

Export

Peak Incident Management System

Call Reference	PC0099954	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- BI_3S50R-Provisional	Top Ref	E-0402251077
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Advice and guidance given
Target Date	01/03/2004	Effort (Man Days)	0
Summary	FAD213337 - large discrepencies each week		

Progress Narrative

Date: 25-Feb-2004 18:19:13 User: _Customer Call_
CALL PC0099954 opened

Date: 25-Feb-2004 18:19:19 User: _Customer Call_
CALL PC0099954: Priority B: CallType L - Target 01/03/2004 18:19:13
25/02/2004 17:33 pm reporting that they are getting large descrepencies for the last few weeks.
25/02/2004 17:36 uk081216
Contacted: looking at closed calls for this site , there have been a number of calls logged regarding descrepencies.
NBSC have been in contact with the pm and can not find any user error.
25/02/2004 17:37 uk081216
Contacted: spoke to Sandra @ NBSC on [GRO] regarding this issue. Checked tivoli events and health checked.
Site is health checking ok.
25/02/2004 17:39 uk081216
Information: Critical event seen @ 13..00.36 18/02/2004 on H21333700101

Date: 25-Feb-2004 18:19:20 User: _Customer Call_
stating 'Error message. An error has occurred = see the audit log'
25/02/2004 17:40 uk081216
KEL Ref No.: KEL Reference: Stephenson5630V
25/02/2004 17:40 uk081216
Information: Downloading event logs for progression 415380 application, 415382 system & 415382 Securty
25/02/2004 18:07 uk081216
Information: Previous history in calls e-0402130267, e-0401290358, e-0401280325, e-0402250553, e-0402250454
25/02/2004 18:09 uk081216
Contacted: spoke to pm, who advises that the problem with the CA started ever since the BT engineer came to move the BT box for the preperation for the installation of ADSL.
25/02/2004 18:11 uk081216
Information: user name CTR [GRO] and CRT [GRO]
Other bal users LCA [GRO] and LCA [GRO]
stock unit aa
balance on wednesday after 17.30
25/02/2004 18:14 uk081216
Recommend: could ssc please investigate why this P.o is experiencing large descrepencies ever since BT engineer has moved BT box in preperation for ADSL install.
Kel ref given as possible problem.
NBSC have said there is no user error.
Thank you
25/02/2004 18:16 SYSADM
Open OTI: Automatic Open OTI
***Updated by Kuljinder Bhachu at 25/02/2004 18:16:44
25/02/2004 18:16 uk081216
REASSIGN: Call # E-0402251077 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group EDSC1
F) Call details

Date: 25-Feb-2004 18:19:21 User: _Customer Call_
Diagnostician name:

Date: 25-Feb-2004 18:19:22 User: _Customer Call_
Customer opened date 25/02/2004 17:33:19

Date: 26-Feb-2004 09:08:40 User: _Customer Call_
Request For Service ----- Date/Time Raised: 25/02/2004 17:33:19 Priority: B Contact Name: Kuli Contact Phone: [GRO]
[GRO] Diagnostician Name: ----- Product Type:

<p>PATICLX365/400B Product Serial No: Product Site: 213337 ===== Request Identifiers Originator: Phelp Originator's reference: E-0402251077 Consumer: 16953 AIGATE Consumer's reference: E-0402251077 Provider: PINICL Provider's reference:</p>
<p>Date:26-Feb-2004 09:41:51 User:Barbara Longley Target Release updated to BI_3S50R-Provisional Product EPOSS & DeskTop added</p>
<p>Date:26-Feb-2004 09:41:54 User:Barbara Longley F) Response : Prescan: Assigning call to Anne Chambers in EDSC. [END OF REFERENCE 37684143] Responded to call type L as Category 40 -Incident Under Investigation</p>
<p>Date:26-Feb-2004 09:41:56 User:Barbara Longley The response was delivered to: PowerHelp</p>
<p>Date:26-Feb-2004 09:41:57 User:Barbara Longley The Call record has been assigned to the Team Member: Anne Chambers</p>
<p>Date:26-Feb-2004 09:41:58 User:Barbara Longley Defect cause updated to 99:General - Unknown Hours spent since call received: 0 hours</p>
<p>Date:26-Feb-2004 10:07:57 User: Customer Call_ Prescan: Assigning call to Anne Chambers in EDSC.</p>
<p>Date:26-Feb-2004 10:17:05 User:Anne Chambers The call summary has been changed from:- pm reporting that they are getting large descpenci The call summary is now:- FAD213337 - large discrepancies each week</p>
<p>Date:26-Feb-2004 13:12:47 User:Anne Chambers F) Response :</p>
<p>Date:26-Feb-2004 13:12:48 User:Anne Chambers KEL quoted is irrelevant - if the audit log had been checked, it would have shown a different error message. The event was part of a storm which occurred over the estate that night as a result of a faulty software fix, and has nothing to do with the discrepancies. [END OF REFERENCE 37687957] Responded to call type L as Category 40 -Incident Under Investigation</p>
<p>Date:26-Feb-2004 13:12:50 User:Anne Chambers The response was delivered to: PowerHelp</p>
<p>Date:26-Feb-2004 14:08:55 User: Customer Call_ KEL quoted is irrelevant - if the audit log had been checked, it would have shown a different error message. The event was part of a storm which occurred over the estate that night as a result of a faulty software fix, and has nothing to do with the discrepancies.</p>
<p>Date:26-Feb-2004 15:16:54 User:Anne Chambers checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.</p>

[END OF REFERENCE 37691107]
 F) Response :
 I have checked various things on the system. All the internal reconciliation

Date:26-Feb-2004 15:16:55 User:Anne Chambers
 Responded to call type L as Category 94 -Advice and guidance given

Date:26-Feb-2004 15:16:56 User:Anne Chambers
 Hours spent since call received: 0 hours
 Defect cause updated to 42:Gen - Outside Pathway Control

Date:26-Feb-2004 15:17:03 User:Anne Chambers
 CALL PC0099954 closed: Category 94, Type L
 The response was delivered to: PowerHelp

Date:26-Feb-2004 15:48:51 User: Customer Call_
 Date and time complete: 26/02/2004 15:48:26
 Service Complete (Confirmation) Received

Date:26-Feb-2004 16:11:10 User: Customer Call_
 I have checked various things on the system. All the internal reconciliation checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.

Root Cause	Gen - Outside Program Control
Logger	_ Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	26-Feb-2004 16:11 -- _ Customer Call_