PC0022354	Procedural - User Guide prompts for entry of reference number for error notice - not required by system	Call closed. Part of Fagin review.	LOW
E-9903010176	13 / 19	PC0022365	Procedural - Manual procedures for automated payments - incorrectly placed decision box on flow-chart	Call closed. Part of Fagin review.	LOW
E-9903010182	13 / 21	PC0022372	Procedural - Missing Node Information Procedure	Martin Whitehead says this should be in GEN003 on Page 25. Have got latest copy of procedures and Node information does appear there.	LOW
E-9903020074	14 / 04	PC0022404	Procedural - Impound of BES card does not automatically produce Impound receipt	Procedures confirmed as incorrect - will be split into two seperate procedures - 'Impound by system prompt' and 'User invoked impound'	MED.



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E-9903030035	15 / 01	PC0022448	Procedural - BES080 procedure has one incorrect and one missing instruction	Part a) noted and will be raised in Fagin review - Part b) payment is correct	LOW
E-9903030065	15 / 05	PC0022464	Procedural - Add user option 'Account is not locked out' is not detailed in AFP100	Call closed. Part of Fagin review.	LOW
E-9903030066	15 / 06	PC0022467	Procedural - Rebooting workstation procedures - 'Touch Proceed' option after PMMC card removed omitted from AFP205	Call closed. Extra step to include proceed when prompted. Step included after gently remove PMMC from reader.	LOW
E-9903030077	15 / 07	PC0022476	Procedural - There are no procedures defining benefit encashment during a LAN failure at a multi-terminal outlet	Tim Vause of Product Management will recommend that encashing benefit when Horizon is unavailable is updated. Part of Fagin review.	LOW
E-9903080095	20 / 06	PC0022707	Procedural - no card reader fail icon on the system	Product Management agree priority. This will be part of fagin review.	MED.
E-9903090025	20 / 08		Procedural - deleting from stack with touchscreen failure	Call closed. Martin Whitehead has agreed to add that by pressing ALT and the number of the button you are able to select that button. This is going into FAL020. Although we feel it should go into FAL100 we have agreed closure.	LOW
E-9903110006	22 / 01	PC0022885	Procedural - Verifying and reconciling benefit cards received	Call closed. Part of Fagin Review.	LOW
E-9902260050	10 / 03	PC0022223	Reference data - Change drop not implemented	Call closed. Product is now at office.	MED.
E-9902220208	06 / 08	PC0021976	Training mode - Unable To Logon To Training Mode	Candidate for Targeted Testing. Fixed for live trial. - 15/03/99 Not Included in Targeted Testing	MED.
E-9902240041	08 / 05		Training Mode - Unable to enter training mode - 'Unable to initialize Training desktop' error message	Call closed. Related to PC0021976.	MED.
E-9903120048	22 / 11	PC0022951	Training mode - Training mode not overprinted on Girobank summaries	Call closed. Related to E-9903040112. Fixed for Live Trial.	LOW
E-9902250083	10 / 02	PC0022161	CAPS were unable to place calls to the CMS Helpdesk (acting as a BA Office call). Access was denied as the caller identity was not recognised.	Call closed. User error caused problem.	MED.
E-9902250107	10 / 01	PC0022169	CAPS have not received confirmation of two stops placed on authorised payments	Problem with Oracle.... Pathway have rectified and sent confirmation, now awaiting CAPS agreement for closure. Call closed. Testing successfully completed.	MED.
E-9902190054	03 / 02	PC0021855	BES - Customer's address changed to NFA on day -2, Later on the same day card was reported lost. A new card was expected on day 2, but did not arrive (it had not been ordered)	Due to address change and stop being applied on the same day. These 2 actions should have been intercepted by Pathway. With Pathway design - Candidate for Targeted Testing - - 15/03/99 Not Included in Targeted Testing. Call closed. Help Line procedures c	MED.

