

From: IT-Solutions Atos Incident Management [GRO]
Sent: Thur 10/07/2014 7:58:27 AM (UTC)
Cc: mim [GRO]
Bcc: Jo Milton [GRO]; Liz J Tuddenham [GRO];
Veronique Durand [GRO]; Michael A
Brown [GRO]; James Vowles [GRO];
Doug Brown [GRO]; Richard Z
Walden [GRO]; Richard R
Weaver [GRO]; Peter Goodman [GRO];
Sheila Mccann [GRO]; Lynne
Fallowfield [GRO]; Nick Warwick [GRO];
Robert Daily [GRO]; Barry R Evans [GRO]; Jim
Coney [GRO]; Stefania Ulgiati [GRO]; Eamon
Price [GRO]; Mario Michael [GRO]; Katrina
Holmes [GRO]; Andrew Harley [GRO]; Paul
Swanton [GRO]; Michala
Millington [GRO]; Mike
Granville [GRO]; K Hollingsworth [GRO];
Ben J Edwards [GRO]; Subodh Patel [GRO];
Steve R Brown [GRO]; Andrew
Ashall [GRO]; Tracey P Curtis [GRO]; John
M Scott [GRO]; Clive Holmes [GRO]; Dave
Harcourt [GRO]; Harry Clarke [GRO]; Tony X
Jones [GRO]; Anita L Turner [GRO]; Dave
Pardoe [GRO]; David E Shetcliffe [GRO];
Jim Williams [GRO]; Peter S Lamb [GRO];
Craig Skinner [GRO]; Angela Van-Den-Bogerd [GRO];
[GRO]; Suzanne Winte [GRO]; Mandy L
Brown [GRO]; Alwen Lyons [GRO]; Sharron
Logan [GRO]; Joe Connor [GRO]; Sandra
McLaughlin [GRO]; Claire L Scott [GRO];
Rod Ismay [GRO]; Joy Lennon [GRO]

Subject: GY:15804252 - Notice #2 - P1 - SERVICE/SYSTEMS PERFORMANCE DEGRADED -
Reference Data Integrity Not proven error in Horizon

UPDATE	
SERVICE/SYSTEMS PERFORMANCE DEGRADED	
Incident title:	Reference Data Integrity Not proven error in Horizon
Ticket:	GY:15804252
Incident level:	P1
Critical impact start:	10-07-2014 07:44 UTC+01 (DST)
Service restoration:	Running
Business impacted:	Post Office Limited - ALL P1/P2 Incidents, Post Office Limited - POL SAP Incidents
INCIDENT SUMMARY	
Sites impacted: Multiple	
Current business impact:	Fujitsu have confirmed that currently 658 PO Branches are affected. This number is currently increasing.
Initial business impact:	Business impact being gathered
Case summary:	UPDATE 10-07-2014 08:47 UTC+01 (DST) Atos Incident Management have agreed to raise this incident to a P1. Fujitsu believe this to be a BT WAN Failure and are currently trying to correlate information in relation to the PO Branch locations to identify the geographical nature of the incident.

	<p>Fujitsu have logged the incident with BT.</p> <p>Next Update to be sent at 10:00.</p> <p>INITIAL 10-07-2014 07:42 UTC+01 (DST) Fujitsu have been engaged to investigate</p>
Action plan:	<p>UPDATE 10-07-2014 08:47 UTC+01 (DST) Atos Incident Management have agreed to raise this incident to a P1.</p> <p>Fujitsu believe this to be a BT WAN Failure and are currently trying to correlate information in relation to the PO Branch locations to identify the geographical nature of the incident.</p> <p>Fujitsu have logged the incident with BT.</p> <p>Next Update to be sent at 10:00.</p> <p>INITIAL 10-07-2014 07:42 UTC+01 (DST) To be confirmed</p>
System(s) affected:	Horizon
Application(s) / environments affected:	Horizon
Start of incident:	10-07-2014 07:38 UTC+01 (DST)
Comet v3.1.40221.1116, 21-02-2014 10:35 UTC	