

Export

Peak Incident Management System

Call Reference	PC0049629	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI3 2R	Top Ref	E-0007032190
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	12/07/2000	Effort (Man Days)	0
Summary	PM reports that last thursday an engineer swapped		

Progress Narrative

Date: 07-Jul-2000 08:31:00 User: Customer Call
 CALL PC0049629: Priority B: CallType L - Target 12/07/00 09:31:45
 03/07/00 17:26 PM reports that last thursday an engineer swapped the base unit, she has now done an office snapshot and has noticed that some work has been duplicated and some has been missed off completely
 03/07/00 17:31 uk081096
 Advice: Refer to call e-0006290568, this was the original engineer call ref.
 Username: JLO001, shred SU AA.
 34 pensions have been duplicated on the office snapshot.
 The rem's out to data central are £300 short. The AP total is out.
 PM advises that this is all of the work that was done when the engineer was changing the base unit. This was done on thurs 29th, he arrived at 2pm, then another engineer came at 4pm to do more work
 04/07/00 15:01 UK061916
 Information: Insufficient info:
 Please provide definite figures for how much the AP's are 'out' by, as well as the figures which show the discrepancy for the rem, and if possible the username of the person who was involved in doing these transactions and the SU they were done in, please see if you can get rough times on 29th/30th that transactions may have been done at.
 Will pass to HSH for more info
 04/07/00 15:03 UK061916
 Order: Passing back to HSH for more info
 04/07/00 17:14 uk081284
 Information: the automated payments showed a discrepancy last thursday after the box was replaced. the ap[discrepancy was £66.07.
 the rem on cheque listing was £311.75 which was not in the system. there are 34 pension dockets that were duplicated.
 username is jl0001
 05/07/00 13:56 uk080111
 Repeat Call: the RNM rang and wants to know whether the po should continue with balancing due to the large discrepancies
 Voiced through to SMC on 5089 and asked for advice on this and was told to advise RNM to continue to balance.
 05/07/00 14:06 uk080111
 Information: told pm to contact the NBSC and let them know we are investigating the software issue
 06/07/00 10:14 uk066862
 Contacted: contacted PO...assistant will ask PM to call us within the next 10 mins.
 More info needed on P&A & APS trans's, we need customer details ie aps no., type of aps e.g BT, customers name / address, amount, sess id, user, time & date entered. Also need an example of P&A details i.e. name & NI no., amount, grp no., user, time & date entered, sess id etc.
 Also times & dates of when rpt's printed, Thanks.
 06/07/00 10:39 uk066862
 Repeat Call: Pm will call back with an example of details from 1 of the trans's from the report, info required;
 P&A details i.e. name & NI no., amount, grp no., user, time & date entered, sess id etc.
 06/07/00 12:41 GB082201
 Information: pm is available to be called back before 1pm today or else tomorrow morning from 9am onwards as today is her day off (no one else in the office deals with this information).
 example of one of the duplicated transactions made on thursday and showing on friday's after the system base unit had been replaced.
 P&A transaction
 Name: GRO
 AA422519C
 serial no: 28
 £40.75
 Group 13
 put int system at 16.14 on thursday 29th june by user name JLO001.
 06/07/00 15:43 uk066862
 Information: Session id & counter affected still needed, will call pm

Frin am for this.
07/07/00 09:09 uk066862
Contacted: talked pm through trans log...sess id is 1-44297.
07/07/00 09:17 uk066862
Information: PM also states that the rems out to data cntl did not tye
up on the bal s.shot, rcpt shows a rem out on 29/06 16.04,
JL0001, su:aa. Bal s/s showsf2812.40, should be £3124.15.
07/07/00 09:22 uk066862
Recommend: EDSC pls investigate.
F} Call details
Diagnostician name:
Customer opened date 03/07/2000 17:26:27
CALL PC0049629 opened

Date:07-Jul-2000 08:33:00 User:Barbara Longley
Target Release updated to CSR-CI3_2R
Product EPOSS & DeskTop added

