

Message

From: Ibrahim Kizildag [GRO]
Sent: 14 Sep 2015 09:10:51
To: Kendra Dickinson [GRO]; Anne Allaker [GRO] Branch Support Team [GRO]
CC: Keith Bridges [GRO]; John Cawthorn [GRO]
Subject: RE: Fleckney Post Office
Attachments: image008.png; image009.jpg; image010.jpg; image001.jpg; image002.jpg

Hi Kendra;

I kept the call open till we get a response from Fujitsu, PM was quite angry when I have spoken to him on Friday and my main focus was on Friday to get this log on issue resolved asap so they can trade. After we raised the incident with service desk, I contacted the branch within an hr and they said they were logged and trading. Pm wasn't available.

Friday morning's message was different then Data Centre Link error message but PM gave me the impression that they are linked together, I am waiting a response from Fujitsu why they had this log on message. PM was suspicious about this message because message stated that they are already logged on but PM said nobody logged in.

When I have spoken to PM on Friday I did advise PM that I will escalate this issue to service desk. I will contact the branch again and provide an update.

Kind Regards;
Ibrahim Kizildag Team Leader

NBSC
Deame House
Cortonwood Drive
Brampton
Barnsley
S73 0UF
Phone Number [GRO]

[GRO]

From: Kendra Dickinson
Sent: 11 September 2015 17:37
To: Ibrahim Kizildag; Anne Allaker; Branch Support Team
Cc: Keith Bridges; John Cawthorn
Subject: RE: Fleckney Post Office

Hi Ib

Can you advise the branch that you have escalated this to IT on behalf of him and that you are unable to give any further advice until they come back with a response. Also, let him know you have, as requested, updated other teams in POL of his issue.

what we need to be careful of here is bespoke services for Branches – he should call the desk himself for anything IT related of this nature.

Appreciate as this is Fleckney it is on the radar but we need to ensure that we don't over react when there is a bau issue and therefore usual processes apply.

Can you chase ATOS for a response on Monday if no reply. Did he get the same error code when he couldn't log on?

Rgds

Kendra



Kendra Dickinson

NBSC Senior Contact Centre Relationship Manager

Mobile
Email

GRO

From: Ibrahim Kizildag
Sent: 11 September 2015 14:10
To: Kendra Dickinson; Anne Allaker; Branch Support Team
Cc: Keith Bridges; John Cawthorn
Subject: RE: Fleckney Post Office

Hi Kendra;

When I have spoken to branch PM was not happy about the data centre link error message and he couldn't log on to Horizon and PM gave me the impression that these issues are linked. I advised PM that this logging issue needs to be reported to Service Desk but he declined to contact service desk so we contacted service desk and raised an incident for this issue just before 9:00 am and I contacted branch just before 10:00 am and they said they are all logged on Horizon and they are trading. PM was not available at that point.

I am not sure if this error code and this branch's issues are linked, We need this information from Service Desk. I am still waiting a response from Service Desk. PM said someone might have logged on to horizon without their knowledge so he wasn't happy about the message regarding this.

I did advise PM that this issue needs to be reported to Service Desk. PM did not want to speak to them and he wanted us to escalate this issue to POL Teams. After I escalated this issue to Service Desk. I informed branch support because of PM's request.

I copied Anne because of our 2nd sight meetings and PM had a horizon claim. Also this branch had a case last year.

Kind Regards;
Ibrahim Kizildag Team Leader

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GRO

GRO



From: Kendra Dickinson
Sent: 11 September 2015 13:46
To: Ibrahim Kizildag; Anne Allaker; Branch Support Team
Cc: Keith Bridges; John Cawthorn
Subject: RE: Fleckney Post Office

Hi Ib

Is this the same error as last night under Error Code 0443 - REF: I7448328?

If so, it should have been included within the emails . What was the branch told as if this is the same issue it is connected to the same error and therefore, irrespective of the view of the branch talking about Panorama, this is not linked. Was the branch told this?

What have ATOS done in relation to this – have you had an update? Was Fleckney still down this morning as the issue was apparently resolved last night? Can you please confirm .

Have you escalated this to Anne because it's Fleckney, therefore, for information only as we should deal with the issue under bau and not treat branches differently because they claim there is an issue. I know Fleckney is on the radar but this should not have required an intervention request, which looks to be what you have requested.

Rgds

Kendra



Kendra Dickinson
NBSC Senior Contact Centre Relationship Manager

Mobile
Email

GRO

From: Ibrahim Kizildag
Sent: 11 September 2015 11:35
To: Anne Allaker; Branch Support Team
Cc: Kendra Dickinson; Keith Bridges
Subject: RE: Fleckney Post Office

Hi Anne;

All our Horice users are not in today. We can check it when they return to work. I have asked Service Desk to provide us an update and I will let you know when I receive this update. They provided the following reference number; I7748328

When I have spoken to branch PM wanted this issue escalated to POL Teams , he did not want to speak to Service Desk and he said there is a language barrier.

I think this branch raised another Horizon issue last year and I believe this case is now closed.

Kind Regards;
Ibrahim Kizildag Team Leader

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From: Anne Allaker
Sent: 11 September 2015 11:12
To: Ibrahim Kizildag; Branch Support Team
Cc: Kendra Dickinson; Keith Bridges
Subject: RE: Fleckney Post Office

Hi Ib,

The outcome of the call to Atos is needed before any further action is taken it might explain what's happened. Is there a ref number?
Has HORIce user data been cheked?

Keith,

For info this may be raised to you if you're still in contact with Fleckney.
In brief though the recent comms statements should be used and I've no doubt there will be an explanation here that's nothing to do with Horizon.

Thanks
Anne



Anne Allaker
Support Services Transformation Programme

LIW.

Mobile

GRO

From: Ibrahim Kizildag
Sent: 11 September 2015 10:58
To: Branch Support Team
Cc: Anne Allaker
Subject: Fleckney Post Office

Hi All;

I took a manager call from Fleckney Post Office, branch code is; 1972170. This branch had a Data Centre link error message yesterday evening and PM couldn't log on to Horizon system this morning, PM said he had a message stated that they are logged onto another SU they only have 2 positions and nobody is logged in. The PM feels that this is a security issue and he said someone could have log on to their system and he is not happy about this message and PM also said he watched Panaroma programme and he wants us to escalate this issue. I escalated this issue to Service Desk, if possible can field teams visit this branch regarding this also.

Kind Regards;
Ibrahim Kizildag Team Leader

Do not remove this box. To help you see what is in the box, we have added a box to the right of the box.

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GRO

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