

Thomas Penny

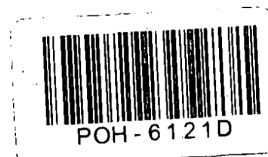
From: Holmes Alan
Sent: 20 October 2008 08:50
To: Evans Steve (FEL01); Thomas Penny; Jenkins Gareth GI; Birkinshaw Roy; Sewell Peter (FEL01); Meek Steven
Subject: RE: AUDIT - CP update
Attachments: HzCounterEventsCP.doc

As discussed at the last meeting, I have watered down the proposed CP- copy attached.

Alan



HzCounterEventsC
P.doc (219 KB)...



From: Evans Steve (FEL01)
Sent: 15 October 2008 13:08
To: Evans Steve (FEL01); Thomas Penny; Jenkins Gareth GI; Holmes Alan; Birkinshaw Roy; Sewell Peter (FEL01); Meek Steven
Subject: AUDIT - CP update
When: 20 October 2008 16:00-17:00 (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London.
Where: Greendale Room - RMGA TEAM ONLY - 2nd Flr BRA01

This is a follow up to today's meeting, minutes of which roughly below.

Discussed costs with respect to proposed Audit changes:

Current costs of manual process:

Person 1 [Manual Event checking] - (Anne/Gareth) 1 hr/day
Person 2 [Extraction/Filtering] - (Steve Meek) 2hr + /day
[Event Refresh] 3hr fortnightly

These are skilled tasks, especially for person 2, which may take some time to train A.N.Other to do, and may take that replacement resource much longer.

Whether the new development happens sooner, or later, the manual process is likely to continue to be required to be done for another 6 months.

The cost and schedule of development/on-going manual effort we hope to estimate by COP tomorrow (16th Oct), after SE/AH/SM meet.

An initial assumption is that delivery of a solution will be from the same base and resource that current deliveries are made (i.e. from current BRA01 Audit team).

However the real cost of this development (or rather of not doing it) is in the potential for mistakes (especially by a 'new' resource, without the experience of SM) to be made in a manual process which uses data so far abstracted from the original source: which is the proposed new wording for the CP.

Actions from today's (15th) meeting:

SE/AH/SM meet 16th to discuss estimated costs of dev.
AH to propose new wording of CP

Steve



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HNG-X CHANGE PROPOSAL		CP NO:
CP TITLE: HNG-X CPnnnn – Enable analysis of Counter event messages within the HNG-X Audit solution		DATE RAISED: 20 Oct 2008
REQUIRED IMPLEMENTATION / PURCHASE DATE: (dd/mm/yy)		ORIGINATOR: Alan Holmes
ANTICIPATED CP CLOSURE / COMPLETION DATE: (mmm-yyyy)		CHANGE OWNER: Pete Sewell
DATE BY WHICH CP TO BE IMPACTED: (dd/mm/yy)		TECHNICAL SPONSOR: Alan Holmes
CP CLASSIFICATION: FAST TRACK/URGENT/ROUTINE/FOR INFORMATION* (*strikethrough as applicable)		Budget Holder Approval for Impacting: (Email or Hard Copy Signature)
DAB Required: Yes/No (Strikethrough as applicable)	Date DAB Authorised:	
LIFECYCLE STAGE: Stage 1 : Strategic Approval Stage 2 : Start-Up & Feasibility Stage 3 : Requirements Analysis (*strikethrough as applicable)	Stage 4 : Solution Specification Stage 5 : Solution Build & Test Stage 6 : Implementation Not-Applicable	
RELATED Change Request/Request for Work Package: N/A		
RELATED PEAKs: PC0152376		
RELATED HORIZON CPs: N/A		
RELATED HNG-X CPs: N/A		
Impact statements must consider all transitional states between Horizon and HNG-X, as well as the final HNG-X solution.		
Description of Change Proposed: <p>The Audit system supports a service (the Prosecution Support Service) whereby POL can request an extract of historical data that is held within the Audit archive. Typically this requires retrieval of archived Riposte transaction data. The data, as returned to POL, is often used to support legal proceedings where, say, a postmaster is accused of fraud. In such cases, we must also provide a witness statement with the audit data which attests to its provenance and integrity.</p> <p>Historically, the Horizon Audit service has relied solely on the retrieval & analysis of archived Riposte message store data when servicing POL audit data requests for Horizon branch transaction data. A recent issue (PC0152376) has identified a deficiency in this approach. In certain failure scenarios, it is possible that the Horizon counter may write an inconsistent set of messages to the local message store. This casts a doubt over the overall integrity of the resulting transaction data.</p> <p>When a Horizon counter hits one of the above mentioned failure scenarios, an NT event message is written to the local event log. This event is captured by Sysman & relayed to the central Sysman events database. This event data is subsequently secured in the Audit archive. A tactical solution has been incorporated into the Horizon Audit retrieval process to provide a short term resolution to this problem. For every branch Riposte data retrieval, the archived events generated by counters at the branch are also analysed to identify any possible occurrences of problems which might adversely affect the integrity of the transaction data.</p> <p>The current Horizon tactical solution is a largely manual process, the operation of which is reliant on a few key individuals. Whilst we believe that we will have to live with this tactical solution for the remaining life of the Horizon Audit system, a permanent solution for the HNG-X Audit solution is required. In outline, this will require the following:</p> <ul style="list-style-type: none"> ➤ Amending the HNG-X Audit server (ARC) and workstation (AUW) applications to automatically 		