Date:07-Jul-2000 14:08:00 User:Jim Anscorb
F} Response :
PRESCAN: Looks an interesting one.
[END OF REFERENCE 19902889]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been assigned to the Team Member: Lina Kiang
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:07-Jul-2000 15:29:00 User:Lina Kiang
F} Response :
PM says that when the engineer came round on Thu 29/06/00, he swapped the
base unit and had to call in the engineer who came round on the Tue so
stopped work. During this time she got back onto the counter and did 48 P&A
dockets (34 of which duplicated - she was definite that she did not enter
them twice) and Cheques to Data Central (which is missing). Then the engineer
got back onto the counter and finished his work. Have asked the PM to give me
some more info e.g. office snapshot, P&A cutoffs, etc.
[END OF REFERENCE 19910383]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:10-Jul-2000 14:03:00 User:Lina Kiang
F} Response :
The RODC of £311.75 cheques (1-44474) is missing from message store. The P&A
cutoff (which the PM says she did) on 29/06/00 did not work which is why 34
of the 48 P&A transactions appear again in the P&A report on 05/07/00. The
other 14 P&A transactions are missing from message store. The missing
transactions seems to have originated because the engineer swapped the base
unit and reused the corrupt mirror disk (see E-0006270199 and E-0006290568).
Attached is a spreadsheet showing all the APS and EPOSS transactions that
exist message store. This will need to be reconciled with the PM to
reconstruct ALL missing transactions - routing call to MSU to liaise with
NBSC/PM.
[END OF REFERENCE 19953771]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: MSU-Indt Mgt
Defect cause updated to 41:General - in Procedure
Hours spent since call received: 3.0 hours

Date:11-Jul-2000 08:39:00 User:_Customer Call_
EMPTY 11/07/00 09:34 uk081625 HSH1 Repeat Call: PM phoning to check on
progress of call. Sent info to Lina
Kiang via fax, would like to sort problem asap as did not
roll over last wednesday. Would like to roll over tomorrow.

Date:11-Jul-2000 08:46:00 User:_Customer Call_
EMPTY 11/07/00 09:42 uk081625 HSH1 Repeat Call: Spoke to Lina Kiang of EDSC,
will chase call to John Moran
at MSU. Call was reassigned to MSU

Date:11-Jul-2000 08:49:00 User:Lina Kiang
New evidence added - Transactions in message store for FAD 311432

Date:11-Jul-2000 08:53:00 User:Lina Kiang
F} Response :
John Moran not in the office today, talked to Asim (MSU) instead who will be
following this up.

[END OF REFERENCE 19976345]

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:11-Jul-2000 12:55:00 User:Angela Shaw

The Call record has been assigned to the Team Member: Angela Shaw
Hours spent since call received: 0 hours

Date:11-Jul-2000 13:11:00 User:Angela Shaw

F} Response :
This is the system incident for this call.
The associated business incident is 0007111199.
Lina, can you provide me with as much additional info on this call as possible.
What we have txn & cash account wise?
What appears to be missing?
What is the current state of this office?
Cash account wise?
has it rolled over etc??
I need as much info & detail on this as possible in order to progress.
Can you please return to MSU afterwards.
Many thanks
[END OF REFERENCE 19988231]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: EDSC
Hours spent since call received: 0 hours

Date:11-Jul-2000 13:26:00 User:Garrett Simpson

The Call record has been assigned to the Team Member: Lina Kiang
Hours spent since call received: 0 hours

Date:11-Jul-2000 13:27:00 User:Barbara Longley

F} Response :
The Call record has been assigned to EDSC Team Member: Lina Kiang
[END OF REFERENCE 19989135]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:11-Jul-2000 13:57:00 User: Customer Call

EMPTY 11/07/00 14:54 uk079680 HSH1 Information: chased call with B Longley

Date:11-Jul-2000 15:14:00 User:Lina Kiang

F} Response :

Date:11-Jul-2000 15:15:00 User:Lina Kiang

PO rolled into CAP 15 on 28/06/00 and did not roll over last Wed, PM is anxious to roll tomorrow (as update to this call states).
The PM reported that an RODC of £311.75 cheques was missing, 34 P&A transactions are duplicated and AP totals did not add up. According to message store the RODC is missing and the P&A cutoff didn't happen so 37 of the 48 P&A transactions appear again in the next report (2 were RV'ed inbetween reports). The remaining 11 P&A transactions are missing from the message store (Grp 5, 3 trans, Total £200) (Grp 13, 8 trans, Total £650.37). [No.s quoted in my previous update are wrong.] I am unsure exactly how many transactions are missing, the PM did not provide any info on missing AP transactions, however the attached spreadsheet shows all APS and EPOSS transactions that are in the message store so it can be reconciled against the PM's records. Possible times of the missing transactions, it would be between 12:40-15:50 or 16:00-18:10 on 29/07/00. Routing call back to MSU for further progress.
[END OF REFERENCE 19997951]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: MSU-Indt Mgt
Hours spent since call received: 1.0 hours

Date:11-Jul-2000 15:19:00 User: Customer Call

EMPTY 11/07/00 16:21 uk080908 HSH1 Repeat Call: PM chasing resolution.

