

Export

Peak Incident Management System

Call Reference	PC0154358	Call Logger	Deleted User -- EDSC
Release	Reported In -- T80	Top Ref	<u>PC0153498</u>
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- Advice after Investigation
Target Date	21/02/2008	Effort (Man Days)	0
Summary	Branch 106129 non-zero trading position		

Progress NarrativeDate:**18-Feb-2008 15:00:33** User:**Anne Chambers**

CALL PC0154358 opened

Details entered are:-

Summary:Branch 106129 non-zero trading position

Call Type:L

Call Priority:B

Target Release:T80

Routed to:EDSC - _Unassigned_

Date:**18-Feb-2008 15:00:33** User:**Anne Chambers**

[Start of Response]

Branch 106129 appears to have been affected by a known software problem (PC0153498) which causes a non-zero trading position, a receipts and payments mismatch and an incorrect discrepancy.

So far the branch has not raised a call about this.

[End of Response]

Response code to call Live use error(L) as Incident Under Investigation(40)

Date:**18-Feb-2008 15:00:38** User:**Anne Chambers**

The Call record has been assigned to the Team Member: Anne Chambers

Date:**18-Feb-2008 17:12:07** User:**Anne Chambers**

[Start of Response]

Affected stock unit: RR, 14-Feb, rolled from TP10 BP5 into TP11

Trading position: +186.73

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**25-Feb-2008 12:01:15** User:**Anne Chambers**Evidence **Added** - Notification of problem already sent to Gary BlackburnDate:**25-Feb-2008 12:01:44** User:**Anne Chambers**Evidence **Added** - Information for BIMSDate:**25-Feb-2008 12:02:31** User:**Anne Chambers**

[Start of Response]

MSU please send the attached information to POL via BIMS.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:25-Feb-2008 12:02:38 User:Anne Chambers

Defect cause updated to 14: Development - Code

Date:25-Feb-2008 12:02:47 User:Anne Chambers

The Call record has been transferred to the team: MSU-Indt Mgt

Date:25-Feb-2008 14:42:10 User:Claire Drake

[Start of Response]

Thanks Anne. Final BIMS issued to POL including "Information for BIMS" text. Returning call to EDSC for closure.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:25-Feb-2008 14:42:15 User:Claire Drake

The Call record has been transferred to the team: EDSC

Date:25-Feb-2008 15:24:43 User:Mike Croshaw

The Call record has been assigned to the Team Member: Anne Chambers

Date:25-Feb-2008 15:27:04 User:Anne Chambers

[Start of Response]

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[End of Response]

Response code to call type L as Category 95 -- Final -- Advice after Investigation

Routing to Call Logger following Final Progress update.

Date:25-Feb-2008 15:27:09 User:Anne Chambers

CALL PC0154358 closed: Category 95 Type L

Root Cause	Development - Code
Logger	Deleted User -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	25-Feb-2008 15:27 -- Anne Chambers