



## Error Handling

This procedure provides you with information about system errors and incidents, detailing how they are handled, explaining when the 2012 system logs an incident and when you are required to do so.

It details incidents encountered when using the system, providing examples of events when error messages are received and the information/steps required to resolve.

This action can be taken by anyone within the Child Maintenance Group (CMG) who encounters an error/incident.

Error messages provide you with clear instructions of how you can resolve the error or the actions you need to take to move you to the next stage, this could be by advising you that you have input incorrect information or that there is a system error that is preventing you from completing the required action. This procedure guides you through the different types of incidents that you may receive and provide general guidance for you to follow in order to resolve them.

The CMG's service management (SM) organisation will be a mixture of in-house and outsourced service provider resources and will be made up of the following:

- **Hosting Services Provider:** The 2012 system is hosted by Hewlett Packard Enterprise Services (HPES). They are responsible for all errors that occur on an infrastructure level, and, up to system operating level.
- **Application Maintenance and Support (AMS) provider:** They are responsible for all errors that occur at application and data level.
- **Network service provider:** This is supplied by BT who are responsible for all network and telephony systems errors.
- **First line support:** They are responsible for all incident and problem management and are a single point of contact for users to report errors and incidents to. They are also responsible for informing users of system issues and incident resolution.

### Error types and categories

System errors/incidents require different actions in order to achieve the correct resolution. Below are some examples of incidents/errors encountered during general use of the system, providing detail on the actions needed to resolve them, depending on the error type received.

#### Data input validation error

You will receive an error of this type when you input data that is not as the system expects. The system prevents you from continuing with your action and you are presented with an error message. This message provides you with the correct actions/entry required to enable you to get past this error. You need to re-input the data, the system validates this and allows you to move forward. This ensures that the data you enter into the system is of an acceptable quality, fit for purpose and support the business process, automated process or external interface. This type of error will not be logged as an incident with service management (SM).



An example of when you may receive this type of error is where you enter a date of birth (DOB) in a format other than what the system requires. You are presented with an error message showing the correct format to enter the DOB into the system. You can re-enter the DOB in the correct format and the system will allow you to move on.

#### Enquiry display errors

You receive this error message when there is a problem attempting to obtain information from an external system, e.g. any system outside of the 2012 system, including external interfaces. Where there is a problem in communication between the systems you will receive an enquiry display error. You may attempt to retry your previous action the advised number of times, if this action is still unsuccessful after these re-tries you will be required to raise an incident with SM by contacting the first line support (FLS) help desk.



An example of when you may receive an enquiry display error is where you check arrears on a case in the financial transaction screens. The system displays the requested information by the interface with BaNCS, so if there is an error between the 2012 system and BaNCS then the information will not be displayed. An error message advises you that there has been a problem with your request. You can retry your request the advised number of attempts and, if this is still unsuccessful, raise an incident with SM. The number of retries has no risk of data duplication or corruption as the request is enquiry based only.

#### Update errors

This error message occurs when updating or changing system data, or through an interface request. These errors create an error message and the system prevents retrying actions, or prevents continuation when appropriate. When this type of error occurs, report the error to the FLS help desk, who record them in an error log, monitor and resolve them.



An example of when you may receive this error is where you receive notification for a change of circumstances via an on benefit notification. While updating this change you encounter an error and are unable to confirm that the update has been successful. The system will prevent you from retrying until this error has been investigated and resolved by SM to avoid data duplication or corruption.

### Background errors

These errors may occur when you are using the system and there is a background process being actioned at the same time by the system, e.g. a child has reached 20 and the system automatically processes the change and generates the appropriate action. In the event that an error occurs during this background task, you are unaware that this error has occurred and continue to complete your actions as required as this error does not affect your actions. This error is logged by the system and monitored by SM who will investigate and take the necessary action to resolve them.



An example of a background error would be where you are working on a case and the annual review (AR) is triggered in the background. You carry on working on the case as normal, unaware of the AR being triggered. If an error occurs due to the AR you are not notified. The 2012 system logs this error and reports it to SM who monitor and look to resolve the incident.

### Internal 2012 system errors

When a a fully automated system service request (SR) fails, the background error sets the sub status to **Error** and SM can re-trigger the process. You are prevented from updating the SR or changing this status.



An example of this type of error is where the 2012 system automatically triggers a workflow to process an SR. Where the workflow encounters an error before these changes being completed, either on the 2012 system or on an external system, the 2012 system automatically updates the sub status of the work item to **Error – Technical**, and records this in the errors table within the 2012 system. This error is linked to the parent SR. SM monitors the system and identifies any errors that have occurred, reviewing and resolving them. Once resolved they will change the Sub Status of the SR to its previous Status and re-trigger the process from the point of failure.

