

## Progress Report for Model Office Testing - Day 9

Thursday 25<sup>th</sup> February 1999

### *Management Summary*

- A number of issues have been identified that have resulted in imbalanced Cash Accounts at 6 of the 7 test configurations
- 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*

- Business as usual transactions all outlets.
- Introduction of new core product ('Model Office Stamp' ) at all outlets.
- Cash Account production at all but one outlet

### *Actual 'Key' Counter Activity*

- Cash Accounts were produced at 6 of the 7 outlets. All had a misbalance between Receipts and Payments. Investigation is underway, but early indications suggest that the misbalances were due to;
  - Missing Cash Account mappings for a 'Moneygramme Send' product
  - Errors introduced during the Miman & MiECCO processes
  - Duplication of Suspense account information
- Two further BES issues were identified;
  - A UK payment was attempted at a Northern Ireland PO. This encashment was expected to be restricted, but was available for payment.
  - A time-out message was generated when attempting to change a customers Nominated PO.
- Some difficulties were experienced with one-shot passwords, although the facility was eventually successfully completed.

### *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 all outlets (except Omagh)
- **POCL RDP** - No activity planned
- **HAPS** - transactions polled from existing legacy equipment and Horizon APS

### *Actual Interface Activity*

- **TIP** - Of the 10 files expected for day 8, 1 was rejected. Two incidents have been raised, details to follow. Day 9 transactions and Cash Accounts files have been received and are being checked.
- **CAPS** - All Online and Batch activity completed on schedule. Reconciliation with PACS is ongoing.
- **OBCS** - Transaction files up to day 9 received. Two unexpected results are under investigation
- **HAPS** - Day 7 transactions were received and reconciled. 1 transaction was not as expected, this was due to a misinterpretation of the end-of-day cut-off marker. Both incidents outstanding have been closed as a result. Day 8 transactions have not been received, an incident (E-9902250006) has been raised accordingly. The issue regarding APS Reports is still outstanding, however a Work Package is due to be applied overnight to resolve this issue.

## Test Metrics

### Test Conditions for day

Conditions Passed	777
Conditions Failed	16
Conditions Not Run	7
Total	800

### Test Conditions for the Cycle

Conditions Passed	2954
Conditions Failed	45
Conditions Not Run	77
Total	3076

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

- Procedural issues
- attempted Casual Agent Encashments

Test conditions not run were due to;

- the OBCS service is not available at the Northern Ireland outlet
- two script errors

## 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 during previous MOR's ( 23 in total) are not included on this summary, and will be reported when results are provided;

Model Office Testing

Progress Report

Final Pass

	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	3	10
• Incidents closed	2	11	22	35
• Incidents pending investigation	1	1	1	3
• Outstanding Re-tests	1	29	15	45
Total	5	49	43	97

**Re-tests planned for tomorrow.**

High: 0      Medium: 0      Low: 1

**Incidents Raised Today**

High	0
Medium	17
Low	14

*\*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	71	51	122
<b>New Incidents Closed</b>		15	7	22
<b>Outstanding new incidents</b>	0*	56	44	100

Summary of the above				
<b>Closed :</b>				
• Operation/Set-up problem		2		2
• 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		55	44	99
• Horizon		1		1
	0	71	51	122

Model Office Testing

Progress Report

Final Pass

---