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- retrieve and filter Events data when performing Horizon branch data retrievals.¹
- Amending the HNG-X Audit server (ARC) and workstation (AUW) applications to automatically retrieve and filter Events data when performing HNG-X branch data retrievals.²
- Introduce Prosecution Support process changes around the operation of the amended system & the production of witness statements.
- Identify suitable skilled & committed resources to perform any manual analysis required.
- Identify all ongoing operational costs associated with operating the revised service.

The attached diagram illustrates the required changes.



ProcessOverview.vsd

Acceptance Criteria and Methods (*Functional and Non Functional*):

Testing will be required to ensure that all suspect counter events are extracted by the system and presented to the Audit workstation user for further analysis

Reason for Change and Justification for Required Date (*above*):

While we do not believe that (due to time constraints) it is practicable to introduce this change into Horizon, it is required to ensure the viability of the ongoing Prosecution Support service within HNG-X.

The changes will be required to be present within the initial live version of the HNG-X Audit system at Weekend D

¹ The HNG-X Audit solution will need to continue to support the retrieval & analysis of Horizon branch audit data for seven years

² While there is no reason to believe that the HNG-X counter will suffer the same deficiencies as the Horizon counter, it is advisable that similar checks are performed in both environments



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Consequences if Not Approved: <ul style="list-style-type: none">➤ We are obliged to present, and vouch for the integrity of, Audit data that is fit for purpose – i.e. admissible as evidence in court. If this change is not approved, we will need to continue operating the current Horizon tactical process for the lifetime of HNG-X.		
Platforms (Physical) Affected: <i>(insert identity and details of all platforms requiring software update by this CP – where known)</i> <ul style="list-style-type: none">➤ ARC – Audit Server➤ AUW – Audit Workstation		
Business Applications Affected: <i>(insert identity and details of all Applications requiring update by this CP – where known)</i> <ul style="list-style-type: none">➤ Audit Server retrieval application➤ Audit workstation client application		
External Impact Assessment Distribution: <i>(insert contact details and additional rows as required)</i>		
Name:	Organisation:	Contact No:
Impact on Royal Mail Group Account: <i>(insert additional rows as required)</i>		
Resource Grade	Man-days	Non Labour Cost (£)
TOTAL		
Documents Affected: <i>(insert additional rows as required)</i>		
Document Reference	Title	Current Version

Enhance process - Post analysis. * SSC.

