

- 6 AUG 1999 - 786

Electronic *memo*



To Keith K Baines/POCL/POSTOFFICE@POSTOFFICE
cc Min Burdett/POCL/POSTOFFICE@POSTOFFICE, Jeff Austin@MAILHUB, Tony Houghton@MAILHUB

Hard Copy To

Hard Copy cc

From John Meagher/POCL/POSTOFFICE

Date 05/08/99 17:01

Subject Matching acceptance criteria to acceptance incidents

Keith

Initial results from the exercise of identifying additional acceptance criteria to our existing acceptance incidents indicates that there is an opportunity for additional criteria to be added and therefore potentially additional acceptance incidents to be generated.

Taking acceptance incident 211 - one where we expected additional criteria to be available - we have now matched the incident to 5 criteria. Whilst in theory this could therefore result in 5 incidents, the risk we run if we were to split the incident in this way is that we then reduce the severity of the incidents from a Medium to a Low.

I am happy to discuss with you the results of the work so far with a view to considering the extent to which we continue and how we use the information we have.

John

From John Meyler 5/8/99

4th August '99

Tranche 2 Acceptance Incident Workshop

This table includes the following incident categories:

- 0 Agreed 'High' severity by POCL and Pathway
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- 4 Monitoring with a view to close
- 5 Closed
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A-Spec	AI	Description	BEFORE TRANCHE 2 WORKSHOP			AFTER TRANCHE 2 WORKSHOP			Remarks
			Severity (PWY)	Severity (POCL)	Category	Severity (PWY)	Severity (POCL)	Category	
TIP	342	TIP data file delivery SLA breach	Pending	High/Med	3	Medium	Medium	1	POCL to review Pathway analysis
TIP	361	Duplicate records and files over TIP Interface.	None	High/Med	3	Medium	Medium	1	Pathway analysis to be reviewed and fix monitored in live environment
TIP	371	Late transactions over 9 days old on HAPS system.	Pending	High/Med	T2	Low	Medium	4 9G	Pathway to provide POCL with 'drop dates' for fix. Review with Pathway 6/8. POCL to ensure monitoring occurs post-fix.
TIP	376	Derived cash account not equal to electronic cash account	Pending	High	3	High	High	0	Pathway to provide enhanced analysis of underlying problems and avoidance agent functionality by 4/8. Codified workaround at agent level implemented 3/8; monitoring results prior to issuing full analysis.
TIP	378	AIS contravention/Data Integrity on the cash account (TIP)	Pending	High/Med	3	Low	Medium	9G 9B	Cause of problem understood. Pathway do not intend to fix this as a priority task due to low rate of occurrence. Pathway reviewing this further.
EPOSS	211	Receipts and payments not equal on cash account	Medium	Medium	1			1	Rectification monitoring ongoing. No instances of problem identified in last CAP.
EPOSS	394	Differences in reprints of Cash Account report & the original report	Pending	High/Med	T2	None	Medium	4	Similar to AI 211. Rectification monitoring ongoing. No instances of problem identified in last CAP.

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Training	218	Training course Cash Account module inadequate.	Medium	High	T2			9G	Training course improved in classroom situation; data being gathered from live environment; report due 11/8 but POCL to endeavor to issue report sooner.
Training	266	User contingency / disaster recovery documentation missing.	Low	High/Med	T2			7	Calum Craig to define issue and liaise with training staff.
Training	364	Inconsistencies between documentation, training system & mode	Pending	Medium	T2	Low		4	Pathway analysis under review by POCL; expect to close incident following review of training mode next week.
Rollout	354	Verification of outlet modification work inadequate.	Low	Medium	9			9G	Pathway documentation due 28/7 (now overdue); expect to close AI; to be reviewed at T2 workshop
Rollout	355	Process for Service Infrastructure installation inadequate.	Low	Medium	9			9G	POCL intend to close incident by 6/8 if Pathway provide completion packs by 4/8.
Rollout	357	Work completed in outlets does not meet required standard	Low	Medium	9			9G	As per AI355
Rollout	372	Systems management (not all 299 offices successfully upgraded to LT2)	Pending	High/Med	T2		H2	9B	Pathway have now supplied 2 documents with regard to LT2 upgrade. POCL to review documents and respond; also, Pathway to re-issue analysis by 4/8.

