#### **BVT Issues Backlog**

Act on Item Number	Identif ed Under			BVT Closure			Imapct	Area Responsible	Prior ty/Sever ty	Status	Closure Date	Progress / Recommendation	Resolut on
1	SAPOC	IM1376633		22 July BVT was closed on 15 August with approval from CCE GM		\$201,706.22	incorrect etters will be sent to customers. Do not send filter has remained in place for his letter. The abil by osend this etter will be required once the strategy for applica ion of ATO data commences (for circumstances where the outcome is no debt as no other letter s available)	SAPOC	2	Open			
_													
	1		· · ·	1								·	

Action	Identified					D: 3.10 %	~ .	a. a.		
Item Number	under	IM Number	Date Identified	Action Item	Area Responsible	Priority/Severity	Status	Closure Date	Progress / Recommendation	Resolution
1	SIP	IM986855	11/08/2016	EIM - Assessment outcome - Reassessment incorrectly coded EANS for first fortnight.  Partially verified fortnight was incorrectly coded to EANS during reassessment.  Apportioned earnings as result of reassessment has not been correctly applied to record, this has been updated in IM982358 (item #34).  Please see attachments. CRN \$47F(1)	ISIS Applications	2	Pending		Registered in SM 11/08/2016 - IM986855	Fixed via release C206632 (02/09) - awaiting health check by buisiness
2	SIP	IM988889	12/08/2016	EIM - Assessment Outcome – Raising debt for a period where nil paid Assessment outcome shows debt is being raised for period 24/11/2014 to 03/12/2014, however oustomer had not been paid during this period. YAL granted 24/11/2014 but suspended before any payments issued. No arrears were ever issued for this period.  Debt also raised outside of match period; reported IM947790.  Please see attachments. CRNS47F(1)	ISIS Applications	2	Open		Registered in SM 12/08/2016 - IM988889 17/08/18 With WAS for analysis 15/09/2016 SM updated, CRN S47F(1) also affected by this issue.	Pending Health Check
3	SIP	IM994209	16/08/2016	EIM - Online Services - Automatic reallocation of Anomaly/mismatch work litem required.  Currently, when the Anomaly/Mismatch GP is completed, the work item is required to be manually reallocated to pool. We require item to be automatically reallocated when GP is completed.  Please see attachments, as discussed with S47F(1)	Online Services	4	Pending		Registered in SM 16/08/2016 - IM994209 26/08/2016 Scheduled for ICT fix 02/06/2016. 10/10/2016 - Health Check Failed 16/10/2016 - Health Check Not Passed	Fixed via release C206632 (02/09) - awaiting health check by business
4	SIP	IM994219	16/08/2016	EliM - Online Services - EANS onto coded in assessment.  Customer has updated match data however no earnings apportioned to EANS. CO cancelled and regenerated the assessment, however this did not change issue. Manual calculations have been done and show that a debt should exist if the earnings had been coded to EANS.  Please see attachments (2 manual calculations: scenario 1 is ATO Employer is not matched and creates a new employer on EANS; scenario 2 is if ATO matches employer on EANS.	Online Services	2	Pending		Registered in SM 16/08/2016 - IM994219 19/08/2016 - ICT Release processed 19/08. Health Check to be conducted. 30/09/2016 Business health check not passed. 16/10/2016 - Health Check Not Passed	Fixed via release (19/08) (RFC unknown - non related) - awaiting positive BVT result
5	SIP	IM998988	18/08/2016	EIM - Online Services - Unable to add notes in ZIRV or ZCOC once intervention has been completed.  For both ZCOC and ZIRV, the following error presented when attempting to add a note "No changes possible in document / transaction."  ZCOC note does not allow option of "English" to be selected.  Please see attachments. CRN®47F(1)	Online Services	4	Resolved		Registered in SM 18/08/2016 - IM998988 ICT Fix release scheduled 30/09/2016. 07/10/2016 Susiness health heck performed, notes in GDACC solution is not viable, however ZCOC notes can be added.	Fixed via change release C212880 (30/09) Release fixed that the ZCOC could be annotated, but the ZIRV still cannot be annotated after it has been Completed.
6	SIP	IM1014048	26/08/2016	In relation to IM962327, but varied, to consider EAAD where the EAAD period partly lies outside the match year, Please see attached email with \$\frac{4}{7}F(1)\$	Online Services	2	Open		Registered in SM 9007/2018 - IM982327 04/08/2016 CRNS47F(1) Assessment has changed previously verified earnings for 94/F(1) match year 94/F(1) match year 94/F(1) mother incident lodged as previous IM incorrectly closed off. New IM977998 19/08/2016 - ICT release. Closure ending Business Health Check 26/08/2016 SM updated with new IM1014048 opened, to consider rules allowing EAAD period which lies partly outside match period. 30/08/2016 CRNS47F(1) updated in SM for IM1014048. 30/09/2016 Business health check not passed.	
7	SIP	IM1015138	29/08/2016	EIM - Assessment Outcome - Incorrect generation of arrears by a reassessment activity Customer undertook reassessment online and updated details. Earnings updated should have resulted in a No Debt outcome. Arrears have been generated for the amount of the debt and the activity finalised. Arrears did not offset the debt and are now incorrectly paying to the customer. $ \frac{(N+47F(1))}{(N+47F(1))} $ As discussed with $\frac{547F(1)}{(N+47F(1))} $ , (see attached email) this is an invident relating to incorrectly docid IMSB8376 (for CRN initially advised $\frac{547F(1)}{(N+47F(1))} $ where level 2 ICT supressed these arrears). This remains an issue for BVT, and new incident lodged as pet $\frac{547F(1)}{(N+47F(1))}$ and $\frac{547F(1)}{(N+47F(1))}$	ISIS Applications	2	Open		Registered in SM 12/08/16 - IM988376 20/08/2016 SM recorded with new incident IM1015138 (as IM988376 obseed incorrectly). 13/09/2016 SM updated, CRN S47F(1) also affected by this issue. ICT Fix release scheduled 29/09/2016.	

8 SIP	IM1020437	30/08/2016	EIM - Online Services - Customer First Workload Management reports Currently, WFM reports displays "completed" as nil. CMC have discussed with Debt Branch that data should be displayed in this field when a work item is completed. Please see attached email.	Online Services	2	Resolved	TO BE CLOSED	Registered in SM 30/08/2016 - IM1020437 ICT Fix release scheduled 30/09/2016.	Fixed via change release C221915 (07/10)
9 SIP	IM1026692	2/09/2016	EIM - Online Services - Reassessment disregarding staff-updated data entered in Verify Evidence GP.  Verify Evidence GP.  Oh sa verified evidence and updated data in Verifiy Evidence GP, using payslip periods and amounts (whereas customer had changed the period of employment and accepted the total amount).  When earnings apportioned, reassessment has used the staff-updated date range, and PAYG amount - instead of apportioning the payslips amounts as entered.  Additionally, during Verify Evidence GP, when CO changes date range (from customer's advice at reassessment), the change is only held if saved and exited; the CO must re-enter for the changes to be reflected.  Please see attachments.  CRN 947F (1)	Online Services	3	Resolved	TO BE CLOSED	Registered in SM 02/09/2016 - IM1026692 ICT Fix release scheduled 30/09/2016.	Fixed via change release C212880 (30/09)
10 SIP	IM1029890	5/09/2016	EIM - Assessment Outcome - Reassessment outcome incorrect without ROA coding (NOHL rules).  Manual calculation of reassessment shows reassessment ADEX result was incorrect (the credit to offsett debt is incorrect). When ROA recorded, ADEX result matched the manual calculation due to changing of NOHL rule 22 (was rule 2 and 6 without ROA coding).  The NOHL rules are changing throughout entire reassessment period (not just CPI dates).  This is different to issue #23.  Please see strachments (without ROA coding).	ISIS Applications	2	Open		Registered in SM 05/09/2016 - IM10/20800 also affected by this issue standard, CRNs S47F(1) also affected by this issue also affected by this issue 15/10/2016 - Health Check Not Passed	
11 SIP	IM1031877	6/09/2016	CBN 947F(1)  EIM Assessment Outcome - Incorrect working credit balance when YAL-stu changed to NSA and the gap in entitlement is less than 12 months.  YAL-stu cancelled 947F(1) with a SIB balance of **IT** Assessment is incorrectly deleting the 1000 credite; that was initially given at NSA grant) and applying a balance of nil credits from NSA grant date.  As per 108-07020000 where a full-time student transfers to another benefit where working credits are applied, unused SIB becomes the working credits balance capped at 1000.  Please see attachments.  CRN 947F(1)	ISIS Applications	2	Open		Registered in SM 06/09/2016 - IM1031877  nnnn9/2016 SM unchated with CRNs: S4/F(1) andS4/F(1) 13/n9/2016 SM updated, CRNsS47F(1) andso affected by this issue 15/09/2016 SM undated, CRNsS47F(1) andS4/F(1) andS4/F(1) andS4/F(1) andS4/F(1) are also affected by this issue. 2/8/10/2016 SM unchated S4/F(1) and S4/F(1) are also affected by this issue.	
12 SIP	IM1049850	19/09/2016	EIM - Assessment Outcome - Adjustments are made on RATS causes the debt period to be incorrect.  When adjustments made on RATS, the assessment period is passed to DMIS, thereby making the debt period incorrect. As discussed with M.O ISIS Applications.	ISIS Applications	2	Open		Registered in SM 19/09/2016 - IM1049850 16/10/2016 - Health Check Not Passed	
13 SIP	IM1085448	30/09/2016	EIM - Online Services - Cancel ZIRV process creating document on the partner record.  2 instances have occurred where the Cancel ZIRV process to change the IRS Method has created the ODR on the Partner record and not the primary customers.  CRN's \$47F(1)	Online Services	2	Pending		Registered in SM 30/09/2016 - IM1065448	Fixed via change release C219826 (14/10) - awaiting positive byt feedback
14 SIP	IM1069333	4/10/2016	EIM - Earnings assessment - Consecutive PAYGs not apportioned correctly.  This incident was under IM988881, which has been closed - but is now presenting as an issue again for SIP.  Consecutive PAYGs are not being apportioned correctly for the EPED which spans the 2 financial years. Both PAYGs need to be assessed.  This was health-checked over the weekend going through new work.	Online Services	2	Open		Registered in SM 11/08/2016 - IM986861 Business health check completed 29/08/2018. 04/10/2016 logged in SM IM1069333.	Target Fix Date Not Provided

						_	<b>-</b>	
15 <b>SIP</b>	IM1073062	6/10/2016	EIM - Online Services - Tolerance rule reached however customer data accepted without verification  Customer updated data for 2 employers, tolerances should have met for both,  however only 1 has been selected for requiring verification. For employer All  Terrain 4x8 Parts & Accessions PI/L, customer updated end-date and UPO1 rule  met, however customer data accepted.  Please see CRN 947F(1)	Online Services	3	Open	Registered in SM 06/10/2016 - IM1073062	
16 SIP	IM1073501	6/10/2016	EIM - Online Services - Verified Evidence GP, enhancement to staff updated fields  • OU updated the GP (via Staff Updated Income fields) for allowances, changing frequency from fortnightly to annual;  • The GP had to be exited and then re-entered for changes to be held;  • When change to allowance held, the gross id not revert (to ATO gross less updated allowance) and remained at entered to the control of th	Online Services	2	Open	Registered in SM 06/10/2016 - IM1073501	
17 SIP	IM1091876	28/10/2016	EIM - DMIS - Debt Status changed to over recovered following reassessment.  Debt Status on the CRN's below was chnaged to over recovered without the customer making any payments andthere is still an outstanding amount.  CRN: S47F(1)	DMIS	2	Open	Registered in SM 20/10/2016 - IM1091876	Being Investigated
18 SIP	IM1106937	31/10/2016	EIM - DMIS - Recovery Fee not updating correctly within reassessment Recover Fee is not automatically updating correctly as part of the reassessment pathway. Adjustment was coded however DMIS has not adjusted the fee value  \$47F(1)	Online Services	2	Open	Registered in SM 31/10/2016 - IM1106937	Being Investigated
10 SIP	IM1107252	31/10/2016	EIM - Online Services - Fringe Benefit rate calculated incorrectly  The fringe benefit calculation for applying the non grossed up rate is incorrect on the CRN below.  The rate calculation shpuld have applied a taper of 47% intil S47F(1) at which time the increase should be to 49% for the remainder of the financial year  The XML indicate was are applying 53% to the customers record.  \$47F(1)	Online Services	2	Open	Registered in SM 31/10/2016 - IM1107252	
20 SIP	IM1107262	31/10/2016	EIM - Online Services - Match Data displaying the incorrect income components.  The customer was receiving fringe benefits from their employer. The IRMD has incorrectly populated these as Lump Sum E payments for the 12/13 & 13/14 Financial years.  This incorrect alignment is adversely impacting the customer as the rate has not been degrossed as a result of this alignment.  CRNS47F(1)	Online Services	2	Open	Registered in SM 31/10/2016 - IM1107262	

					_			
21 SIP	IM1127449	15/11/2016	EIM - Online Services - SIMS Allocation Issues	Online Services	2	Resolved	TO BE CLOSED Registered in SM 15/11/2016 - IM1127449	This incident has been resolved as part of IM1108117.
			PerS47F(1) advice					
			There are 2,981 allocated interventions in SIMS that are stuck in the status of ALC. Normally once OCI confirms the appropriate activities and reviews have been created it sends a message back to SIMS to update the status to 'DIS'tributed.					
			We are seeing incidents where due to this issue, secondary duplicate interventions are being created on some records. Our help desk team are being to handle complaints from customers on this matter.					
			Example CRN:S47F(1)					
			s47F(1 has advised s47F that each morning they have been reconciling the schedule results, and where there has been a discrepancy we have been collating the details and forwarding this on to the CRM and/or IRS teams for their information as well.					
22 <b>SIP</b>	IM1127867	15/11/2016	EIM - Online Services - Discrepancy between the debt amount from OPDL and total debt amount in ZIRV note (negative component)	Online Services	2	Open	Registered in SM 21/09/2016 - IM1053655 01/10/2016 Business health check passed. New incident opened 15/11/2016 - New IM1127867	
			As discussed with \$47F(1) Please see CRN\$47F(1)				New Incident opened 15/11/2016 - New IM112/86/	
			A new instance of the debt note being incorrect as a result of a negative component at the end of the debt period.					
			Previous incident IM1053655 was closed 01/10/2016.					
			This issue will like have higher occurrences following the agreement with DMB to allow the credits at the end of debt periods to offset the debt outcome. The amount displayed in the note is reflective of the debt total minus the credits at the end of the EIM period.					
23 NEIDM	IM1148483	1/12/2016	SIMS - Historical Schedules search criteria for Bypass External Processing not populating	Analytics SIMS	3	Open		
			Issue identified as part of NEIDM December UAT exercise (P/S-1413) ALM Defect ID: 11736 (P4)					
			Test Set: CMC - SIMS Tests Test: User Case - Historical Schedule Search 91 Run: Run_11-28_16-46-54					
			Test Parameters:					
			Step: Step 19					
			Description: Test Bypass External Process Search Function is successful/results viewable					
			Expected: Successful Search function - Bypass External Process					
			Actual:  Does not show correctly in search criteria options. Data appears as YES or NO in results					
			Run Step[725285] : Step 19					
			Attachment provided					
24 SIP	IM1149422	2/12/2016	EIM - Online Services - Mismatch GP crashing CF session	Online Services	2	Pending	Registered in SM 02/12/2016 - IM1149422	Fixed via C240868 (07/12/16) - awaiting BVT
			A number of incidents were reported yesterday of Customer First crashing and producing the attached error when processing the Mismatch GP. The compliance officers were processing the CO level of the GP but were presented with a message advising they didnt have the required BISC/Case Selection role.					
			Hoping this was an isolated incident for just yesterday as we over 300 to process.					
			Screen shots attached					

