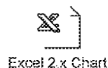


TRIGGS, Jeff

From: keith.k.baines [GRO]
Sent: 06 January 2000 15:30
To: Jeff.Triggs [GRO]
Subject: Fwd: Latest Stats for AI 376



Jeff,
Background info on outcome to date of roll-out decision criteria in 2nd Supplemental Agreement Schedule 4 Part D
Combine with the previous report on Help Desk criteria, it looks as though POCL's assessment will be that 2 criteria can not now be met on 14 January, i.e. 95% help desk script compliance, and turn round of analysis of data integrity incidents within 10 days.
Keith

To: Min Burdett [GRO] Graeme
Seedall [GRO] David
Pye [GRO] Keith K
Baines [GRO]

cc:
Hard Copy To
Hard Copy cc
From: Martin Box [GRO]
Date: 06/01/2000 14:44

Subject: Latest Stats for AI 376

Dear All

In advance of tomorrow's delivery meeting, find attached the latest spreadsheet that looks at criteria in relation to 376.

In summary, the following may help:-

376 (i) - 0.17% - pass
376 (ii) - nil - pass
376 (iii) - 45% failed to be received on time - fail. Even if this was to start again on the 2/12, 3 incidents have still missed the 10 day deadline from this point.

(See attached file: AI3760.62.xls)

Any queries, please ring. You can get me on my mobile this afternoon -

[GRO]

Cheers

Martin

376 (i) - 2nd Dec - 14 Jan

AI 376 - Incident Analysis

Number of outlets affected by cash account week

Root cause	1-Dec 36	8-Dec 37	15-Dec 38	22-Dec 39	29-Dec 40	Total
1 Negative sign on transactions						0
2 Reversal of stock adjustment settlement						0
3 Incorrect stock transfer transactions						0
4 Missing cash account records	1	1	1			3
5 Negative giro change records						0
6 Invalid Item Transaction Mode	2					2
7 ECCO transfer problem						0
8 AP reversal with missing mode						0
9 Missing primary mappings						0
10 Cash Account with zero values						0
12 DDN transfer failure						0
13 Persistent object index corruption						0
17 Deletion of Non Core Reference Data						0
18 Global Object.dat file issue						0
20 Zero Value Trxs. when Stock Unit Deletion						0
21 Transfer failure - 2 terminals						0
22 Field size issue		1				1
23 Message insertion at correspondence server		1				1
? Under investigation	3	1		2	2	8
?? In dispute	1					1
Totals	7	4	1	2	2	16
No. of outlets affected	7	4	1	2	2	16
No. of cash accounts received by POCL	1845	1847	1842	1847	1799	9180
% of cash accounts in error (all root causes)	0.38%	0.22%	0.05%	0.11%	0.11%	0.17%

11 Late Files						0
14 Not appropriate sub files						0
15 Reference Data Mapping						0
16 Not a Pathway error						0
19 Old OBCS Code		1				1

AI 376
Results

Po (loss)

AI 376 - Incident analysis

376 (ii)

Number of outlets affected by case count week

		Number of tickets affected by each account action																																							Total
Root cause		8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40							
1	Deleted SU	1							2			2				Fix applied																				5					
2	SU double roll				1					Fix applied																										1					
3	Missing mode - Reversal						1			5			1				Fix applied																			7					
4	New SU						1			Fix applied																										1					
5	SU Name with blank first character						1										Fix applied																			1					
6	Missing timestamp						1														Fix applied															1					
7	Deleted item reference data								1											Fix applied																1					
8	Missing mode - OBSC suspend								1	Fix applied																										1					
9	Missing mode - scales									6	20	11	11					Fix applied																		48					
10	Replication recovery											37		Fix applied																						37					
11	Fee migration correction error													1																						1					
12	Corrupt .dll files on LT2 migration									4																										4					
13	Multiple simultaneous roll-over													1			1			Fix applied																2					
14	OBSC swipe permitted in invalid mode															9	6	Fix applied																		15					
15	Signage issue on interface														1		1			Fix applied																2					
nm	Missing mode - unassigned cause											3	1					Latest fix applied																		4					
Totals		1	0	0	1	0	4	0	4	15	20	53	13	2	1	9	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	131						
*e	ECCO Transfer problem												3							2															5						
*r	Reference data mismatch												2		1																				3						
*	Not a Pathway fault						1																													1					
	Missing Primary Mappings																		1	2	12	ref data updated																	15		
	Negative Giro Change																			85	270														355						
	Negative Sign on Transactions																				3														3						
	Invalid Item Transaction Mode																				1														1						
	Reversal of Stock Adjustment Settlement																				4														4						
Other Totals		0	0	0	0	0	1	0	0	0	0	0	5	0	1	0	0	0	1	87	294																				

