OPERATIONAL SERVICE MANAGEMENT

BA/POCL Programme

CONGO 4
(ICL Pathway Release 1c)

Interim Business Continuity Status Report

Number 1

Period - 5th to 12th 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

Further detailed information about the live service environment can be found in the Weekly Service Management Report which is attached herewith.

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

◯

◯

⬤

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 OBCS service was unavailable all day at 32 Congo 4 Post Offices on Saturday 8th November. This resulted from an overnight failure in the ICL Pathway "Maestro" scheduling environment. The OBCS service was subsequently restored and available for Monday 10th November. This looks to be an isolated occurrence.

3.2 ABED

There has been an unusually high occurrence of incidents at the ABED interface.

This has been formally registered as a "Problem" and a solution is being sought from ICL Pathway. The incidents have caused time delays and additional work in the POCL Transaction Processing arena. This can be contained in the current low volume environment but gives cause for future concern.

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.

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The agreement has subsequently been rescinded by a Pathway change control board. The current position regarding authentication is therefore unclear. ICL Pathway have been asked to provide a written proposal and risk assessment by 17/11/97. This will then need to be reviewed by the PDA and sponsor organisations. The updated position will be reported on 20/11/97.