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Ref	POL:Q17472700	FJ: MI 5103991
Control	Version: 0.1	Status: Draft
Owner	Steve Bansal	

MAJOR INCIDENT REPORT

INCIDENT DETAILS	
Incident Summary	Post Office Card Account transactions were unable to complete and a number (approximately 1%) of AP Transactions were affected following the AP Ref Data Monthly update being enabled on Wednesday 1st February.
Service Impacted	Between 08:00 and 11:15 on Wednesday 1st February all Post Office Card Account transactions were unable to complete and a number of AP Transactions were matched to an incorrect client.
Executive Summary	Post Office Card Account transactions and some AP Transactions were affected from 08:00 on Wednesday 1st February. Due to a problem with a scheduled Reference Data update of monthly AP Ref Data for token IDs. This resulted in the two token IDs being incorrectly mapped, 1980 and 1981 (Highland Council). To resolve the issue Fujitsu identified the fault, produced correcting data in conjunction with the Post Office Reference Data team, and tested and delivered an update to the AP Ref Data. Corrected AP Ref Data was available to Branches from 11:00. Post Office Card Account transactions and the affected AP transactions resumed from approximately 11:15. By 12:30 99% of branches had downloaded the corrected Ref Data.
Analysis of Problem	Post Office Ltd provided Reference Data for the monthly AP Ref Data update which included the two Token IDs 1980 and 1981. The Fujitsu Reference Data Team completed a technical validation against the file provided, which was subsequently verified by Post Office Ltd. This was a second iteration of the data as a problem had been identified with the initial data set that had been supplied during validation of the token data. The CTO update was in effect a primary package with an incremental update. Following validation of the data by both Reference Data teams the update was loaded on 26th January to the live environment with an enablement date of the 1st February. The definition of a magnetic card or barcode within Reference Data includes a number of elements. These elements are essential in defining the token mask which is used to match the set of Reference Data tokens (cards and barcodes) against each swiped card or barcode so as to determine which client the token applies to, and also what counter functionality is to be invoked. In the case of these tokens defined for 1st February, an element was missing from one version of the Reference Data for an AP client. As a consequence, any scanned magnetic card or barcode that matched with the rogue token matched to Highland Council as the client instead of being matched to the correct client for that token. This led to an AP transaction being launched for the client associated with the rogue token. Both AP and ETOP clients were affected as in both cases their transactions are launched via a card swipe or barcode read. Evidence to date suggests that Post Office Card Account cards were the only banking cards affected.

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Root Cause Analysis	Activity to date has been focussed on resolving the issue and minimising the impact to Post Office Ltd and their clients. However the focus of the parallel investigation is the system handling of the incremental package. In addition as the update was validated any variance of the verification rigs to the live environment.
Corrective Actions	Fujitsu identified the mismatch on Ref Data and produced a corrected set of Ref Data to load into the BRDB and resolve the issue. As authorised by Post Office Ltd, Fujitsu quarantined the 6831 transactions which were affected to contain the situation and limit the impact to POLSAP and Credence. See below for further actions

Date Of Incident	Time of Service Outage	Time Service Restored
01/02/2012	08:00 – 11:15	11:15 POCA commence 11:30 45% of counters have the fix 12:00 90% of counters have the fix 12:30 99% of counters have the fix

RELATED REFERENCES		
Master Incident	**Problem Record**	**No of Linked Incidents**
Previous Occurrence	**MTTR**	**Action required to Close**

INCIDENT TIMELINE		
Date	**Time**	**Activity**
01/02/12	08:00	Start of Incident
	08:06	POA DM paged
	08:06	Master call TfS 5104011
	08:08	Fujitsu contact POL (Antonio Jamasb)
	08:13	IVR activated (High call volumes)

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INCIDENT TIMELINE

Date	Time	Activity
	08:14	POL log call, POL – Q17472700 – Next agreed update 08:30
	08:30	Tech Bridge open
	08:33	Post Office Service Desk informed of Tech bridge and current call volumes (Antonio Jamasb)
	08:46	Post Office Service Desk informed of current call volumes (Maureen)
	08:55	SMS sent and Post Office Service Desk informed of current call volumes (Emma)
	09:15	Confirmed normal traffic for A&L and Link
	09:20	Service Bridge running
	09:21	SMS sent and Post Office Service Desk informed of current call volumes (Andrew)
	09:40	Investigating potential mismatch on Ref Data
	09:40	SMS sent and Post Office Service Desk informed of current call volumes (Andrew)
	10:00	Identified incorrect Ref Data Tokens released on 26/01 with activation date of 01/02, correction is being progressed
	10:00	SMS sent and Post Office Service Desk informed of current call volumes (Tony)
	10:19	SMS sent and Post Office Service Desk informed of current call volumes (Julie)
	10:20	Fix identified and awaiting POL approval for deployment to Live environment
	10:30	POL approve deployment to Live environment
	10:32	SMS sent and Post Office Service Desk informed of current call volumes (David)
	10:59	SMS sent and Post Office Service Desk informed of current call volumes (David), next update agreed 11:30
	11:00	Successful deployment of package 2951 into BRDB, Branches now need to pole the BRDB to check for new Ref Data and then process new data at branch level
	11:15	Post Office Card Account transactions commence
	11:30	Post Office Card Account transactions increasing, as approximately 45% of branches have processed new Ref Data
	11:30	SMS sent and Post Office Service Desk informed of current call volumes (Julie), next update agreed 12:00
	11:39	No calls queuing
	11:48	IVR removed
	12:00	Post Office Card Account transactions higher then monthly average, as approximately 90% of branches have processed new Ref Data
	12:04	SMS sent and Post Office Service Desk informed of current call volumes (Andrew), next update agreed 12:30
	12:30	Post Office Card Account transactions higher then monthly average, as approximately 99% of branches have processed new Ref Data
	12:34	SMS sent and Post Office Service Desk informed of current call volumes (Tony)
	16:00	Joint conference call - discuss impact on POLSAP finance and Credence

