

Export

## Peak Incident Management System

Call Reference	PC0026997	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- NFR - No Fix Req'd	Top Ref	
Call Type	Business Integration Testing Incidents/Defects	Priority	C -- Progress restricted
Contact	DeletedContact	Call Status	Closed -- No fault in product
Target Date	28/07/2001	Effort (Man Days)	0
Summary	DWE2E2 - OBCS/APS/EPOSS SLA figures incorrect		

## Progress Narrative

Date:21-Jun-1999 15:09:00 User:Alan Matthews  
 CALL PC0026997 opened  
 References entered are:-  
 Product DW/MIS added  
 Target Release entered: DTL - unknown  
 DWE2E2 - OBCS/APS/EPOSS SLA figures incorrect  
 BIT04 rig at LT2  
 SLAM Performance Measures PW105, PW106 and PW107 were checked following the input of a number of APS/OBCS/EPOSS transactions on 19/02/2000. No post offices were in fallback.  
 The documentation for CON standing data (DW/DOC/010 version 1.29) describes all these figures as having performance unit of SEC (seconds) but are given as percentages.  
 PW105 and PW107 gave a result of 100.00%  
 My understanding is that the performance measure should be Achievement / MAL \* 100.  
 PW106 gave a result of 98.99 which seems to be MAL / Benchmark Trans Time \* 100 though this may be coincidental. In any case, how can the Benchmark Trans Time be higher than the MAL for any performance measure?  
 PW108 gave a result of 115.08, PW110 gave a result of 109.74, PW116 gave a result of 105.26 which all seem to be MAL / Benchmark Trans Time \* 100.  
 Is it significant that these figures are expressed as more than 100% ?  
 If these are more than 100%, why are other, apparently similar, figures e.g. PW105, PW107, PW109, PW111 equal to 100% ?  
 Dump attached  
 CALL PC0026997:Priority C:CallType B - Target 28/06/99 16:09:28

Date:21-Jun-1999 15:14:00 User:Alan Matthews  
 New evidence added - compressed Oracle dump  
 The Call record has been assigned to the Team Member: Dave Colclough  
 Defect cause updated to 99:General - Unknown  
 Hours spent since call received: 0 hours

Date:21-Jun-1999 15:41:00 User:Dave Colclough  
 F) Response :  
 ok  
 [END OF REFERENCE 11565849]  
 Responded to call type B 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: 0.1 hours

Date:22-Jun-1999 09:44:00 User:Lionel Higman  
 The Call record has been assigned to the Team Member: Steve Newman  
 Hours spent since call received: 0 hours

Date:22-Jun-1999 11:46:00 User:Steve Newman  
 The performance unit on CON Standing Data specifies the units in which the achievement is measured. On SLAM all conformances are expressed as percentages.  
 If there is no fallback and no foreign transactions then the achievement is effectively Benchmark Trans Time. The conformance calculation becomes MAL / Benchmark Trans Time \* 100. It would appear that PW106, PW108, PW110, and PW116 are all being calculated correctly, according to design.  
 It is strange that for PW106 the MAL is less than Benchmark Trans Time; This will mean that it is impossible for PW to be conformant for this PM. I have raised this issue with Peter Robinson. This item is configurable via CON ADMIN and does not require a software fix.  
 100% conformance is the expected conformance where no transactions have been performed. I suspect this is the case for PW105, PW107, PW109 and PW119.  
 Would you check whether this is the case?  
 F) Response :  
 No software faults apparent  
 [END OF REFERENCE 11572905]

Responded to call type B as Category 62 -No fault in product  
Hours spent since call received: 1.0 hours  
The response was delivered on the system

Date:23-Jun-1999 12:41:00 User:Alan Matthews

From discussions with Steve Newman, it would seem that, at present, only OBCS receipts are contributing to the Performance Measures PW109 (OBCS Receipts and Issues - Foreign) and PW108 (OBCS Receipts and Issues - Local). OBCS Issues are not mapped to these Performance measures.  
The Call record has been transferred to the Team: QFP  
Hours spent since call received: 1 hours

Date:24-Jun-1999 10:17:00 User:Lionel Higman

The Call record has been assigned to the Team Member: Steve Newman  
Hours spent since call received: 0 hours

