OPERATIONAL SERVICE MANAGEMENT

BA/POCL Programme

CONGO 4
(ICL Pathway Release 1c)

Interim Business Continuity Status Report

Number 3

Period - 20th to 26th November 1997

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1. Introduction

This report is produced by the PDA Operational Service Management team and provides a high level "in-flight" assessment of any threats to overall Business Continuity in the Congo 4 live service environment. The primary purpose is to identify any issues (actual or potential) that might give rise to considering a suspension of the Congo 4 roll-out or regression from ICL Pathway services. This is an interim report which will continue on a weekly basis pending a Full Business Continuity Report on 10/12/97.

For ease of reference, the report utilises a traffic light system with the following keys -

● = Immediate Threat to Business Continuity

○ = Potential Threat to Business Continuity

● = No Threat to Business Continuity

NB   Any comments about the content, format or value of either report would be welcomed by the PDA Operational Service Management team at Terminal House.

2. End to End Business Continuity

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There are no matters that need escalating for consideration of suspending the Congo 4 roll-out and/or regressing from ICL Pathway services.

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3. Core Elements of the Live service

Infra-structure	BES	OBCS	PAS	CMS	ABED	Fraud & Security	Account ing
○	○	○	○	○	○	○	○
○	○	○	○	○	○	◉	○
○	○	●	●	●	○	○	●

3.1 INFRASTRUCTURE

3.1.1 This is a new category which represents aspects of the system such as 'hardware'.
The item in last weeks report concerning the printers (3.1.1), is now associated with this category.

3.2 BES

3.2.1 After assurances following a previous duplicate payment (Prior to Release 1c), a new duplicate payment situation has occurred at Bath Road SPSO. This was due to the Post Office not being able to 'poll' for 8 / 9 days, therefore the system was unable to identify that the original payment had already been made.
The key issues raised here are:

- Do ICL Pathway have knowledge of office communications being impaired for such long periods
- What can be done to trap similar late 'polling' exceptions and hold them for investigation.

ICL Pathway have initiated their investigations to ascertain reasons for the comms. failure.

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3.3 OBCS

3.3.1 The last report stated that some offices were experiencing some difficulties with the ISDN line. The problems have now been isolated and British Telecom have made all necessary repairs. Therefore the 'traffic light' has returned to 'green'.

3.4 ABED

3.4.1 One of the new PMSR reports introduced at the beginning of release 1c, does not appear to be working correctly. It did not pick-up the Bath Road duplicate payment and report it as an unmatched encashment. Pathway have stated that they will seek an urgent fix to this. ·

3.4.2 Another concern is that one of the transactions involved in this incident didn't come through to ABED and wasn't reported on the CBoS report. Pathway aim to address this as part of the fix being applied to the above. .
This has a double impact on Transaction Processing:-

- It creates an error against cash account.
- Settlement with BA is based on an incorrect sum - Pathway are looking to manually amend the CBoS report as an interim measure. This has an impact on POCL accounting.

3.4.3 The above has been registered with Operational Service Management, but there is growing concern given the limited functionality and few on-line offices.

3.5 Fraud and Security

3.5.1 With reference to the subject of authentication of users to the Payment Card Helpline and Helpline users. Proposals for resolution, have been put to the sponsor organisations and a further update is expected to be given next week.