### Error Tab

A list of errors can be obtained about the error from the **Error** tab, located in the **Service Requests** view, the tab will list all errors associated to Service Requests. More information can be obtained by selecting the **Error** number. Incident Management have the capability to view these.

### Error categories

In the event that an error occurs whilst you are working on a case the error is logged in the 2012 system and linked to the SR or data entry, e.g. a case or contact record that caused the error. The system will update the status of the SR/case sub status to reflect this error, changing the SR/case sub status to show one of the following values, depending on the level of error.

Error Type	Occurs when..	Steps to take	Incident Management may ask to...
<b>Error - Technical</b>	<p>...can occur when user has failed to enter required or wrong data.</p> <p>...can occur if another system (eg CIS, BaNCS) is temporarily unavailable</p>	<ol style="list-style-type: none"> <li>1. Re-try previous action</li> <li>2. Refer to Service Management</li> </ol>	Re-try once they have resolved the issue
<b>Error - Critical Technical</b>	...a more serious issue with data, or a failure with a technical component	<p>Refer to the Incident Management Team after consultation with team leader.</p> <p>Change Address SRs and Confirm Current Location SRs are swept daily by Service Management and do not need to be referred to AAC.</p> <p>Any Perform Calc SR with the following reason codes are also swept daily and do not need to be referred to AAC:</p> <ul style="list-style-type: none"> <li>■ Determine NDR</li> <li>■ Process Multiple MOPF</li> <li>■ Establish Method of Payment</li> <li>■ No Income Available</li> </ul>	Re-try once they have resolved the issue.

<b>Error - Work Allocation Routing</b>	...either the system, or user, has attempted to allocate a case group to another segment	These SRs are swept daily by Service Management, calls to AAC are not required	Re-try after 24 hours
<b>Error - Failed to Return to Segment</b>	...where a user has tried to return a case to the segment once outstanding work has been completed	Refer to the Incident Management Team after consultation with team leader	Re-try once they have resolved the issue. Or ask Team Leader to move the work
<b>Error - Work Allocation</b>	...when the user has attempted to assign a functionally unique Service Request to the appropriate segment	Refer to the Incident Management Team after consultation with team leader	Re-try once they have resolved the issue

For more information refer to [Incident Management](#).

## Work allocation errors

### Moving a case to another segment

Workflow errors may occur when you need to move a casegroup to a segment or hopper. If you experience any errors when allocating a case group to another segment or hopper, raise this as an error with the FLS help desk. This task will be assigned the status of error and moved into the administration view with a description of the failure reason, e.g. Data Invalid. This is investigated by the SM team who have access to the administration view. They resolve the incident and re-trigger the work allocation.



An example of this could be where you are updating a change of address SR and the new postcode triggers work allocation. You update the required changes to your SR and change the sub status to **Pending Assignment**. The inbuilt work allocation rules identify that the case requires reallocation. If an error occurs in the system while it is attempting to allocate to another segment, the system records this and links the error to the system error record, changing the status of the SR to **Error**. The system automatically moves the case group into the Administrative view. Once in Administrative view, SM review the case groups affected by this error, prioritising the resolution of these errors based on the number of SR's attached to each casegroup. SM will review and resolve the errors and manually re-trigger work-allocation returning the case group to the correct area. Errors relating to a casegroup with outstanding SRs will be treated with a higher priority than SRs without.

### Allocating an SR to a functionally unique segment

When you need to assign a work item to a functionally unique segment, you should change the sub status of the work item to **Pending Assignment**. If there is an error stopping the system for allowing this action, the system will automatically change the sub status of the work item to **Error – Work Allocation**, removing the segment position and moving the item into the Administration view for SM to review and resolve the incident.



An example of this is where you change the status of a functionally unique SR to **Pending Assignment** and an error occurs on the system while it is attempting to allocate the SR. The system logs the error and links the error record to the SR, changing the sub status to **Error – Work Allocation**. The 2012 system automatically moves the SR to the administrative view for resolution and investigation from the SM team, who proactively monitor for work allocation errors. Once the problem has been resolved SM will manually re-trigger work allocation.

### Error when allocating a casegroup to a segment hopper

If an error occurs when you are trying to return a case group to the segment hopper, the casegroup will remain with the user and the status of the casegroup will be updated to **Error – Failed To Return To Segment**. When this happens you will be responsible for raising an incident with SM, by contacting the FLS help desk who will resolve the error.