IM1151398	5/12/2016	EIM - Online Services - Employer name matching not occurring correctly	Online Services	2	Resolved	TO BE CLOSED Registered in SM 05/12/2016 - IM1151398	Email clarification sent on the 8th of December.
		The automated employer name matching appears to have had a number of failures over the last week. I have been advised that there are a additional CRN's to the ones indicated below. Following up with the help desk team to confirm \$47F(1)					
IM1153316	5/12/2016	EIM - DMIS - Reassessment Debt outcome adjusted to a negative value on OPDL  Attached are 12 CRN's that are currently displaying a negative value on OPDL following a reassessment online.  The assessment activity appears to have suppressed the arrears correctly however displaying a negative debt outcome.  This issue is currently impacting reporting as the values from our reporting teams cannot e verified against the independent check conducted by our	DMIS	2	Open	Registered in SM 05/12/2016 - IM1153316	
IM1167651	19/12/2016	section Previously recorded ongoing income that was deleted by our assessment, is not correctly populating within the declared income column of the debt explanation tab on the Assessment Outcome Page. This is causing the UI to display a greater discrepancy in income than what is actually the case.  CRNS47F(1)	Online Services	2	Open		
IM1177217	4/01/2017	OLS>CLK>ENTRYPAGERMDROSC Unable to access OCI - error: SNA Customer is having difficulties trying to access her OCI review through her my, gov account. The customer has not yet completed the assessment as she is continually receiving an error which states The service is unavailable at this time. Please return to home and try again.' I have also tried to access the OCI Online Customer Access through Customer First and I am running into the same error. Seems to be an isolated incident in which the customer is unable to access the review.	Online Services	2	Open		
IM1179826	6/01/2017	EDM - Online Services - Match Data on Receipt. The Receipt is missing the information under the ATO data matching section. Further details attached.  Affected CRNs \$47F(1)	Online Services	4	Open		
IM1179839	6/01/2017	EDM – Online Services - Anomaly/Mismatch GP not pushing intervention back online After the GP was completed the ZIRV was still for manual action, whereas it should have changed to For Customer Action. As it is still For Manual Action the customer is unable to go back online to make any updates. Anomals/mismatch when raised initially did not generate any notes. CRN _S47F(1) Further screenshots attached.	Online Services	3	Open		
IM1181291	9/01/2017	EDM – Online Services – Combined Assessment Failed CRN\$47F(1) is primary customer, and this intervention has been completed and a debt raised. Intervention was completed on\$47F(1) as per IRRS screen. NSA debt of\$47F(1) has been raised for this CRN. No debt raised for other CRN. When the earnings transaction was finalised, this automatically reverted to the default partner processing and zeroed out the partner debt as there was no partner review present. The partner debt in this case was over\$47F(1) is the linked primary partner, and is sitting for Manual action, however there is no receipt in the Attachments tab to indicate that customer actioned the intervention.  It would appear the linkages are missing on the CRM end as the link was coded correctly in IRS.	Online Services	2	Open		
	IM1153316  IM1167651  IM1177217  IM1177826	IM1153316 5/12/2016  IM1167651 19/12/2016  IM1177217 4/01/2017  IM1179826 6/01/2017	The automated employer name matching appears to have had a number of failures over the last week. I have been advised that there are a additional CRN's to the ones indicated below. Following up with the help desk team to confirm  s47F(1)  EIM - DMIS - Reassessment Debt outcome adjusted to a negative value on OPDL following a reassessment online.  The assessment activity appears to have suppressed the arrears correctly however displaying a negative debt outcome.  This issue is currently impacting reporting as the values from our reporting fears cannot e verified against the independent check conducted by our section.  IM1167651  19/12/2016  Previously recorded engoing income that was deleted by our assessment, is not correctly populating within the declared income column of the debt explanation tab on the Assessment Outcome Page. This is causing the UI to display a greater discrepancy in income than what is actually the case.  CRNs47F(1)  IM1177217  4/01/2017  OLSS-CLK-ENTRYPAGERMDROSC Unable to access CCI - error: SNA Customer is having difficulties trying to access her OCI review through her my gov account. The customer has not yet completed the assessment as she is continually receiving an error which states The service is unavailable at this time. Please return to home and try again.'! Thave also tried to access the COI Online Customer Access through Customer First and I am running into the same error. Seems to be an isolated incident in which the customer is unable to access the review.  IM1179826  6/01/2017  EDM - Online Services - Match Data on Receipt. The Receipt is missing the information under the ATO data matching section. Further details attached. Affected CRNs s47F(1)  EDM - Online Services - Anomaly/Mismatch GP not pushing intervention back on line. After the GP was completed the ZIRV was still for manual action, whereas it should have changed to For Customer Action. As it is still For Manual Action the customer is unable to go back online to make any updates. Anomaly/mismatch when raised initiall	The automated employer name matching appears to have had a number of failures over the last week. I have been advised that there are a additional CRN's to the ones indicated below. Following up with the help desk team to confirm  s47F(1)  IM1153316  S12/2016  EIM - DMIS - Reassessment Debt outcome adjusted to a negative value on OPDL  Attached are 12 CRN's that are currently displaying a negative value on OPDL following a reassessment confine.  The assessment adulty appears to have suppressed the arrears correctly however displaying a negative debt outcome.  This issue is currently impacting reporting as the values from our reporting teams cannot everified against the independent check modulated by our assessment, and in the debt of the deb	The automated employer name matching appears to have had a number of failures over the last week. I have been advised that there are a additional CRVs to the ones indicated below. Following up with the help desk team to continue and the second of the sec	The automated employer name matching appears to have had a number of failulars over the last vest. I have been shrined that there are a additional confirmed to the cross indicated below. Following up with the help desk team to confirmed the cross indicated below. Following up with the help desk team to confirmed the confirmed that the	The scientistic entirely control to the control for the control of this control for the control of the control for the control

32	Ministerial	IM1181711	9/01/2017	EIM - Outbound Correspondence Issues with variable data	SAPOC	3	Open		
				Reported by \$47F(1) , T/L of SOC on 05/01/2017.					
				Ht <sup>S47F(1</sup>					
				As discussed, please see attached/below. In the first example 0.00 is being passed as a recovery fee and in the second we have the blank Employer data blocks.					
				CRN:S47F(1)					
				<pre><section id="VARIABLES"></section></pre>					
				weeks <text_2> <text_3 name="Total Recovery Fee">0.00  </text_3> </text_2>					
				<section> CRN:S47F(1)</section>					
				<section id="VARIABLES"></section>					
33		IM1183070	10/01/2017	re-escalated- w/a not applying - OCI Review X007PG error - Newstart Allowance (NSA)- ERROR COMES UP WHEN TRYING TO AR ACTIVITY - SEE BELOW	ISIS Applications	3	Open		
34	Ministerial	IM1181975	10/01/2017	EIM - Onlinee Services - Incorrect Reassessment letter issued Below are a list of CRN's that have been issued a reassessment outcome letter advising that the debt is zero by the system, however there is still a debt outstanding for the customers.  S47F(1)	'SAPOC	2	Open	ICT has confirmed that this issue has been present since original deployment. The code has only ever been checking for a determined status whereas in the example CRNs the original debts have moved to collection agent status. Helpdes have done a spot checking for sample of Soland have identified 15 for recovery action. It has been identified that customers should have received an accounts payable letter (with the correct debt) after the incorrect \$0 debt letter. It is proposed to call and apologise the customer for the incorrect letter and to ensure they are aware of their actual debt and then offer the reassessment pathway.	*Emergency release targeting to fix on 1001/2017. Change to be made to look for status DET, DMC (and DWO, as per advise from \$47F(1) from DMIS)  *CMC will organise for Service Strategy to occur for the 618 customers. The letter has been issued for total of 618 customers and 13 customers have received the correct reassessment outcome in this case (debt \$0 or <\$50).
35	NEIDM	IM1182394	10/01/2017	EIM/NEIDM - Online Services - ZIRV work items not allocating ZIRV work items are not allocating within the Work Load management system.	Online Services	2	Open		
36	Ministerial	IM1183864	11/01/2017	Email trail with example CRN's has been attached to the item.  EIM - Online Services - Contact letter issued for Reassessment requests	Online Services	2	Open	Pending response from ICT	
				Analysis has identified 19 instances where an initial contact letter has been incorrectly issued to a customer where a reassessment has been sought. CRN list attached in SM					
37	Ministerial	IM1190428	18/01/2017	Cancel EIM review activities EIM review activity processing within ISIS by non compliance staff is leading to undesirable customer outcomes.	ISIS Applications	2	Open		

38 Ministerial	IM1197345	25/01/2017	EIM - SAPOC - Reminder notification contains incorrect detail 23rd Jan initiations (cns47FC1) — PDF attached. Identical match data is present on the letter 24th Jan initiations Initial Employee Income Review letter - CRNS47FC1) name is not appearing in Outbound Correspondence Tool Letter content is correct and is addressed to Nominee – PDF CRNS47FC1) attached Initial Employee Income Review letter - CRNS47FC1) name is not appearing in Outbound Correspondence Tool Letter content is correct and is addressed to Nominee – PDF CRNS47FC1) attached All CRNs initiated 24/01/2017, letters should be dated 25/01/2017 with due date of 15/02/2017 however they are appearing with 24/01/2017 sent date. Content and match data is correct – PDF CRNS47FC1) attached Reminder Letters Looking at the reminder letters in the Outbound Correspondence Admin Tool there are a total of 30 presenting for the period 23.01.2017 – 25.01.2017. 9 reminder letters have been sent 23.01.2017 prior to the filter being applied 21 reminder letters are presenting with the Don to send filter All 30 reminder letters are presenting with incorrectly formatted and duplicated match data (PDF CRNS47FC1) attached as an example).  Please be advised 1 have checked the 9 reminder letters that were sent and they were all started in 2016	SAPOC	2	Pending	Fixed via C263186 & C263080 (27/01) - Awalting BVT
			702 101 721L started 25/11/2016 FIN 24/01/2016		_		
39 Ministerial	IM1209956	8/02/2017	Negative Waiver from EIM Offset need correcting As the debt is less than zero, the auto waive process kicked in and put negative waived amount because it was less than \$50 (this is incorrect processing). Reverse the waiver.	DMIS	3	Open	ADHOC required
40 Ministerial	IM1211308	9/02/2017	OCI debt re-assessed, however Recovery Fee not included in new Debt	DMIS/ISIS Applications	2	Open	
			Total OCI debt with a recovery fee was re-assessed, however, when the amended debt did not include the recovery fee in the debt total. OPGI showed Recovery Fee is present, however, the debt total on OPDL does not reflect this, nor the data on the BD group on the database. The data has since been corrected by OCI (activity 1223) so it is not apparent looking at the record.  Attached is a spreadsheet showing the BD, DBRF and OV data at various points (extract from Teradata), along with a summary of pertinent data and incorrect details.  Additionally, the OV group appears inconsistent when updated with EIM as it is then also updated with DET, and the two groups, updated at the same time, have different Est Dates, adding to the confusion Can this please be addressed (either explain why it is, or corrected) As the process is automatic, the result is incorrect debt amounts recorded and possibly incorrect debt information sent/provided to the customer.  If time permits, DMB will attempt to identify further cases which have not been corrected.	DMG		Con	
41 EIC	IM1224696	23/02/2017	EIM - DMIS - EIM debt not offset by manual debt  Customer had a previously raised manual debt prior to the EIM intervention. This debt was of the same payment type and was within the EIM debt period however the EIM debt was not offset by the manual debt.  This particular debt scenario (number 5) was released as part of the June 2016 release. Any debt scenarios that aren't currently automated as part of the online platform are either not selected or are a manual handoff.  Currently we have identified one customer affected by this however there is no current workground so the urgency is high.  CRNS47F(1)	DMIS	2	Open	

42 EIC	IM1231318	1/03/2017	EIM Online Sequines Incorrect appartianment for consequine year matches	Online Services	2	Open		T
42 EIC	IM1231318	1/03/2017	EIM - Online Services - Incorrect apportionment for consecutive year matches  I have reviewed the XML files created within the activity An issue was identified for employers \$\frac{A}{F}(1)\$ Both employers have the same ABN \$\frac{A}{F}(1)\$  The employers matched using the ABN provided on the matches therefore the income should have been coded correctly. For some reason the process has split the apportionment up for the employers and applied the default rule of exclude the first and last period from upload for each match period.  As the ABN matching is the default matching the system should have identified these employers as the same and continued the apportionment through as they were a consecutive year match.  Based on how the system has performed here, I have concern that it may impact another scenario where the customer selects the employer they declared under.  CRN \$\frac{47F}{1}\$	Online Services	2	Open		
43 EIC	IM1236175	6/03/2017	WCEM - OCI - Back button allowing double submission Bug has been found where the customer can hit 'back' on the browser which allows them to re-submit the workflow.	Online Services	2	Open		
44 EIC	IM1246521	16/03/2017	EIC - Online Services - Letter duplication There were some more Employment income confirmation reminders (Letter D) duplicated today.	SAPOC	2	Open	It has been identified that the issue is caused by the customer pressing the next button multiple times before the next page has loaded. More instances have been identified on 23/03/2017, 24/03/2017 and 28/03/2017 where letter D generating duplicates. On 28/03/2017- For 2 more CRN's multiple Letter D's have been generated. 29/03/2017- A new customer has been identified with the same issue.	04/04/2017-UAT has been completed succesfully and scheduled to release on 8/04/2017.
45 EIC	IM1248677	20/03/2017	EIC - Online Services - Letter A not triggered The letter processing issue under IM1244601, allowed the customer to commence and undertake their online intervention prior to the letter A generation. It is a requirement that all customers undertaking this process, must be issued a letter A.  Letter A was not generated for CRNS47F(1) . Due to the current volumes of initiations, this only impacted a single customer. Once initiations are scaled up there could be a much broader impact. Concern here is we are not in a position to say all customers that have been through	SAPOC	2	Open	It was identified that this customer has actioned the review prior to the deployment of the fix which has changed the start condition of the customer and the letter has not been generated.	A decision has been made by \$^{47F(1)}\$ to generate the letter A to all customers regardless. IM1248677 has been raised for ICT to provide resolution. 04/04/2017-JUAT has been completed succesfully and scheduled to release on 8/04/2017.
46 EIC	IM1255843	27/03/2017	the process. have been sent a letter A EIC - Incorrect assessment error hand off screen Where the workflow hits an Assessment Error (Provisional Assessment Outcome and Assessment Outcome stage), The Please Contact Us screen should present the message:  Thank you for confirming your employment income. We will be in contact with you regarding the outcome within 14 days. Attachment shows what is been displayed instead.	Online Services	2	Open	A mismatch has been ientified with the OCI matrix used in ICT and business where business matrix doesn't contain the landing page wording.	Response from ICT:this is an issue with version control of the document, and that this issue wasn't picked up during SITI/JAT testing. Given the nature of the design and build during that period, it's understandable that something like this was missed. The text on the landing page currently in production is as per specification. Therefore, this is technically not a defect. Given the scrutiny around the accuracy of the tool (and the subsequent defect ratios)it is proposed to address this request as an enhancement' and get it fixed ASAP.
47 EIC	IM1260962	31/03/2017	EIC - Open DOC from bulk cancellation There are approx. 30,000 open DOCs in the Workgroup GENERAL Position BISC with the subject 'Match Data Not Valid' which appear to be the result of the bulk intervention cancellation process for EIC via CRM. These docs need to be closed off. Email with screen shot attached.	СМС	2	Open		CMC is unaware of any reason that these docs should have been left open and would like to request this be escalated to ICT for further investigation and confirmation that these are a result of the process undertaken as part of the A1 Service Strategy.  ICT has obtained permission to include this fix in the 08/04 release under the existing CRM change. The change will be tested as part of the S1T cycle. It is required to run an ISIS adhoc job to assist with the clean-up of open docs once the change has been made in production.

