

POCL Confidential Version

Output from Tranche 3 Acceptance Incident Workshop 10th August

From John Meyher

11th August '99

13 AUG 1999-863

This table includes the following incident categories:

- 0 Agreed 'High' severity by POCL and Pathway
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- 5 Closed
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- 9B Timely resolution in doubt. To be reviewed at T3 workshop
- 10 Incident status and/or severity disputed

A Spec	AI	Description	BEFORE TRANCHE 3 WORKSHOP			AFTER TRANCHE 3 WORKSHOP			Remarks
			Severity (PWY)	Severity (POCL)	Category	Severity (PWY)	Severity (POCL)	Category	
TIP	342	TIP data file delivery SLA breach	Medium	Medium	1	Low	Medium	10	Dispute on severity - may be closed by end of 11/8. To be discussed in TIP conference call 11/8. Mark Burley to respond to Pathway whether closed by end 11/8
TIP	361	Duplicate records and files over TIP Interface.	Medium	Medium	1	Low	Medium	10	Monitoring continues in live environment. Dispute on severity - may be closed by end of 11/8: To be discussed in TIP conference call 11/8. Mark Burley to respond to Pathway whether closed by end 11/8.
TIP	371	Late transactions over 9 days old on HAPS system.	Low	Medium	4	Low	Medium	10	Business Impact by 4:00 11/8, Bob Cragg. PWY to give detailed reports to Bob Cragg up to close of business on 11/8. BC to reconcile PWY and POCL data and respond by close of business 12/8. If reconciliation is successful possibly 'low'
TIP	376	Derived cash account not equal to electronic cash account	High	High	0	Pending	High	10	Pathway to provide detailed analysis of root causes and fixes to Mark Burley by 11/8. POCL to review and respond by 16/8. Pathway say fix to be implemented 12/8 and forecast severity to be revised to 'medium'.
TIP	378	AIS contravention/Data Integrity on the cash account (TIP)	Low	Medium	9G	Low	Medium	10	TIP done Business Impact. Pathway say fix to be implemented 10/8. POCL to monitor in live environment. Pathway to re-issue incident analysis by 11/8 and Mark Burley to expedite business impact analysis. To be discussed in TIP conference call 11/8.

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TIP	410	Missing transactions from the cash account	Pending	High		None	High Low	10	Dispute on severity and rectification. To be discussed TIP conf call. Pathway to re-issue incident analysis. To be discussed in TIP conference call 11/8. POCL expect to downgrade severity or close.
TIP	411	AIS Contravention/Data Integrity	Pending	High		None	High Low	10	Pathway dispute incident status as it was raised after Core Observation Period and are treating this in accordance with Clause 411. John Cook to consult with lawyers. To be discussed in TIP conference call 11/8. POCL expect to downgrade severity.
EPOSS	211	Receipts and payments not equal on cash account	Medium	Medium	1	None Closed	Medium	10	Mark Burley to speak with TP 11/8. POCL expect to downgrade severity. Pathway to investigate RED report with respect to kit swap-out and confirm severity.
EPOSS	394	Differences in reprints of Cash Account report & the original report	None	Medium	4	None	Medium Closed Above	10	In dispute, but likely to be closed. Still no reported instances of this problem in live environment. Mark Burley to speak with TP 11/8. POCL expect to close incident.
Training	218	Training course Cash Account module inadequate.	Medium	High	9G	None Closed	High High	10	POCL expect to issue training report (confirming incident severity) to Pathway by close of business 10/8. Pathway to respond with their severity 11/8. Workshop didn't discuss severity

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Training	266	User contingency / disaster recovery documentation missing.	Low	High/Med	7	Low	Low	2	POCL to write up manual procedure. Incident to be removed from this list.
Training	364	Inconsistencies between documentation, training system & mode	Low	Medium	4	Low	Low	2	Pathway analysis under review by POCL; expect to close incident following review of training mode.
Rollout	372	Systems management (not all 299 offices successfully upgraded to LT2)	Pending	High/Med	9B	None	Medium High/Med	10	In dispute on severity and rectification. Further analysis tabled by Pathway at workshop 10/8. Bob Booth to provide response to Ruth Holleran/Min Burdett by 12/8 (received).
Policies & Standards	333	HCI Specification is deficient in implementation definition.	None	Low	9B	None	Low	2	Incident to be removed from this list.
Policies & Standards	406	Horizon system usability evaluation shows criterion re: HCI not met	None	Medium	9B	Low	Low	2	Pathway to make changes to the HCI which the enhancement workshop agrees are necessary and specifically HCI related. Pathway to re-issue incident analysis. Incident to be removed from this list.

