

PinICL Expor PC0017398

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0017398	Active Beneficiaries	23/10/1998 13:07:25	18/03/1999 07:53:45		
Jobson			Closed		

References

Name	Value
Target release	LT1
Work Package	PWY_WP_3541
Work Package	PWY_WP_3542
Fast track fix	FSTK_2_0_WP3541
Work Package	PWY_WP_3462
System baseline	SB 0010F
Work Package	PWY_WP_3806

Products

Activities

Date	User	Comment
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	CALL PC0017398 opened
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	References entered are:-
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	Target Release entered: IR - NR2
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	Active Beneficiaries
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	MISC401 - Feed active beneficiaries to DWh.
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	There is a problem with this process which assumes that payment history
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	within payment_mandates_a & payment_mandates_b is available for at least one
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	whole month. This is not the case since whenever a new payment is received,

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23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	the old payment details within this table are purged. When MISC401 executes			
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	at the end of the month, the data that was expected is no longer available			
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	and therefore reported figures are always below those expected.			
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)				
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	This is required for NR2 since Pathway invoice on the basis of active			
23/10/1998 13:07:25	Deleted user (Peter Jobson Aug01)	beneficiaries - these invoice figures will be consistently too low.			
23/10/1998 13:07:26	Deleted user (Peter Jobson Aug01)	CALL PC0017398:Priority C:CallType P - Target 30/10/98 14:07:25			
23/10/1998 13:07:27	Deleted user (Peter Jobson Aug01)	The Call record has been transferred to the Team: QFP			
23/10/1998 13:07:27	Deleted user (Peter Jobson Aug01)	Hours spent since call received: 0 hours			
23/10/1998 15:27:34	QFP-Administrator	Target Release updated to PDR - NR2			
23/10/1998 15:27:54	QFP-Administrator	F} Response :			
23/10/1998 15:27:56	QFP-Administrator	Please fix.			
23/10/1998 15:27:56	QFP-Administrator	[END OF REFERENCE 7071113]			
23/10/1998 15:27:58	QFP-Administrator	Responded to call type P as Category 42 -Product Error Diagnosed			
23/10/1998 15:28:09	QFP-Administrator	The response was delivered on the system			
23/10/1998 15:28:12	QFP-Administrator	The Call record has been transferred to the Team: CFMHost-2nd			
23/10/1998 15:28:12	QFP-Administrator	Hours spent since call received: .2 hours			
23/10/1998 15:33:38	Fiona Edwards1	The Call record has been assigned to the Team Member: Fiona Edwards1			
23/10/1998 15:33:39	Fiona Edwards1	Hours spent since call received: 0 hours			
13/11/1998 14:19:48	Bill Hillyard	The call references have been updated. They are now:-			

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13/11/1998 14:19:48	Bill Hillyard	T Target release	: LT1		
13/11/1998 14:19:49	Bill Hillyard	F} Response :			
13/11/1998 14:19:49	Bill Hillyard	Development impact confirmed as 2x2 man weeks - will seek authorisation to do			
13/11/1998 14:19:49	Bill Hillyard	outside of MOT baseline.			
13/11/1998 14:19:49	Bill Hillyard	Bill Hillyard			
13/11/1998 14:19:49	Bill Hillyard	[END OF REFERENCE 7630791]			
13/11/1998 14:19:49	Bill Hillyard	Responded to call type P as Category 42 -Product Error Diagnosed			
13/11/1998 14:19:50	Bill Hillyard	The response was delivered on the system			
26/11/1998 07:53:00	Bill Hillyard	Target Release updated to DDR - > 2			
26/11/1998 07:53:00	Bill Hillyard	F} Response :			
26/11/1998 07:53:00	Bill Hillyard	Please approval deferral on KPL for fix before end of live trial. On update,			
26/11/1998 07:53:00	Bill Hillyard	please return to CFMHost-2nd for fix at target release PDR - NR2/LT2.			
26/11/1998 07:53:00	Bill Hillyard	[END OF REFERENCE 7864548]			
26/11/1998 07:53:00	Bill Hillyard	Responded to call type P as Category 42 -Product Error Diagnosed			
26/11/1998 07:53:01	Bill Hillyard	The response was delivered on the system			
26/11/1998 07:53:01	Bill Hillyard	The Call record has been transferred to the Team: PIAT			
26/11/1998 07:53:01	Bill Hillyard	Hours spent since call received: 0 hours			
30/11/1998 18:25:46	Tony Hayward	Agreed routing to KPR. This is likely to mean we undercharge the Authorities,			
30/11/1998 18:25:46	Tony Hayward	and priority needs underwriting by Tony Oppenheim. Re-scheduling to PDR-NR2			
30/11/1998 18:25:46	Tony Hayward	with expectation this is a candidate for fixing before end of live trial.			
30/11/1998 18:25:46	Tony Hayward	Target Release updated to PDR - NR2			
30/11/1998 18:25:48	Tony Hayward	The Call record has been transferred to the Team: KPR			
30/11/1998 18:25:48	Tony Hayward	Hours spent since call received: 0.2 hours			
04/12/1998 03:47:04	Bill Hillyard	Target Release updated to PDR - NR2/LT2			
07/01/1999 14:46:58	Doug Jones	F} Response :			
07/01/1999 14:46:58	Doug Jones	Deferral agreed with customer, PinICL added to DEFERRAL KPR, targetted to PDR			

