Export

Peak Incident Management System

Call Reference	PC0059753	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- CI4S10	Top Ref	
Call Type	System Testing Incidents/Defects	Priority	C -- Progress restricted
Contact	DeletedContact	Call Status	Closed -- Administrative Response
Target Date	20/12/2000	Effort (Man Days)	0
Summary	DWH - APS Transactions amalgated		

Progress Narrative

```
Date:13-Dec-2000 13:01:00 User:Elaine Knott
CALL PC0059753 opened
References entered are:-
Product DW/MIS added
Target Release entered: Unknown
DWH - APS Transactions amalgated
There are two APS Performance Measures :
A01: APS Cash Payments - No Tokens Handed Back and
A02: APS Cash Payments - Tokens Handed Back
The BO Reports however calculate the two performance measures as one - A01.
On investigating this appears to be due to incorrect mapping of the APS
Products that were expected to be associated with A02 namely :
3169 Teignbridge D C N
3177 North Devon Homes Ltd
3178 North Devon Homes Ltd
CALL PC0059753:Priority C:CallType S - Target 20/12/00 13:01:15
The Call record has been assigned to the Team Member: Richard Jefferies
Defect cause updated to 16:Development - Reference Data
Hours spent since call received: 0 hours
```

```
Date:13-Dec-2000 13:05:00 User:Elaine Knott
New evidence added - Dump txt and sql from End of Run
```

```
Date:13-Dec-2000 14:12:00 User:Richard Jefferies
F} Response :
Ok.
[END OF REFERENCE 23742005]
Responded to call type S as Category 30 -TL confirmed
The response was delivered on the system
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours
```

```
Date:13-Dec-2000 14:54:00 User:Lionel Higman
The Call record has been assigned to the Team Member: Steve Newman
Hours spent since call received: 0 hours
```

```
Date:13-Dec-2000 17:37:00 User:Steve Newman
F} Response :
I cannot see why it is asserted that these products are incorrectly mapped.
[END OF REFERENCE 23749700]
Responded to call type S as Category 96 -Insufficient evidence
Hours spent since call received: 0.1 hours
The response was delivered on the system
```

```
Date:15-Dec-2000 11:21:00 User:Elaine Knott
New evidence added - Mapping spreadsheet
F} Response :
Attached is a spreadsheet that was provided to define the suggested new
product mappings.
Even if the new mappings on the system are felt to be correct the spreadsheet
suggests a discrepancy.
[END OF REFERENCE 23785217]
Responded to call type S as Category 40 -Incident Under Investigation
The response was delivered on the system
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours
```

```
Date:15-Dec-2000 11:51:00 User:Lionel Higman
The Call record has been assigned to the Team Member: Steve Newman
Hours spent since call received: 0 hours
```

Date:**15-Dec-2000 13:50:00** User:**Steve Newman**
F} Response :
Based on the reference data there is no fault in the product. If you think
the ref data is not correct please let me know and I will take it up with CS.
[END OF REFERENCE 23790297]
Responded to call type S as Category 62 -No fault in product
Hours spent since call received: 0.1 hours
The response was delivered on the system

Date:**20-Dec-2000 09:39:00** User:**Elaine Knott**
F} Response :
I refer to my previous statement
Attached is a spreadsheet that was provided to define the suggested new
product mappings.
Even if the new mappings on the system are felt to be correct the
spreadsheet
suggests a discrepancy - AS IT SUGGESTS a new transaction_ID of
2 and transaction mapping APS – Cash Payments – Tokens handed back to
customer, whereas the table PPC_A06_MAP has a transaction type of 1 for this
and the other products listed below.
Additionally on reading DW/SLA/010 regarding this it states : 'Tokens handed
back', Peter Robinson took an action to resolve with Customer
Requirements/POCL the exact interpretation of 'Tokens handed back' in
relation to transaction identification for SLAs as defined in E08.
However it also states that 'No Change is expected or proposed'
Referring to Team Leader for guidance as to whether this should be persued.
[END OF REFERENCE 23850114]
Responded to call type S as Category 40 -Incident Under Investigation
The response was delivered on the system
The Call record has been assigned to the Team Member: Richard Jefferies
Hours spent since call received: .5 hours

Date:**25-Jan-2001 11:38:00** User:**Richard Jefferies**
FAO Steve Newman,
Steve, I accept that with the mappings as they stand there is 'no fault in
product' as the software can do nothing but amalgamate the transactions. We,
in System Test, can only test to a given snapshot of Standing Data and from
that perspective we must give it a tick in the box.
However, can this PinICL not now be used to question the correctness of the
mapping themselves? You advise in your response above (timestamp 15/12/2000
13:50:43) to let you know if we think there is a fault in the ref data - I
believe that Elaine is doing that. If you'd rather that PinICL was not the
means by which to highlight this issue then please route the PinICL back for
closure, but we did use to use PinICL to raise comments against the old CON
Standing Data ...

