

## Progress Report for Model Office Testing - Day 8

**Wednesday 24<sup>th</sup> February 1999**

### *Management Summary*

- All migration activity is now complete
- Further investigation is underway regarding Carded Casual Agent encashments, and the enforcing of a 30 minute lock-out once an encashment has been voided
- A number of issues have been identified with the content of system produced reports
- All testing activity complete to schedule

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*

- A six terminal office installed and migrated via *MiECCO*.
- Business as usual transactions all other outlets.
- Introduction of new non-core product ('Model Office Bus Ticket' ) at three specified outlets.
- BES Recovery
- Simulated ISDN failure

### *Actual 'Key' Counter Activity*

- *MiECCO* migration was completed successfully at Watford. Delays arising from the application of Work Packages following installation resulted in the migration activity completing after the end-of-day processes had occurred.
- 43 incidents were raised throughout the day, in the following areas;
  - nearly half were procedural issues, which underlines a general concern on the content and presentation of the User Guides provided for MOT.
  - Two BES issues were identified. The Casual Agent encashment issues of yesterday progressed, with some encashments successfully completed and some being disallowed. Further investigation is underway. A new incident was raised regarding the 30 minute lockout enforced at a nominated outlet, when a encashment has been voided. This issue is currently with Product

Management to confirm the design in this area

- The remaining incidents were largely attributed to the content of various counter and office reports not being displayed correctly

### *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 existing legacy equipment and Horizon APS

### *Actual Interface Activity*

- **TIP** - Reconciliation of day 6 & 7 transactions underway, but being hampered due to the fact the a large amount of counter activity has been performed after the end-of-day cut-off markers have been applied. The transaction file for day 8 has been rejected. Investigation continues...
- **CAPS** - All Online and Batch activity completed on schedule. However, an issue was raised (regarding stop files) which required urgent attention by Pathway overnight. Pathway have requested that CAPS resource is available to assist in this investigation activity. Lesley Finnigan to confirm.
- **OBCS** - Transaction files up to day 8 received. 3 unexpected results are under investigation. One can be attributed to the fact that the OBCS service is unavailable at our Northern Ireland test configuration. We had planned test scheduled at this outlet.
- **HAPS** - The issue that prevented successful file transfer/reconciliation has been identified and actions have been applied to resolve the problem (raised initially as E-9902250006 and followed up by E-9902240015). The day 7 transaction file has been received. Due to the difficulties experienced in receiving files, reconciliation with expected results for day 6, 7 & 8 will be performed during day 9. HAPS have identified that no APS Reports have been received from BSU. Further investigation is underway

## **Test Metrics**

### **Test Conditions for day**

Conditions Passed	561
Conditions Failed	6
Conditions Not Run	8

### **Test Conditions for the Cycle**

Conditions Passed	2177
Conditions Failed	29
Conditions Not Run	70

Model Office Testing

Progress Report

Final Pass

Total	575
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Total	2276
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Failed test conditions are reflected by Incidents raised, i.e;

- the OBCS service is not available at the Northern Ireland outlet
- attempted Casual Agent Encashments

Test conditions not run were due to;

- a number of script errors (i.e. attempting 'by user' reports and stamp declarations on an individual stock unit)
- wrong access levels prevented a number of activities (again, error in script schedule).

### 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;

	High	Medium	Low	Total
• Re-tests planned in cycle	5	49	43	97
• Re-tests failed (and now raised as new incidents)		2	2	4
• Incidents not covered in plan	1	6	2	9
• Incidents closed	2	11	19	32
• Outstanding Re-tests	2	30	20	52
Total	5	49	43	97

#### Re-tests planned for tomorrow.

High: 1      Medium: 3      Low: 4

### Incidents Raised Today

High	0
Medium	27
Low	20

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

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
<b>Raised during MOT</b>	0	54	37	91
<b>New Incidents Closed</b>		14	7	21
<b>Outstanding new incidents</b>	0*	40	30	70

Summary of the above				
<b>Closed :</b>				
• Operation/Set-up problem		1		1
• Fixed for Live Trial		7	1	8
• No fault		4	4	8
• Procedural			2	2
• Duplicate of existing call		2		2
<b>Under Investigation with :</b>				
• Pathway		39	30	69
• Horizon		1		1
	0	54	37	91

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