

Progress Report for Model Office Testing - Day 15 & 16

Wednesday 03rd and Thursday 04th March 1999

Management Summary

- Test schedule has stabilised after migration activity
- A number of issues have been encountered surrounding BES. These are under investigation, and most of them may be linked to a single contributing factor
- Cash Accounts are still misbalancing, but the causes of each misbalance has been previously identified, and was therefore expected, as no corrective action has been applied to the software baseline or test plan
- 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 on day 15 & 16

- Stock Unit balancing at all outlets.
- Celtic reopens after Temporary closure
- Cash Account production at all outlets
- Planned reference data change - Amendment of product name

Actual 'Key' Counter Activity on day 15 & 16

- A number of issues were identified with BES;
 - Several instances where 2 payments were expected, but only one was available - initial Pathway investigation indicates a problem with the PMS service - unconfirmed by CAPS/Horizon
 - Foreign encashments being refused as 'Unable to contact HQ' - Definitely due to PMS Failure - successfully retested
 - GRI encashment restricted at counter but available via Helpdesk
 - Collection of card generates 'PUN presented at wrong PO' - possibly attributed to temporary office closure
 - No EVP when attempting foreign encashment - again, may be due to temporary closure
- 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;
 - TIP received day 14 files, which were renamed and processed successfully. A duplicate set of files was resent on the overnight of day 15. These were all rejected as duplicates
- **POCL RDP** - No activity on day 15 or 16
- **CAPS** - All Online and Batch activity completed on schedule. Reconciliation with PACS is ongoing.
- **OBCS** - All transactions received as expected for day 14 & 15. However since day 13, each day's transaction file has contained duplicated information. An incident has been raised to track this.
- **HAPS** - HAPS confirmed that day 14 & 15 transaction files were received. Transactions previously reported as omitted from day 14 were successfully collected on day 15. Reconciliation of day 15 transactions is underway.

Test Metrics**Test Conditions for days 15 & 16**

| | |
|--------------------|------|
| Conditions Passed | 1417 |
| Conditions Failed | 17 |
| Conditions Not Run | 6 |
| Total | 1440 |

Test Conditions for the Cycle

| | |
|--------------------|------|
| Conditions Passed | 7148 |
| Conditions Failed | 70 |
| Conditions Not Run | 103 |
| Total | 7321 |

Test conditions failed were due to;

- Various issues with BES identified on day 16

Test conditions not run were due to;

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

Model Office Testing

Progress Report

Final Pass

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) | | 4 | 4 | 8 |
| • Incidents not covered in plan | 1 | 7 | 2 | 10 |
| • Incidents closed | 4 | 24 | 33 | 61 |
| • Incidents pending investigation | 0 | 1 | 0 | 1 |
| • Outstanding Re-tests | 0 | 13 | 4 | 17 |
| Total | 5 | 49 | 43 | 97 |

Details of new incidents resulting from the retesting exercise;

| 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 |
| PC20674 | ONCH report displays information for only one Stock Unit, when more than 1 SU declaration has been made | E-9902240152 |
| PC20179 | EPOSS - All cash account reports need to be printed again if PCHL reconciliation screen is cancelled | E-9903040084 |

Re-tests planned for tomorrow.

High: 0 Medium: 2 Low: 1

Incidents Raised on day 15 & 16

| | |
|--------|----|
| High | 1 |
| Medium | 15 |
| 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 |
|---------------------------|------|--------|-----|-------|
| Raised during MOT | | 93 | 108 | 201 |
| New Incidents Closed | | 27 | 57 | 84 |
| Outstanding new incidents | 0 | 66 | 51 | 117 |

| Summary of the above | | | | |
|------------------------------|---|----|-----|-----|
| Closed : | | | | |
| • Operation/Set-up problem | | 4 | 3 | 7 |
| • Fixed for Live Trial | | 9 | 11 | 20 |
| • No fault | | 7 | 17 | 24 |
| • Procedural Change | | 0 | 21 | 21 |
| • Duplicate of existing call | | 5 | 5 | 10 |
| • KPR Issue | | 2 | 0 | 2 |
| Under Investigation with : | | | | |
| • Pathway | | 66 | 51 | 117 |
| • Horizon | | | | |
| • Outlet Systems Group | | | | |
| | 1 | 93 | 108 | 201 |