

From: Harker, Kris (ext) [GRO]

Sent: Wed 04/06/2014 9:27:17 AM (UTC)

To: Undisclosed recipients:

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Subject: GY:I5665193 - Notice #4 - P2 - SERVICE/SYSTEMS DOWN OR OFFLINE - Issues with transfer acknowledgement in National Lottery system - this is causing duplicate tickets

UPDATE**SERVICE/SYSTEMS DOWN OR OFFLINE**

Incident title:	Issues with transfer acknowledgement in National Lottery system - this is causing duplicate tickets
Ticket:	GY:I5665193
Incident level:	P2
Critical impact start:	03-06-2014 01:00 UTC+01 (DST)
Service restoration:	Running
Business impacted:	Post Office Limited - ALL P1 Incidents, Post Office Limited - Service Outage, Post Office Limited - Managed Services

INCIDENT SUMMARY

Current business impact:	All Camelot branches will not be able to balance as they have duplicate transactions.
Initial business impact:	Business impact being gathered
Case summary:	UPDATE 03-06-2014 16:44 UTC+01 (DST) CGI are process of raising FIX86 to negate the duplicate Camelot data within Credence. This should corrected once the overnight batch jobs have processed.

	<p>UPDATE 03-06-2014 13:49 UTC+01 (DST) POL are currently looking at providing branches with Transaction corrections.</p> <p>We are in the process of raising FIX86 to negate the duplicate Camelot data within Credence.</p> <p>INITIAL 03-06-2014 08:39 UTC+01 (DST) UK.3rdP.CGI_Logica to investigate</p>
<p>Action plan:</p>	<p>UPDATE 04-06-2014 09:58 UTC+01 (DST) A conference call has been arranged with CGI Logica and FSC to discuss removing the duplicate data for Friday 30th file and re-submit.</p> <p>UPDATE 03-06-2014 16:44 UTC+01 (DST) During the initial investigation by the engaged support team a further issue was identified, regarding missing date from Friday. The below steps have been agreed to resolve the issue Action 1. CGI to amend the existing file name to 02 Action 2. CGI to strip out Friday's data, from the combined file Friday/Saturday, and send the data to Fujitsu Action 3. Fujitsu to carry out a scene check of the date and clarify with POL, before reprocessing Friday's data into POLSAP</p> <p>Next update 04/06/2014</p> <p>UPDATE 03-06-2014 13:49 UTC+01 (DST) This will be determined depending on the feedback from the engaged support team</p> <p>UPDATE 03-06-2014 11:20 UTC+01 (DST) A file has been sent over to Financial Service Centre in POL to issue a transaction correction to the impacted branches. FSC will create the TCs and issue to branch to adjust the accounts.</p> <p>INITIAL 03-06-2014 08:39 UTC+01 (DST) This will be determined depending on the feedback from the engaged support team</p>
<p>Start of incident:</p>	<p>03-06-2014 08:10 UTC+01 (DST)</p>
<p>Comet v3.1.40210.1333, 10-02-2014 12:34 UTC</p>	