Model Office Testing   Progress Report   Final Pass

Progress Report for Model Office Testing - Day 6

Monday 22nd February 1999

Management Summary

- Data Centre migration completed successfully over days 4 & 5
- Some problems encountered with network connectivity between CAPS and Pathway. The problem (which also affected the End to End environment), was resolved by early afternoon. Online and Batch processing schedules were not affected.
- The foreign BES encashment that failed on Friday was reattempted on a R2 counter attached to a R2 data centre. The encashment was successfully made, confirming that the problem was only evident during the interim period between counter and data centre migration
- *MiMan* migration was completed successfully.
- *MiECCO* migration was delayed due to problems connecting to the Migration Agent Server. This was resolved by 8pm, and the 7 Stock Units were successfully migrated in approximately 40 minutes. Some issues were identified with the Office Balance Snapshot, which are currently being investigated.
- All day 6 activity was complete by 10:15pm

Overall status of MOT testing: **GREEN**

The management summary status indicators are defined as follows;

Green   No major issues which require escalation outside of the testing arena
Amber   Testing have serious concerns over quality
Red   Major system difficulties have prevented progress

Planned 'Key' Counter Activity

- First day of activity on a Rel 2.0 Data Centre.
- One 2 terminal office installed and migrated via *Miman*.
- One 4 terminal outlet installed and migrated via *MiECCO*
- Various items of legacy equipment (ECCO+ and APT) decommissioned

Actual 'Key' Counter Activity

- *MiMan* migration was completed at Omagh. Due to operator error, two discrepancy items were not migrated as part of the Suspense Account. This may result in an imbalanced Cash Account at Omagh on day 9. Further investigation will be required prior to an incident being raised
- *MiECCO* migration commenced and completed, however the End of Day markers had already been applied, therefore transmission of the transaction detail will be delayed by 1 day. All Stock Unit reports

produced after migration were correct. The Office Balance Snapshot report (which is used for confirmation of the migration process) was missing a number of products. Although the report still balanced, and it is expected that the missing transactions would be displayed correctly on the Office Cash Account produced on day 9, an incident was raised.

- The following BES issues were identified;
    - The foreign encashment problem noted on day 3 was no longer evident. This confirms that the issue is restricted to the interim period between counter migration and data centre migration, which may reduce the impact if the incident were still outstanding during Live Implementation. The encashment can still be performed via the Helpdesk as a workaround measure.
    - We were still unable to complete a carded Casual Agent encashment.

Overnight Processing

- Overnight processes ran without incident

Planned Interface Activity

- **TIP** – First receipt of Horizon generated transaction feed.
- **CAPS** - Change of Circs., Payment, Batch Stop files and Automatic card requests from CAPS to Pathway. Encashments and card request confirmations from Pathway to CAPS
- **OBCS** – transaction files delivered from Pathway for 5 outlets
- **POCL RDP** – No activity planned
- **HAPS** - transactions polled from 2 APT terminals. First collection of Horizon generated AP transactions

Actual Interface Activity

- **TIP** – Files received but not yet checked. 1 transaction file that covered three outlets was rejected due to a negative session sequence number. The file will require correction and resending.
- **CAPS** – CAPS Batch files processed. An issue was identified with the delivery timescales of encashments confirmations following migration to the R2 data centre. Further investigation is underway.
- **OBCS** – OBCS transactions received successfully. Further investigation required
- **POCL RDP** – No activity
- **HAPS** – Files have not yet been received. An incident has been raised. The failure was due to a security violation. The file is expected to be resent today.

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Test Metrics

Test Conditions for day

Conditions Passed	364
Conditions Failed	4
Conditions Not Run	1
Total	369

Test Conditions for the Cycle

Conditions Passed	1116
Conditions Failed	14
Conditions Not Run	56
Total	1186

Failed test conditions are reflected by Incidents raised, i.e;
- OBCS services not running affected a number of planned receipt, issue and encashment tests
- A procedural issue regarding the manual entry of PIN details during the POLO process (this issue is awaiting validation with Product Management review comments, and will be raised on day 7)

Test conditions not run were due to;
- A script error (i.e. attempting a shared stock unit balance on an individual stock unit)

Incidents Retested

Horizon Incident re-tests are derived from those outstanding at the conclusion of Model Office Rehearsal Cycle 3 and the two preproval test phases. Incidents raised by TIP are not included on this summary, and will be reported seperately;

	High	Medium	Low	Total
Re-tests planned in cycle	5	49	43	**97**
Re-tests planned to date				
Re-tests actual to date				
Unable to re-test				
Re-tests failed				
Incidents closed				
Outstanding Re-tests				

Re-tests planned for tomorrow.
High: Medium: 1   Low: 1

Details of Failed Re-Tests
None

Incidents Raised Today

High	0
Medium	3

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Low	5

These categories are an initial testing impact, and are subject to Product Management confirmation

Details of High and Medium Incidents raised today

Further details are available on the Incidents Report which is sent as an appendix under separate cover.

- OBCS - a reoccurrence of the 'Unable to contact HQ' message. Raised as a medium as the call had previously been raised and closed in MOT.
- Migration - No data entry line available for 'Counters Revenue' which is a core item that should be available at every outlet. The issue was raised and closed during MOR3, on the proviso that a 'Customer Merchandise' product would be available
- Training Mode - At a three terminal configuration, only able to log on to training mode at two terminals - third terminal reports an error message.

Summary status of new Horizon incidents

	High	Medium	Low	Total
Raised during MOT	0	21	11	32
New Incidents Closed		4	2	6
Outstanding new incidents	**0***	**17**	**9**	**26**

Summary of the above				
Closed :				
• **Operation/Set-up problem**		1		1
• **Fixed for Live Trial**		3		3
• **No fault**			1	1
• **Procedural**			1	1
Under Investigation with :				
• **Pathway**		15	9	24
• **Horizon**		2		2
	0	21	11	32

*The high priority incident previously reported has been downgraded to a medium pending further investigation.