An example of this is where an error occurs while allocating a casegroup back to the segment hopper. The error is logged by the 2012 system and you are informed of this. Set the sub status of the casegroup to Error - Failure To Return To Segment. The casegroup remains with you and it is your responsibility to raise this with SM. SM will review the error, and resolve the problem, notifying you via an appropriate method to advise that your error has been resolved and that you can now complete your process. Once this happens retry moving the casegroup. If this is successful then the action is complete, if not then you should raise this with the SM team for further investigation. If a team leader (TL) attempts to reallocate a casegroup back to the hopper from a users queue and an error occurs, it is the responsibility of the TL to raise this with SM.

## Telephony errors

You may experience telephony errors that affect how you can make or receive calls, below are examples of telephony errors that may occur when you are using the system, detailing actions required to resolve them.

- **Inbound Telephony errors:** You may experience errors when receiving inbound calls, this may be as a result of the computer telephony interface (CTI) toolbar not working. If this error occurs, you will continue to receive calls but will not get the screen pop up to advise you of who is calling or receive an inbound call activity. In the event of this error,

continue to use the system but manage all calls manually, confirming the callers details in order to search for their case. The system will be unable to link to call recording while affected by this error and you need to report this incident to the FLS help desk

- **Outbound telephony errors:** If an error occurs when you are making an outbound call via the CTI toolbar bar on the 2012 system, the system will log this and you need to report this to the FLS help desk. They investigate the cause of the error and contact you to advise you that the error has been resolved. Continue to contact clients by phone but create an outbound call activity to record the call details. For more information refer to [Call - Make](#)
- **Work allocation error, while on a call:** Any work allocation errors that occur while the system is automatically allocating a case group to a user, during an inbound call will result in the user having limited system access and an error being logged within the 2012 system. The call is passed to the user but they only have general call handling access, but are still be able to carry out security checks with the client and capture work items. Report this error to the FLS help desk for investigation

## Payment exceptions

All system payments are processed by BaNCS via an interface. In the event that there is a problem processing a transaction you receive an error message. This error may be caused by a bug in the application or due to corrupt data. When an error occurs and the 2012 system is not able to post a transaction to BaNCS this will require immediate action, resulting from one of the following errors:

1. You receive an error if a work item or SR fails to successfully update to BaNCS during one of the following transactions:
  - Ending a deduction from earnings order (DEO)/deduction from earnings request (DER) method of payment (MOP) for a paying parent
  - Suspending a DEO/DER MOP for a paying parent
  - Un-suspending a DEO/DER MOP for a paying parent
  - Ending a deduction from benefit (DFB) MOP for a paying parent
  - Ending a BHOCA MOP for a paying parent
  - Ending a standing order (SO) MOP for a paying parent
  - Ending a direct debit (DD) MOP for a paying parent
  - Suspending a DD MOP for a paying parent
  - Un-suspending a DD MOP for a paying parent
  - End a post office card account (POCA)/direct payment for a receiving parent
  - Suspend a POCA/direct payment for a receiving parent
  - Un-suspend a POCA/direct payment for a receiving parent
  - Re-Submit DD represent
  - Clear online suspense
  - Request draw-down from admin (via client funds)
  - Assignment of standard payment to
  - Creation of payee repayment requests
  - Make non-standard payment to
  - Hold amount in payment from account
  - Release amount in payment from account
  - Manually investigate payment from
  - Enter manual schedule
  - Set flag for manual allocation
  - Remove flag for manual allocation
2. The system automatically updates the status of the work-item to **Error – Technical Critical** or **Error Technical** and logs the error in the error table in the 2012 system.
3. When you identify that there is an error, notify the FLS help desk and your TL.
4. Seek approval from your TL to escalate the issue for resolution with the finance team where appropriate, depending on the error. Escalation may be required e.g. if you receive an error when holding a payment or required to make a non standard payment.

5. If your TL approves the escalation, contact the finance team to request manual update of BaNCS. For more information refer to [BaNCS Journals](#).
6. Once the finance team have completed their required action, they record details of this in the SR **Notes**, where the error prevents this action they select an appropriate Override Status allowing the Error Status to be Overridden and the work item to be completed successfully.
7. SM review and resolve the error as appropriate.



In the event that you encounter an incident or error that has not be covered in this procedure, please contact the FLS help desk who will be able to provide you with more information as to how to resolve your problem.

## Correspondence errors

When a letter is system generated/system issued, if the letter status goes to **Error Generating Document** check the **Errors** tab of the activity to understand why it failed to generate. The content of the error message will give an explanation as to why the error occurred. Where information is missing, gather the missing information and generate the letter again.

NICMS replaces CMG in Northern Ireland

### Related Items

[BaNCS Journals](#)

[BOM - Segment Summary](#)

[Call - Overview](#)

[Incident Management - Manage Incident Locally](#)

[Siebel Overview](#)