48 EIC	IM1265866	6/04/2017	EIC - Online Services - Address Resolution tool A few minor issues have been identified within the address resolution tool. I have included the detail that was escalated to me helow. If you need to discuss or clarify any of the items, please contact \$47F(1) as she has been undertaking the testing. (467607)  1. Missing sources The Address Resolution Tool only seems to be pulling Centrelink Data – advised sources may include AEC and Medicare as well  2. Last contact attempt not recorded A few of the CRNs tested had the following issue: The Address Resolution Tool does not have the contact attempt recorded.  Affected CRNs \$47F(1)  (this one has a contact attempt but not the most recent) (this one has a contact attempt but not the most recent)	Online Services	2	Open	
			3. Incorrect information: The information being provided is not always correct:				
			s47F(1)				
49 <b>EIC</b>	IM1274699	18/04/2017	EIM - Letter B (Also possibly Letter D) not generating propeny since 08/04 Business advised that no Letter B/D/E/F has been generated in production since 08/04/2017.  After investigation from CRM side, it looks like the reminder actioned has failed in production for a few records:  \$47F(1)\$	SAPOC	2	Open	
			reminder letter for all of them failed in C4P s47F(1) has investigated from OC side and advised to raise a production incident. Email trails attached. **NOTE** - Business advised this could also effect E / F letters (extensions).				
50 EIC	IM1278723	24/04/2017	EIC - Reminder Letter B Trigger Date	SAPOC	2	Open	
	IM1278836	24/04/2017	IM1238071 was closed 13 March.  The logic for the triggering of reminder letter B is currently set at 7 days from the due date.  Updated logic provided 09 February has this set at 14 days from the confirmation of the receipt of letter A.  I have attached all the applicable email trails.  EIC - Online Services - Risk rule reached however no note populated on				
51 <b>EIC</b>	IM12/8836	24/04/2017	ZIRV  Staff Assisted run to update data, Risk Rule has been triggered pausing the assessment, however no note relating to the Risk Rule Trigger has populated.  For Employers 47F(1)  rounded response Period: \$47F(1)  met.  Please see CRN: \$47F(1)  Please see CRN: \$47F(1)  RISHE PROFITMENT APPERIOR TO THE PLEASE OF THE PLEAS	Online Services	2	Open	
52 <b>EIC</b>	IM1278853	24/04/2017	ISSUE CONTIFFIED BY LESS CONTIFFIED BY A STATE AND A SHORT SHE SHOULD BE A STATE BY A SHOULD BY BY	DMIS	2	Open	

#### FOI / LEX 75591 - Page 11 of 214

53 EIC	IM1279153	24/04/2017	EIC - Online Services - Due date in CRM incosistent with the letter. The Review Completion Dates are adjusted incorrectly after an extension is requested. The letters are populated with the correct Extension Date, but the system is not populating the correct date into the Date Tab. All cases have due dates that have been incorrectly changed and are inconsistent with the date populated on the letter.  \$47F(1)  Analysis attached	Online Services	2	Open	
54							
55				·			
56							

Action Item Number	ldentified under	IM Number	Date Identified	Action Item
23	NEIDM	IM1148483	1/12/2016	SIMS - Historical Schedules search criteria for Bypass External Processing not populating
				Issue identified as part of NEIDM December UAT exercise (P/S-1413)  ALM Defect ID: 11736 (P4)
				Test Set: CMC - SIMS Tests Test: User Case - Historical Schedule Search 91 Run: Run_11-28_16-46-54
				Test Parameters:
				Step: Step 19
				Descrip ion: Test Bypass External Process Search Function is successful/results viewable
				Expected: Successful Search function - Bypass External Process
				Actual:  Does not show correctly in search criteria options. Data appears as YES or NO in results
				Run Step[725285] : Step 19
				Attachment provided
				As discussed with \$47F(1) - Historical Schedules search criteria for Bypass External Processing is not populating results based on the 2 available options of 0 - No and 1 - Yes
				CMC Identified 28/11/2016 5.00pm
				s47F(1) requested we raise as defect with Low Priority. Also discussed with s47F(1)
				RFC221594
				Tester: Z_SIMS_USER_S02 -s47F(1) for CMC
				s47F(1) s47F(1), 29/11/2016: Attachment provided
				As discussed with s47F(1) - Historical Schedules search criteria for Bypass External Processing is not populating results based on the 2 available options of 0 - No and 1 - Yes
				CMC Identified 28/11/2016 5.00pm
				s47F(1) requested we raise as defect with Low Priority. Also discussed with s47F(1)
				RFC221594
				Tester: Z_SIMS_USER_S02 -s47F(1) for CMC
				<b>s47F(1) s47F(1)</b> , 29/11/2016: Attachment provided
				As discussed with s47F(1) - Historical Schedules search criteria for Bypass External Processing is not populating results based on the 2 available options of 0 - No and 1 - Yes

Tester: 2_SIMS_USER_902 -s47F(1) for CMC  347F(1) setter: 3_SIMS_USER_902 -s47F(1) for CMC  347F(1) setter: 3_SIMS_USER_902 -s47F(1) for CMC  352 Ministerial M1181711  EIM - Ou bound Correspondence issues with variable data  Reported by \$47F(1) I'L of SOC on 6901/2017.					CMC Identified 28/11/2016 5.00pm
Tester 2, SIMS_USER_802 - 647F(1) for CMC  847F(1) s47F(1), 20112016: Display issue only. Drop list is showing value that is stored in Hains table and corresponding value. Instituted only be showing his value. Display of search results is correct.  847F(1) s47F(1) s47F(1) search in the second of the second of the second of the search results is correct.  847F(1) s47F(1) s67F(1) search in the second we have the blank Employer data blocks.  848F(1) s47F(1) search in the second we have the blank Employer data blocks.  848F(1) s47F(1) search in the second we have the blank Employer data blocks.  848F(1) s47F(1) search in the second we have the blank Employer data blocks.  848F(1) s47F(1) search in the second we have the blank Employer data blocks.  848F(1) s47F(1) s47F(1) search in the second we have the blank Employer data blocks.  848F(1) s47F(1) s47F(					·
Tester Z_SIMS_USER_S02 - \$47F(1) for CMC  \$47F(1)					
32 Ministerial  Mi					
Hana table and corresponding value. It should only be showing he visue. Display of search results is correct.    Section   Milisterial   Milis					Tester: Z_SIMS_USER_S02 -s4/F(1) for CMC
Hana table and corresponding value. It should only be showing he visue. Display of search results is correct.    State					
Reported by \$47F(1) , T/L of SOC on 05/01/2017.  Historio  As discussed, please see attached/below. In the first example 0.00 is being passed as a recovery fee and in the second we have the blank Employer data blocks.  CRN \$47F(1) <section id="VARIABLES"> <text_1 name="Pobl amount"> <text_5< td=""><td></td><td></td><td></td><td></td><td>Hana table and corresponding value. It should only be showing he vlaue. Display of search</td></text_5<></text_1></section>					Hana table and corresponding value. It should only be showing he vlaue. Display of search
Reported by \$47F(1) , T/L of SOC on 05/01/2017.  Historio  As discussed, please see attached/below. In the first example 0.00 is being passed as a recovery fee and in the second we have the blank Employer data blocks.  CRN \$47F(1) <section id="VARIABLES"> <text_1 name="Pobl amount"> <text_5< td=""><td></td><td></td><td></td><td></td><td></td></text_5<></text_1></section>					
As discussed, please see attached/below. In the first example 0.00 is being passed as a recovery fee and in the second we have the blank Employer data blocks.  CRNs47F(1) <section id="VARIABLES"> <text_5< td=""><td>32</td><td>Ministerial</td><td>IM1181711</td><td>9/01/2017</td><td>EIM - Ou bound Correspondence Issues with variable data</td></text_5<></section>	32	Ministerial	IM1181711	9/01/2017	EIM - Ou bound Correspondence Issues with variable data
As discussed, please see attached/below. In the first example 0.00 is being passed as a recovery fee and in the second we have the blank Employer data blocks.  CRN\$47F(1) <section id="VARIABLES"> <text_5 name="Debt anount"> <text_5 <="" name="Debt anount" text_1=""> <text_6 name="Appeal review period"> <text_6 name="Appeal review period"> <text_6 name="Appeal review period"> <text_6 name="Tobat anount"> <text_6 name="Tobat anount"> <text_6 name="Set anount"> <text_7 name="Confirm/update by date"> <text_6 name="Set anount"> <text_7 )="" <text_7="" name="Confirm/update by date"> <text_1 name="CONFIRM"> <text_2 name="CONFIRM"> <text_1 anount"="" debt="" name="CONFI&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;Reported by s47F(1) , T/L of SOC on 05/01/2017.&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;As discussed, please see attached/below. In the first example 0.00 is being passed as a recovery fee and in the second we have the blank Employer data blocks.  CRN\$47F(1)  &lt;SECTION ID=VARIABLES*&gt; &lt;TEXT_1 NAME=">\$47F(1) &lt; TEXT_1&gt; <text_2 name="Debt anount">\$47F(1) &lt; TEXT_1&gt; <text_3 name="Tobat anount">\$47F(1) &lt; TEXT_1&gt; <text_3 name="Tobat anount">\$47F(1) &lt; TEXT_3&gt; <text_1 name="Tobat anount">\$47F(1) &lt; TEXT_3&gt; <text_1 name="Tobat anount">\$47F(1) &lt; TEXT_3&gt; <text_3 name="Tobat anount">\$47F(1) &lt; TEXT_3&gt; <text_3 name="Tobat anount">\$47F(1) &lt; TEXT_3&gt; <text_1 name="Tobat anount">\$47F(1) &lt; TEXT_3 &lt; TEXT_3 NAME="Tobat anount"&gt;\$47F(1) &lt; TEXT_3 &lt; TEXT_3 NAME="TEXT_3 NAME="TEXT_3 &lt; TEXT_3 NAME="TEXT_3 NAME</text_1></text_3></text_3></text_1></text_1></text_3></text_3></text_3></text_3></text_3></text_2></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_2></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_7></text_6></text_7></text_6></text_6></text_6></text_6></text_6></text_6></text_5></text_5></section>					
As discussed, please see attached/below. In the first example 0.00 is being passed as a recovery fee and in the second we have the blank Employer data blocks.  CRN\$47F(1) <section id="VARIABLES"> <text_5 name="Debt anount"> <text_5 <="" name="Debt anount" text_1=""> <text_6 name="Appeal review period"> <text_6 name="Appeal review period"> <text_6 name="Appeal review period"> <text_6 name="Tobat anount"> <text_6 name="Tobat anount"> <text_6 name="Set anount"> <text_7 name="Confirm/update by date"> <text_6 name="Set anount"> <text_7 )="" <text_7="" name="Confirm/update by date"> <text_1 name="CONFIRM"> <text_2 name="CONFIRM"> <text_1 mariables"="" name="CONFI&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;Hi s47F(1)&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;CRN\$47F(1)  &lt;SECTION ID="> <texts <="" <text_1="" name="Debt amount" s\$47f(1)="" text_1=""> <text_2 <="" name="robit amount" s\$47f(1)="" text_1=""> <text_2 <="" name="robit amount" s\$47f(1)="" text_1=""> <text_3 <="" name="robit amount" s\$47f(1)="" text_3=""> <text_3 name="robit Recovery Fee"> <texts> <section id="WARIABLES"> <texts> <section id="WARIABLES"> <textss <text_1="" name="Confirm/update by date">&gt;20170111</textss></section></texts></section></texts></text_3></text_3></text_2></text_2></texts></text_1> <text_3 name="Staff Assisted letter">N-VTEXT_3&gt;  <text_3 name="SMPLOYER"> <text_3 name="EMPLOYER"> <text_3 name="EMPLOYER"> <text_3 name="EMPLOYER"> <text_3 name="EMPLOYER"> <text_3 name="EMPLOYER"> <text_1 name="EMPLOYER"> <text_3 n<="" td=""><td></td><td></td><td></td><td></td><td>As discussed, please see attached/below. In the first example 0.00 is being passed as a</td></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_1></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_3></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_2></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_7></text_6></text_7></text_6></text_6></text_6></text_6></text_6></text_6></text_5></text_5></section>					As discussed, please see attached/below. In the first example 0.00 is being passed as a
<pre></pre>					CRNs47F(1)
<pre> <text_1 <="" name="Debt amount" sed_7f(1)="" text_1=""> <text_2 name="Appeal review period"> <text_1 name="Total Recovery Fee"> <text_2 name="Total Recovery Fee"> <text_3 by="" confirm="" date"="" name="SecTION&gt; &lt;/TEXT_1 NAME=" update=""> <text_1 name="Confirm/update by date"> <text_1 name="Confirm/update by date"> <text_1 name="SecTION&gt; &lt;TEXT_3 NAME=" settion=""> <text_3 name="SetTION&gt; &lt;TEXT_3 NAME=" settion=""> <text_1 <text_1="" name="EXTIS"> <text_1 name="EXTIS"> <text_3 name="EXTIS"> <text_1 name="EXTIS"> <text_2 name="EXTIS"> <text_1 name="EXTIS"> <text_1 name="EXTIS"> <text_1 name="EXTIS"> <text_1 <tex<="" <text_1="" name="EXTIS" td=""><td></td><td></td><td></td><td></td><td></td></text_1></text_1></text_1></text_1></text_2></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_3></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_1></text_3></text_1></text_1></text_1></text_3></text_3></text_3></text_3></text_3></text_2></text_1></text_2></text_1></pre>					
TEXT_2 NAME="Appeal review period">13 weeks   STEXT_3 NAME="Total Recovery Fee">-0.00    STEXTS   STEXTS     STEXTS   STEXTS     STEXT_1 NAME="Confirm/update by date">20170111   STEXT_1 NAME="Confirm/update by date">20170111   STEXT_1 NAME="Staff Assisted letter">N   STEXT_1 NAME="Staff Assisted letter">N   STEXTS     STEXT   STEXTS     STEXT   STEXTS     STEXT_1 NAME="EMPLOYMENTDETAILS">   STEXT_1 NAME="EMPLOYMENTDETAILS">   STEXT_1 NAME="EMPLOYMENTDETAILS">   STEXT_3 NAME="EMPLOYMENT PERIOD"> to <text_2>   STEXT_3 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_3 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_1 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_1 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_1 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_1 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_1 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_3 NAME="EMPLOYMENT PERIOD"&gt;47EXT_3&gt;   STEXT_3 NAME="EMPLOYMENT PERIOD"&gt;47EXT_3&gt;   STEXT_3 NAME="EMPLOYMENTDETAILS"&gt;   STEXT_3 NAME="EMPLOY</text_2>					<texts></texts>
CRN:s47F(1) <pre></pre>					<text_2 name="Appeal review period">13 weeks</text_2>
<pre></pre>					
<pre></pre>					CRN: s47F(1)
CTEXT_1 NAME="Confirm/update by date">20170111   CTEXT_2 NAME="User name"/>   CTEXT_3 NAME="Staff Assisted letter">N   CTEXTS>   CTEXTS>   CSECTION   CSECTION     CSECTION   CSECTION   CSECTION   CSECTION     CSECTION   CSECTI					
CTEXT_3 NAME="Staff Assisted letter">N   CTEXTS    CTEXTS    CSECTION    CSECTION    CSECTION    CSECTION ID="EMPLOYMENTDETAILS">   CTEXT_5    CTEXT_1 NAME="EMPLOYER">   CIDATA[]]>   CTEXT_2 NAME="EMPLOYMENT PERIOD"> to     CTEXT_3 NAME="EARNINGS">0    CTEXT_3 NAME="EARNINGS">0    CTEXTS>   CSECTION					<text_1 name="Confirm/update by date">20170111</text_1>
<pre></pre>					<text_3 name="Staff Assisted letter">N</text_3>
CTEXTS     CTEXT_1 NAME="EMPLOYER"					
<pre></pre>					<texts></texts>
<pre>    <texts_1 name="employer"> <!--[cdatas47F(1)</td--><td></td><td></td><td></td><td></td><td><text_2 name="EMPLOYMENT PERIOD"> to </text_2></td></texts_1></pre>					<text_2 name="EMPLOYMENT PERIOD"> to </text_2>
<pre></pre>					
<pre></pre>					
<pre>   \$47F(1)     <texts> </texts>   &lt;[CDATA[]]&gt;    to </pre>					<text_1 name="EMPLOYER"></text_1>
S47F(1) <text_3 name="EARNINGS">S47F(1) </text_3> <section id="EMPLOYMENTDETAILS"> <texts> <text_1 name="EMPLOYER"> <![CDATA[ ]]> </text_1> <text_2 name="EMPLOYMENT PERIOD"> to </text_2></texts></section>					
<pre>  <section id="EMPLOYMENTDETAILS"> <texts> <texts> <text_1 name="EMPLOYER"> <![CDATA[]]> </text_1> <text_1> <text_2 name="EMPLOYMENT PERIOD"> to </text_2> </text_1></texts></texts></section></pre>					\$47F(1) <text_3 name="EARNINGS">\$47F(1) </text_3>
<texts> <text_1 name="EMPLOYER"> <![CDATA[ ]]> </text_1> <text_2 name="EMPLOYMENT PERIOD"> to </text_2></texts>					
<text_2 name="EMPLOYMENT PERIOD"> to </text_2>					<texts></texts>
<text_2 name="EMPLOYMENT PERIOD"> to </text_2>					
					<text_2 name="EMPLOYMENT PERIOD"> to </text_2> <text_3 name="EARNINGS">0 </text_3>

