

To: Dunks Andy [GRO]
From: alan.x.simpson [GRO]
Sent: Mon 12/04/2010 11:49:01 AM (UTC)
Subject: monthly incident log for March 2010
IncidentLog310310.xls

Hi Andy,

Attached is the incident log for last month.

32 calls - Ref 642 to 673 inclusive. I have tried to find closing details for as many as I can but the following ones are awaiting updates from Fujitsu:

642 - Horizon alleged system integrity issues
644 - Horizon On Line card account transaction issues
658 - VSAT sites connectivity failure
663 - Bishopsdown transfer functionality issue
664 - HNG error messages
669 - Duplicate txn id numbers being displayed
673 - OLS failure in BT postcode area

(See attached file: IncidentLog310310.xls)

Could you please chase these ones up and I will see you on Friday.

Regards
Alan

Alan Simpson

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