LT2

Harvester fix applied

observation period starts

376 (iii) Detail

Suitable Rectification Plans Received - 22nd December 1999

Cash Account Week	TIP No.	Date Raised	Expected Working Day	Date Rectification Plan Received	Days Difference - Working	Comments
26	934	30-Sep	13-Oct	Dispute		Route Cause 5 - 22-Oct
27	935	29-Sep	12-Oct	22-Oct	10	
26	936	30-Sep	13-Oct	Dispute		Route Cause 9 - 22-Oct
27	937	30-Sep	13-Oct	22-Oct	9	
27	938	30-Sep	13-Oct	22-Oct	9	
27	939	05-Oct	18-Oct	Dispute		Roue Cause 6 - 26-Oct
27	940	07-Oct	20-Oct	25-Oct	5	
27	941	07-Oct	20-Oct	25-Oct	5	
27	942	07-Oct	20-Oct	Dispute		Route Cause 5 - 26-Oct
27	943	07-Oct	20-Oct	22-Oct	2	
27	944	07-Oct	20-Oct	26-Oct	6	
27	945	07-Oct	20-Oct	Dispute		Route Cause 9 - 22-Oct
28	946	13-Oct	26-Oct	Dispute		Route Cause 5 - 26-Oct
28	949	13-Oct	26-Oct	26-Nov	31	
28	950	13-Oct	26-Oct	26-Oct	0	
28	951	13-Oct	26-Oct	26-Oct	0	
28	952	13-Oct	26-Oct	26-Oct	0	
28	953	13-Oct	26-Oct	26-Oct	0	
28	954	13-Oct	26-Oct	26-Oct	0	
28	955	13-Oct	26-Oct	26-Oct	0	
28	956	13-Oct	26-Oct	26-Oct	0	
28	957	13-Oct	26-Oct	26-Oct	0	
28	958	13-Oct	26-Oct	26-Oct	0	
28	959	13-Oct	26-Oct	26-Oct	0	
28	960	13-Oct	26-Oct	26-Oct	0	
29	961	15-Oct	28-Oct	26-Oct	-2	
29	962	20-Oct	02-Nov	Dispute		Route Cause 5 - 26-Oct

376 (iii) Detail

29	963	20-Oct	02-Nov	12-Nov	10	
29	965	20-Oct	02-Nov	Dispute		26-Oct. Original plan OK. New plan under dispute
29	966	20-Oct	02-Nov	Dispute		18-Nov. New plan under dispute
29	967	20-Oct	02-Nov	Dispute		26-Oct. Original plan OK. New plan under dispute
29	968	20-Oct	02-Nov	27-Oct	-6	
29	969	20-Oct	02-Nov	26-Oct	-7	
29	970	26-Oct	08-Nov	Dispute		Roue Cause 5 - 27-Oct
30	971	26-Oct	08-Nov	Dispute		Roue Cause 5 - 27-Oct
30	972	26-Oct	08-Nov	12-Nov	4	
30	973	26-Oct	08-Nov	14-Dec	36	
30	974	26-Oct	08-Nov	Pending		Latest update on 22-Dec
30	975	26-Oct	08-Nov	12-Nov	4	
26	976	01-Nov	12-Nov	Dispute		Route Cause 9 - 12-Nov
31	978	29-Oct	11-Nov	05-Nov	-6	
31	979	29-Oct	11-Nov	05-Nov	-6	
31	981	02-Nov	15-Nov	Dispute		Roue Cause 5 - 5-Nov
31	982	02-Nov	15-Nov	26-Nov	11	
31	983	02-Nov	15-Nov	12-Nov	-3	Rectification plan received, but awaiting more details
31	984	02-Nov	15-Nov	12-Nov	-3	
31	985	02-Nov	15-Nov	26-Nov	11	
31	987	02-Nov	15-Nov	12-Nov	-3	
32	988	04-Nov	17-Nov	12-Nov	-5	
31	989	04-Nov	17-Nov	12-Nov	-5	
31	990	04-Nov	17-Nov	12-Nov	-5	
32	991	04-Nov	17-Nov	12-Nov	-5	
32	993	08-Nov	19-Nov	30-Nov	11	
32	994	08-Nov	19-Nov	Dispute		18-Nov
32	997	12-Nov	25-Nov	26-Nov	1	
33	998	12-Nov	25-Nov	Pending		Latest update on 22-Dec
33	999	12-Nov	25-Nov	26-Nov	1	
33	1001	12-Nov	25-Nov	30-Nov	5	
33	1002	12-Nov	25-Nov	30-Nov	5	
33	1003	12-Nov	25-Nov	22-Dec	27	
34	1005	19-Nov	02-Dec	30-Nov	-2	