				<pre> <section id="employmentdetails"></section></pre>
38	Ministerial	IM1197345	25/01/2017	EIM - SAPOC - Reminder notification contains incorrect detail
			20/01/2017	23rd Jan initiations  CRNs47F(1) — PDF attached. Identical match data is present on the letter  24th Jan initiations  Initial Employee Income Review letter - CRNs47F(1) name is not appearing in Outbound  Correspondence Tool. Letter content is correct and is addressed to Nominee — PDF CRNs47F(1) attached  Initial Employee Income Review letter - CRNs47F(1) name is not appearing in Outbound  Correspondence Tool. Letter content is correct and is addressed to Nominee — PDF CRNs47F(1) attached  All CRNs initiated 24/01/2017, letters should be dated 25/01/2017 with due date of 15/02/2017 however they are appearing with 24/01/2017 sent date. Content and match data is correct — PDF CRNs47F(1) attached  Reminder Letters  Looking at the reminder letters in the Outbound Correspondence Admin Tool there are a total of 30 presenting for the period 23.01.2017 — 25 01.2017.  9 reminder letters have been sent 23 01.2017 prior to the filter being applied 21 reminder letters are presenting with the Do not send filter  All 30 reminder letters are presenting with incorrectly formatted and duplicated match data (PDF CRNs47F(1) attached as an example).  Please be advised I have checked the 9 reminder letters that were sent and they were all started in 2016
				\$47F(1) started 25/11/2016 FIN 24/01/2016 \$47F(1) started 30/11/2016 (plus a NOM letter) \$47F(1) started 17/11/2016 FIN 08/12/2016 \$47F(1) started 23/11/2016 \$47F(1) started 18/11/2016 FIN 12/12/2016 \$47F(1) started 29/11/2016 \$47F(1) started 29/11/2016 \$47F(1) started 19/11/2016 FIN 24/11/2016 \$47F(1) started 18/11/2016 \$47F(1) fd

#### FOI / LEX 75591 - Page 15 of 214

<b>_</b>		T		
48	EIC	IM1265866	6/04/2017	EIC - Online Services - Address Resoluition tool  A few minor issues have been identified within the address resolution tool. I have included the detail that was escalated to me below. If you need to discuss or clarify any of the items, please contacts47F(1) as she has been undertaking the testing. (467607)
				Missing sources     The Address Resolution Tool only seems to be pulling Centrelink Data – advised sources     may include AEC and Medicare as well
				Last contact attempt not recorded     A few of he CRNs tested had the following issue:     The Address Resolution Tool does not have the contact attempt recorded.
				Affected CRNs s47F(1)
				s47F(1) (this one has a contact attempt but not the most recent) s47F(1) (this one has a contact attempt but not the most recent)
				Incorrect information:     The information being provided is not always correct:
				s47F(1)  • Master spreadsheet advises we sent letter to: s47F(1)  (Initial sent on 16/02/2017 and Reminder 09/03/2017)
				Address tool advises last attempted contact was sent it to: \$47F(1)  (sent 16/02/2017)  Address tool advises last known address/updates (home and postal) are:  -\$47F(1)  Updated 06/03/2017 (though this address was updated 03/04/2017)  -\$47F(1)  Updated 07/01/2017 (this was the move in date – Jan till March – this address was actually updated on the system after the fact on the 03/04/2017)  -\$47F(1)  updated 24/10/2016  Its displaying 'living dates' as the 'date last updated'

				1	ssues Regis	ster	[	Hghest 1	Prior ty Level 5 4 5 Lowest	Fending stue Completed
Action Item Number	iden iffed under	IM Number	Date dentified	Adjon Bern	Area Responsible	Prior ty/Severity	Status	Closure Date	Progress / Recommendation	Resolut on
•	SIP	M986855	11 08/2016	E M - Assessment outcome - Reseasement incomedy codes EANS for left forts, pit. Parties by well set form git was incomently coded to EANS during seasements?  Apport noted earnings as result of reasessments has not been correctly spip left for record, then be been updated in MMIQ256 (Item #3 ).  Please see a tachmants. CRIG47F(1)	ISIS Applications	*	Open		Reg elemed in SM 11/08/2016 - IMDIRESSS	Fixed via release C200032 (0209) awaiting health check- by bulainess
2	SIP	M988889	12 08/2016	EM - Assessment Cultoma - Palainty date for a per of where in I ped Assessment observation shows date its law grained for period 2 /1/2011 to 091/2021, however customer had not been ped oduring this period. VAL granted 2 /1/2015 to busineeded before any payments seed. No enter were ever insued for this per out.  Peace see a technication of michi-period, reported MB 7790.  Peace see a technicate. CRN <sub>6</sub> GTF(1)	ISIS Applications	2	Open		Reg stered in SM 1206/2016 - IMB66660 1700/e19 VMN WAS for enaysis 1500/2016 SM updated, CRR6_4.7F(1) bits saus.	Pending Health Check
3	SIP.	M90 200	16 08/2016	EM - Orien Services - Automate rea location of Anomatylmismetch work tern mogisted .  Currenty, when the Anomaty Manne ch OP is completed, the work it em a required to be manulary reacticated by only. We require item to be automatically realized by only the completed.  Please see a tachmenta, as discussed witt 547F(1)	Online Services		Open		Rag steed in SM 1606/2016 - IM69 200 2008/2018 Scheduled for ICT fix 0209/2016. 101/02016 - Health Check Falled 16/10/2016 - Health Check Not Passed	Fixed via release C206032 (02009) avealing health check by business
	SIP	M90 219	16 08/2016	E.M Offens Services - EANS for coded in assessment. Customer has updated meth, data hover no earrings approximated to EANS. CO cance led and regenerated the assessment, however this did not charge lasses. Almost stocked non-have been done and drow that a dept should said: The saming had been codes of EANS. Passes see a Schormack (2 manufact on customs sonarion 1 a ATO Employer a not matched and creates a new employer on EANS; scenario 2 a TATO matches employer on EANS.	Online Services	2	Open		Rag steered is BM 100500010-1 MWD 219 10050010-1-ICT Release processed 10008. Health Check to be conducted. 20060010-1 Revenues health check not passed. 1011002016 Seatth Check Not Passed.	Fand via release (19 00) (IFC unknown .con release) sewilling positive BV result
5	SIP	M909088	18 08/2016	SM: - Old side is vice: - Unable to its discrete. a Z RV a ZOCC consist evertice has been complished.  To both ZOCC and Z RV, this folion right on 2 parential when stitement right to add about Rvs changes price life in discovered right standards.  DOCC crist does not allow opt on of English to be selected.  Please see attachments. CR6 647F(1)	Online Services		Resolved		Reg stend in SM 16060016 - IMD69096 ICT Fire near-sex-shedded 30060016 01100016 Business health chack performed, notes in GDACC solu Ion is not viable, however ZCOC on secon be added.	Fixed via change release C212900 (30109)
6	SIP	M101 0 8	26 06/2016	in size on to MM23276 with the set of source de EAAD who is the EAAD pix of pix the set of set of the set of	Online Services	*	Open		Reg steered in SM 2007/2019 - IMMEDIZEY  O ACKORD'S CINE_STEP[1] Assessment has changed previously wriff so exemings or golf-FF(1) match match year 2010/11.  GROSER'S their incident odged as previous IM incorrectly close of New IMMIZTORS  160402019 - ICT release. Closure ending Business Health Check  260602019 SM updated with new IMMO 0 6 opened, to consider roles at owing EAAD period which is a party ou side match pare of consider roles at owing EAAD period which is porty ou side match pare of consider roles at owing EAAD period which is porty ou side match pare of consideration IMM for IMMO 0 8.000000010 Business means crack not passed.	
7	SIP	M1015138	29 08/2016	DIM - Assessment Discorner - Inc. and gave at on of a set by a sessement during the continue of the sessement of the transfer of the continue of the sessement of the sessement of the continue of the sessement of the continue of the continue of the sessement of	ISIS Applications	2	Open		Reg states in SM 1205976 - M669379 200620019 SM recorded with new incident M1015136 (se M0682679 dissed incorner b). 100620019 SM publicated, CRT6p47F(1) as so affected by CTF for re-ease scheduled 28008/2016.  CTF for re-ease scheduled 28008/2016.	
8	SIP	M1020 37	30 08/2018	BM - On ne Sa v os - Custome F at Wo klosel Management apo to Cu ently, WTM apo to display completed as n I. CMC have discussed with Debt as each that dashadd be displayed in the field when a wo k tem a completed.  Please see attached ema I.	Online Services	2	Resolved		Reg stered in SM 30/06/2016 - IM1020 37 ICT Fix re ease scheduled 30/09/2016.	Fixed via change release C221915 (07/10)
9	SIP	M1026902	2/04/2016	Diff. Of on Six vice. Thesessment is ago if ng staff-updated data write ed in the hybridence OF with the control of the contr	Online Services	3	Resolved		Reg stend in SM 02050001e - IM 1020602 ICT Fix re ease scheduled 30:09/2016.	Fixed via charge release C212800 (3910)
10	SIP	M1029890	5/09/2016	And Assessment Outcome. Transserment outcome on act without RDA only (RVDA), without only (RVDA), with out of (RVDA). When we discloted on of assessment shows assessment ADDC sealth was for out (the cell to other didn't no one of (the cell) was for outcomed to other didn't no one of (the cell) was for the other didn't no one of (the cell) was a similar or other outcomes of (the thing) and of whom the count of (the cell) was a charge of the outcome of (the thing) was a charge of the outcome of (the thing) and (the cell) was a charge of the outcome of (the thing) was a charge of the outcome of (the thing) was a charge of the outcome of (the thing) was a charge of the outcome of (the thing) was a charge of the outcome of (the thing) was a considerable to though RDA cod right (RVDA) and (the thing) was a charge of the outcome of (the thing) was a considerable to	ISIS App loations	2	Open		Registered in SM 05000016. IM1009800 00000016 SM Underdor CRR642TF(1) into affected by this sale of flected by this service in SM updated, CRR642TF(1) into SATF(1) and SATF(1) and SATF(1) into SATF(1)	
11	SIP	M1031877	6/04/2018	SM Assessment Customs - Non and we hay c of this bid house when TM-the damped to NCA and the gap is not times the past than 1.2 months. NL-dest concelled 16(07)2012 with 1.00 bid bid bid confidence of 9000. Assessment a non oxidy date in give 1000 c et in fight was not table year at NCA gottle and applying a bid non-confidence of the non-confidence and the second page 1.00—1000000 when a faller on select series is to anothe baseful when as one of the non-confidence of the non-confidence shall be not not a select the non-confidence with a set of the bid second of 1000.  Please see statistichments.	ISIS App ications	2	Open		Registered in Std 00000016- INIONIST?  00000018 SM 0000016- SM 547F(1)  and 647F(1)  aloue of the std of the s	
12	SiP	M10 9850	19 09/2016	DM: Assessment Outcome -Adjustments a emade on RATS causes the debt pe of to be no esc.  When adjustments made on RATS, the assessment pe of a passed to DMIS, the eby mailing the debt pe of non est. As discussed with M.O. SIS Applications.	ISIS App loations	2	Open		Reg stered in SM 19/09/2016 - IM10 9850 16/10/2016 Health Check Not Passed	
13	SIP	M1085 8	30 09/2016	SM- Of india to use - Cancel 2897 process or set rig document on the pa tree on d.  2 nationals have soon estimate a the Ground 2897 process to change the BS Method has created the COR on the Pa tox — uso d and not the primary continue.  CRM GATP(1)	Online Services	2	Open		Reg stered in SM 50/00/2016 - IM1085 8	Franci Van change release C218526 (1410) await ng positive byt feedback
1	SIP	M1089333	H0/2018	EM - Earnings assessment - Consecu Ive PAYOs not apportioned correctly.  This incident was under INSEREDT, with has been closed - but is now presenting as an issue again to SIP.  Consecutive PAYOs are not being apport oned correctly for the EPED with spans the 2 finance if years. Both PAYOs need to be sessessed. This was health-checked over the weekend going through new work.	Online Services	2	Open		Reg stered in SM 1106/2016 - IMB69861 Dualmesh has in check completed 20 96/2016 0 110/2016 lugged in SM M1109/203.	arget F a Date Not Provided

15 SIP		M1073082	6/10/2016	DMOin Asia was-Tolla state with stathed however contained data scorptical without we fact on whether for a major whether when the Continues updated data for 2 employs a, tolla amone should have met for both, however, only that bear salestacted fine early region of careful or 6 employer. All if a in fairly talk Assesses with Yu, continue updated end-data and UPOL sale for the Continues of the	Online Services	3	Open	Reg stered in SM 06/10/2016 - IM1073062	
16 SIF		M1073501	6/10/2016	BM. On no Sa vice. Ver if all to dense OP, enhancement to staff updated which component the OP is 150H Updated income if elicity in Stowances, changing component of one to update to come of elicity in some content of the OP and to be set and of these seeds set for changes to be held. When changes to slowance held, they could do not set it to ATO g one less updated allowance and and man and a GLFP.  Outpetine OP to g com comes. The lumps can some content of the open component of t	Online Services	2	Open	Reg slaved in SM 06/10/2016 - IM1073501	
17 SIP		M1091878		E.M DMS - Debt Status changed to over recovered dioxing reassessment.  Debt Status on the CRN's below was changed to over recovered without the cus onter making any payments endithere is still an outs anding emount DRs: 547F(1)	DMIS	2	Open	Reg staned in SM 20/10/2016 - IM1091676	Being Investigated
18 SIP		M1108037	31 10/2016	E.M.: DMS: -Recovery Fee not updating correctly within reassessment.  Recover Fee is not automatically upda ing correctly as part of the excessments printing. Adjustment was coded however DMS has not edjusted the fee value.	Online Services	2	Open	Reg elered in SM 31/10/2016 - IM1106037	Buing Investigated
10 SIP		M1107252	31 10/2016	E.MOrkine Services - Fringe Benefit as a calculated incorrectly  The fings benefit calculation for applying the non grossed up as a is scorrect on the CRN below.  The ris a calculation stipular have applied a taper of 7% intl 31/03/2015 at which firm the increase should be to 9% for the remainder of the financial year.  The XML indicate was are applying 53% to the cus omers record.  54/7F(1)	Online Services	2	Open	Reg stered in SM 51/10/2016 - IM1 107/252	
20 SIP		M1107262	31 10/2016	E.M. Orline Services - Match Data desplaying the incorrect income components.  The cas omer was receiving firinge benefits from their employer. The RMD has incorrect by expudiend these as a Lump Sum E payments for the 12/13 & 137 Firanci system.  This incorrect of agreement is adversely impacting the customer as the rash has not been degrossed as a result of this of germent.  CRR4C47F(1)	Online Services	2	Open	Reg elemed in SM 31/10/2016 - IM1 107/262	
21 SIP		M1127 9	15 11/2016	E.M Oreline Services - S.M.S. Al coation Issues PMg_GTF(1) solvice There are 2.DE shoulded interventions in SIMS that are stick in the status of ALC. Shomely once OCI confirms the appropriate solvices and we see ALC. Shomely once OCI confirms the appropriate solvices and we see ALC. Shomely once OCI confirms the appropriate solvices and we see ALC. Shomely once OCI confirms the appropriate solvices and we see that is DISTRICTED.  IN which are showed produced on accordance you picture intervent into a set being created on accordance south. Our halp deathers intervent into a set being created on some records. Our halp deathers intervent into a set being created on some records. Our halp deathers intervent into the confirms of the confirms of the second of the confirms of	Online Services	2	Resolved	Reg stered in SM 15/11/2016 - IM1127 9	Ms ecident has been resolved as part of M1108117
22 SIP		M1127967	15 11/2016	Will refer to the control of the way of the control	Online Services	2	Open	Reg stered in SM 210042016 - IM1059655 011/02/016 Basiness health stack: passed. New Incident opened 15/11/2016 New M1127867	
23 NE 1	DM	M11 8 83	1/12/2016	ISMS - Histor call Schedule as earth offinite for Bypasse External Processing not proposed processing sace identified as part of NEIDM December (UAT exercise (PVS-1:13) ALM Object (Di. 11736 (P. 1))  Text Set CMD - 1980 Texts  Text Liber Case - Historial Schedule Search 91  Text Liber Case - Historial Schedule Search 91  Text River, Text, 11-2, 16 - 6 -  Text Parameters.  Stop: Step 19  Descriptor.  Text Bypasse External Process Search Function is successful/heau to very search function in successful/heau to very search function. Search Parameters is very search function. Search Parameters in Successful Search Interior on - Bypasse External Process  Successful Search Interior - Bypasse External Process  Actual:  Does not show connectly in search of texts op ions. Data appears se YES o NO in results  Run Step(725266): Step 19	Analy ice SIMS	3	Open		
				Attachment provided  As discussed will \$2.47F(1)   Historical Schedules search criter is for thypeus Ex emission of the 2 developes Ex emission of the 2 developes Ex emission of the 2 developes Ex emission of the 3 de					

