OPERATIONAL SERVICE MANAGEMENT

BA/POCL Programme

CONGO 4
(ICL Pathway Release 1c)

Interim Business Continuity Status Report

Number 2

Period - 13th to 19th November 1997

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OPERATIONAL SERVICE MANAGEMENT

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

The weekly service management report is not being produced this week.

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

BES	OBCS	PAS	CMS	ABED	Fraud & Security	Accounting
○	○	○	○	○	○	○
○	○	○	○	○	○	○
○	●	●	●	○	○	●

3.1 OBCS

The incident of the failure in the ICL Pathway "Maestro" Scheduling environment which occurred on Saturday 8 November appeared to be an isolated incident, which was not repeated on the following Saturday. OSM will continue to monitor.

3.2 ABED

This week there has not been a repetition of files being sent with the wrong creation date.

At this stage, it is interesting to note that the number of late pollings are beginning to increase, this will be monitored at the ABED interface to analyse the effect on their processes.

An item of deep concern is that ICL Pathway have reported two incidences of duplicate payments being made, however, this has not been evident from any reports received, and ABED are awaiting further details.

There is cause for concern regarding the number and unusual types of incidents occurring, given that 'Congo 4' is rolling out to a relatively small number of outlets and with limited functionality.

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3.3 Fraud and Security

Prior to Release Authorisation, agreement had been reached with ICL Pathway regarding the authentication of users to the Payment Card Helpline and Helpline to users. This solution involved the regular issue of passwords and was intended to be an interim measure pending a full technical solution in Release 2.

Some progress has been made and a meeting has been scheduled on Friday 21 November 1997, which will seek to agree a final resolution.