Export

Peak Incident Management System

Call Reference	PC0027346	Call Logger	Deleted User -- Deleted Team
Release	Targeted At -- BI_3	Top Ref	EPOSS-Des
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	DeletedContact	Call Status	Closed -- Documentation Fix Available to Call Logger
Target Date	08/07/1999	Effort (Man Days)	0
Summary	AW - No Attribute Grammar Catalogue		
All References	Type	Value	
	Other	EPOSS-Des	
	Other	JHAudit	

Progress Narrative

```
Date:01-Jul-1999 08:03:00 User:del(04/04 Jan Holmes)
CALL PC0027346 opened
References entered are:-
T Other : JHAudit
Product Infrastructure Unknown Infra'sture added
Target Release entered: IR - CSR
AW - No Attribute Grammar Catalogue
The ability to interrogate TMS Journals is an integral element of the Audit
Solution that we supply to POCL. The interrogations are achieved using
R-Query and constructing SQL type query statements. The structure of the TMS
records is complex and uses Attribute Grammar to establish identities for the
record attributes. There is currently no definitive catalogue of the
attribute grammer used in the Horizon solution which makes the construction
of an R-Query statement to meet a customer's business enquiry difficult, time
consuming and very 'hit and miss'. A comprehensive ATG, providing details of
the attribute charateristics would improve the efficiency of this part of the
Audit Solution.
CALL PC0027346:Priority C:CallType L - Target 08/07/99 09:03:21
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0.1 hours
```

```
Date:01-Jul-1999 08:27:00 User:Lionel Higman
The Call record has been assigned to the Team Member: Richard Laking
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours
```

```
Date:05-Jul-1999 10:31:00 User:Lionel Higman
The Call record has been transferred to the Team: Infrastruc-Des
Hours spent since call received: 0 hours
```

```
Date:05-Jul-1999 11:53:00 User:Del(04/03 Richard Laking)
The Call record has been assigned to the Team Member: Richard Laking
Hours spent since call received: 0.1 hours
```

```
Date:16-Jul-1999 11:03:00 User:Deleted User (Asim Mushtaq feb01)
F} Response :
Response Category changed to 54, at request of QFP.
[END OF REFERENCE 11816693]
Responded to call type L as Category 54 -Live Fix Impact Required
Hours spent since call received: 0 hours
The response was delivered on the system
```

```
Date:22-Jul-1999 08:56:00 User:Del(04/03 Richard Laking)
F} Response :
EPOSS Attribute Grammar is defined in EP/DES/002 , but this is incomplete and
out of date due to changes made in the EPOSS system.
Forwarding to Phil Hemingway for details of when updates are planned to this
doument to reflect the implemented CSR solution.
Routing to EPOSS-PRE-DEV FAO Phil Hemmingway , please return to
Infrastructure Design on completion .
[END OF REFERENCE 11856354]
Responded to call type L as Category 38 -Potential Problem Identified
The response was delivered on the system
The Call record has been transferred to the Team: EPOSS-Pre-Dev
Defect cause updated to 15:Development - Low Level Design
Hours spent since call received: 0.5 hours
```

```
Date:26-Jul-1999 14:01:00 User:Deleted User (Mark McGrath left Jul/00)
```

With reference to specifically EP/DES/002.doc I think this should go to
either Phil Hemingway or Gareth Jenkins.
Phil, is this specifically for our 'design' or should it be referred to the
TDA.
..Austin
The Call record has been assigned to the Team Member: Phil Hemingway
Hours spent since call received: 1 hours

Date:**14-Dec-1999 08:45:00** User:**Lionel Higman**
Removing IR register
Target Release updated to CSR

Date:**12-Jan-2000 09:52:00** User:**Lionel Higman**
CSR is no longer a valid target release. Moving target forward to earliest
valid value.
Target Release updated to CSR-CI2_2R

Date:**15-Feb-2000 11:21:00** User:**Les Ong**
Target Release updated to CSR-CI4

Date:**11-May-2000 09:02:00** User:**Del(01/04 John Newitt)**
Contact changed to Brian Mooney

Date:**18-May-2000 14:58:00** User:**Lionel Higman**
Target Release updated to CSR-CI4U1

Date:**06-Jul-2000 09:21:00** User:**Lionel Higman**
This PinICL has been assigned a CS categorisation of B (fix before
01/01/2001). Target Release set to CI4RB to reflect the categorisation.
Target Release updated to CSR-CI4RB

Date:**12-Jul-2000 16:05:00** User:**del(01/01 Denise Jackson)**
The call references have been updated. They are now:-
Other : JHAudit
T Other : B

Date:**28-Jul-2000 19:16:00** User:**QFP -Administrator**
Target Release updated to M1
QFP authorised categorisation C
The call references have been updated. They are now:-
Other : JHAudit
T Other : C

Date:**31-Jul-2000 13:57:00** User:**Lionel Higman**
The Call record has been transferred to the Team: EPOSS-Dev
Hours spent since call received: 0 hours

Date:**31-Jul-2000 16:30:00** User:**Les Ong**
The Call record has been assigned to the Team Member: Phil Hemingway
Hours spent since call received: 0 hours

Date:**11-Aug-2000 12:51:00** User:**Phil Hemingway**
The Call record has been transferred to the Team: EPOSS-Des
Hours spent since call received: 0.1 hours

