

Progress Report for Model Office Testing - Day 14

Tuesday 02nd March 1999

Management Summary

- A potential workaround to a number of the BES issues raised previously has been identified. Practicality and implementation of this solution is up for debate
- A number of EPOSS issues have been identified, the most serious of which allowed production of a Cash Account with revaluation errors.
- 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

- Second day of contingency payments due to temporary closure of Celtic. The count of foreign encashments is not expected to be incremented during this period.
- Manual 'Final' Cash Account to be produced at Omagh to simulate an outlet changing ownership.

Actual 'Key' Counter Activity

- A pattern seems to be emerging that may account for a number of the BES issues identified during MOT. Some examples of these issues are;
 - Erratic results when attempting Carded Casual Agent encashments
 - Inability to perform foreign encashments during the hybrid period between counter and data centre migration
 - Inconsistent results when applying Geographical Restrictions (i.e. encashing a GB -only payment at a Northern Ireland outlet)
 - The incorrect application of a 30 minute lock-out when attempting nominated office encashment

After preliminary investigation, all of these issues seem to be because we are attempting to encash payments generated on a Release 1c data centre at a Release 2 outlet. The inconsistent results can be explained by the fact that a stop and reissue of a Rel 1c payment once the data centre has migrated to Rel 2 effectively cures all of the above issues. A possible solution for Live Trial may be to enforce a stop and reissue of all payments once the data centre has migrated. Although some problems will still be

encountered during the four week hybrid period, when the counter has migrated but the data centre is still at Rel 1c, the impact of the above issues could be reduced significantly.

- The Cash Account at Arsenal was produced successfully, however a worrying issue has been identified. All Stock Units were balanced successfully and rolled to the next CAP. The cash account produced subsequently misbalanced by 4p. Investigation found this to be an error in the postal order revaluation performed on day 13. This should not have happened, as the system validates the postal order revaluation process before a Stock Unit balance and rollover can occur. This is a late breaking issue, so further investigation is underway, and the incident will be detailed on the day 15 report.
- All other AP, BES, EPOSS and OBCS activity completed without major incident

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** - None planned
- **HAPS** - transactions polled from existing legacy equipment and Horizon APS

Actual Interface Activity

- **TIP** - All transaction files have been received at TIP, with the exception of the following;
 - Transactions for Wolves were expected but not received
 - End of day markers for Celtic, which were expected although the outlet was marked as temporarily closed, were not received.
 - The outstanding BES encashments from the non-automated outlet were received, but an issue was identified with the population of the value field of voided encashments. Investigation is underway
 - Resent transaction files of the invalid item id are still outstanding
- **POCL RDP** - An additional change drop was sent to amend the Cash Account status of Wolves from 'London' to 'Provincial'
- **CAPS** - All Online and Batch activity completed on schedule. Reconciliation with PACS is ongoing.
- **OBCS** - All transactions received as expected for day 13.
- **HAPS** - HAPS confirmed that Day 13 transaction files were received. Reconciliation is underway

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Test Metrics**Test Conditions for day**

Conditions Passed	912
Conditions Failed	2
Conditions Not Run	3
Total	917

Test Conditions for the Cycle

Conditions Passed	5731
Conditions Failed	53
Conditions Not Run	97
Total	5881

Test conditions failed were due to;

- a known issue with the encashment count not incrementing during the hybrid migration period

Test conditions not run were due to;

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

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. Results of the retests of Incidents raised by TIP during previous MOR's are also included;

TIP Incidents

	High	Medium	Low	Closed	Total
• Re-tests planned in cycle	0	13	9	1	23
• Re-tests closed		2	9	1	12
• Re-tests Outstanding	0	11	0	0	11

Horizon Incidents

	High	Medium	Low	Total
• Re-tests planned in cycle	5	49	43	97
• Re-tests failed (and now raised as new incidents)		3	4	7
• Incidents not covered in plan	1	7	2	10
• Incidents closed	2	19	28	49
• Incidents pending investigation	1	2	0	3
• Outstanding Re-tests	1	18	9	28
Total	5	49	43	97

Details of new incidents resulting from the retesting exercise;

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Existing PinICL	Description of Incident	New Helpdesk Ref.
PC20537	Event shows unexpected 'Rollover Abandoned' event	E-9902250112
PC20564	Inconsistencies between transaction ID on Customer Receipt and Transaction Log	E-9903020101
PC20613	Office daily Rem Out report shows pre-migration transactions in BP02	E-9902180098
PC20280	Inconsistencies between Nil Girobank deposits and withdrawal summaries	E-9902240180
PC20188	'E' displayed as '#' on a number of reports	E-9903020104
PC20303	Recovered BES encashment displayed on daily but not weekly recovered transaction report	E-9902180128
1 to follow...		

Re-tests planned for tomorrow.

High: 0 Medium: 1 Low: 3

Incidents Raised Today

High	0
Medium	4
Low	7

**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
Raised during MOT*	0	73	97	170
New Incidents Closed		16	49	65
Outstanding new incidents	0	57	48	105

**Nine incidents were duplicated on the incident log of day 9, in error. They have been removed from the log.*

Summary of the above				
Closed :				
• Operation/Set-up problem		3	2	5
• Fixed for Live Trial		4	11	15
• No fault		2	13	15
• Procedural Change		1	19	20
• Duplicate of existing call		4	4	8
• KPR Issue		2	0	2
Under Investigation with :				
• Pathway		57	47	104
• Horizon				
• Outlet Systems Group			1	1
	0	73	97	170

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