Date:**25-Jan-2001 11:39:00** User:**Richard Jefferies**
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**25-Jan-2001 12:20:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Steve Newman
Hours spent since call received: 0 hours

Date:**26-Jan-2001 12:07:00** User:**Steve Newman**
Customer services have the responsibility and the tools to maintain the
mapping of POCL products to transactions types. As far as I am aware there
is no formally defined process to determine which transaction type should be
allocated to a product. This is a deficiency that Pathway should rectify.
So as to be able to progress this I would like to get a snapshot of the
current position in the live DWh. Please attach to this PinICL an extract,
from the live DWh, of the current mappings. This is effectively to repeat
the process that was run to produce the csv files that were used while
implementing CP2358.
The Call record has been transferred to the Team: CFMSupport-2nd
Hours spent since call received: 0.5 hours

Date:**26-Jan-2001 13:00:00** User:**Del(08/03 Stephen Fowler)**
New evidence added - Excel file of ppc_a06_mapping table from live
The Call record has been transferred to the Team: QFP
Hours spent since call received: 1 hours

Date:**26-Jan-2001 14:15:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Steve Newman
Hours spent since call received: 0 hours

Date:**30-Jan-2001 18:57:00** User:**Steve Newman**
New evidence added - Excel Spreadsheet showing live mapping of Products
F} Response :
I am happy to take up reference data problems with CS. I am however
reluctant to suggest that mappings may be incorrect simply because they have
changed. Please explain why you think there is a problem with the data.
[END OF REFERENCE 24483614]
Responded to call type S as Category 62 -No fault in product
Hours spent since call received: 0.1 hours
The response was delivered on the system

Date:**05-Feb-2001 10:27:00** User:**Elaine Knott**
F} Response :
F.A.O. Richard Jefferies
Richard I thought that I HAD explained why I think there is a problem with
the data. I have now completed testing having amended test data and proven
that the figures will report correctly with different data.
I can do no more!!!!
[END OF REFERENCE 24591318]
Responded to call type S as Category 40 -Incident Under Investigation
The response was delivered on the system
The Call record has been assigned to the Team Member: Richard Jefferies
Hours spent since call received: .5 hours

Date:**12-Mar-2001 11:37:00** User:**Richard Jefferies**
FAO Pete Jobson,
Following your discussions with Elaine ... would you like to make use of this
PinICL now that you are back, or would you rather that it just went away
quietly and died?
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**12-Mar-2001 12:29:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Peter Jobson
Hours spent since call received: 0 hours

Date:**12-Mar-2001 14:11:00** User:**Peter Jobson**
The mappings for these products has changed. CS are allowed to change the
mappings to whatever they see fit. One would hope that they have agreed the
content of the spreadsheet with POCL and then agreed any changes thereafter
as noted in the SLA Steering Group Meeting No. 8....
"PJb has provided design and mapping documentation to GW for review and
approval prior to passing to POCL to provide the requested evidence that
Pathway is moving forward on the calculation of volumetrics for the new
invoice. PR to do a sense check on the mapping. No obvious errors were
found. GW was asked to provide his approval. Action closed. PR will
establish the meaning of 'tokens handed back'. PW will review the process
for new products"
GW: Graham Wingrove, PR: Peter Robinson, PW: Paul Westfield.
If we assume that the Spreadsheet was agreed with POCL, then the mappings are
now incorrect - and this is the point of the PinICL. If, however, the
subsequent changes have also been agreed with POCL, then we can close the
PinICL
The Call record has been transferred to the Team: PWAY Ref Data
Hours spent since call received: 0.2 hours

Date:**13-Mar-2001 08:50:00** User:**Duncan MacDonald**
The Call record has been transferred to the Team: CS-RefDataTeam
Hours spent since call received: 0 hours

Date:**13-Mar-2001 09:26:00** User:**Martin Hudson**
The Call record has been assigned to the Team Member: Martin Hudson
Hours spent since call received: 0 hours

Date:**13-Mar-2001 14:48:00** User:**Lionel Higman**
Target Release updated to CI4S10

Date:**13-Mar-2001 16:00:00** User:**Martin Hudson**
The draft version of the spreadsheet used to convert all product mappings for
CP2358 had incorrect new transaction types for these three products. This was
corrected for the final version of the speadsheet. These three products are
correctly mapped.
Routing back to QFP, fao Peter Jobson.

