

ANNEX 1

Month	May			
Category	Tickets Raised	summary	Impact	Users Affected/Impact
B2B Issues (Basics)	3	User error and updates to service	B2B customers unable to submit applications.	Small number of business customers affected. Issues resolved. SLAs not impacted. Issues on user side and also related to a release.
Performance Issue	24	System unable to carry out re-vet, G Drive Storage	Applications require to be recreated.	Limited impact to users. Additional workload as applications recreated. There would have been a safeguarding risk if not resolved.
B2B Issues (Basics)	8	B2B cases	B2B applications not progressing	Small number of business customers affected. Issues resolved. SLAs not impacted. Additional workload as recreated.

Month	June			
Category	Tickets Raised	summary	Impact	Users Affected/Impact
3rd Party Issue	1	Helpdesk telephony down	Customers unable to contact DS by phone.	No calls received by Helpdesk and unable to make external calls. 2 hours duration
B2B Issues (Basics)	2	B2B cases	B2B applications not progressing	Small number of business customers affected. Issues resolved. SLAs not impacted. No User impact. Additional workload as applications recreated.

Month	July			
Category	Tickets Raised	summary	Impact	Users Affected/Impact
Online Service (Basics)	2	Customers calling Helpline stating they cannot access online BDO applications	Online Service not available.	Limited Customer impact for approx 2 hours. No User impact.
Online Service (Basics)	2	Payment issues	Customer unable to complete online applications.	Limited Customer impact for approx 30 minutes. No User impact.
B2B Issues (Basics)	1	B2B cases	B2B applications not progressing	Small number of business customers affected. Issues resolved. SLAs not impacted. Additional workload as applications recreated.

Month	August			
Category	Tickets Raised	summary	Impact	Users Affected
Operational Error (Basics)	1	BDO Submissions failure	Online users unable to submit Basic application requests	Limited Customer impact for approx. 2 hours. No User impact. Online customers unable to submit BDO Basic applications for 2 hours
Duplicate Cases (PVG)	1	Duplicate Cases in AMD file	duplicate entries for Cases identified - risk to data	No Customer or user Impact No impact on Customers or agents- data corrected. There would have been a safeguarding risk if not resolved.

Month	September			
Category	Tickets Raised	summary	Impact	Users Affected
Processing Issues (PVG)	1	Ongoing Monitoring configuration error identified	OM would have ignored any records where the DoB is greater than 1989, and they would not have been processed	No customer impact. No user impact. Data issue identified and OM re-processed with correct parameters. There would have been a safeguarding risk if not resolved.
Telephony issue	1	Telephony system not working	Customers cannot call into Service Desk	External customers unable to contact DS by telephone 7.5 Hours duration
Network Issues (All disclosures types)	7	DNS Failure on network	User dropping out of Pass/ off network	Internal Agents only affected 13 users 2 hours duration

Month	October			
Category	Tickets Raised	summary	Impact	Users Affected
Performance Issue (All disclosure types)	4	PASS system unavailable 502 error & System logging users out	Agents unable to access and use the PASS system	Internal agents impacted for 8 hours