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Security	368	Physical Security of Lytham St Annes Computer Room	Low	Medium	4	Low	Medium	10	Security grills still not installed; POCL will close incident when Pathway confirm installation is complete. Business Impact Bob Booth (received).
Security	370	Lack of acceptable witness statement during trial period	Low			Low	Low	2	Incident to be removed from this list.
Security	387	Recovery and contingency arrangements - Feltham & Bracknell	Low	High/Med		None	None	5	Incident to be closed.
Security	391	Deficiency in physical security at Bootle & Wigan	Low	Medium	9G	Low	Medium	10	Pathway rectification plan agreed . Bob Booth to furnish Ruth Holleran/Min Burdett with wording to sustain 'medium' severity.
APS	390	Recovery of APS transactions	Low	Medium	9G	Low	Medium	10	Pathway analysis deemed unsatisfactory. Bob Cragg to provide description and severity assessment by 4pm 11/8. Calum Craig to expedite.

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APS	395	Duplicate AP transaction reference numbers	Low	Medium	9G	Low	Medium	10	Mark Burley to speak with TP 11/8 to ascertain if number of instances of this incident is sufficiently low to warrant downgrading severity.
POCL Infra	199	Dispute over TMS/OPS boundary	None	Medium	9G	Low	Low	2	Criterion 869 to be addressed under AI 314. Incident to be removed from this list.
POCL Infra	297	Inappropriate / unintelligible counter system error messages.	Low	Medium	9B	Low	Low	2	Reduction in event frequency warranted downgrading severity. Incident to be removed from this list.
POCL Infra	298	Counter system subject to lockups & screen freezes requiring re-boots.	Low	High	9B	Low	High	10	Pathway provided new analysis; POCL to review. Pathway to ring around outlets to confirm diagnosis based on Week 19 calls. Dave McLaughlin to supply corresponding figures from Horizon log by 4pm 11/8. Bob Booth to provide Ruth Holleran/Min Burdett with ex
POCL Infra	300	System lockups on printer failure	Pending	High/Med	9B	None	High 298. A None	10	Dave McLaughlin to analyse figures from Week 19 Horizon log. Suggestion to close and the symptoms treated as part of AI 298 (NB BoBo note). POCL to respond to Pathway (John Dicks) by close of business 11/8.

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POCL Infra	301	Printer failure integrity problems	Pending	High/Med	9B	None	None High	10	Dave McL to analyse figures from Week 19 Horizon log: results by 4:00 11/8. This incident may be closed and the symptoms treated as part of AI 211. POCL to respond to Pathway (John Dicks) by close of business 11/8.
POCL Infra	314	Provision of tech. documentation for TP suppliers inadequate.	None	Medium	9B	Closed Low None	Medium	10	Pathway to re-issue incident analysis. John Cook and Bob Booth to discuss further. John Cook to provide justification for M by 4:00 11/8
POCL Infra	369	Scanner reliability in relation to OBCS transactions	None	High/Med	9G	None	High/Med	10	POCL to respond to Pathway by close of business 11/8. MinB to discuss way forward 10:00 11/8. POCL may downgrade severity to 'low'.
POCL Infra	384	Sequent failover time	Low	High	9G	None	Low High	10	Pathway to re-issue analysis. Bob Booth to re-evaluate incident severity assessment by 4pm 11/8. POCL expect to close this incident or re-assess to low.
Reconciliation	375	No confidence in change control between Ref Data and Pathway	Pending			None	None	5	Incident to be closed.

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Reconciliation	380	Lack of detail re data between Outlet & Correspondence Server	None			None	None	5	Incident to be closed.
Service Levels	408	Failure of the Horizon System helpdesk to support the network	Medium	Medium	1	<i>None or</i> Low	Medium	10	Pathway rectification plan needs to be more quantitative regarding resources and more detailed regarding actions to be implemented to improve service levels for LT2. Dmac & MinB to develop Business Impact
Unresolved KPR entries									