			Tester: Z_SMS_USER_S02-647F(1 for CMC 647F(1) wash0 e-, 2011 2016.  All advanced will 647F(1) Historical bin-skeldes search offsets for Byses Ex entirectory of the control					
2 SIP	M11 © 22	2122016	E.M. Ordine Sarvices - Manachi GP creating CF seesion  A number of incidents were reported yes entiry of Customer First creating and producing the attached error when processing the Manachi GP. The compliance of the owner processing the College of the Opt were compliance of the owner processing shading they did in here the regulard SC/Cose De to in role.  Hoping this was an so steel incident for just yesterday as we over 300 o process.  Screen shots attached	Online Services	2	Open	Rag slaved in SM 02/12/2516 - IM/11 © 22	Yould via C24656 (07/15'16) awaiting SV
25 549	M1151398	5/12/2016	EM - Offens Services - Employer name an arbitron of occurring correctly the automated employer name marbitron gapeans to have head a number of albums over the said week. It have backen and yeard that there are a additional country of the constitution of the constitution of the constitution of country of the constitution of the constitution of the constitution of SATE(1)	Online Services	2	Resolved	Reg daned in SM 05/12/2018 - IM1151398	Email clarification sent on the 8th of December
26 SIP	M1153318	5/12/2016	E.M. DMS-Ressessment Deth outcome adjusted to a negative value or OPCL.  A tached are 12 CRN's that are currently displaying a negative value on OPCL following a ressessment curiou.  The sessments or by a posess to have suppressed the arrears correctly however displaying a negative debt ou come.  This laws is currently impacting reporting as the values from our reporting earns cannot a veriff ad against the independent check conducted by our section.	DMIS	2	Open	Reg slaned in SM 65/12/2018 - IM1153316	
27 NE DM	M1167651	19 12/2016	Previously recorded organity income that was de lead by our sessement, as not contret by popularing with the deleased records column of the debt separation tab on the Assessment Customer Page. This is a causing the UI of deplay a greater of screpancy in income than what is actually the case.  CRR(647F(1)	Online Services	2	Open		
26	M1177217	/01/2017	OLSP-CLX-ENTRYPAGERMOROSC Unable to access OCI - error: SNA- Customer in having of foultees bying to access her OCI review through her yet gove account. The outstomer has not yet access her oci set when the she is con insuly receiving an error which states "The service is unrevisible in the rime. Present earlier before and they gain!". These will be taked to access the OCI Ordine Customer Access through Customer First and I am unringly into the same extr. Seems to be an isolated incident in which the outstorrer is unable o access the review.	Online Services	2	Open		
20 NE DM	M1179626	801/2017	EDMOnline Serv canMatch Date on Receipt. The Receipt is missing the information under the ATO date matching section. Further do all at achied. After ed CRNs 647(1)	Online Services		Open		
SO NE DM	M1179650	8/01/2017	EDM - Orline Bankous - Accordighthamatch GP not pushing in ervention back online. As the 40 P was completed the ZRIV was still for manual action, whereas whould have changed to For Cus own extend. As it will be 74 Manual Action the customer is unsite to go back ordine to make any upde so. Action the customer is unsite to go back ordine to make any upde so. CRIV scart For I was a supplementation of the Foreign CRIV scart For I was a supplementation of the Foreign Scart For I was a supplementation of the Foreign Scart Foreign Scar	Online Services	3	Open		
STINE DM	M1161291	9012017	ECM — Orthos tenrous — Combined Assessment Part of CPRG47F(1) is printery colorism, and the intervent on his been compres on an addit raised. Intervent on wes completed on 277/27(6) is printery colorism, and the intervent on 277/27(6) is printed to the printer of the CPR. In this subment cased for this city, this subment cased from the colorism of the default partner processing and zeroed out the partner doct as these was no partner review present. The partner doct in this case was oversided F(1) in the CPR of F(1) in the CPR	Online Services	2	Ория		
S2 Ministeris	M1161711	al01/2017	EM - Outbound Consepondence leaves with ver able data Reported br <sub>0.4.7</sub> F(1) T L of SOC on 05.01/2017.  H S47F  As decuseed, please see attaches/bellow in the final examp a 0.00 is being passed as a recovery fee and in the second we have the blank Employer data to box.  CRN6_4.7F(1)  -SECTION ID- WANAGALES P  -TEXT_1 SHAWE—Det amount (S47F(1)  -TEXT_2 SHAWE—Det amount (S47F(1)  -TEXT_3 SHAWE—Total Recovery Fee >0.00  -TEXT_3 SHAWE—Total Recovery Fee >0.00  -TEXT_5 SHAWE—Total Recovery Fee >0.00	BAPOC	3	Open		