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Policies & Standards	333	HCI Specification is deficient in implementation definition.	None	High/Med	9	None	Low Medium	9B	Pathway agreed to look at what can be done in CSR+ POCL (Min Burdett) reviewing additional Pathway analysis; to be reviewed at T3 workshop
Policies & Standards	406	Horizon system usability evaluation shows criterion re: HCI not met	Pending	High/Med	T2	None	Medium	9B	POCL (Min Burdett) reviewing additional Pathway analysis; to be reviewed at T3 workshop
Security	368	Physical Security of Lytham St Annes Computer Room	Low	Medium	T2			4 9B	Pathway expect be installed shortly; POCL will close incident when Pathway confirm installation is complete.
Security	391	Deficiency in physical security at Bootle & Wigan	Pending	High/Med	T2	Low	Medium	9G 9B	Pathway analysis now received; Bob Booth to meet with Pathway on 5/6 Aug to agree rectification work.
Security	392	Poor practice in respect of management of computer rooms	Pending	High/Med	T2	Low	Low	2 9G	Pathway analysis now received; Bob Booth to meet with Pathway on 5/6 Aug to agree rectification work.
Security	393	Absence of regular/ongoing security audits or inspections of A&L sites	Pending	High/Med	T2	Low	Low	2 9B	Pathway analysis now received; Bob Booth to meet with Pathway on 5/6 Aug to agree rectification work.
APS	390	Recovery of APS transactions	Pending		T2	Low	Medium	9G	Pathway to provide new analysis by 6/8 with enhanced detail on CSR+ fix and practicality of fixing in CSR; expect to reduce to 'Low' severity when analysis received.

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APS	395	Duplicate AP transaction reference numbers	Pending	High/Med		Low Medium	Medium	9G 9B	Pathway analysis to be evaluated and monitoring will continue in live environment. Calum Craig and Steve Warwick to discuss.
POCL Infra	199	Dispute over TMS/OPS boundary	None	Medium	10			9G	Expect to revise severity to 'Low'
POCL Infra	297	Inappropriate / unintelligible counter system error messages.	Pending	High/Med	9	Low	M H/H	9B	Pathway analysis outstanding; expect analysis by 6/8; currently being monitored in live environment.
POCL Infra	298	Counter system subject to lockups & screen freezes requiring re-boots.	Pending	High/Med	9	Low	H/H H/M	9B	Pathway analysis outstanding; expect analysis by 6/8; currently being monitored in live environment.
POCL Infra	300	System lockups on printer failure	Pending	High/Med	4			9B	Incident to be closed pending satisfactory results from monitoring in live environment
POCL Infra	301	Printer failure integrity problems	Pending	High/Med	4			9B	Incident to be closed pending satisfactory results from monitoring in live environment
POCL Infra	314	Provision of tech. documentation for TP suppliers inadequate.	Pending	High/Med	9	None	Medium	9B	POCL to provide specific detail to Pathway by 6/8 for review at T3 workshop

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POCL Infra	369	Scanner reliability in relation to OBCS transactions	Pending	High/Med	T2	None		9G	Dave McLaughlin to review Pathway report on OBCS scanner performance.
POCL Infra	384	Sequent failover time	Pending	High	T2	Low	High	9G	New test this weekend (7/8 Aug) POCL to review Pathway analysis
Service Levels	408	Failure of the Horizon System helpdesk to support the network	Pending	Medium		Medium		1	Subject to ongoing monitoring.
Unresolved KPR entries									

Cabinet Dinner Meeting (pm) 10th to be confirmed.

Thurs 12th - Mgt. Resolution Meeting.