

## Progress Report for Model Office Testing - Day 10

**Friday 26<sup>th</sup> February 1999**

### *Management Summary*

- Outlet Temporary Closure successfully applied.
- Some issues raised surrounding BES Helpdesk activity
- 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.
- Temporary Office closure at Celtic to simulate an office robbery.

### *Actual 'Key' Counter Activity*

- Some difficulties were experienced when applying the temporary closure of Celtic.
  - The HSHD required interaction and authorisation from various regional departments. Due to test environment constraints, we had to forego this area of the end-to-end process.
  - BES payments were successfully redirected to an alternative PO.
  - The 'Final' Cash Account produced at Celtic following the simulated robbery balanced.
- A number of icon or product related issues were identified that were ultimately attributed to the provision of non-core reference data. Corrective action (in the form of a work package) will be applied over the weekend.
- Some further BES issues;
  - We were unable to perform a Helpdesk encashment when the automated outlet had undergone a powerfail scenario. 'No Payments due' were reported when payments were expected.
  - Another unaccountable 'No Payments Available' messages was received. Investigation is underway.
  - Late delivery of PUN's and Cards resulted in the majority of tests being completed via manual detail entry.

***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** - TIP had received all but three of files expected. Issues were raised with the handling of BES Helpdesk transaction files and invalid item transaction mode mappings. (see the incident log for details)
- **CAPS** - All Online and Batch activity completed on schedule. Reconciliation with PACS is ongoing. An issue with the receipt and delivery of stop confirmation files from Pathway to CAPS is still under discussion.
- **OBCS** - Transaction files up to day 9 received. Two unexpected results are under investigation
- **HAPS** - Day 8 transactions were received and reconciled successfully. The outstanding incident was closed accordingly. A further incident was raised regarding the delivery of the day 9 transaction file. Reconciliation of day 9 transactions is underway, with 1 transaction not as expected. APR reports have now been received for days 6-9. Reconciliation of these reports will be completed next week.

**Test Metrics****Test Conditions for day**

Conditions Passed	874
Conditions Failed	6
Conditions Not Run	10
Total	890

**Test Conditions for the Cycle**

Conditions Passed	3828
Conditions Failed	51
Conditions Not Run	87
Total	3966

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

- No payments available messages during two BES encashments
- Reference data not available resulting in inability to perform several transactions as expected

Test conditions not run were due to;

- the OBCS service is not available at the Northern Ireland outlet

- User error resulting in early CAP rollover

### 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;

	High	Medium	Low	Total
• Re-tests planned in cycle	5	49	43	97
• Re-tests failed (and now raised as new incidents)		2	4	6
• Incidents not covered in plan	1	6	3	10
• Incidents closed	2	14	26	42
• Incidents pending investigation	1	1	0	2
• Outstanding Re-tests	1	26	10	37
Total	5	49	43	97

Details of new incidents resulting from the retesting exercise will follow tomorrow.

#### Re-tests planned for tomorrow.

High: 0      Medium: 0      Low: 3

### Incidents Raised Today

High	0
Medium	17
Low	2

*\*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	88	53	141
<b>New Incidents Closed</b>		20	10	30
<b>Outstanding new incidents</b>	0	67	43	111

<b>Summary of the above</b>				
<b>Closed :</b>				
• Operation/Set-up problem		4		4
• Fixed for Live Trial		7	3	10
• No fault		4	3	7
• Procedural Change			3	3
• Duplicate of existing call		4	1	5
• KPR Issue		1		1
<b>Under Investigation with :</b>				
• Pathway		67	40	107
• Horizon		1	2	3
• Outlet Systems Group			1	1
	0	88	53	141