				<section 3="" <texts="" id="VANIABLES"> <text_1 by<="" name="Confirm/update" td=""><td></td><td></td><td></td><td></td><td></td></text_1></section>					
				da e >20170111s/TEXT_1>					
				<text_2 name=""> <text_3 assisted="" letter="" name="Staff">N</text_3> </text_2>					
				<pre></pre> <pre></pre> <pre></pre> <pre>SECTION ID= EMPLOYMENTDETAILS &gt;</pre>					
				<texts> <text_1 name="EMPLOYER"></text_1></texts>					
				<[CDATA ]>   16					
				√TEXT_2> <text_3 name="EARNINGS">0</text_3>					
				<8ECTION> SECTION ID= EMPLOYMENTDETAILS >					
				<texts></texts>					
				<text_1 name="EMPLOYER"> <s47f(1)> TEXT_1 NAME= EMPLOYER &gt;</s47f(1)></text_1>					
				<text_2 name="EMPLOYMENT&lt;/td"></text_2>					
				PERIOD \$47F(1)   SEX SNAME EARNINGS \$47F(1) TEXT 3					
				<pre> </pre> <pre> <pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre>					
				<text_1 name="EMPLOYER"> &lt;((CDATA ))&gt;</text_1>					
				<text_1> <text_2 name="EMPLOYMENT" period=""> 16</text_2></text_1>					
				<pre></pre> <pre><!--</td--><td></td><td></td><td></td><td></td><td></td></pre>					
				<pre></pre> <pre></pre> <pre></pre> <pre>SECTION ID= EMPLOYMENTDETAILS &gt;</pre>					
				<texts> <text 1="" name="EMPLOYER"></text></texts>					
				<\table CDATA 547F(1) LTDI>					
				<text 2="" employment<="" name:="" td=""><td></td><td></td><td></td><td></td><td></td></text>					
				PERIOD \$47F(1)					
				Kind Regards,					
				547F(1) SAP Outbound Communications Team Childcare, Customer Communications and Corporate Systems Branch					
				Canberra De Ivery Centre					
				Department of Human Serv ces \$47F(1)					
33		M1183070	10 01/2017	re-escalated-wis not applying - OCI Review X007PG error - Newstart A lowance (NSA)-	ISIS App loations	3	Open		
			l	ERROR COMES UP WHEN TRYING TO AR ACTIVITY - SEE BELOW			1		
			l						
3	EIC	M1181975	10 01/2017	E M - Onlince Services - Incorrect Reassessment etter issued Below are a list of CRN sithat have been issued a reassessment outcome	*SAPOC	2	Open	ICT has confirmed that this issue has been present since or ginal declowment. The code has only ever been checking	*Emergency release targeting to fix on 10/01/2017 Change to be made to look for status DE DMC (and
3	EIC	M1181975	10 01/2017	Below are a list of CRN's that have been issued a reassessment outcome etter advising that the debt is zero by the system, however there is still a	*SAPOC	2	Open	or ginal deployment. The code has only ever been checking for a determined status whereas in the example CRNs the	*Emergency release targeting to fix on 10/01/2017 Change to be made to look for status DE DMC (and DWO as per advise fromg.47F(1) from DMIS) *CMC will organise for Stevene oraning to occur for the
3	EIC	M1181975	10 01/2017	Below are a list of CRN's that have been issued a reassessment outcome etter advising that the debt is zero by the system, however there is still a debt outstanding for the customers.	*SAPOC	2	Open	or ginal deployment. The code has only ever been checking for a determined status whereas in the example CRNs the or ginal detts have moved to collection agent status. Helpdesis have done a spot checking for sample of 50and have ident fact 15 for recovery and not. This has notified first that instrument	618 customers The letter has been issued for total of 618 cus omers and 13
3	EIC	M1181975	10 01/2017	Below are a list of CRN's that have been issued a reassessment outcome etter advising that the debt is zero by the system, however there is still a	*SAPOC	2	Open	or ginal displayment. The code has only ever been checking for a determined datas whereas in the exemple CRNb the or ginal distin have moved to col or lon agent status. Helpdesh have done a spot checking for sample of Soland have ident file 15 for recovery act on. It has been identified that customers should have received an account a psyable either (with the connect distin) start the incorrect 30 date state. It is proposed to	The letter has been issued for total of 618 cus omers and 13
3	EIC	M1181975	10 01/2017	Below are a list of CRN's that have been issued a reassessment outcome etter advising that the debt is zero by the system, however there is still a debt outstanding for the customers.	*SAPOC	2	Open	or ginal displayment. The code has only ever been checking for a determined attack whereas in his example CRNs the or ginal datas whereas in the example CRNs the or ginal datas have moved to cole or ion agent estate. Heppess have done a spot checking for sensing or 50 and have ident find that customers. To sense the sense of the contract data data the increased to date stem. It is proposed to call and apologies the customer or the incorrect data et al. It is proposed to call and apologies the customer or the incorrect that early the contract datas and the increased to the data et al. It is proposed to call and spot ogies the customer or the incorrect to the early the sense of their actual det and then define only the contract the sense of their actual det and then define the contract the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual details and the define of the sense of their actual details and the sense of their actual details and the sense of their actual details and their actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual	The letter has been issued for total of 618 cus omers and 13
3	EIC	M1181975	10 01/2017	Below are a list of CRN's that have been issued a reassessment outcome etter advising that the debt is zero by the system, however there is still a debt outstanding for the customers.	*SAPOC	2	Open	or ginal diployment. The code has only ever been checking for a determined status whereas in the example CRNs the or ginal detts have moved to collect in agent status. Heighted have done a sopt checking for sample of 50and have ident for the checking for sample of 50and have ident field that customes have do have recovery act on. This been identified that customes have driven are come in people de ether (with the connect debt) where the incornect \$0 debt ether. It is proposed to call and apolypiac the customer or for incornect for the rand to	The letter has been issued for total of 618 cus omers and 13
3	EIC	M1181975	10 01/2017	Below are a list of CRN's that have been issued a reassessment outcome etter advising that the debt is zero by the system, however there is still a debt outstanding for the customers.	*SAPOC	2	Open	or ginal displayment. The code has only ever been checking for a determined attack whereas in his example CRNs the or ginal datas whereas in the example CRNs the or ginal datas have moved to cole or ion agent estate. Heppess have done a spot checking for sensing or 50 and have ident find that customers. To sense the sense of the contract data data the increased to date stem. It is proposed to call and apologies the customer or the incorrect data et al. It is proposed to call and apologies the customer or the incorrect that early the contract datas and the increased to the data et al. It is proposed to call and spot ogies the customer or the incorrect to the early the sense of their actual det and then define only the contract the sense of their actual det and then define the contract the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual det and then define of the sense of their actual details and the define of the sense of their actual details and the sense of their actual details and the sense of their actual details and their actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual details are defined as the defined as the sense of the actual details are defined as the sense of the actual details are defined as the sense of the actual	The letter has been issued for total of 618 cus omers and 13
3 35	EIC NE DM	M1181975	10 01/2017	Below are a last of CR4s that have been issued a resessement outcome the advising that hadden have been issued a resessement outcome that advising the hadden been been been as all a shift outstanding for the outcomes.  47F(1)  EMNEIDM - Online Services - 22RY work terms not all coating 22RY work terms not all coating 22RY work terms not all coating 22RY work terms are on a coating within the Work Load orangement	*SAPOC  Online Services	2	Open	or ginal displayment. The code has only ever bean checking for a determined attack whereas in his example CRNs the or ginal datas whereas in the example CRNs the or ginal datas have moved to cole or ion agent estate. Heppess have done a spot checking for sensing or 50 send have ident find that customers. To sense the contract data data the contract data data the innoversit 50 sets det earl. It is proposed to call and apologies the customer or the incorrect data data earl. It is proposed to call and apologies the customer or the incorrect to ter and to ensure they are sense of their actual detail and then dreft to	The letter has been issued for total of 618 cus omers and 13
	EIC			Below are a last of CR4s that have been issued a resessement outcome the adulting that he date is zero by the system, however there a sid a dold outlanding for the outcomes.  647F(1)  E MNEIDM - Online Services - ZSRV work tems not all ocating ZRV work tems are not a locating within the Work Load management system.				or ginal displayment. The code has only ever bean checking for a determined attack whereas in his example CRNs the or ginal datas whereas in the example CRNs the or ginal datas have moved to cole or ion agent estate. Heppess have done a spot checking for sensing or 50 send have ident find that customers. To sense the contract data data the contract data data the innoversit 50 sets det earl. It is proposed to call and apologies the customer or the incorrect data data earl. It is proposed to call and apologies the customer or the incorrect to ter and to ensure they are sense of their actual detail and then dreft to	The letter has been issued for total of 618 cus omers and 13
	NE DM			Below are a last of CR4s that have been issued a resessement outcome the advising that hadden have been issued a resessement outcome that advising the hadden been been been as all a shift outstanding for the outcomes.  47F(1)  EMNEIDM - Online Services - 22RY work terms not all coating 22RY work terms not all coating 22RY work terms not all coating 22RY work terms are on a coating within the Work Load orangement				or ginal displayment. The code has only ever bean checking for a determined attack whereas in his example CRNs the or ginal datas whereas in the example CRNs the or ginal datas have moved to cole or ion agent estate. Heppess have done a spot checking for sensing or 50 send have ident find that customers. To sense the contract data data the contract data data the innoversit 50 sets det earl. It is proposed to call and apologies the customer or the incorrect data data earl. It is proposed to call and apologies the customer or the incorrect to ter and to ensure they are sense of their actual detail and then dreft to	The letter has been issued for total of 618 cus omers and 13
	NE DM	M118239	10 01/2017	Below are a last of CR4s that have been issued a resessement outcome the adulting that he date is zero by the system, however there a sid a dold outlanding for the outcomes.  647F(1)  E MNEIDM - Online Services - ZSRV work tems not all ocating ZRV work tems are not a locating within the Work Load management system.	Oráne Services			or ginal displayment. The code has only ever bean checking for a determined attack whereas in his example CRNs the or ginal datas whereas in the example CRNs the or ginal datas have moved to cole or ion agent estate. Heppess have done a spot checking for sensing or 50 send have ident find that customers. To sense the contract data data the contract data data the innoversit 50 sets det earl. It is proposed to call and apologies the customer or the incorrect data data earl. It is proposed to call and apologies the customer or the incorrect to ter and to ensure they are sense of their actual detail and then dreft to	The letter has been issued for total of 618 cus omers and 13
35	NE DM			Below are a last of CR6s that have been issued a reassessment outcome and excellent plants to detail zero by the system, however there a sill a debt containing for the customers.  EMNETION - Online Services - ZRRV work terms not all costing ZRV work terms are not all costing ZRV work terms are not all costing ZRV work terms not all costing zero and zero		2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
35	NE DM	M118239	10 01/2017	Below are a last of CRNs that have been issued a resessement outcome the debits past the debt is zero by the system, however there a sill a debt outstanding for the outcomes.  47F(1)  EMNEEDM - Online Services - 23RV work terms not all ocating ZIRV work terms are not all ocating within the Work Load management system.  Email to all with example CRNs has been attached to the item.  EM-Ori notice out a conclusion of the item.	Oráne Services	2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
35	NE DM	M118239	10 01/2017	Below are a last of CR6s that have been issued a reassessment outcome and excellent plants to detail zero by the system, however there a sill a debt containing for the customers.  EMNETION - Online Services - ZRRV work terms not all costing ZRV work terms are not all costing ZRV work terms are not all costing ZRV work terms not all costing zero and zero	Oráne Services	2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
36	NE DM	M118230 M118380	10 01/2017	Below are a last of CRNs that have been issued a resessement outcome the adulting that have been issued a resessement outcome that adulting the beds to zero by the system, however there a sill a dold couldending for the customers.  47F(1)  EMNEIDM - Online Services - 25RV work terms not all coding ZiRV work terms are not all occurring within the Work Load management system.  Email to all with example CRN's has been attached to the item.  DM - Online Services - CRN's has been attached to the item.  DM - Online Services - CRN's has been attached to the item.  DM - Online Services - CRN's has been attached to the item on the coding zimple of the zimple of the zimple of the zimple of the zimple of	Critine Services  Critine Services	2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
35	NE OM  Ministerial	M118239	10 01/2017	Below are a last of CRNs that have been issued a resessement outcome the adulting that had been been as all a dict couldanding for the customers.  64.7F(1)  EMNEIDM - Online Services - 23RV work terms not all coating 23RV work terms and a coating 23RV work terms are not all coating within the Work Load management system.  65.7F(1)  EMNEIDM - Online Services - 23RV work terms not all coating 23RV work terms are not all coating within the Work Load management system.  65.7F(1)  EMNEIDM - Online Services - 23RV work terms not all coating 23RV and 23RV accordance with a service advantagement appears not coating work not coating wo	Oráne Services	2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
36	NE OM Ministerial	M118230 M118380	10 01/2017	Below are a last of CRNs that have been issued a reassessment outcome and excellent plants to delice iz not by the system, however there is all a delot containing for the customers.  EMNETION - Critine Services - 22RV work terms not all containing 2RV work terms are not a locating 2RV work terms not all containing 2RV work terms not all contain	Critine Services  Critine Services	2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
36	NE OM Ministerial	M118230 M118380	10 01/2017	Below are a last of CRNs that have been issued a resessement outcome the adulting that had been been as all a dict couldanding for the customers.  64.7F(1)  EMNEIDM - Online Services - 23RV work terms not all coating 23RV work terms and a coating 23RV work terms are not all coating within the Work Load management system.  65.7F(1)  EMNEIDM - Online Services - 23RV work terms not all coating 23RV work terms are not all coating within the Work Load management system.  65.7F(1)  EMNEIDM - Online Services - 23RV work terms not all coating 23RV and 23RV accordance with a service advantagement appears not coating work not coating wo	Critine Services  Critine Services	2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
36	NE DM  Ministerial	M118290 M118390 M1190 28	10 01/2017	Below are a last of CRNs that have been issued a reassessment outcome the debits past the debts is zero by the system, however there a sill a debt containing for the customers.  EMNETION - Critine Standour - ZRIV work terms not all costing ZRIV work terms are in a locating ZRIV work terms are not a locating zRIV work terms are not a locating within the Work Load management system.  Email that with example CRNs has been attached to the Barn.  Email that with example CRNs has been attached to the Barn.  EMNETION - On in-Six vice - Contact letter sound for floassessment expends and a standour terms of the contact letter has been not extly sound to a contoine whe six essessment has been nogles. CRN in attached in SRIV involves eachly processing within ISRS by non-compliance starf is easing to undesirable coalcinar outcomes.	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have in leased for total of this can ones and to the letter have modern the correct resessement outcome in this case of TF(1)
36	NE OM  Ministerial	M118230 M118380	10 01/2017	Below are a last of CRNs that have been issued a reassessment outcome the adult plan the delets pare by the system, however there a sill a delet adultated by the system, however there a sill a delet adultated by the customers.  47F(1)  EMM-EIDM - Online Senices - 22RV work terms not all conditing 22RV work terms and all conditing 22RV work terms are not all conditing 22RV work terms and all conditing 22RV work terms are not all conditing 22RV work terms are not all conditing 22RV work terms and all conditing 22RV work terms are not all conditions.  Email trail with example CRN's has been attached to the item.  EM-Ori no Se vice-Condition terms are assessment account to the been added and 22RV work to be customer who are assessment that been analytic CRN let exist work and the customer who are assessment that been analytic CRN let add to be customer culticulous.  EM-SAVOC-Rem rich and fraction matter as not condition 1.  28 due not set only and conditions and rich as not condition 1.  28 due not set only and conditions and conditions.	Critine Services  Critine Services	2	Open	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter has been issued for total of 618 cus omers and 13
36	SEC OM  NE OM  Ministerial	M118290 M118390 M1190 28	10 01/2017	Biblow are a last of CR6s that have been issued a resessement outcome the advising that he delit is zero by the system, however there is all a dold couldending for the customers.  647F(1)  EMNEIDM - Online Services - 25RV work terms not all coding ZiRV work terms are not a locality within the Work Load management system.  Email to all with example CR0's has been attached to the item. The coding ZiRV work terms are not a locality within the Work Load management system.  Email to all with example CR0's has been attached to the item coding ZiRV work terms are not a locality within the Work Load management system.  Can be set on the code of the second for the second last the second coding and the second code of the second coding and the second coding to undesirable a coalistner outcomes.  EM -SAFOC-item note not fact on costs as not act data 1 3 data in this coding to undesirable a coalistner outcomes.	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have in leased for total of this can ones and to the letter have modern the correct resessement outcome in this case of TF(1)
36	NE DM Ministerial Ministerial	M118290 M118390 M1190 28	10 01/2017	Below are a last of CR6s that have been issued a reassessment outcome the adulting that have been issued a reassessment outcome the debt is zero by the system, however there a sill a dold collaterding for the customers.  647F(1)  EMM-EIDM - Online Senices - 22RV work terms not all conditing 22RV work terms and a conditing 22RV work terms are not all conditing 22RV work terms are not all conditing 22RV work terms and all conditing 22RV work terms are not all conditions and the conditions where an extension of the Bean sensitive and to a customer where are sensement that been single CRN less and the customer where are sensement that been single CRN less and the customer where are sensement that been single CRN less and the customer customer customer and the customer all conditions.  EM -SMOC-Rem rate and from matter as not out data !  28 d Jan not at one 28 d Jan not at one 28 d Jan not at one 28 d Conditional Conditions Server is an addition and additions to a designed to a collection of a server is a displayer and additional collections.	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have in leased for total of this can ones and to the letter have modern the correct resessement outcome in this case of TF(1)
36	NE DM	M118290 M118390 M1190 28	10 01/2017	Below are a last of CR6s that have been issued a reassessment outcome the adulting that have been issued a reassessment outcome the debt is zero by the system, however there a sill a dold collaterding for the customers.  647F(1)  EMM-EIDM - Online Senices - 22RV work terms not all conditing 22RV work terms and a conditing 22RV work terms are not all conditing 22RV work terms are not all conditing 22RV work terms and all conditing 22RV work terms are not all conditions and the conditions where an extension of the Bean sensitive and to a customer where are sensement that been single CRN less and the customer where are sensement that been single CRN less and the customer where are sensement that been single CRN less and the customer customer customer and the customer all conditions.  EM -SMOC-Rem rate and from matter as not out data !  28 d Jan not at one 28 d Jan not at one 28 d Jan not at one 28 d Conditional Conditions Server is an addition and additions to a designed to a collection of a server is a displayer and additional collections.	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	Below are a last of CRNs that have been issued a resessement outcome the advising that he delit is zero by the system, however there is all a delit collaterating for the customers.  647F(1)  E.M. MICHAM - Ordine Services - 22RV work terms not all coding Zirk work terms are not a locating within the Work Load management system.  E.M. Ordine Services - 22RV work terms not all coding Zirk work terms are not a locating within the Work Load management system.  E.M. Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has been attached to the item.  6M - Ordine Services - CRNs has not a continue to the continue of the continue	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM  Ministerial  Ministerial	M118290 M118390 M1190 28	10 01/2017	Below are a last of CR6s that have been issued a resessement outcome the exhibiting that hadden zero by the system, however there a sill a sold containing for the customers.  647F(1)  EMNETION - Critine bandone - ZRIV work tens not all containing ZRIV work tens are not a locating ZRIV work tens are not a locating within the Veint Load management system.  Email that with example CRNs has been attached to the item.  EMN-Ori no Sa vice - Contact letter sound for Resessement expects  Analys has defer of 21 in stances whe a not 14 contact lette has been no exity must be continue whe as assessment has been nought, CNN in standard not seen that the containing within 1915 by non compliance staff is easily to undesirable a coatomer when as assessment has been nought, CNN in that does not not contain the not read on the coatomer within 1915 by non compliance staff is easily to undesirable a coatomer outcomes.  EM -SAFOC-Rem rate not force outcomes.  EM -SAFOC-Rem rate not force outcomes are now and data 1  28 d has not at one.  10 notation of the containing within 1915 by non compliance staff is easily to undesirable a coatomer outcomes.  EM -SAFOC-Rem rate not force outcomes are now and data 1  28 d has not at one.  10 notation of the containing within 1915 by non compliance staff is easily to undesirable coatomer outcomes.	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	Bellow are a last of CRNs that have been issued a resessament outcome and endough path the date is zero by the system, however there a sill a date containing for the customers.  647F(1)  E MNEIDM - Critine Sentices - 28NV work tens not all containing 28NV work tens as not all containing 28NV work tens and a conting 28NV work tens are not a locating within the Work Load management system.  Email trial with example CRNs has been attached to the item.  EMA - Ori no Se vice - Contain lette sound for fleasessement equants.  Analys has dent field 30 management has been angular. CRN in attached to the item contribution of the	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	Bellow are a last of CRNs that have been issued a resessement outcome and exhibiting that hadden zero by the system, however there is all a solid contraining for the customers.  647F(1)  EMMEICH - Critine bandon - 250V work tens not all contraining 200V work tens are not a locating 200V work tens are not a locating within the Verial Load management system.  Email that with example CRNs has been attached to the tens.  EMM - Critine Six vice - Contrain latte issued to Resessement expects  Analys has defined for all 30 management has been rought. CRN in the standard in 200 work of the 100 management when the contraining the contraining the contraining that the standard in 200 work of the 100 management when the contraining the contraining that the contrainin	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM  Ministerial  Ministerial	M118290 M118390 M1190 28	10 01/2017	Below are a last of CRNs that have been issued a reassessment outcome the exhibiting that hadden zero by the system, however there is all a solid contraining for the customers.  647F(1)  EMNEIDM - Online Services - ZERV work fame not all coating systems that have been a supplied to the customers.  EMBLIDM - Online Services - ZERV work fame not all coating systems the laws are not a booking within the Work Load management system.  Emalt teal with example CRN's has been attached to the Barn.  Emalt teal with example CRN's has been attached to the Barn.  Emalt teal with example CRN's has been attached to the Barn.  Emalt teal with example CRN's has been attached to the Barn.  EMBLIDM - Online Si vice - Contact lists is suited for fleasessment aquests.  Analys has deed for 4d 15 nations whe are in tell contact lists has been not exity must be a customer whe are assessment has been nogle. CRN in example in the second of the contact lists and the second of the contact lists and the contact lists has been not exity must be a customer when are a contact lists and the contact lists and the contact lists and teach and the contact lists and teach and the contact lists and the contact lists and the contact lists and the contact lists and teach and add except in the contact lists and the contact lists and teach and teach and add except and in 1500/1000 heaves they a supplier get the last of the section of the contact lists and the contact lists are the contact lists and the contact li	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM  Ministerial  Ministerial	M118290 M118390 M1190 28	10 01/2017	Bellow are a last of CR6s that have been issued a resessement outcome the advisity part he delit is zero by the system, however there is all is obtit outstanding for the customers.  647F(1)  EMNEIDM - Online Services - 238Y work terms not all coading 238Y work terms are not all coading within the Work Load management system.  Email to all with example CR0Ys has been attached to the item.  DM - Online Six one-Contact letter sweet to fleasessment equents Analys has dentify all protocolours are not all costs to the same actify sweet and an actification of the same actificat	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM Ministerial Ministerial	M118290 M118390 M1190 28	10 01/2017	Below are a last of CR6s that have been issued a resessement outcome the advisity part he delict part by the system, however there is all a delict outstanding for the customers.  47F(1)  EMNEIDM - Online Services - 23RV work terms not all conding 27RV work terms are all a cold outstanding for the customers.  EMNEIDM - Online Services - 23RV work terms not all conding 27RV work terms are not seen all conding 27RV work terms are not all conding 27RV work terms	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	SE DM	M118290 M118390 M1190 28	10 01/2017	EMNETION - Celline Standards - 250V work fame and a celling STANDARD STANDA	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	EMNETION - Celline Standards - 25RV work fame and a celling STANDARD - Celline Standards - 25RV work fame and a celling 27RV work fame are not a locating 27RV work fame are not a locating within the Work Load management system.  Email to all with example CRNs has been attached to the Standards and a celling 27RV work fame are not a locating within the Work Load management system.  Email to all with example CRNs has been attached to the Standards and a celling 27RV work fame are not a celling 27RV work fame and a celling 27RV work fa	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM  Ministerial  Ministerial	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work fame and a costing 27V work fame and a colling Sandones - 287V work fame and a costing 27V work fame are not a locating 27V work fame are not a locating within the Work Load management system.  Email that with example CRNs has been attached to the Barn.  Email that with example CRNs has been attached to the Barn.  Email that with example CRNs has been attached to the Barn.  Email that with example CRNs has been attached to the Barn.  EM - Colline San vice - Contact letter sound for fleasessement squests  Analys has defined 151 flasonors whe as an stal contact letter has been not exity must be a contained when an a stal contact letter has been not exity must be a contained when a san stal contact letter has been not exity must be a contained when a san stal contact letter has been not exity must be a contained when a san stal contact letter has been not exity must be a contained with a san of the contained of the	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined data whereas in the semple CRNs the or gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides for gind data have moved to cole lon agent data. Helpides should have seculated to the cole of the cole o	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work fame and a costing 27V work fame and a colling Sandones - 287V work fame and a costing 27V work fame are not a locating 27V work fame are not a locating within the Work Load management system.  Email that with example CRNs has been attached to the Barn.  Email that with example CRNs has been attached to the Barn.  Email that with example CRNs has been attached to the Barn.  Email that with example CRNs has been attached to the Barn.  EM - Colline San vice - Contact letter sound for fleasessement squests  Analys has defined 151 flasonors whe as an stal contact letter has been not exity must be a contained when an a stal contact letter has been not exity must be a contained when a san stal contact letter has been not exity must be a contained when a san stal contact letter has been not exity must be a contained when a san stal contact letter has been not exity must be a contained with a san of the contained of the	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	EMNETION - Celline Standards - 25RV work fame and a celling STANDARD - Celline Standards - 25RV work fame and a celling 27RV work fame are not a locating 27RV work fame are not a locating within the Work Load management system.  Email to all with example CRNs has been attached to the Standards and a celling 27RV work fame are not a locating within the Work Load management system.  Email to all with example CRNs has been attached to the Standards and a celling 27RV work fame are not a celling 27RV work fame and a celling 27RV work fa	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	INE DM  Ministerial  Ministerial	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work farm and a costing CRV with several process of a self-conditional service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farm are not as a service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farms are not a locating artist of the countries.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  EMN-On india via via - Contact latter sound for fleasessement acquests and a service of the countries of the service of the countries of the countries of the service of the countries of the countries of the service of the countries o	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM Ministerial Ministerial	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work farm and a costing CRV with several process of a self-conditional service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farm are not as a service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farms are not a locating artist of the countries.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  EMN-On india via via - Contact latter sound for fleasessement acquests and a service of the countries of the service of the countries of the countries of the service of the countries of the countries of the service of the countries o	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	SE DM  Ministerial  Ministerial	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work farm and a costing CRV with several process of a self-conditional service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farm are not as a service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farms are not a locating artist of the countries.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  EMN-On india via via - Contact latter sound for fleasessement acquests and a service of the countries of the service of the countries of the countries of the service of the countries of the countries of the service of the countries o	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work farm and a costing CRV with several process of a self-conditional service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farm are not as a service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farms are not a locating artist of the countries.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  EMN-On india via via - Contact latter sound for fleasessement acquests and a service of the countries of the service of the countries of the countries of the service of the countries of the countries of the service of the countries o	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work farm and a costing CRV with several process of a self-conditional service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farm are not as a service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farms are not a locating artist of the countries.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  EMN-On india via via - Contact latter sound for fleasessement acquests and a service of the countries of the service of the countries of the countries of the service of the countries of the countries of the service of the countries o	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).
36	NE DM  Ministerial  Ministerial	M118290 M118390 M1190 28	10 01/2017	EMNEROM - Colline Sandones - 287V work farm and a costing CRV with several process of a self-conditional service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farm are not as a service of the countries.  EMNEROM - Colline Sandones - 287V work farm and a costing ZRV work farms are not a locating artist of the countries.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  Email that with example CRVs has been attached to the Barn.  EMN-On india via via - Contact latter sound for fleasessement acquests and a service of the countries of the service of the countries of the countries of the service of the countries of the countries of the service of the countries o	Online Services  Online Services  Elits Applications	2	Cipen Cipen Cipen	or gind deployment. The code has only ever been checking for a determined databat whereas in the semple CRNs the or gind datab haves moved to cole lon agent datas. Helpidesi For gind data have moved to cole lon agent datas. Helpidesi For growing and control to the control of	The letter have misseard for total of this can onem and 15. The letter have misseared for total of this can onem and 15. The letter have considered the correct resessessment outcome in this case of 7F(1).