376 (iii) Detail

34	1007	23-Nov	06-Dec	30-Nov	-6	Awaiting some further details
34	1008	23-Nov	06-Dec	30-Nov	-6	
34	1010	23-Nov	06-Dec	09-Dec	3	
29	1011	25-Nov	08-Dec	Dispute		06-Dec
28	1012	25-Nov	08-Dec	14-Dec	6	
36	1013	28-Nov	10-Dec	Dispute		Latest update on 22-Dec
35	1014	01-Dec	14-Dec	Pending		Incorrect analysis from Pathway on 9-Dec
35	1015	01-Dec	14-Dec	17-Dec	3	Awaiting fix date
35	1016	01-Dec	14-Dec	22-Dec	8	
35	1018	01-Dec	14-Dec	14-Dec	0	
35	1019	02-Dec	15-Dec	Pending		Latest update on 17-Dec
36	1020	03-Dec	16-Dec	09-Dec	-7	
36	1022	10-Dec	23-Dec	Pending		
36	1023	10-Dec	23-Dec	Pending		
36	1024	10-Dec	23-Dec	Dispute		22-Dec
37	1025	10-Dec	23-Dec	22-Dec	-1	
37	1026	14-Dec	29-Dec	Pending		1st update 22-Dec
37	1027	14-Dec	29-Dec	22-Dec	-7	Awaiting fix date
37	1028	14-Dec	29-Dec	22-Dec	-7	Awaiting fix date
38	1029	17-Dec	04-Jan	22-Dec	-13	
39	1035	29-Dec	13-Jan	Pending		
39	1036	30-Dec	14-Jan	Pending		
40	1037	05-Jan	18-Jan	Pending		
40	1038	05-Jan	18-Jan	Pending		

Failed 10 day target

376 (iii) Summary

**Suitable Rectification Plans Received - 22nd December
1999**

Week No.	Incidents	On Time	Not Due	Late	Total
26	3	1	0	2	3
27	10	0	0	10	10
28	14	12	0	2	14
29	10	8	0	2	10
30	5	1	0	4	5
31	10	8	0	2	10
32	5	3	0	2	5
33	5	0	0	5	5
34	4	3	0	1	4
35	5	1	0	4	5
36	5	2	0	3	5
37	4	3	0	1	4
38	1	1	0	0	1
39	2	0	2	0	2
40	2	0	2	0	2
Totals	85	43	4	38	85
		50.59%	4.71%	44.71%	

376 (i) - Overall View

AI 376 - Incident Analysis

Number of outlets affected by cash account week

Root cause	Wk 29-Sep 27	6-Oct 28	13-Oct 29	20-Oct 30	27-Oct 31	3-Nov 32	10-Nov 33	17-Nov 34	24-Nov 35	1-Dec 36	8-Dec 37	15-Dec 38	22-Dec 39	29-Dec 40	Total
1 Negative sign on transactions						2									2
2 Reversal of stock adjustment settlement			2	13	14	its applied									29
3 Incorrect stock transfer transactions		34	3	5											42
4 Missing cash account records			1		3			2		1	1	1			9
5 Negative giro change records	2	367	424	388	5	ref date updated									1186
6 Invalid Item Transaction Mode					1					2					3
7 ECCO transfer problem		1	1	4	1	4	1	1							13
8 AP reversal with missing mode			3	1	1		1								6
9 Missing primary mappings															0
10 Cash Account with zero values		1				1	1		1						4
12 DDN transfer failure					1										1
13 Persistent object index corruption					21			1	1						23
17 Deletion of Non Core Reference Data							1								1
18 Global Object.dat file issue								1							1
20 Zero Value Trxs. when Stock Unit Deletion							1								1
21 Transfer failure - 2 terminals									1						1
22 Field size issue											1				1
23 Message insertion at correspondence server											1				1
? Under investigation				1			1		1	3	1		2	2	11
?? In dispute			42			6				1					49
Totals	2	405	487	413	33	13	6	5	4	7	4	1	2	2	1384
No. of outlets affected	2	388	456	403	33	12	6	5	4	7	4	1	2	2	1325
No. of cash accounts received by POCL	24	857	1052	1261	1473	1677	1831	1848	1845	1845	1847	1842	1847	1799	21048
% of cash accounts in error (all root causes)	8.33%	45.27%	43.35%	31.96%	2.24%	0.72%	0.33%	0.27%	0.22%	0.38%	0.22%	0.05%	0.11%	0.11%	6.30%
observation period starts															
11 Late Files				1		2									3
14 Not appropriate sub files					*										
15 Reference Data Mapping						2	1	1	1						4
16 Not a Pathway error		1													1
19 Old OBCS Code											1				

Note:- Week 27 figures only include cash accounts received from 3/10

* = numerous

Non 376 Incidents

Suitable Rectification Plans Received (Not 376) - 22nd December 1999

Cash Account Week	TIP No.	Date Raised	Expected Working Day	Date Rectification Plan Received	Days Difference - Working	Comments
N/A	948	13-Oct	26-Oct	26-Oct	0	
N/A	977	29-Oct	11-Nov	18-Nov	7	
30	986	02-Nov	15-Nov	26-Nov	11	
32	992	08-Nov	19-Nov	18-Nov	-1	
32	995	08-Nov	19-Nov	Pending		1st update on 18-Nov
32	996	10-Nov	23-Nov	18-Nov	-5	
33	1000	12-Nov	25-Nov	26-Nov	1	
32	1004	17-Nov	30-Nov	26-Nov	-4	
34	1009	23-Nov	06-Dec	09-Dec	3	
35	1017	01-Dec	14-Dec	14-Dec	0	
37	1021	03-Dec	16-Dec	14-Dec	-2	