Beta - SSC

➔ Refinement

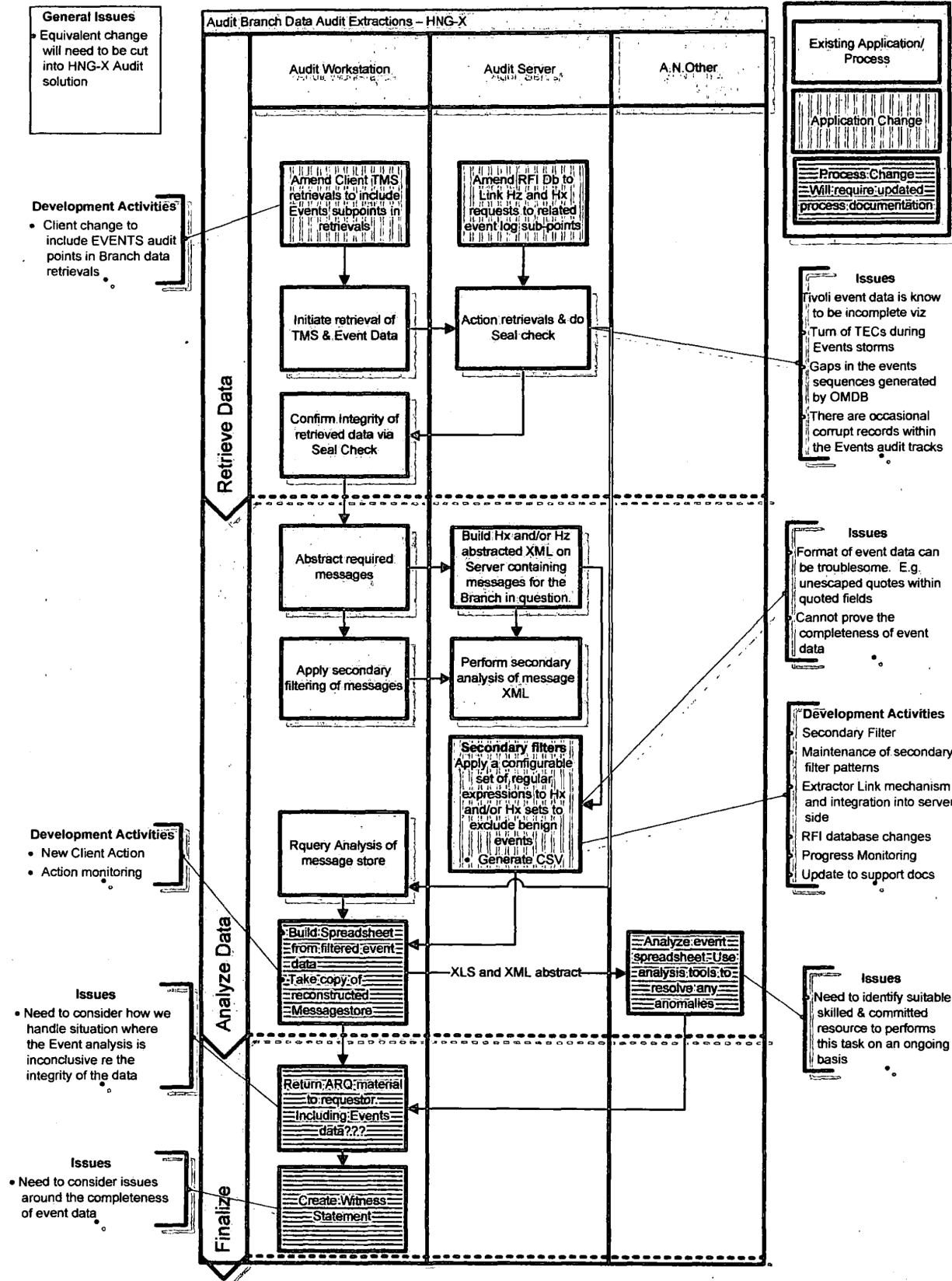
Value

Costs

Risks

CP = Low 50 man days -

on going costs
↓ Betainc tech
& doc work



General Issues

- Equivalent change will need to be cut into HNG-X Audit solution

Development Activities

- Client change to include EVENTS audit points in Branch data retrievals

Development Activities

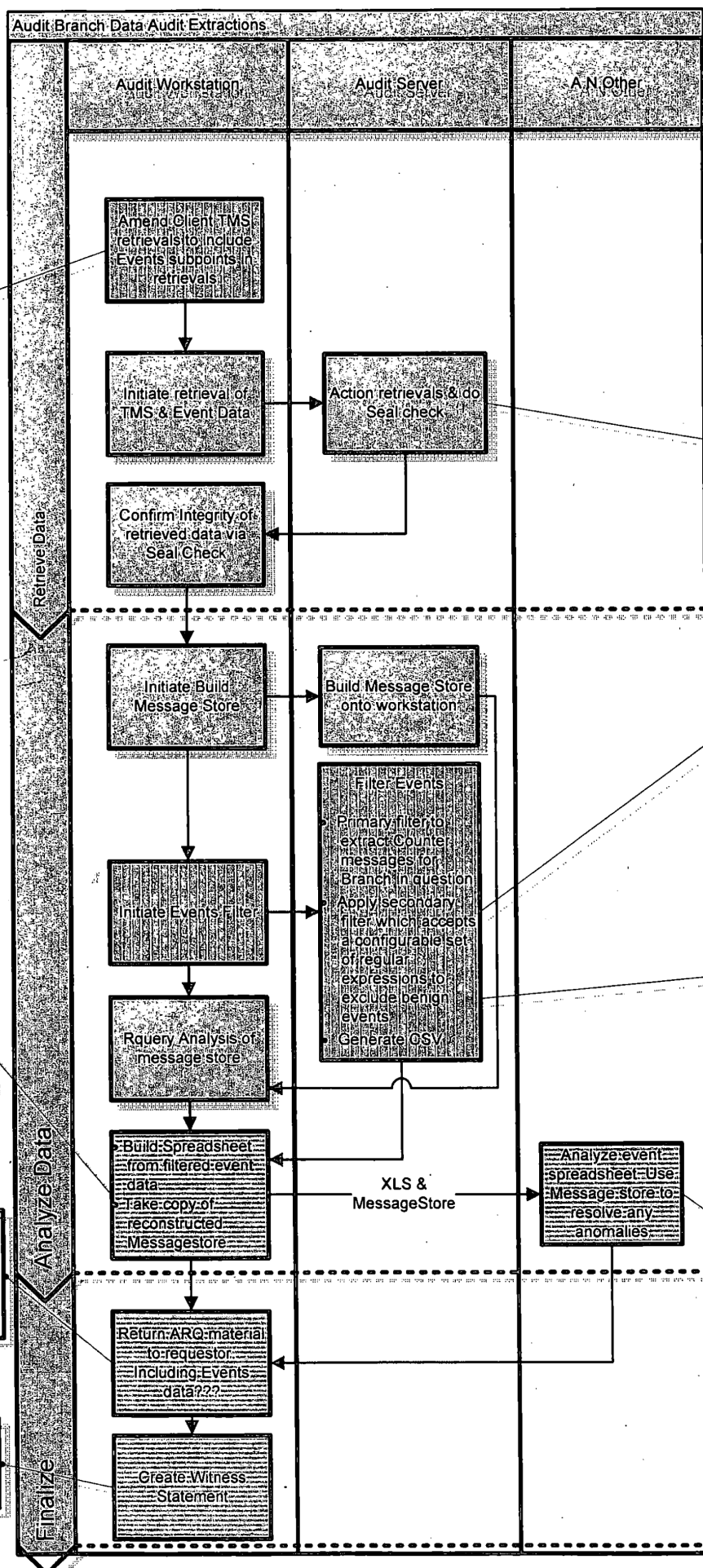
- New Client Action
- Action monitoring

Issues

Need to consider how we handle situation where the Event analysis is inconclusive re the integrity of the data

Issues

Need to consider issues around the completeness of event data



Existing Application/Process

Application Change

Process Change

Will require updated process documentation

Issues

- Ivoli event data is know to be incomplete viz
- Turn of TECs during Events storms
- Gaps in the events sequences generated by OMDB
- There are occasional corrupt records within the Events audit tracks

Issues

- Format of event data can be troublesome. E.g. unescaped quotes within quoted fields
- Cannot prove the completeness of event data

Development Activities

- Primary Filter
- Secondary Filter
- Maintenance of secondary filter patterns
- Extractor Link mechanism and integration into server side
- RFI database changes
- Progress Monitoring
- Update to support docs

Issues

- Need to identify suitable skilled & committed resource to performs this task on an ongoing basis

