

Issue Type	Issue key	Summary	Reporter	Priority	Status	Created	Cause Codes	Closure Code
Incident	ITS-94243	Agent is complaining about speed of RP&S during SAF submission	[Redacted s38(1) FOISA]	Priority 3	Closed	17/03/2025 13:15	Capacity Failure - Storage	Solved (Permanently)
Incident	ITS-81090	[Redacted s38(1) FOISA] from [Redacted s38(1) FOISA] Services advisory firm ID [Redacted s38(1) FOISA] - 2nd request to fix default client list order	[Redacted s38(1) FOISA]	Priority 3	Closed	07/01/2024 12:15	Software Issue - Design Issue	Solved (Permanently)
Incident	ITS-80232	Post-Middleware problems = complaint about new default BRN order for agents	[Redacted s38(1) FOISA]	Priority 2	Closed	18/06/2024 09:36	Software Issue - Design Issue	Solved (Permanently)
Incident	ITS-74511	BRN [Redacted s38(1) FOISA] - SAF 2023 (inspected) - 14 duplicate R&E letters saved in comms log	[Redacted s38(1) FOISA]	Priority 2	Closed	26/02/2024 17:07	Software Issue - Design Issue	Not Solved
Incident	ITS-71745	unable to start SSBSS claim	[Redacted s38(1) FOISA]	Priority 2	Closed	19/12/2023 15:57	Unknown	Solved (Permanently)
Incident	ITS-59331	[Redacted s38(1) FOISA] complaining of performance issues on RP&S	[Redacted s38(1) FOISA]	Priority 2	Closed	15/05/2023 20:53	DUPLICATE/DECLINED	Duplicate/Declined
Incident	ITS-59327	SAC consulting - unable to submit SAF	[Redacted s38(1) FOISA]	Priority 2	Closed	15/05/2023 20:49	DUPLICATE/DECLINED	Duplicate/Declined
Incident	ITS-59325	RP&S unresponsive	[Redacted s38(1) FOISA]	Priority 2	Closed	15/05/2023 20:38	DUPLICATE/DECLINED	Duplicate/Declined
Incident	ITS-59324	[Redacted s38(1) FOISA] from [Redacted s38(1) FOISA] reporting poor performance on RP&S	[Redacted s38(1) FOISA]	Priority 2	Closed	15/05/2023 20:31	DUPLICATE/DECLINED	Duplicate/Declined
Incident	ITS-59323	[Redacted s38(1) FOISA] from [Redacted s38(1) FOISA] - RP&S performance issues	[Redacted s38(1) FOISA]	Priority 1	Closed	15/05/2023 20:22	DUPLICATE/DECLINED	Duplicate/Declined
Incident	ITS-58981	[Redacted s38(1) FOISA] -agent reported system is too slow, taking 8 minutes to upload info on SAF	[Redacted s38(1) FOISA]	Priority 1	Closed	05/11/2023 15:28	DUPLICATE/DECLINED	Duplicate/Declined
Incident	ITS-58962	[Redacted s38(1) FOISA] Agent complaint about slowness of RPS	[Redacted s38(1) FOISA]	Priority 1	Closed	05/11/2023 14:34	DUPLICATE/DECLINED	Duplicate/Declined
Incident	ITS-51662	BRN [Redacted s38(1) FOISA] return transfer status infeasible - missing effective date	[Redacted s38(1) FOISA]	Priority 2	Closed	26/01/2023 13:30	Software Issue - Design Issue	Solved (Workaround)
Incident	ITS-48148	2022 Greening Payment not picking up	[Redacted s38(1) FOISA]	Priority 2	Closed	24/11/2022 10:10	Process Failure - Process inadequate	Not Solved
Incident	ITS-48084	Case not being paid for BPS - [Redacted s38(1) FOISA]	[Redacted s38(1) FOISA]	Priority 2	Closed	23/11/2022 10:09	Software Issue - Design Issue	Solved (Workaround)
Incident	ITS-34140	customer completing SAF - wont allow them to add EFA margins to seasonal land - can't seem to fix it - ago suggested completing them sending amendment	[Redacted s38(1) FOISA]	Priority 2	Closed	16/03/2022 14:27	Change Related - 3rd Party Originated	Solved (Permanently)
Incident	ITS-33136	poor RPS performance	[Redacted s38(1) FOISA]	Priority 2	Closed	16/03/2022 14:27	Change Related - 3rd Party Originated	Solved (Permanently)
Incident	ITS-22209	[Redacted s38(1) FOISA] - FGS [Redacted s38(1) FOISA] Forest Plan draft online application won't open	[Redacted s38(1) FOISA]	Priority 2	Closed	16/08/2021 12:57	Capacity Failure - Application Performance	Closed/ Resolved by Caller
Incident	ITS-19810	ACD call [Redacted s38(1) FOISA]	[Redacted s38(1) FOISA]	Priority 2	Closed	24/06/2021 13:43	User Error - User Error	Solved (Permanently)