1 3 AUG 1999 - 880

To	Bruce McNiven[_____GRO_____], Chris French[___GRO___], Ruth Holleran[_____GRO_____] John Meagher[_____GRO_____], peter.copping[_____GRO_____] david.rees@ [david.rees@pa-consultinggroup com GRO], Andrew Simpkins[GRO], Naresh Mohindra[GRO] Mark Stocks[___GRO___] David McLaughlin[_____GRO_____], Bob Booth[_____GRO_____] calumcraig[_____GRO_____] Min Burdett[_____GRO_____] Graham Katon[__GRO__], Jacqui McNeice[_____GRO_____] Simon Bond[__GRO__], John G Cook/F[_____GRO_____] Bob Cragg[_____GRO_____] David W Miller[_____GRO_____] David X Smith[_____GRO_____] Mark Burley[_____GRO_____] Trevor Rollason[_____GRO_____] Andrew Radka[_____GRO_____] Keith K Baines[_____GRO_____] john.dicks[_____GRO_____] david.hollingsworth[_____GRO_____] patrick.cattermole[_____GRO_____] [___GRO___]
cc	Jeff Austin[____GRO____]
Hard Copy To	
Hard Copy cc	
From	Tony Houghton[____GRO____]
Date	13/08/99 13:23
Subject	Acceptance Incident Hotlist @ 13/8

All,

Please see attached AI hotlist as of 2pm on 13/8.

Tony Houghton
[____GRO____]

HI_1308.xls

ACCEPTANCE INCIDENT HOTLIST

13th August '99

Note : Pathway to confirm 'none' and 'closed' status of some incidents

A_Spec	AI	Description	Severity (PWY)	Severity (POCL)	Remarks
TIP	342	TIP data file delivery SLA breach	Low	Medium	
TIP	361	Duplicate records and files over TIP Interface.	Low	Medium	
TIP	371	Late transactions over 9 days old on HAPS system.	Low	Medium	
TIP	376	Derived cash account not equal to electronic cash account	Low	High	
TIP	378	AIS contravention/Data Integrity on the cash account (TIP)	Closed	Medium	
EPOSS	211	Receipts and payments not equal on cash account	Closed	Medium	
Training	218	Training course Cash Account module inadequate.	Closed	High	
Rollout	372	Systems management (not all 299 offices successfully upgraded to LT2)	None	Medium	
Security	368	Physical Security of Lytham St Annes Computer Room	Low	Medium	Closed 13/8. To be removed from hotlist.
Security	391	Deficiency in physical security at Bootle & Wigan	Low	Medium	
APS	390	Recovery of APS transactions	Low	Medium	
APS	395	Duplicate AP transaction reference numbers	None/Low	Medium	
POCL Infra	298	Counter system subject to lockups & screen freezes requiring re-boots.	Low	High	
POCL Infra	314	Provision of tech. documentation for TP suppliers inadequate.	None/Low	Medium	
POCL Infra	369	Scanner reliability in relation to OBCS transactions	None	High/Med	
Service Levels	408	Failure of the Horizon System helpdesk to support the network	None/Low	Medium	