Horizon

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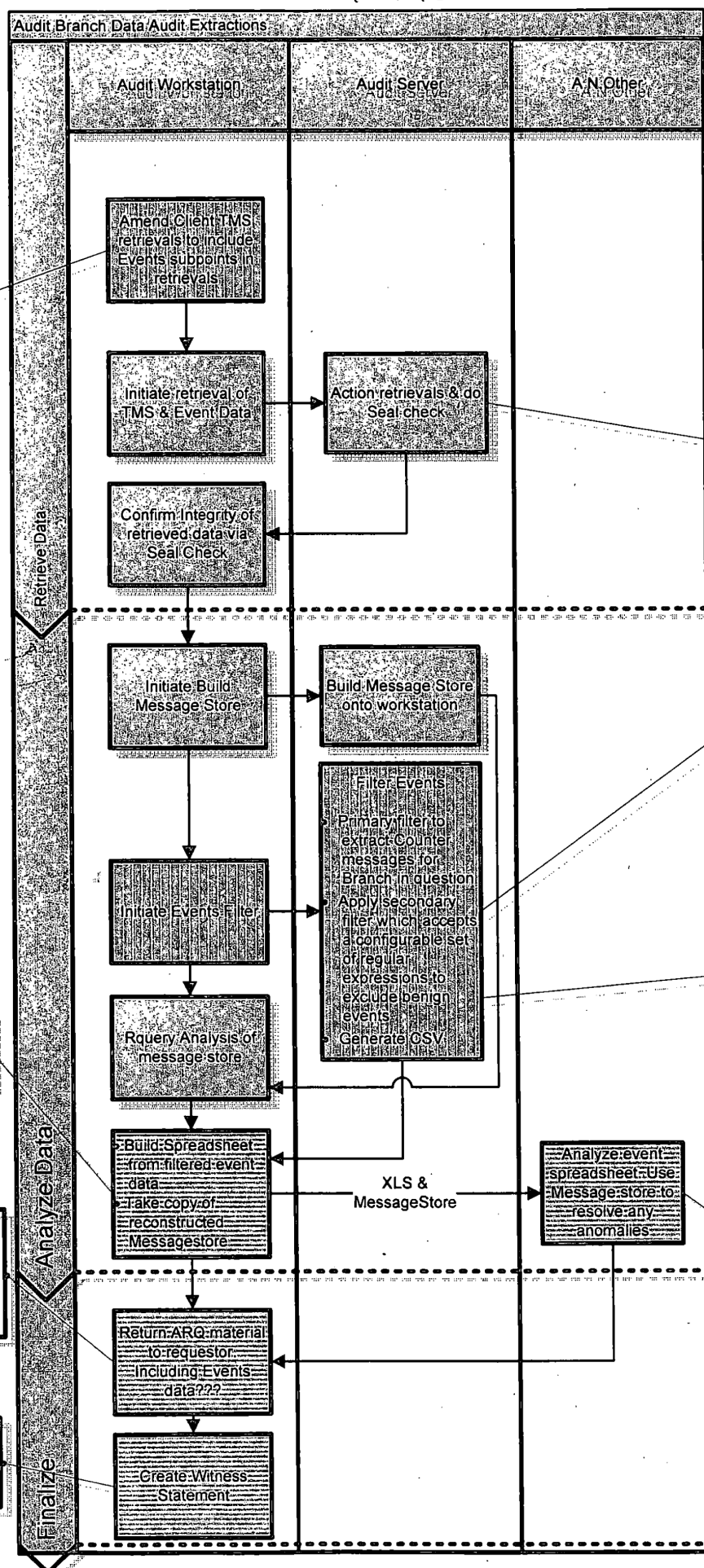
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