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HD Call Ref	Issue	PinICL	Summary	Reason for closure	Priority
E-9902240065	TIP 685	PC0022063	TIP received transaction file which contained an unrecognised item ID of 20000	Discussed with Paul Sausman. A fix has now been applied which will stop unrecognised item i.d.s being generated and sent to TIP. As this can't now be re-tested, agreed to close and re-raise should it re-occur. E- 9902250173 is still open and covers this	LOW
E-9902240084	TIP 686		TIP received transaction file which contained invalid transaction modes	Closed - no system changes to be made	LOW
E-9902250061	TIP 689	PC0022156	TIP received transaction file for Wolves which included an unrecognised item ID (20000) which caused the TIP system toabend. TIP will only accept items held in Reference Data	Discussed with Paul Sausman. A fix has now been applied which will stop unrecognised item i.d.s being generated and sent to TIP. As this can't now be re-tested, agreed to close and re-raise should it re-occur. E- 9902250173 is still open and covers this	MED.
E-9902260074	TIP 696	PC0022238	TIP received a transaction file which contained an invalid transaction item mode (item 2128, mode 1). No mode mappings exist for this product in test data, however, there are mappings within live data	Call closed. Reference Data problem that will be fixed in next release.	LOW
E-9902260094	TIP 699	PC0022248	TIP - BES encashment performed at non-automated outlet (via PCHL) has not been received at TIP	Transactions now received, although further issues identified (see TIP 739)	MED.
E-9903030059	TIP 737	PC0022462	TIP has not received a transaction file for Wolves on day 14. Also TIP expected empty transaction files for Celtic, even though it is marked as 'Temporary closed'	Closed as duplicate of 751/762	MED.
E-9903030102	TIP ?		TIP received a transaction file for Arsenal that contained a £10000 session misbalance	Pat Carroll called Ian Senior and requested that this incident be closed as a duplicate of 745 and that 745 be re-opened. Ian agreed	HIGH
E-9903040041	TIP 746	PC0022523	TIP received day 14 files, which were renamed and processed successfully. A duplicate set of files was resent on the overnight of day 15. These were all rejected as duplicates	Discussed with Martin Box. As procedures properly followed agreed to close the log. Now closed.	MED.
E-9903080050	TIP 758		TIP received transactions totalling £1049.19 for Cash Account line 0076 for Cardiff, week 34. The system produced Cash Account report displays this line as zero.	Closed as duplicate of E-9903010045 - Candidate for Targeted Testing	MED.
E-9903080056	TIP 751		TIP have not received a transaction file for Watford on day 18	Call closed. Related to E-9903080094 which is closed because of insufficient evidence.	MED.



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E-9903080060	TIP 752		TIP received a transaction file for Southampton (non-automated outlet) that contained only a End-Of Day event item. TIP should only received transaction files for non-automated outlets when BES encashments (via the PCHL) have been performed	possible Candidate for Targeted Testing - - 15/03/99 Not Included in Targeted Testing. Call closed. Related to PC0022598.	LOW
E-9903080064	TIP 759		TIP received transactions totalling £80.19 for Cash Account line 5003 for Arsenal, week 34. The system produced Cash Account report displays this line as £80.23. The 4p discrepancy could be related to E-9903030100	Candidate for Targeted Testing - 15/03/99 Not Included in Targeted Testing. Call closed. Related to E-9903030190.	MED.
E-9903080094	TIP 762		TIP have not received a file for Watford on day 19	possible Candidate for Targeted Testing. Call closed. There was insufficient evidence.	MED.
E-9903100027	TIP 765		TIP issue - TIP received transaction for Cardiff on days 20 and 21	Due to simulated ISDN failure at Cardiff. Call closed. No fault in product.	MED.
E-9903100084	TIP 767		TIP issue - TIP have received Cash Account for Omagh that contained a difference between the AP transaction line and the transactions received at APACHI. This was due to AP transactions being performed on a SU that was 1 CAP ahead of the outlet.	Call closed. Unit was swapped out.	MED.
E-9903110089	TIP 768		TIP received PMSR115 reports containing BES fallback and recovery transactions. These should have been cleared by BSU and reported as such on the PMSR 116 report. This has not happened, therefore no Bad records have been generated	Call cleared. Exceptions have now been cleared.	MED.
E-9902230020	IR 111		Failure to collect Horizon Control File, Log shows Access Denied. Subsequently no Horizon file for day 6 was received by HAPS.	File delivered to HAPS Gateway PC by 18:45pm - Resolved by Pathway	MED.
E-9902240015	IR 112		Interrogation of the HAPS Gateway PC has detected two files, but failed to pick up either.	Resolved by Pathway	MED.
E-9902250006	IR 113	PC0022129	No Horizon file to pickup from HAPS Gateway PC	Call closed. File now received.	MED.
E-9902260008	IR 115		HAPS were unable to pickup transaction file for day 9, although control was successfully received	Call closed. The problem is now fixed.	MED.
E-9903010016	IR 117	PC0022298	HAPS Gateway routine monitoring did not pick up a transaction file on Saturday night	Call closed. Not a Pathway problem.	MED.