


10 AUG 1999 1831

**Electronic memo**

To Graham Shervington/POCL/POSTOFFICE@GRO
cc Keith K Baines/POCL/POSTOFFICE@GRO
Hard Copy To
Hard Copy cc
From Andrew Radka/POCL/POSTOFFICE
Date 10/08/99 13:33
Subject Fwd: System Freezes 

Graham
Can you pls get me some data on our ECCO etc experience as a matter of urgency?
Andy

To Andrew Radka/POCL/POSTOFFICE@GRO
cc Chris French@MAILHUB, Ruth Holleran/POCL/POSTOFFICE@GRO
Hard Copy To
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From Keith K Baines/POCL/POSTOFFICE
Date 10/08/99 12:31
Subject System Freezes

Andy,
As you probably know, one of the potential High severity acceptance incidents still outstanding relates to the number of times that the system freezes and has to be re-booted before it can be used again.

Pathway seem to be preparing a line on this (for Peter Copping) that the problem is only at the level that we should have expected from a computer-based system, and is in line with industry norms. We need to be in a position to refute this. Chris French is following up the line of external benchmarking. In parallel, it would help our case if we could show that we do not have this level of incident with our existing systems.

Are there performance stats, or help desk analyses available for ECCO+ and/or ALPS that would show up the level of freezes and re-boots for our existing systems?

To be included in our inputs to Peter Copping, stats would be needed by mid day on Thursday at the latest. Any info after that would be useful as briefing for Dave Miller in the meeting with Copping scheduled for next Monday.

Keith

10 AUG 1999-837

Electronic *memo*



To Andrew Radka/POCL/POSTOFFICE@
cc Keith K Baines/POCL/POSTOFFICE@
Hard Copy To
Hard Copy cc
From Graham Shervington/POCL/POSTOFFICE
Date 10/08/99 16:38
Subject Re: Fwd: System Freezes

Andy

Per your request, please find examples of `systems freeze` calls to the help desk over the last 3 months re ECCO/ALPS platforms.

Regards

Graham



systemfreeze.xls

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Keith

	A	B	C
1			
2			
3	<u>ECCO</u>		
4			
5			
6	DATE	No of Terminals	Volume of SW calls
7	Apr-99	6305	393
8	May-99	6305	344
9	Jun-99	6305	305
10			
11			
12			
13	<u>ALPS / ESNS</u>		
14			
15	DATE	No of Terminals	Volume of SW calls
16	Apr-99	4551	348
17	May-99	4551	263
18	Jun-99	4551	303

	D	E	F
1			
2			
3			
4			
5			
6	System Freezes	% of calls	% occurrences per terminal
7	22	5.60	0.35
8	24	6.98	0.38
9	10	3.28	0.16
10			
11			
12			
13			
14			
15	System Freezes	% of calls	% occurrences per terminal
16	48	13.79	1.05
17	28	10.65	0.62
18	26	8.58	0.57