The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**13-Mar-2001 16:10:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Peter Jobson
Hours spent since call received: 0 hours

Date:**13-Mar-2001 16:52:00** User:**Peter Jobson**
Martin's response does not cover the wider issue of agreeing our product
mappings with POCL. These mappings are used to determine which transactions
are measured against which performance measures and also determine how
transactions are totalled to create our monthly invoice volumetrics.
Any Errors in the mappings will cause Pathway to incorrectly state the
figures that are declared to POCL.
Therefore, we need to openly declare how we have mapped our products and
require a process in place that allows us to regularly review future mappings.
I believe that the action to put this process in place was finally with Steve
Muchow when the SLA Steering Group had its final meeting.
This is a hot issue with Tony Oppenheim who is concerned with the figures
that we will be reporting to POCL when we begin Monthly Invoice from April.
Routing for attn: Steve Muchow
The Call record has been transferred to the Team: Cust. Services
Defect cause updated to 41:General - in Procedure
Hours spent since call received: 0.1 hours

Date:**16-Mar-2001 11:56:00** User:**Janet Reynolds**
Printed off call and passed to S Muchow Director CS.

Date:**20-Mar-2001 14:31:00** User:**Janet Reynolds**
Response from Peter Robinson:
IAW IAS The following token codes are classified as tokens handed back:
379, 416, 384, 2289, 2625. All others are no tokens handed back
transactions (valid as at 01 12 00).
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0.0 hours

Date:**20-Mar-2001 14:51:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Peter Jobson
Hours spent since call received: 0 hours

Date:**23-Mar-2001 10:31:00** User:**Peter Jobson**
F} Response :
Elaine: can you please check PRs statement against the standing data? If the
mapping is incorrect, then this becomes a live issue. Sorry the status is at
Final, I cannot see any other way of getting the pinICL back to you.
[END OF REFERENCE 25411063]
Responded to call type S as Category 68 -Administrative Response
Hours spent since call received: 0.1 hours
The response was delivered on the system

Date:**08-May-2001 13:29:00** User:**Elaine Knott**
F} Response :
At the latest M1R build on our rig only product 3721 (which cannot be found
in the POCL Products Code table) is set to SA06_TRANSACTION_TYPE 2 in the
ppc_A06_map table, i.e. APS - Cash Payments - Tokens handed back to customer
[END OF REFERENCE 26001179]
Responded to call type S as Category 40 -Incident Under Investigation
The response was delivered on the system
Call transferred to team: CFM-Dev (Routed via Group, no Product match)
Hours spent since call received: 0 hours

Date:**09-May-2001 10:50:00** User:**Del(08/03 Stephen Fowler)**
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0.1 hours

Date:**09-May-2001 10:57:00** User:**Peter Jobson**
FAO: Martin Hudson.
Peter Robinson has stated that:
Response from Peter Robinson:
IAW IAS The following token codes are classified as tokens handed back:
379, 416, 384, 2289, 2625. All others are no tokens handed back
transactions (valid as at 01 12 00).
However, these products are not mapped to the correct transaction type.

Would you please re-map these products on the Live system or advise how we
may close this PinICL once and for all?
FAO: Elaine/Richard. This PinICL is regarding the mapping which is the
responsibility of CS. Please do not route to DWh Development or support in
furture.
The Call record has been transferred to the Team: Cust. Services
Hours spent since call received: 0.1 hours

Date:**09-May-2001 15:47:00** User:**Martin Hudson**
The Call record has been transferred to the Team: CS-RefDataTeam
Hours spent since call received: 0 hours

Date:**09-May-2001 15:48:00** User:**Martin Hudson**
The Call record has been assigned to the Team Member: Martin Hudson
Hours spent since call received: 0 hours

Date:**21-May-2001 13:52:00** User:**Martin Hudson**
FAO: Peter Jobson:
As far as I am concern, I gave you the information to close this PinICL on
13/03/01 but you kept the PinICL open to 'cover the wider issue'.
Although nothing to do with the original PinICL, I have discussed the real
'token handed back' products with Peter Robinson. He has confirmed that the
list above is still up-to-date and I have updated CON.
I trust that we can now close this PinICL.
Routing back to QFP f.a.o. Peter Jobson.