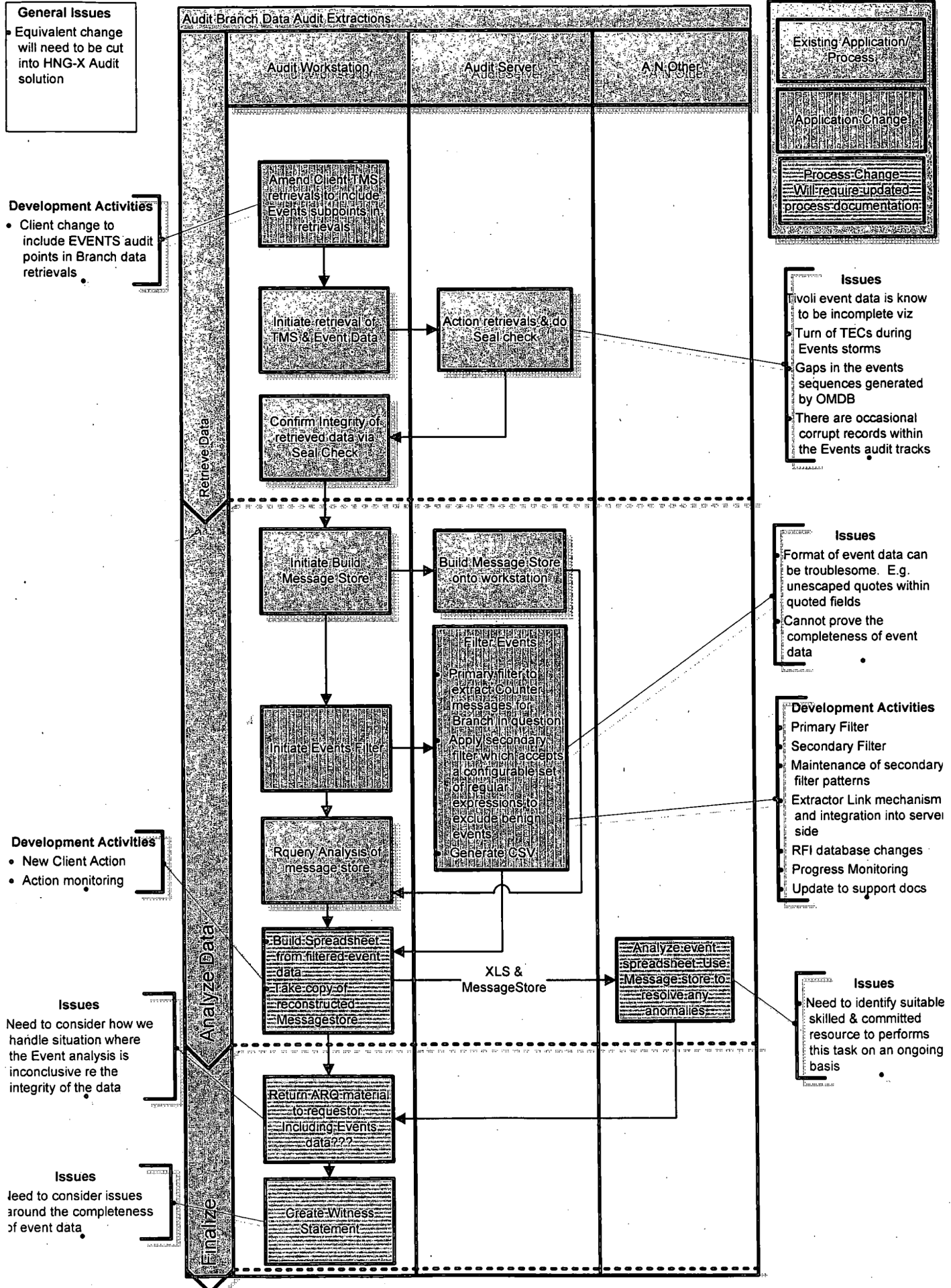
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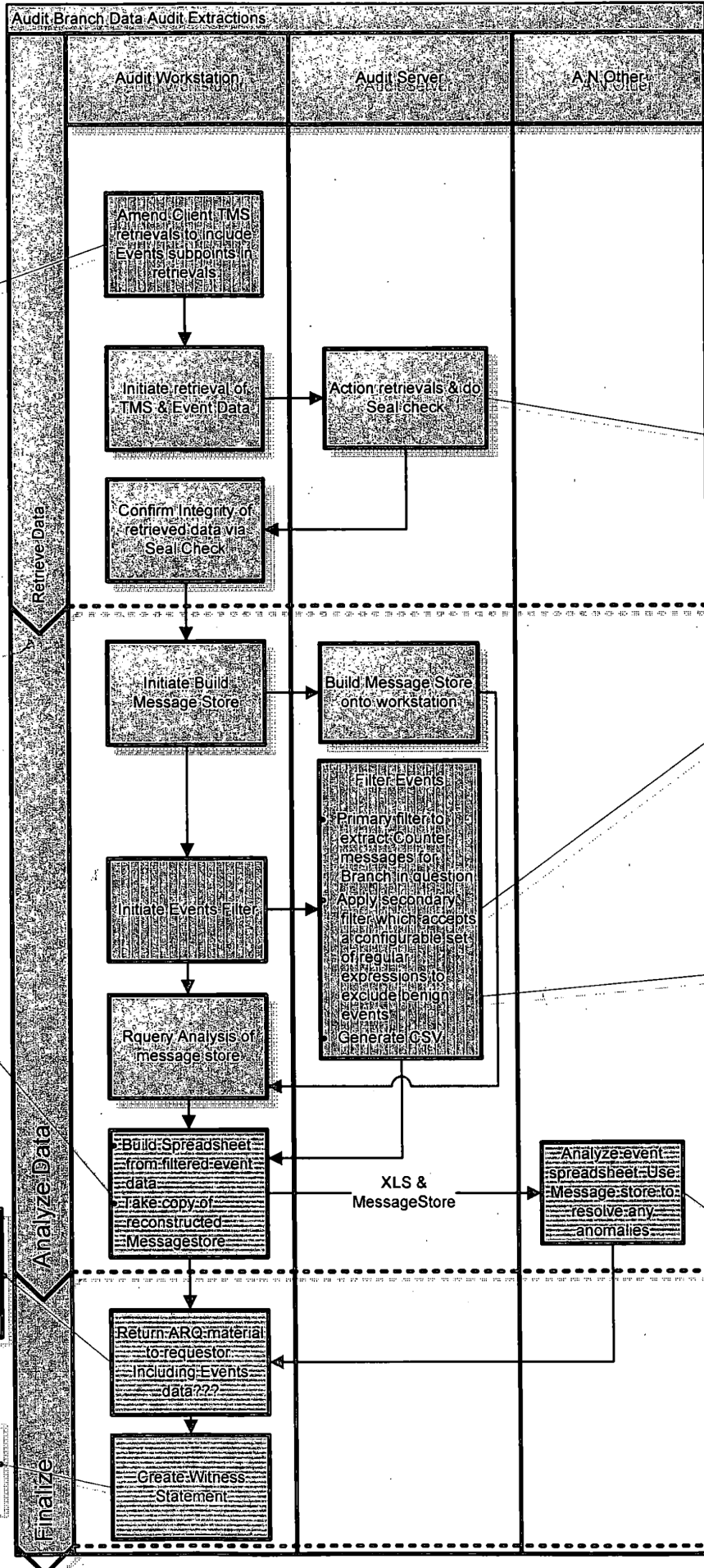