Date:**05-Sep-2000 15:06:00** User:**del(01/01 Denise Jackson)**
Target Release updated to M1Clone

Date:**11-Jan-2001 13:44:00** User:**del(01/01 Denise Jackson)**
Futures confirmed by QFP
Target Release updated to DTL - unknown
The call references have been updated. They are now:-
Other : JHAudit
T Other : EPOSS-Des
The Call record has been transferred to the Team: Futures
Hours spent since call received: 0 hours

Date:**26-Feb-2001 09:50:00** User:**Lionel Higman**

Target Release updated to NFR - No Fix Reqd
F} Response :
With apologies for delay, it was agreed at the QFP/RMF meeting om 01/02/01
that this should be returned as no fix required.
[END OF REFERENCE 25001716]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours
The response was not delivered to external mailer as email address is invalid

Date:**26-Feb-2001 09:51:00** User:**Lionel Higman**
The Call record has been transferred to the Team: AuditPolicy

Date:**26-Feb-2001 09:52:00** User:**Lionel Higman**
Hours spent since call received: 0 hours

Date:**12-Sep-2001 08:28:00** User:**Lionel Higman**
Target Release updated to BI_3

Date:**12-Sep-2001 11:05:00** User:**del(04/04 Jan Holmes)**
The Call record has been assigned to the Team Member: Jan Holmes
Hours spent since call received: 0 hours

Date:**12-Sep-2001 11:08:00** User:**del(04/04 Jan Holmes)**
This has been identified as a requirement for Network Banking and has been
included in the NWB Performance Improvements document. It has not been
transferred to the SDS but the PinICL remains open pending the delivery of
such a catalogue as part of BI3.

Date:**13-Nov-2003 08:43:00** User:**Lionel Higman**
Product Infrastructure Unknown Infrastruct added

Date:**13-Nov-2003 08:44:00** User:**Lionel Higman**
Product Infrastructure Unknown Infra'sture deleted
Product Infrastructure Unknown Infrastruct updated

Date:**09-Jan-2004 14:07:49** User:**_Customer Call_**
Response Category changed to 54, at request of QFP.

Date:**09-Jan-2004 14:07:50** User:**_Customer Call_**
EPOSS Attribute Grammar is defined in EP/DES/002 , but this is incomplete and out of date due to changes made in the EPOSS
system. Forwarding to Phil Hemingway for details of when updates are planned to this doument to reflect the implemented CSR
solution. Routing to EPOSS-PRE-DEV FAO Phil Hemmingway , please return to Infrastructure Design on completion .
With apologies for delay, it was agreed at the QFP/RMF meeting om 01/02/01 that this should be returned as no fix required.

Date:**14-Jan-2004 08:13:59** User:**Lionel Higman**
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**14-Jan-2004 08:15:27** User:**Lionel Higman**
Matt; this is the call we discussed yesterday afternoon re attribute grammar.
Can we now tell Jan it exists and get him to close it? Lionel

Date:**14-Jan-2004 08:15:28** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Mark Scardifield
Hours spent since call received: 0 hours

Date:**14-Jan-2004 10:05:56** User:**Matt Arris**
F} Response :

Date:**14-Jan-2004 10:05:57** User:**Matt Arris**
There is a document in PVCS ref RD/DOC/002 at version 0.4 that is an up to
date Attribute Grammar Catalogue. It is up to date with S50 collections;
although the header sheets have not been kept up to date with document
control information; e.g. release; document history; etc.
[END OF REFERENCE 36974568]
Responded to call type L as Category 58 -Documentation Fix Released to Call L
Hours spent since call received: .4 hours
The response was not delivered to external mailer as email address is invalid

Date:**14-Jan-2004 10:09:05** User:**Matt Arris**
The Call record has been transferred to the Team: Audit-Dev
Hours spent since call received: .2 hours

Date:**14-Jan-2004 13:36:38** User:**Bryan Muir**
For routing to Jan Holmes on stack ????? via QFP. Received on AUDIT_DEV stack
in error?
The Call record has been transferred to the Team: QFP

Date:**14-Jan-2004 13:36:39** User:**Bryan Muir**
Hours spent since call received: 0.1 hours

Date:**14-Jan-2004 13:45:17** User:**Lionel Higman**
The Call record has been transferred to the Team: AuditPolicy
Hours spent since call received: 0 hours

Date:**19-Jan-2004 12:43:20** User:**_Customer Call_**
There is a document in PVCS ref RD/DOC/002 at version 0.4 that is an up to date Attribute Grammar Catalogue. It is up to
date with S50 collections, although the header sheets have not been kept up to date with document control information, e.g.
release, document history, etc.

Date:**21-Jun-2004 14:21:30** User:**Lionel Higman**
The call TargetRelease has been changed from:-
BI_3
The call TargetRelease is now:-
BI_3

Date:**21-Jun-2004 17:06:11** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Jan Holmes

Date:**07-Jul-2004 13:34:43** User:**Lionel Higman**
CALL PC0027346 closed: Category 58 Type L

Root Cause	Development - Low Level Design
Logger	Deleted User -- Deleted Team
Subject Product	Infrastructure -- Unknown Infrastruct (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	07-Jul-2004 13:34 -- Lionel Higman