Date:11-Jul-2000 15:23:00 User:Barbara Longley

F} Response :
11/07/2000 16:15:00 - By Lina Kiang - EDSC
PO rolled into CAP 15 on 28/06/00 and did not roll over last Wed, PM is anxious to roll tomorrow (as update to this call states).
The PM reported that an RODC of £311.75 cheques was missing, 34 P&A

transactions are duplicated and AP totals did not add up. According to message store the RODC is missing and the P&A cutoff didn't happen so 37 of the 48 P&A transactions appear again in the next report (2 were RV'ed inbetween reports). The remaining 11 P&A transactions are missing from the message store (Grp 5, 3 trans, Total £200) (Grp 13, 8 trans, Total £650.37). [No.s quoted in my previous update are wrong.] I am unsure exactly how many transactions are missing, the PM did not provide any info on missing AP transactions, however the attached spreadsheet shows all APS and EPOSS transactions that are in the message store so it can be reconciled against the PM's records. Possible times of the missing transactions, it would be between 12:40-15:50 or 16:00-18:10 on 29/07/00. Routing call back to MSU for further progress.

The Call record has been transferred to the Team: MSU-Indt Mgt

[END OF REFERENCE 19998865]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:11-Jul-2000 15:24:00 User: Customer Call

EMPTY 11/07/00 16:29 GB082222 SMC1 Information: voiced barbara @ SSc with repeat call

Date:12-Jul-2000 10:08:00 User: Ilka Koehler-Wain

The Call record has been assigned to the Team Member: Angela Shaw

Hours spent since call received: 0 hours

Date:12-Jul-2000 13:27:00 User: Angela Shaw

F) Response :

This is currently being progressed.

[END OF REFERENCE 20028786]

Responded to call type L as Category 40 -Incident Under Investigation

The response has been flagged to the gateway team for validation

Date:13-Jul-2000 09:32:00 User: Lina Kiang

New evidence added - APS transactions from message store

New evidence added - EPOSS transactions from message store

F) Response :

Added evidence as requested by Angela - APS and EPOSS transactions from the message store.

[END OF REFERENCE 20055138]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:26-Jul-2000 14:15:00 User: Barbara Longley

F) Response :

Call currently being investigated by MSU.

Lina Kiang in EDSC has added the following new evidence on the instruction of

Angela Shaw in MSU - APS transactions from message store and EPOSS

transactions from message store

[END OF REFERENCE 20517116]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:17-Aug-2000 12:52:00 User: John Moran

F) Response :

This incident has been explained to POCL TP via BIM report 0007111299.

18/7/00 After discussing this with Jacqui Cave (Live Trial Team), TP have

been able to confirm with the PM that there are no further missing APS txns.

All txn data has been provided in the earlier spreadsheet.

As such please close this call as all transactions have been reported to POCL.

[END OF REFERENCE 21150965]

Responded to call type L as Category 68 -Administrative Response

Hours spent since call received: .3 hours

The Call record has been transferred to the Team: EDSC

The response has been routed to the gateway team for validation

Date:17-Aug-2000 13:16:00 User: Barbara Longley

The Call record has been assigned to the Team Member: Lina Kiang

Hours spent since call received: 0 hours

Date:17-Aug-2000 14:48:00 User: Lina Kiang

F) Response :

Response by JMoran (MSU) on 17/08/2000 13:52:17 - Administrative Response.

This incident has been explained to POCL TP via BIM report 0007111299.

18/7/00 After discussing this with Jacqui Cave (Live Trial Team), TP have

been able to confirm with the PM that there are no further missing APS txns.

All txn data has been provided in the earlier spreadsheet.

As such please close this call as all transactions have been reported to POCL.

[END OF REFERENCE 21161020]

Responded to call type L as Category 90 -Reconciliation - resolved
Hours spent since call received: 0.5 hours
CALL PC0049629 closed: Category 90, Type L
The response was delivered to: PowerHelp

Date:17-Aug-2000 14:51:00 User: _Customer Call_
Date and time complete: 17/08/2000 15:57:40
Service Complete (Confirmation) Received

Root Cause	General - in Procedure
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	17-Aug-2000 14:51 -- _Customer Call_