30 M	inisterial	M1209958	8/02/2017	Negative Weiver from EIM Offset need correcting As the debt is less than zero, the auto weive process k cked in and put negative waived amount because t was ass than \$50 (this is incorrect	DMIS	3	Open		ADHOC required
				negative waived amount because t was essithan \$50 (this is incorrect processing). Reverse the waiver.					
0.4	linisterial	M1211308	9/02/2017	OCI debt re-assessed, however Recovery Fee not included in new Debt	DMIS/ISIS Applications	2	Open		
		m1211300	B022017	OCI debt with a recovery fee was re-assessed, however, when the	Dimital dia App car dia	•	Open		
				armended debt did not include the recovery fee in the debt to al.  OPGI showed Recovery Fee is present, however, the debt to all on OPGI.					
				does not reflect this, nor the data on the BD group on the database.  The data has since been corrected by OCI (activity 1223) so it is not					
				apparent ooking at the record.					
				A tached s a spreadsheet showing the BD, DBRF and OV data at var ous points					
				(extract from Teradata), along with a summary of pertinent data and incorrect details.					
				Additionally, the OV group appears inconsistent when updated with EIM as					
				t is then a so upde ed with DET, and the two groups, updated at the same ime, have different Est Dates, adding to the confusion					
				Can this please be addressed (either explain why t is, or corrected)					
				As the process is au omaic, the result is incorrect debt amoun's recorded and possibly incorrect debt informat on sent/provided to the customer.					
				f time permits, DMB will a tempt to dentity further cases which have not					
				been corrected.					
1 E	ic	M122 698	23 02/2017	EIM - DMIS - E M debt not offset by manual debt	DMIS	2	Open		
				Custome had a piev ously is sed manual debt pilo to the EIM intervention.					
				This debt was of the same payment type and was within the EIM debtipe lod however the EIM debt was not offset by the manual debt.					
				This particular debt scena io (number 5) was eleased as part of the June 2015 elease. Any debt scena ios that a en'ticuil ently automated as part of the					
				online platforms eiethe not selected or alea manual handoff.  Cur ently we have dentified one custome affected by this however the eight					
				cu ent wo ks ound so the u gency s h gh. CRN547F(1)					
2 E	IC	M1231318	1/03/2017	IIM - Online Se vices - Inco lect apport onment foliconsecutive year matches	Online Services	2	Open		
				I have eviewed the XML field easted within the activity. An issue was identified to employe \$47F(1) and \$47F(1)					
				Both employe s avet exame 647F(1)					
				The employe s matched using the ABN plovided on the matches the lefole the income should have been coded collectly.					
				For some, eason the process has split the apport onment up for the employers and applied the default rule of exclude the first and last period from upload for					
				each match pe od.					
				As the ASN matching is the default matching the system should have identified these employeis as the same and continued the appoint onment through as they					
				we e a consecut ve year match.					
				Based on how the system has pe for medine e, I have concein that it may impact anothe scena io whele the custome selects the employe they declared undel.					
				CIN \$47F(1)					
3 E	IC	M1236175	8/03/2017	WCEM - OCI - Back but on a lowing double submiss on	Online Services	2	Open		
				Bug has been found where the customer can hit 'back' on the browser which allows them to re-autim tithe world ow.					
E	ic	M12 6521	16 03/2017	E C - On ine Serv ces - Le ter duplicat on	SAPOC	2	Open	It has been identified that the issue is caused by the customer	0 /0 /2017-UAT has been completed successfully and
				There were some more Employment income confirmat on reminders (Letter D) dupl ca ed today.				pressing the next button multiple times before the next page has caded. More instances have been identified on	scheduled to release on 8/0 /2017.
								29/03/2017, 2 03/2017 and 26/03/2017 where letter D genera ing dup lostes. On 26/03/17- For 2 more CRN's	
								multiple Letter D s have been generated. 29/03/2017- A new customer has been identified with the same issue.	
5 E	IC	M12 8677	20 03/2017	E C - On ine Serv ces - Le ter A not triggered	SAPOC	2	Open	It was dentified that this customer has actioned the review	A decision has been made by \$47F( to generate the letter A to all customers regardless on ce8877 has been raised
				The etter processing issue under IM12 801, allowed the customer to commence and undertake their online intervent on prior to the letter A				pr or to the deployment of the fix which has changed the start condition of the customer and the etter has not been	A decision has been made by 647F ( for generate the letter A to all customers regardless in \$48977 has been raised for IC to provide resolution 04/04/2017 UA has been completed successfully and scheduled to release on
				generation. t is a requirement that all customers undertaking this process, must be				genera ed.	5/04/2017
				ssued a letter A.					
				Letter A was not genera ed for CRNs47F(1) Due to the current volumes of ini lat ons. this only impected a sangle customer. Once					
				Letter A was not genera ed for CRNs47F(1) Due to the current volumes of ini let one, this only impacted a single customer. Once in let one are social up there could be a much broader impact. Concern here is well on the could be a much broader impact. Oncern here is we are not in a norsh on bear at letterorers that have hean through					
				Letter A was not genera ed for CRNs47F(1) Due to the current volumes of ini lat ons, this only impacted a single customer. Once in lat ons are so a dup there could be a much broader impact. Concern					
				Letter A was not genera ed for CRNs47F(1) Due to the current volumes of ini let one, this only impacted a single customer. Once in let one are social up there could be a much broader impact. Concern here is well on the could be a much broader impact. Oncern here is we are not in a norsh on bear at letterorers that have hean through					
6 E	IC .	M12558 3	27 09/2017	Latter A was not genera ed for CRh <sub>64</sub> 7F(1). Due to the current volumes of hill at one, the only impaces a single customs: Once intal son as see and ig there could be a much broader impact. Once have a we are not in a post on to say a I customers that have been through the process, here been sent a let ar A.  E.C Incorrect assessment error hand off screen	Online Services	2	Open	A mismatch has been entified with the OCI mobits used in C1	Response from ICT-to-1 is an issue with version control of the
6 E	IC	M12558 3	27 09/2017	Latter A was not genera ed for CRh <sub>64</sub> 7F(1). Due to the current volumes of hi sit one, the only impaces a single customs: Once not also may see ad up there could be a much broader impact. Concern have a we are not in a post on to say a I customers that have been through the process, here been sent a list of A.  E.CIncorrect assessment error hand off some Whate the worldow his an Assessment Error (Provisional Assessment Outcome and Assessment Outcome skill.)	Otiline Services	2	Open	A mismatch has been settled with the OCI matrix used in C1 and business where business matrix doesn't contain the landing page working.	document, and that this saue wasn't picked up during SITAUAT testing. Given the nature of the design and build during that
6 E	ic	M12558 3	27 09/2017	Letter A was not genera ed for CRN <sub>64</sub> TF(1). Due to the current volumes of it is down, the only hyperene a range coalciner. Once the extraction of the coalciner of the coalcine	Online Services	2	Open	and business where business matrix doesn't contain the	document, and that this saue wasn't picked up during SIT/UAT
6 6	ic	M12558 3	27 09/2017	Letter A was not genera ed for CRNs_GFE(1). Due to the current volumes of it is down, the only impresses arrays existence. Once make a way are not a position to see a customer of the process, have been sent a leater a customers that have been through the process, have been sent a leater A customers that have been through the process, have been sent a leater A customers that have been through the process, have been sent a leater A customer and the sent a leater A customer and the customer and customers. Outcome and Assessment Outcome which the customer and a customer and a customers. The transport of the customers are present the message.  There is no to confirming your emproyment income. We will be in contact with your pagnified the customer within 1 days.	Online Services	2	Open	and business where business matrix doesn't contain the	document, and that this issue wasn't picked up during SITALAT teating. Given the nature of the design and build during that per od, it's understandable that something like this was missed.  The text on the landing page currently in production is as per
6 6	ic	M12558 3	27 09/2017	Letter A was not genera ed for CRN <sub>64</sub> 7F(1). Due to the current volumes of in list one, the only impaces a single catalonic. Once what some area of up there could be a much booked impact. Concern had some an exit in 5 points to say a customer that have been through the process, level been sent a lie for A.  E.C Incorrect assessment error hand off screen. When the worldow his an Assessment Error (Provisional Assessment Motions (Error (Provisional Assessment Control and Control and Control	Online Services	2	Open	and business where business matrix doesn't contain the	document, and that this saw ween't picked up during SITUAL besting. Given the nature of the design and build during the per od, it is understandable that something like this was missed.  The text on the landing page currently in production is as per speci clotton. Therefore, this is technically not a defect. Given the southly around the soccuracy of the tool (and the
8	ю	M12558 3	27 09/2017	Letter A was not genera ed for CRNs_GFE(1). Due to the current volumes of it is down, the only impresses arrays existence. Once make a way are not a position to see a customer of the process, have been sent a leater a customers that have been through the process, have been sent a leater A customers that have been through the process, have been sent a leater A customers that have been through the process, have been sent a leater A customer and the sent a leater A customer and the customer and customers. Outcome and Assessment Outcome which the customer and a customer and a customers. The transport of the customers are present the message.  There is no to confirming your emproyment income. We will be in contact with your pagnified the customer within 1 days.	Critine Services	2	Open	and business where business matrix doesn't contain the	document, and that this issue wasn't picked up during SITALAT teating. Given the nature of the design and build during that per od, it's understandable that something like this was missed.  The text on the landing page currently in production is as per
8 6		M12558 3	27 03/2017	Letter A was not genera ed for CRNs_GFE(1). Due to the current volumes of it is down, the only impresses arrays existence. Once make a way are not a position to see a customer of the process, have been sent a leater a customers that have been through the process, have been sent a leater A customers that have been through the process, have been sent a leater A customers that have been through the process, have been sent a leater A customer and the sent a leater A customer and the customer and customers. Outcome and Assessment Outcome which the customer and a customer and a customers. The transport of the customers are present the message.  There is no to confirming your emproyment income. We will be in contact with your pagnified the customer within 1 days.	Orâne Sentoss  CHIC CHIC	2		and business where business mattix doesn't contain the lending page working.	document, and that the saue ween't picked up during STIAAI hearing. Given the nature of the day an abull during that hearing. Given the nature of the day and build during that per od, it undestandated that something like this was missed.  The lead to the landing page consetly in production is as per- spect caston. Therefore, this is scheduled not a sinked. Over the sociality around the economy of the load (and the subsequent of deler facility a proposed to address the request as an enhancement and get it lead ASAP.
6 E				Asker A was ed general of the CRN6_TF(1). Due to the current content of the leaf of the le			Open	and business where business matrix doesn't contain the landing page wording.  CMC have enabysed 50 DOCS and burst. 7 were cancel of state working and 1 were contained to the product of the page 1 were contained to the product of the page 2 were page 2 were contained to the product of the receiver of the page 2 were p	document, and that the issue wenth picked up during STRAX healing. Given the nature of the day an obtal during that per od, it understandate that something like the was missed.  The last on the landing page currently in production is as per special leation. Therefore, this is technically not a select. Given the country around the economy of the tool (and the subsequent delet missed) as proposed to address the required as an enhancement and get it best ARAP.  OCC to assesse of the register of the second should have been left from an of the second should have been left from and the second should have from the second should be an expected to the second should be for the second should be for the for the second should be for th
6 E				Letter A was not genera ed for CRNs_GFE(1). Due to the current volumes of it is direct, the content volumes of it is direct, the content volumes of it is direct, the content volume of its direct volume of the process, have been sent a let be a customers that have been through the process, have been sent a let be A.  E.C. Incorrect desessement error hand off screen Where the workforn in an Assessment Error (Provisional Assessment Outcome and Assessment Cuctome aloga). The Please Content to screen should present the message. Therety you for continuing your empryment income. We will be in contact with your leganding the custome without the process of the proces				and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX healing. Given the nature of the day an obtal during that per od, it understandate that something like the was missed.  The last on the landing page currently in production is as per special leation. Therefore, this is technically not a select. Given the country around the economy of the tool (and the subsequent delet missed) as proposed to address the required as an enhancement and get it best ARAP.  OCC to assesse of the register of the second should have been left from an of the second should have been left from and the second should have from the second should be an expected to the second should be for the second should be for the for the second should be for th
6 E				Letter A was not genera ed for CRNs_GFE(1). Due to the current volumes of it is down, the only impacted a region collisions. Once have not seen and the collisions of the collisions of the current volumes and the collisions of th				and business where business matrix doesn't contain the landing page wording.  CMC have enabysed 50 DOCS and burst. 7 were cancel of state working and 1 were contained to the product of the page 1 were contained to the product of the page 2 were page 2 were contained to the product of the receiver of the page 2 were p	document, and that the issue wenth picked up during STTAAT leating. Given the native of the deep and build during that per od, it understandate that connecting like this was missed.  The lead on the leading page currently in production is as per speci leation. Therefore, this is technically not a defect. Given the scrutiny around the accouncy of the lood (and the period leating around the accouncy of the lood (and the sea on exhausment and get it lead ASAP).  CMC to unswers of any reason that these does aloud there been into grown and would like on request this be excelled of CMC for further investigation and confirmed in that there are result of the process understates as part of the A1 Service literatury.
7 6				Letter A was not genera ed for CRNs_GFE(1). Due to the current volumes of it is direct, the control of the control volumes of it is direct, the control of t				and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the sace weeth picked up during STTAAL feeting. Other the nature of the day an obtail during that part of, the same of the day and build during that part of, it understandate that constiting that the was missed.  The last on the landing page currently in production is as per-speciation. Therefore, the is technically not address. Other special custom, therefore, the is technically not address. In a request as an extraorment and get it lave ASAC.  CMC is unawase of any reason that these doos should have been let to great and upon the contract of the c
7 5				Letter A was not genera ed for CRNs_GFE(1). Due to the current volumes of it is direct, the control of the control volumes of it is direct, the control of t				and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the day an obtal during that hearing. Given the nature of the day and build during that per od, it understandated that something like the was missed.  The last on the landing page currently in production is as per- special celson. Therefore, this is technically not a select. Other the country around the economy of the tool (and the subsequent defect modified propaged between the earn enhancement and get it best ARAP.  OCC to unseemed my research that these does do to there been in the province of the country of the person of the province of the country of the research of the province of the country of the research of the province of the country of the country of the country of the country of the country of country of coun
7 6		M1280962	31 03/2017	Letter A was not general ed for CRNs_TP(1). Due to the current volumes of it is down, the only impresses ampte saliciner. Once he will be a selected on the control of the		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 6				Letter A was not general ed for CRNs_TP(1). Due to the current volumes of it is one, the only impresses anyse suitance. Once he will not only the content of				and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 5		M1280962	31 03/2017	Letter A was not general ed for CRNs_GFE(1). Due to the current volumes of it is direct, the content volume of its direct value and of the content volume of the process, have been sent a le ter A.  E.C. Incorrect assessment error band off screen. Where the workform is an Assessment Error (Provisional Assessment Cuctoms and Assessment Cuctoms et al.). The Flase Content is section to the content volume steps.) The Flase Content is section expenditured. The flase content is section to the content volume steps. The Flase Content is section expenditured. We will be in context with your inpacting the current within 1 days. A technical shows what is been displayed livated.  E.C. Open DOC from baid cannot at on.  There are open in 50,000 open DOCs in the Westigroup GENERAL. Pool lon 85 over the except Match Data Not Vid of which appear to be the result of the bulk intervent in cannot also process or ECV or CRM. These docs need to be closed off. Email with acreen short standards.  E.C. Open DOC from baid cannot at on.  E.C. Open DOC from baid cannot at on.  There are open in the intervent in cannot also process or ECV or CRM. These docs need to be closed off. Email with acreen short attached.  E.C. Open DOC from baid to the content of		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 6		M1280962	31 03/2017	Actur A were not general and for CRN6_TF(1). Due to the current contention of the content of the contention of the contention of the content of the contention of the content of the		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 6		M1280962	31 03/2017	Letter A was not genera ed for CRNs_TF(1). Due to the current valuese of it is down, the only impresses a rays existence. Once the content of the local cont		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 6		M1280962	31 03/2017	Letter A was not general ed for CRN6_GFE(1). Due to the current volumes of it is down, the only impresses any excellence. Once where the control of the cont		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 6		M1280962	31 03/2017	Letter A was not general ed for CRN6_GFE(1) Due to the current volumes of it is down, the only impresses a regis existence. Once where the control of its individual control of the current volumes of its individual control of the current volumes and the control of the current volumes are as was not not a position to say a continents that have been through the process, have been sent a le ber A.  E.C. Incorrect deseasement error hand off screen. Where the workform is an Assessment Decreament Error (Provisional Assessment Outcome and Assessment Outcome stage). The Presse Created to screen should present the message. There is no sent of the screen should present the message. There is no sent to screen should present the message. As before the shows what is been displayed instead.  E.C. Open DOC from build connel at on. There are approx. 50,000 open DOC is the Workgroup GENERAL, Pool ion 8.0 with the subject Match Data Not Vid 4 which appear to be the next of the build intervent in connect and process or EIGHT. These docs need to be cosed off. Erra I with screen shot attached.  EIC. Ordina Sarv one. Address Resolution and A few mitor issues have been identify do within the address resolution tool, here included the data! that was excelled to the been under sking the feeting; of crossry is sent to be been under sking the feeting; or crossry.  1. Missing sources  The Address Resolution Tool only seems to be plung Certra into Data—address Resolution Tool only seems to be plung Certra into Data—address as well.		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
0 E		M1280962	31 03/2017	Letter A was not genera and for CRNs_TF(1). Due to the normal values of it is low. The strip hyperane a region continuer. Once the strip hyperane is regional to the content of the strip hyperane and the strip hyperane is regional to the content of the process, have been sent a le for A contents that have been through the process, have been sent a le for A.  E.C. Incorrect assessment error hand off screen Mahare the worldow his an Assessment Error (Provisional Assessment The Presso Control Us so rees about present the message.  There is no for confirming your empryment booms. We will be in contact why our regarding her our one within 1 days.  A Section of the strip hand of screen should present the message.  E.C. Open DOC from both caroni at on		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 6		M1280962	31 03/2017	Letter A was not genera and for CRNs_TF(1). Due to the current values of it is form, the only impresses a right colorious. One of the course of the process, here been sent a le for A course of the process, here been sent a le for A.  E.C. Incorrect assessment error hand off screen Mahare the worldow his an Assessment Error (Provisional Assessment The Presse Control Us no zero should present the message.  There is no for confirming your empryment shooms. We will be in contact with you regarding he out one within 1 days.  A factionant above shall be been deployed instead.  E.C. Open DOC from bulk caroni at on.  E.C. Open DOC from bulk caroni at one caronic at one		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list scheduley not a select. Glown the country around the economy of the tool (and the subsequent delect includit proposed to address the request as an enhancement and get it best ASAP.  CMC is unswere of any reason that these does show these result of the process understand as part of the AT Service Stategy.  CT has a totalized provises to it include this is in the OSD Stategy.  CT are a totalized provises to its broaded in it is in the OSD trained or the open of the AT Service Stategy.
7 6		M1280962	31 03/2017	Letter A was not general ed for CRNs_TP(1). Due to the current volumes of it is down, the only impresses any existence. Once where the control of its idea one, the only impresses any existence. Once the same have been been sent a let be a customers that have been through the process, have been sent a let be A.  E.C. Incorrect assessment error hand off screen Where the workflow his an Assessment Error (Provisional Assessment Outcome and Assessment Outcome and Assessment Outcome stage). The Presse Constact to severe should present the message.  There is no sent to severe should present the message.  Thank you for confirming your emp oyment income. We set be in contact with you regarding he ou come within 1 days.  A such met shows what is been deplayed instead.  E.C. Open DOC from build cancel at on.  There are approx. 50,000 open DOCs in the Workgroup GENERAL. Posi ion Is SC with the subject Match Data Not Vid win ch appear to be an east of the build interven in cancel not process or CR There was to feel the build interven in cancel not process or CR There was to the build interven in cancel not process or CR There was not been been identified of within the address resolution tool. here included the data in that was excelled to an out.  E.C. Ordens Resolution Tool only seems to be plut by Certain No. Data and was seen to be considered to the consideration and the dishelps source.  The Address Resolution Tool only seems to be plut by Certain No. Data and seems of the process or Cathresian and the dishelps source.  The Address Resolution Tool only seems to be provided a design source.  The Address Resolution Tool on the twee toon and attempt recorded.  A few of the CRIst Instead and the disheling source.  The Address Resolution Tool on the twee toon and attempt recorded.		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list schedule, but of selfect. Other the country enround the economy of the tool (and the subsequent delet including a proposed to and others the request as an enhancement and get it best ASAP.  CONG is unswere of any reason that these does who it have considered the process understandard the self-considered result of the process understand as part of the AT Service Starlegy.  CT has a totalmed permitted to its bloods the in the OSO Starlegy.  CT has a totalmed permitted to its bloods the in the OSO tested by part of the ET cycles its required to may 1818 along by the other pick of the other picked to make its 1818 along by the other picked considered to make its 1818 along by the other picked to the other picked to make its 1818 along by the other picked to the other picked to once the file.
7 6		M1280962	31 03/2017	Letter A was not general ed for CRNs_TP(1) Due to the current volumes of it is down, the only impresses a rape scalarine. Once we was the original of the content of the co		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list schedule, but of selfect. Other the country enround the economy of the tool (and the subsequent delet including a proposed to and others the request as an enhancement and get it best ASAP.  CONG is unswere of any reason that these does who it have considered the process understandard the self-considered result of the process understand as part of the AT Service Starlegy.  CT has a totalmed permitted to its bloods the in the OSO Starlegy.  CT has a totalmed permitted to its bloods the in the OSO tested by part of the ET cycles its required to may 1818 along by the other pick of the other picked to make its 1818 along by the other picked considered to make its 1818 along by the other picked to the other picked to make its 1818 along by the other picked to the other picked to once the file.
7 6		M1280962	31 03/2017	Letter A was not genera and for CRNs_TF(1). Due to the current values of it is form, the only impresses a right colorious. One of the course of the process, here been sent a le for A course of the process, here been sent a le for A.  E.C. Incorrect assessment error hand off screen Mahare the worldow his an Assessment Error (Provisional Assessment The Presse Control Us no zero should present the message.  There is no for confirming your empryment shooms. We will be in contact with you regarding he out one within 1 days.  A factionant above shall be been deployed instead.  E.C. Open DOC from bulk caroni at on.  E.C. Open DOC from bulk caroni at one caronic at one		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list schedule, but of selfect. Other the country enround the economy of the tool (and the subsequent delet including a proposed to and others the request as an enhancement and get it best ASAP.  CONG is unswere of any reason that these does who it have considered the process understandard the self-considered result of the process understand as part of the AT Service Starlegy.  CT has a totalmed permitted to its bloods the in the OSO Starlegy.  CT has a totalmed permitted to its bloods the in the OSO tested by part of the ET cycles its required to may 1818 along by the other pick of the other picked to make its 1818 along by the other picked considered to make its 1818 along by the other picked to the other picked to make its 1818 along by the other picked to the other picked to once the file.
7 5		M1280962	31 03/2017	Later A was set general and for CRNs_TF(1). Due to the current content was all the later, the new process of the later of the content of the later o		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list schedule, but of selfect. Other the country enround the economy of the tool (and the subsequent delet including a proposed to and others the request as an enhancement and get it best ASAP.  CONG is unswere of any reason that these does who it have considered the process understandard the self-considered result of the process understand as part of the AT Service Starlegy.  CT has a totalmed permitted to its bloods the in the OSO Starlegy.  CT has a totalmed permitted to its bloods the in the OSO tested by part of the ET cycles its required to may 1818 along by the other pick of the other picked to make its 1818 along by the other picked considered to make its 1818 along by the other picked to the other picked to make its 1818 along by the other picked to the other picked to once the file.
7 6		M1280962	31 03/2017	Letter A was not general ed for CRNs_TP(1) Due to the current volumes of it is down, the only impresses a rape scalarine. Once we was the original of the content of the co		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list schedule, but of selfect. Other the country enround the economy of the tool (and the subsequent delet including a proposed to and others the request as an enhancement and get it best ASAP.  CONG is unswere of any reason that these does who it have considered the process understandard the self-considered result of the process understand as part of the AT Service Starlegy.  CT has a totalmed permitted to its bloods the in the OSO Starlegy.  CT has a totalmed permitted to its bloods the in the OSO tested by part of the ET cycles its required to may 1818 along by the other pick of the other picked to make its 1818 along by the other picked considered to make its 1818 along by the other picked to the other picked to make its 1818 along by the other picked to the other picked to once the file.
7 6		M1280962	31 03/2017	Letter A was not general ed for CRNs_TP(1) Due to the current volumes of it is down, the only impresses a range continuer. Once here were not of it is down, the only impresses a range continuer. Once here a was are not in a position to say a constitution that here as was are not in a position to say a constitution that have been through the process, here been sent a le ter A.  E.C. Incorrect desessement error hand off screen. Where the workflow his an Assessment Error (Provisional Assessment Outcome and Assessment Outcome stage). The Presse Chartest to severe should present the message.  There is no sent to be seen should present the message.  There is no sent to severe should present the message.  There is no sent to severe should present the message.  There is no sent to severe should present the message.  There is no sent to severe should present the message.  There is no sent to severe should present the message.  There is no sent to severe should present the message.  There is no sent to severe should be the contact with you regarding the out one within 1 days.  A section and the second the sent to severe should be not contact.  A few minor issues have been identify and within the address resolution tool. have included the data that was excelled to no the low. If you need to be a created of the sent in the sent of the sent in the sent		2	Open	and business where business matrix doesn't contain the landing page wording.  CMC have analysed 50 DOCS and found 7 were cancel ad interventions and 3 were completed interventions. 26/03/2017 lause has been escalated to CT by CDM. ICT here regare at the at of CPR the Ten 50 3000 costomers of the At color tax.	document, and that the issue wenth picked up during STRAX hearing. Given the nature of the deg in and build during that hearing. Given the nature of the deg in and build during that per od, it understandated that something like this was missed.  The text on the landing page currently in production is as par- special cellson. Therefore, the list schedule, but of selfect. Other the country enround the economy of the tool (and the subsequent delet including a proposed to and others the request as an enhancement and get it best ASAP.  CONG is unswere of any reason that these does who it have considered the process understandard the self-considered result of the process understand as part of the AT Service Starlegy.  CT has a totalmed permitted to its bloods the in the OSO Starlegy.  CT has a totalmed permitted to its bloods the in the OSO tested by part of the ET cycles its required to may 1818 along by the other pick of the other picked to make its 1818 along by the other picked considered to make its 1818 along by the other picked to the other picked to make its 1818 along by the other picked to the other picked to once the file.