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07/01/1999 14:46:58	Doug Jones		- NR2/LT2, Bus Imp: LOW. Please progress resolution for End of Live Trial.		
07/01/1999 14:46:58	Doug Jones		[END OF REFERENCE 8539437]		
07/01/1999 14:46:58	Doug Jones		Responded to call type P as Category 36 -Known Problem Registered		
07/01/1999 14:46:59	Doug Jones		The response was delivered on the system		
07/01/1999 14:47:01	Doug Jones		The Call record has been transferred to the Team: CFMHost-2nd		
07/01/1999 14:47:01	Doug Jones		Hours spent since call received: .1 hours		
25/01/1999 16:22:52	Fiona Edwards1		The Call record has been assigned to the Team Member: Heather Hunniford1		
25/01/1999 16:22:53	Fiona Edwards1		Hours spent since call received: 0 hours		
10/02/1999 21:37:57	Bill Hillyard		Updating to LT1 per discussion last week on delivery dates.		
10/02/1999 21:37:57	Bill Hillyard		Target Release updated to PDR - NR2/LT1		
17/02/1999 16:13:41	Frank Mcllfactrick1		The call references have been updated. They are now:-		
17/02/1999 16:13:41	Frank Mcllfactrick1		Target release : LT1		
17/02/1999 16:13:41	Frank Mcllfactrick1		T Work Package : PWY_WP_3541		
17/02/1999 16:13:41	Frank Mcllfactrick1		Work Package : PWY_WP_3542		
17/02/1999 16:13:43	Frank Mcllfactrick1		F} Response :		
17/02/1999 16:13:43	Frank Mcllfactrick1		Fix delivered to CM in two work packages WP3541 and WP3542.		
17/02/1999 16:13:43	Frank Mcllfactrick1		[END OF REFERENCE 9451367]		
17/02/1999 16:13:43	Frank Mcllfactrick1		Responded to call type P as Category 46 -Product Error Fixed		
17/02/1999 16:13:44	Frank Mcllfactrick1		The response was delivered on the system		
17/02/1999 16:13:44	Frank Mcllfactrick1		The Call record has been transferred to the Team: Dev-Int-Rel		
17/02/1999 16:13:45	Frank Mcllfactrick1		Hours spent since call received: 0 hours		
17/02/1999 17:36:16	Del(Patricia McLoughlin ??/00)		Returned as requested		
17/02/1999 17:36:17	Del(Patricia McLoughlin ??/00)		The Call record has been transferred to the Team: CFMHost-2nd		
17/02/1999 17:36:17	Del(Patricia McLoughlin ??/00)		Hours spent since call received: 0 hours		
22/02/1999 11:11:32	Frank Mcllfactrick1		WPs were withdrawn temporarily on 17/2. There was an issue in that they		
22/02/1999 11:11:32	Frank Mcllfactrick1		required a 'raw device' to be created by ops before delivery.		