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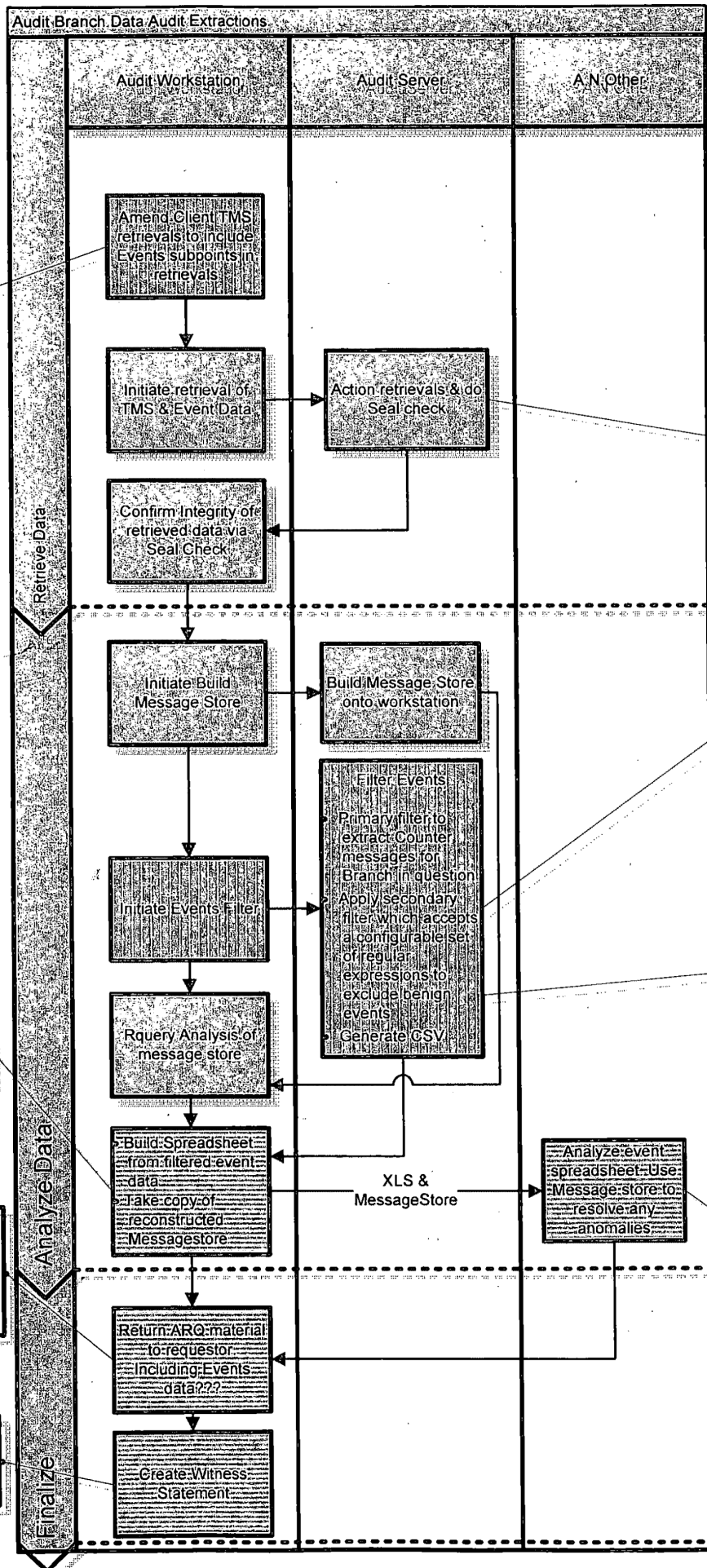
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HNG-X