Date:24-Jun-1999 12:43:00 User:Steve Newman

FAO Peter Robinson  
The only outstanding issue is whether issues should be contributing to PW108 and PW109.  
Target Release updated to NFR - No Fix Req'd  
The Call record has been transferred to the Team: Cust. Services  
Hours spent since call received: 0.5 hours

Date:25-Jun-1999 08:26:00 User:David Seddon

The Call record has been assigned to the Team Member: Peter Robinson  
Hours spent since call received: 0 hours

Date:10-Feb-2000 17:32:00 User:Peter Robinson

New evidence added - Standing Data PinICL 26997  
F) Response :  
There needs to be change in Standing Data and this is attached.  
OBCS "Issues" are required for SLA calculation, OBCS "Receipts" are not. This is to be progressed as a CSR required deliverable.  
This PinICL should be raised to 'B' Priority - Fix Required - CSR.  
Original reason for PinICL being raised has been resolved and PinICL has moved forward with the PinICL now being used for OBCS specific problem.  
[END OF REFERENCE 15387256]  
Responded to call type B as Category 38 -Potential Problem Identified  
The response was delivered on the system  
The Call record has been transferred to the Team: CFMSupport-2nd  
Hours spent since call received: 2.0 hours

Date:10-Feb-2000 18:15:00 User:Steve Newman

The attached spreadsheet does not address the issue of whether PW108 & PW109 should measure OBCS Issues & Receipts. I think the issue it attempts to resolve is that described in PC30147. Please advise the changes to Standing Data that will be required so that these PMs measure issue transactions rather than receipt transactions as requested by Peter Robinson. N.B. The labels used in SLAM must also be updated so that they are not mis-leading.

Date:14-Feb-2000 11:56:00 User:Deleted User (Jillian Artt Feb 02/01)

F) Response :  
PW108 and PW109 are mapped to OBCS Issues only.  
PW108 is mapped to transaction types B911 and U911. PW109 is mapped to B901 and U901.  
OBCS Receipts do not contribute to PW108 or PW109. Peter Robinson has stated above that this is correct.  
This only leaves the description fields in the standing data that refer to OBCS Issues and Receipts.  
The 'PM Name' column in the 'Performance Measure' sheet and the 'Requirement Desc' column in the 'PM reqs variables' sheet need amended.  
Customer Services are responsible for the update to standing data.  
Once the standing data has been updated we can release the changes to live in 1 day.  
If these changes are not made the Performance Measure labels in SLAM will be misleading.  
Routing to Release Management for authorisation to release at CSR.  
Note: a number of other CSR pinicls (e.g. 30819, 35257) require a change to standing data and this update could be made at the same time.  
[END OF REFERENCE 15480517]  
Responded to call type B as Category 55 -Live Fix Impact Supplied  
The response was delivered on the system  
The Call record has been transferred to the Team: RelMngmntForum  
Hours spent since call received: 0.5 hours

Date:18-Feb-2000 18:31:00 User:Del(12/03 Nicola Lambert)  
Decided at RMF 18/02/00 for Release Management to resolve the standing data problem. On hold until then.  
The Call record has been assigned to the Team Member: RM  
Hours spent since call received: 0 hours

Date:25-Feb-2000 08:52:00 User:Deirdre Conniss  
Confirmed with Peter Robinson what the issue with standing data is, from his point of view. It is his understanding that it was agreed between Steve Muchow and Terry Austin that the maintenance of standing data would be carried out by Development. However on attempting to pass the next update of standing data to Development, it was rejected. Pending resolution of this issue, there is no point in authorising the fix, since it cannot go ahead until the standing data is amended. I am E-Mailing Stephen and Terry to try to get the issue resolved. Both Peter Robinson and Richard Brunskill have confirmed that the problem PinICL should be fixed asap, as the customer requires all SLA calculations to be correct.

Date:20-Mar-2000 18:08:00 User:Deirdre Conniss  
F) Response :  
Progress provided by Pete Jobson by E-Mail on 9/3/00  
The DWh SLA Steering Group, chaired by Steve Muchow has given authorisation to fix standing data related pinICLs following issue of version 1.5 of the standing data document. This allows delivery of the following PinICLs: 35257, 30819, 37038 and 33583.  
I have therefore transferred these to CFM-Support-2nd for immediate fix and delivery.  
It has also been agreed that PC0032366 (APS->DWh interface) can be deferred to CSR+. This PinICL was on the RMF stack - I have amended the target release and send to CFM-Dev. We will sit on this one until CSR Inc4 when the problem automatically rectifies itself.  
PC0026997 is also on the RMF stack. This issue will remain outstanding until disputes with POCL over counter performance measures have been settled. The PinICL is probably best residing on the Cust Services stack.  
[END OF REFERENCE 16641566]  
Responded to call type B as Category 40 -Incident Under Investigation  
The response was delivered on the system  
The Call record has been transferred to the Team: Cust. Services  
Hours spent since call received: 0 hours