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22/02/1999 11:11:32	Frank McIlfactrick1				
22/02/1999 11:11:32	Frank McIlfactrick1	The raw device is due to be created today.			
22/02/1999 17:13:56	Fiona Edwards1	F) Response :			
22/02/1999 17:13:56	Fiona Edwards1	Fix applied and delivered to CM on 22/2/99.			
22/02/1999 17:13:56	Fiona Edwards1	[END OF REFERENCE 9599943]			
22/02/1999 17:13:56	Fiona Edwards1	Responded to call type P as Category 48 -Fix Released to PIT			
22/02/1999 17:13:57	Fiona Edwards1	The response was delivered on the system			
22/02/1999 17:13:57	Fiona Edwards1	The Call record has been transferred to the Team: Dev-Int-Rel			
22/02/1999 17:13:58	Fiona Edwards1	Hours spent since call received: 0 hours			
23/02/1999 12:54:13	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-			
23/02/1999 12:54:13	Del(Patricia McLoughlin ??/00)	Target release : LT1			
23/02/1999 12:54:13	Del(Patricia McLoughlin ??/00)	Work Package : PWY_WP_3541			
23/02/1999 12:54:13	Del(Patricia McLoughlin ??/00)	Work Package : PWY_WP_3542			
23/02/1999 12:54:13	Del(Patricia McLoughlin ??/00)	T Fast track fix : FSTK_2_0_WP3541			
23/02/1999 12:54:15	Del(Patricia McLoughlin ??/00)	F) Response :			
23/02/1999 12:54:15	Del(Patricia McLoughlin ??/00)	fast track available, please retest			
23/02/1999 12:54:15	Del(Patricia McLoughlin ??/00)	[END OF REFERENCE 9611922]			
23/02/1999 12:54:15	Del(Patricia McLoughlin ??/00)	Responded to call type P as Category 60 -Fix Released to Call Logger			
23/02/1999 12:54:15	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours			
23/02/1999 12:54:16	Del(Patricia McLoughlin ??/00)	The response was delivered on the system			
25/02/1999 14:06:31	Deleted user (Peter Jobson Aug01)	The Call record has been transferred to the Team: CFMHost-2nd			
25/02/1999 14:06:31	Deleted user (Peter Jobson Aug01)	Hours spent since call received: .1 hours			
25/02/1999 17:00:59	Fiona Edwards1	The call references have been updated. They are now:-			
25/02/1999 17:00:59	Fiona Edwards1	Target release : LT1			
25/02/1999 17:00:59	Fiona Edwards1	Work Package : PWY_WP_3541			

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25/02/1999 17:00:59	Fiona Edwards1	Work Package	: PWY_WP_3542
25/02/1999 17:00:59	Fiona Edwards1	Fast track fix	: FSTK_2_0_WP3541
25/02/1999 17:00:59	Fiona Edwards1	T Work Package	: PWY_WP_3462
25/02/1999 17:01:03	Fiona Edwards1	F} Response :	
25/02/1999 17:01:03	Fiona Edwards1	New dcr delivered in work package 3462 on 25/2/99	
25/02/1999 17:01:03	Fiona Edwards1	[END OF REFERENCE 9678004]	
25/02/1999 17:01:03	Fiona Edwards1	Responded to call type P as Category 48 -Fix Released to PIT	
25/02/1999 17:01:04	Fiona Edwards1	The response was delivered on the system	
25/02/1999 17:01:04	Fiona Edwards1	The Call record has been transferred to the Team: Dev-Int-Rel	
25/02/1999 17:01:05	Fiona Edwards1	Hours spent since call received: 0 hours	
04/03/1999 16:58:54	Del(Patricia McLoughlin ??/00)	Returning as requested	
04/03/1999 16:58:55	Del(Patricia McLoughlin ??/00)	The Call record has been transferred to the Team: CFMHost-2nd	
04/03/1999 16:58:56	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours	
04/03/1999 17:04:50	Kevin Madden1	Nicola	
04/03/1999 17:04:50	Kevin Madden1	Forwarding to yourselves for migration changes.	
04/03/1999 17:04:50	Kevin Madden1	Kevin	
04/03/1999 17:04:51	Kevin Madden1	The Call record has been transferred to the Team: MOR2Oracle-3rd	
04/03/1999 17:04:51	Kevin Madden1	Hours spent since call received: 0 hours	
04/03/1999 17:19:45	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-	
04/03/1999 17:19:45	Del(Patricia McLoughlin ??/00)	Target release	: LT1
04/03/1999 17:19:45	Del(Patricia McLoughlin ??/00)	Work Package	: PWY_WP_3541
04/03/1999 17:19:45	Del(Patricia McLoughlin ??/00)	Work Package	: PWY_WP_3542
04/03/1999 17:19:45	Del(Patricia McLoughlin ??/00)	Fast track fix	: FSTK_2_0_WP3541
04/03/1999 17:19:45	Del(Patricia McLoughlin ??/00)	Work Package	: PWY_WP_3462
04/03/1999 17:19:45	Del(Patricia McLoughlin ??/00)	T System baseline	: SB 0010F
04/03/1999 17:19:49	Del(Patricia McLoughlin ??/00)	F} Response :	