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| IMPACT OF INCIDENT	
Overview of Service Impact	There were two specific service issues that affected 3009 branches; • Inability to perform card transactions using Post Office Card Accounts across the entire branch estate • ETOP and Automatic Payments transactions mismatched and posted in error to the wrong Automatic Payment client, currently believed to impact up to 3 ETOP and 65 AP Clients

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Overview of Business Impact

The graph below shows the commencement and steady increase to above monthly average flow rate of the Post Office Card Account transaction levels.

NBX Statistics - Transactions
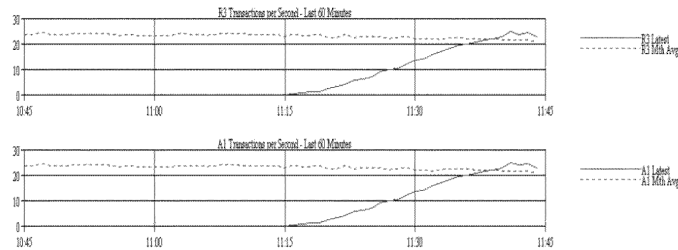
Graphs are currently displaying CAPO_A (All PTs), CAPO_B (All PTs)

The table below shows the flow of all Network Banking transactions

Period start	APS	BURE AU	DCS	EPOSS	ETU	NWB (AL)	NWB (CAPO)	NWB (LINK)
07:00:00	13	1	3	971	17	9		35
07:15:00	33	1	13	1285	9	20	1	49
07:30:00	40	20	17	1713	44	19		93
07:45:00	53	38	21	3103	28	28		91
08:00:00	235	80	48	5316	31	75		176
08:15:00	370	87	80	10438	55	108		256
08:30:00	1606	253	415	22654	86	216		805
08:45:00	3069	554	719	43491	156	394		1406
09:00:00	19361	543	5181	127519	584	1283		7260
09:15:00	20509	851	5332	136748	595	1508		6067
09:30:00	19084	948	4764	130645	610	1493	2	5255
09:45:00	19441	1020	4675	133330	558	1427	1	5163
10:00:00	19674	1077	4850	135483	610	1529		5142
10:15:00	20537	1036	4934	141501	624	1536		5257
10:30:00	20575	1010	5110	145445	623	1514		5387
10:45:00	20975	970	5337	151460	637	1591	3	5260
11:00:00	21538	974	5537	153809	787	1537	5	5411
11:15:00	22056	1103	5730	163767	837	1688	4550	5723
11:30:00	24547	1159	6143	180032	1300	1885	18397	6983
11:45:00	25016	1054	6431	185397	1439	1905	22706	6955
12:00:00	24263	1044	6873	182591	1391	1974	22815	6900
12:15:00	24310	1078	7529	188120	1284	1734	21822	6974
12:30:00	23189	1159	7430	176901	1202	1595	19577	6504
12:45:00	22022	1257	7322	169495	1152	1479	17219	5693
13:00:00	19525	1558	6606	151419	944	1186	14302	4707

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ACTIONS

Actions	Owner	Target Date	Comments / Updates	Peak
Fujitsu to load corrected Ref Data	Fujitsu (Pete Thompson)	01/02/12	**Completed**	MSC 043J0332578-02
From joint meeting 01/02/12 16:00: Fujitsu to provide Post Office Ltd with a list of AP Clients, quantities of transactions, and values	Fujitsu (Graham Welsh)	02/02/12	**Completed**	
Fujitsu to expire incomplete Ref Data to ensure that all counters which are currently switched off will automatically be forced to download the new version of the Ref Data.	Fujitsu (Pete Thompson)	01/02/12	**Completed**	MSC 043J0332568
Fujitsu to quarantine data.	Fujitsu (Pete Thompson)	01/02/12	**Completed**	MSC 043J033257
From joint meeting 02/02/12 09:30: Fujitsu to provide the following to the Post Office Service Desk • AP Client list • List of complete list of branches affected by this issue • List of ETOP branches	Fujitsu (Graham Welsh)	02/02/12	**Completed**	
Resolve data matching issues	Fujitsu and Post Office Ltd Reference Data teams	10/02/12		
Further investigation to establish the root cause of the incident	Fujitsu (Steve Bansal)	08/02/12		

CLOSURE

CP / OCP / CT / CR References	Details of Fix Applied	Comments / Updates
Date Closed	**Fujitsu Approval**	**POL Approval**

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