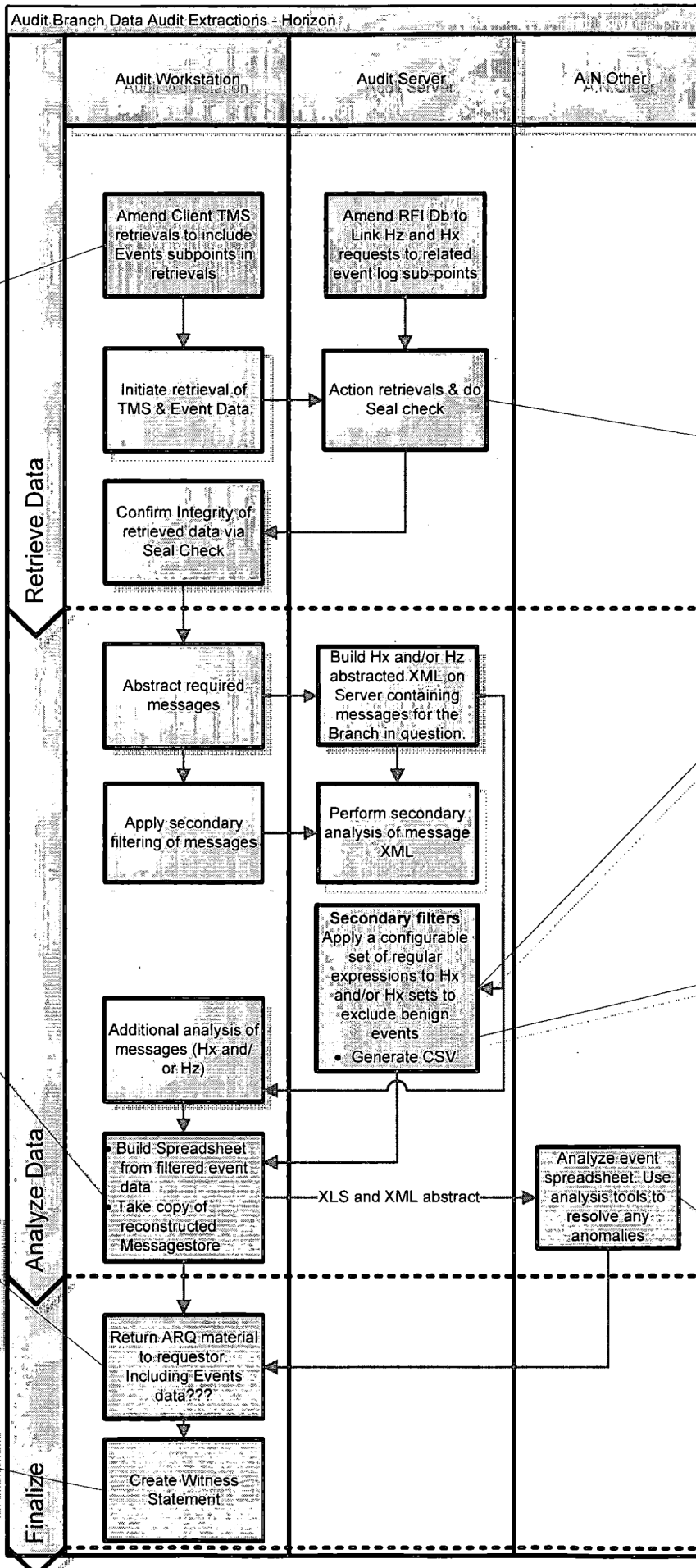
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