Date:**21-May-2001 13:53:00** User:**Martin Hudson**
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**21-May-2001 14:13:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Peter Ambrose
Hours spent since call received: 0 hours

Date:**06-Jul-2001 13:40:00** User:**Peter Ambrose**
F} Response :
Elaine
Are these codes now, by chance, mapped correctly or do we need to continue to
pursue this?
[END OF REFERENCE 26886441]
Responded to call type S as Category 38 -Potential Problem Identified
The response was delivered on the system
The Call record has been transferred to the Team: AP System Test
Hours spent since call received: .3 hours

Date:**09-Jul-2001 08:46:00** User:**Richard Jefferies**
The Call record has been assigned to the Team Member: Elaine Knott
Hours spent since call received: 0 hours

Date:**09-Jul-2001 12:59:00** User:**Elaine Knott**
F} Response :
FAO: Peter Ambrose
Having checked our Rig and BTC's rig these products haven't been mapped as
part of the standard build.
We appreciate that given the realities of the real world we may well be out
of step and that it is only where we have had fixed documentation that we
have been able to highlight descrepancies as above which would affect live.
What I think may need to happen is for an exercise to be undertaken (as
happened about 18 months ago) documenting the live standing data and then our
test 'standing data', as installed on build, to be as up to date as it can be
and conform to the documented norm.
In the absence of this, however, currently both myself and Neil Gormley map
our own products to enable testing of this product type and SLA.
[END OF REFERENCE 26907145]
Responded to call type S as Category 40 -Incident Under Investigation
The response was delivered on the system
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**09-Jul-2001 16:02:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Peter Ambrose
Hours spent since call received: 0 hours

```
Date:09-Jul-2001 16:32:00 User:Peter Ambrose
F} Response :
Elaine,
It appears, as you suggest, that the only way anything will happen is to
identify real problems in live as part of a live/test reconciliation process.
I suggest that you either keep this PinICL in SystemTest 'futures' or close
it and document the future requirement for the test rigs.
[END OF REFERENCE 26912191]
Responded to call type S as Category 40 -Incident Under Investigation
The response was delivered on the system
The Call record has been transferred to the Team: AP System Test
Hours spent since call received: .3 hours
```

```
Date:10-Jul-2001 11:18:00 User:Richard Jefferies
The Call record has been assigned to the Team Member: Elaine Knott
Hours spent since call received: 0 hours
```

```
Date:11-Jul-2001 11:17:00 User:Elaine Knott
F} Response :
Further to my conversation with Pete Ambrose today, it has been recognised
that the standing data within live and test cannot be guaranteed to be the
same.
However, as we have no guidance on what is out in live we have no way of
testing for consistency and can merely prove that the data warehouse will
undertaken the calculations, aggregations correctly should products be mapped
in certain ways.
As for placing this PinICL in a 'futures' stack or documenting the future
requirement again, having clarified with Peter, this is not feasible.
Basically, we will test as thoroughly and efficiently as we can, but without
a definition of the 'live' standing data (which will need to be kept up to
date for each release and then the test rigs being built with this 'live'
set) we will never be in the position to test the standing data itself and
have to be content with testing that the system will process correctly based
upon our tests.
As such, I am to close this PinICL, the descrepancy first noted has been
highlighted and since dealt with.
Pete Ambrose advised he will investigate whether a process between CS and CFM
can be instigated to attempt to keep the build standing data and live
standing data in line.
[END OF REFERENCE 26930014]
Responded to call type S as Category 68 -Administrative Response
Hours spent since call received: 0 hours
The response was delivered on the system
```

```
Date:11-Jul-2001 11:18:00 User:Elaine Knott
CALL PC0059753 closed: Category 68, Type S
Hours spent since call received: 1 hours
```

Root Cause	General - in Procedure
Logger	POA Deleted User -- Deleted Team
Subject Product	DW/MIS -- (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	11-Jul-2001 11:18 -- Elaine Knott