

Progress Report for Model Office Testing - Day 7

Tuesday 23rd February 1999

Management Summary

- With the exception of a number of post-migration reports, all day 7 activity was complete by 8:15pm
- Investigation of the two BES issues is progressing

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

- One single terminal office installed and migrated via *Miman*.
- Business as usual transactions at the three ex-Release 1c outlets and two NR2 outlets

Actual 'Key' Counter Activity

- *MiMan* migration was completed successfully at Celtic. A number of post migration reporting and adjustment activity was deferred to day 8 pending application of Work Packages at the outlet.
- The following BES issues were clarified/added to ;
 - Casual Agent encashment of R1c generated payment captured on KPR - further investigation ongoing regarding impact on R2 generated encashments - Initial indications suggest that Casual Agent encashment of R1c payments **IS** possible, but results have been intermittent. Further investigation is underway
 - Agreement made between Pathway/Product Management that the system will ensure that manual foreign encashments will not result in card impounds, when R2 counters are attached to R1c Data Centre - The effect to customers of this change will be negligible, and can be worked-around via use of the Helpdesk

Overnight Processing

- Overnight processes ran without incident

Planned Interface Activity

- **TIP** - Transaction files from Pathway
- **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 6 outlets
- **POCL RDP** - No activity planned
- **HAPS** - transactions polled from 2 APT terminals. Horizon APS transactions polled from 5 outlets

Actual Interface Activity

- **TIP** - Files for day 7 received but not yet checked. Day 6 transactions now received - 2 incidents have been raised (TIP 681 & 685), details to follow
- **CAPS** - CAPS Batch files processed. The issue that prevented Urgent Stop dialogues yesterday (CAPS Incident 29762) was identified as an issue within the CAPS domain, and was resolved during the day. A further CAPS incident (29595) was raised when a Permanent Agent had not been linked to a beneficiary. Further investigation is underway
- **OBCS** - Transaction files for day 6 were not received until day 7. Investigation and reconciliation of both days transactions is underway.
- **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.

Test Metrics

Test Conditions for day

Conditions Passed	500
Conditions Failed	9
Conditions Not Run	6
Total	515

Test Conditions for the Cycle

Conditions Passed	1616
Conditions Failed	23
Conditions Not Run	62
Total	1701

Failed test conditions are reflected by Incidents raised, i.e;

- The OBCS service is not available at the Northern Ireland outlet
- OBCS 'Unable to contact HQ' messages prevented several issues/encashments
- Operator errors caused two failures

Test conditions not run were due to;

- A number of script errors (i.e. attempting 'by user' reports on an individual stock unit)
- Two deletion of User scripts not run.

Incidents Retested

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

Model Office Testing

Progress Report

Final Pass

	High	Medium	Low	Total
Re-tests planned in cycle	5	49	43	97
Re-tests planned to date	0	7	5	12
Re-tests actual to date	0	4	3	7
Unable to re-test				
Re-tests failed				
Incidents closed	0	4	3	7
Outstanding Re-tests	5	45	40	90

Re-tests planned for tomorrow.

High: 2 Medium: 3 Low: 9

Incidents Raised Today

High	0
Medium	7
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.

Summary status of new Horizon incidents

	High	Medium	Low	Total
Raised during MOT	0	28	17	45
New Incidents Closed		6	3	9
Outstanding new incidents	0*	20	14	34

Summary of the above				
Closed :				
• Operation/Set-up problem		2		2
• Fixed for Live Trial		3		3
• No fault		1	2	3
• Procedural			1	1
Under Investigation with :				
• Pathway		19	14	33
• Horizon		2		2
	0	27	17	44

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