Date:30-Mar-2000 14:54:00 User:Janet Reynolds  
Assigning to Deirdre Conniss  
The Call record has been assigned to the Team Member: Deirdre Conniss  
Hours spent since call received: 0.0 hours

Date:21-Aug-2000 08:37:00 User:Deirdre Conniss  
F) Response :  
Update from Peter Robinson: we are still waiting for POCL to deliver their deliberations and findings to Pathway. The dispensation has been extended to end November.  
[END OF REFERENCE 21239310]  
Responded to call type B as Category 40 -Incident Under Investigation  
The response was delivered on the system

Date:30-Oct-2000 14:36:00 User:Deirdre Conniss  
F) Response :  
Update obtained from Peter Robinson on 30/10/00. We are still awaiting input from POCL. At the Horizon Service Review Forum last Wednesday, the matter was raised again. It has been made clear to POCL that the minimum implementation period is 2 months. The minimum assumes minimal change to code requested by POCL. The matter is being escalated within POCL to the Contracts Board.  
[END OF REFERENCE 22559639]  
Responded to call type B as Category 36 -Known Problem Registered  
The response was delivered on the system

Date:06-Jun-2001 16:01:00 User:Janet Reynolds  
Update from email/discussion between Deirdre Conniss and Peter Robinson: last week Keith Baines giving extension yet again on not reporting on SLAs in the Counter transaction area. After my meeting with PON on Monday (04/06) and further contact today I will have results from their workings Monday next week that will allow me to revise Benchmarking values and present to Colin Lenton-Smith - thus moving forward with PON (Keith Baines) with a view to closing down this 22 month outstanding suspend on this topic.

Date:06-Jun-2001 16:06:00 User:Janet Reynolds

F) Response :

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[END OF REFERENCE 26345946]

New target date set 28/07/01 16:09:00

Responded to call type B as Category 36 -Known Problem Registered

The response was delivered on the system

Date:17-Oct-2001 15:11:00 User:Deirdre Conniss

F) Response :

Victor

Without being slopey shouldered, I think this one is now more in your area than mine. I originally accepted responsibility for it two years ago and whenever I need to provide an update, I invariably ask Peter Robinson, as its all to do with benchmarking.

[END OF REFERENCE 27900980]

Responded to call type B as Category 40 -Incident Under Investigation

The response was delivered on the system

Date:23-Nov-2001 16:59:00 User:Deirdre Conniss

The Call record has been assigned to the Team Member: Victor Gough

Hours spent since call received: 0 hours

Date:05-Feb-2002 10:37:00 User:Del(01/04 John Newitt)

Contact changed to Kevin Barrett

Date:16-Oct-2002 11:53:00 User:Janet Reynolds

I have sent an email to Vic Gough and Peter Robinson for an update on thios call.

Date:30-Oct-2002 12:32:00 User:Janet Reynolds

F) Response :

Janet:

Can you place following text message in the PinICL.

"This PinICL has now been superceded by events relating to the manner by which delivery of Counter Transaction Performance SLAs will be reported now, and in the future. It is expected under contract renegotiation to have complete revisit in this area of SLA activities which in its own right will maintain a status of redundancy for these SLA's. Proposed that this PinICL is closed to against the above statement. Closure to be effective immediately.

Rgds: Pete Robinson

[END OF REFERENCE 32087225]

Responded to call type B as Category 62 -No fault in product

Hours spent since call received: 0 hours

Defect cause updated to 41:General - in Procedure

The response was delivered on the system

Date:30-Oct-2002 13:29:00 User:Del(03/03 Kevin Barrett)

CALL PC0026997 closed: Category 62, Type B

Hours spent since call received: 0 hours

Root Cause	General - in Procedure
Logger	POA Deleted User -- Deleted Team
Subject Product	DW/MIS -- (version unspecified)
Assignee	Deleted User -- ITU SV&I
Last Progress	30-Oct-2002 13:29 -- Del(03/03 Kevin Barrett)