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04/03/1999 17:19:49	Del(Patricia McLoughlin ??/00)	please retest
04/03/1999 17:19:49	Del(Patricia McLoughlin ??/00)	[END OF REFERENCE 9862836]
04/03/1999 17:19:49	Del(Patricia McLoughlin ??/00)	Responded to call type P as Category 60 -Fix Released to Call Logger
04/03/1999 17:19:49	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
04/03/1999 17:19:49	Del(Patricia McLoughlin ??/00)	The response was delivered on the system
04/03/1999 17:21:45	Del(Patricia McLoughlin ??/00)	sorry, i intercepted it as being in 0010F, sending back to MOR2Oracle-3rd
04/03/1999 17:21:45	Del(Patricia McLoughlin ??/00)	The Call record has been transferred to the Team: MOR2Oracle-3rd
04/03/1999 17:21:46	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
12/03/1999 11:22:20	Nicola Hughes	F} Response :
12/03/1999 11:22:20	Nicola Hughes	The following are the modules amended :
12/03/1999 11:22:20	Nicola Hughes	r2mig.tab
12/03/1999 11:22:20	Nicola Hughes	MIGS001.DOC v18.0
12/03/1999 11:22:20	Nicola Hughes	[END OF REFERENCE 10047623]
12/03/1999 11:22:21	Nicola Hughes	Responded to call type P as Category 40 -Incident Under Investigation
12/03/1999 11:22:21	Nicola Hughes	The response was delivered on the system
12/03/1999 11:22:22	Nicola Hughes	The Call record has been transferred to the Team: CFMHost-2nd
12/03/1999 11:22:22	Nicola Hughes	Hours spent since call received: 1 hours
12/03/1999 11:26:55	Fiona Edwards1	The Call record has been assigned to the Team Member: Fiona Edwards1
12/03/1999 11:26:55	Fiona Edwards1	Hours spent since call received: 0 hours
12/03/1999 14:21:42	Fiona Edwards1	The call references have been updated. They are now:-
12/03/1999 14:21:42	Fiona Edwards1	Target release : LT1
12/03/1999 14:21:42	Fiona Edwards1	Work Package : PWY_WP_3541
12/03/1999 14:21:42	Fiona Edwards1	Work Package : PWY_WP_3542
12/03/1999 14:21:42	Fiona Edwards1	Fast track fix : FSTK_2_0_WP3541
12/03/1999 14:21:42	Fiona Edwards1	Work Package : PWY_WP_3462
12/03/1999 14:21:42	Fiona Edwards1	System baseline : SB 0010F

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12/03/1999 14:21:42	Fiona Edwards1	T Work Package	: PWY_WP_3806
12/03/1999 14:21:45	Fiona Edwards1	F} Response :	
12/03/1999 14:21:45	Fiona Edwards1	fix applied and delivered to CM on 12/3/99.	
12/03/1999 14:21:45	Fiona Edwards1	r2mig.tab Version 20	
12/03/1999 14:21:45	Fiona Edwards1	[END OF REFERENCE 10063482]	
12/03/1999 14:21:45	Fiona Edwards1	Responded to call type P as Category 48 -Fix Released to PIT	
12/03/1999 14:21:47	Fiona Edwards1	The response was delivered on the system	
12/03/1999 14:21:49	Fiona Edwards1	The Call record has been transferred to the Team: Oracle-Rel	
12/03/1999 14:21:50	Fiona Edwards1	Hours spent since call received: 0 hours	
18/03/1999 07:53:43	Deleted user (Peter Jobson Aug01)	Fix now released for initial issue plus ensuing migration issues. Testing in	
18/03/1999 07:53:43	Deleted user (Peter Jobson Aug01)	progress and problems to be raised against separate PinICL's	
18/03/1999 07:53:44	Deleted user (Peter Jobson Aug01)	CALL PC0017398 closed: Category 60, Type P	
18/03/1999 07:53:45	Deleted user (Peter Jobson Aug01)	Hours spent since call received: 0.2 hours	