The state of the control of the cont									
Designation of the control of the co				-Address of advances and known sections. Updated $GTF(1)$ and posts) are $GTF(1)$ and consistent wave spaces $GTF(1)$ . Broadly $GTF(1)$ and an account wave spaces $GTF(1)$ has well the move in case $-GTF(1)$ . — The spaces $GTF(1)$ has well the move in case $-GTF(1)$ and the space was account post size on the space of $GTF(1)$ and $GTF(1)$ and $GTF(1)$ and $GTF(1)$ and $GTF(1)$ are spaces as a second last optimized $GTF(1)$ .					
The cigation this or graphic of annihilate set of 30 currently set of 7 days from the data data.  Joddenic logic proor des CATF(1) has bit and at 1 days from the south indicated of the separation of the separat	GEIG	M127 860	18.0 /2017	Boalmass addeed that not be the BOLEF has been generated in production shring 47F(1).  A ter livestigation from CRM side, I tools like the reminder actioned has sailed in production or a few records:  647F(1)  The investigation from all of them field in C. P.  947F(1)  The investigated from OC side and advised to some a production mouses.  Enail bulk a stacked.  Enail bulk a stacked.	SAPOC	2	Open		
Sol PLC  M1279953  2 0 /2017  EC - Delte select income of the select inc	so EIC	M127672S	2 0 /2017	The origin for the triggering of reminder let at B is currently set at 7 days from the due date.  Updated logic provides 47F(1) has this set at 1 days from the continuation of the recorpt or sets A. I have a tacked all the applicable email to is.	SAPOC	2	Open		
SSIEC M12791SS 2 0 /2017 EC - Cn in the Serv ces - Due date in CRM inconsistent with the let ter The Review Compile into Dates are educated inconsectly after an estimation to The estimate opposite for Dates are educated inconsectly after an estimation to The estimate opposite for Dates are educated inconsectly after an estimation to The estimate opposite for Dates are educated inconsectly after an estimation to A classes have due dates that have have innormedity changed and are inconsected with the date populated on the educ.  647F(1)	51 EIC	M1278836		S off Assisted run to update date, it is fluid here been triggered prousing the assessment, however in note re elling to the Risk Rt is 17 gap propulated in propulated a monthal resource of the Employee 647F(1) Customer has updated a southed resource resource 64/F(1) series when CRATF(1) seuse confirmed by 64/F(1) seuse confirmed by 64/F(1)	Online Services	2	Open		
The Review Compile ion Dates are adjusted incorrectly after an extension is inquested.  The estess are populated with the correct Enters on Date, but the system is not oppositely the correct date into the Date. This is not oppositely the correct date into the Date. This, A I cases have due dates that have been incorrectly changed and are incorrectly that with the date populated on the edite.  S47F(1)	SQ EIG	M1278853	2 0 /2017	P esse see CRN S47F(1)	DMIS	2	Open		
55)	50 ELC	M127015S		The Review Compile ion Dates are adjusted incorrectly after an extension is exequated.  The offers are populated with the correct Extens on Date, but the system is not populating the correct date into the Dis a Tab.  All cases have due dates that have been incorrectly changed and are thorous start with the date populated on the other.	Online Services	2	Open		
	56	<u> </u>							

						EIC Issues Register	Priority Level  1 2 3 4 5  Highest Lowe	Legend Pending issue Completed	
Issue Number	Date Identified 9/02/2017	IM Number if Applicaable	Issue  ICT has catered for two status to trigger the next step in the business process for Registered Mail (Letter delivered and Letter not delivered). There are 17 scenarios for undelivered letters that may need triggers and Australia Post have advised when a card will be left.	s47F(1) Dep Sec, s47F(1)	Priority/Severity Due Date	Progress  Of the 17 scenarios for non-delivery: 12 will be handled as per next stage in normal return to sender (RTS) process, One will need the letter to be triggered again for delivery, and four will require manual intervention (go to stage 4) to resolve the problem. \$47F(1) is co-ordinating a meeting to map out the processes from the status report returned by Aust Post.	Resolution  Discuss with ICT on triggers to address the need to resend the letter due to damage and the need to trigger a manual intervention.	Comments	Completed No
2	16/02/2017		Reviews are already oounting down but as part of the registered post process, when EIC is created it is held until: A. the customer starts it online, or B. we are advised of a 'Delivered' stats from Aus Post and at that point ICT starts the review.	PS8S		PSBS have had a look at the cases that have already been initiated and have been going into outbound correspondence to see the date that the letter is created and dated.  They have found that the countdown is going after the cases are initiated (unsure if this is the timeframe it takes to send the letter).			No
3	21/02/2017		If the Department will accept a bank statement as a form of income evidence.			Response from Income Support Means Test Team - a bank book or bank statement would not be acceptable as evidence if the type of income being verified is a wage or salary. This is because the evidence would only show the net wage received, rather than the gross income amount that is required for payment assessment purposes. In addition, the deposits would not necessarily match or identify the period of employment nor would they identify allowance or salary sacrifice amounts. ** **IF(1)** wants more discussion with Income Support Means Test Team and provide them more context.			No
4	6/03/2017		Testing on the P50 line extendend operation time has identified that although calls are being distributed to Compliance Officers the initial IVR Greeting is incorrect.	CMC		This information has been escalated to Telstra for correction.	Telstra to resolve		No
5	6/03/2017		Employment Income Review letter for CRNS-41-() (initiated 03.03.2017) reflects an incorrect address.  Thic has also occurred for CRNS-47F(1) which was initiated on the 09.03.2017 – letter created 10.03.2017.	ICT, CMC			This was an issue due to data replication from ISIS to SAP. <sup>647F(1)</sup> has resolved issue.	During the BVT process for the Employment Income Review letters CMC would perform quality assurance checks on the letters to ensure the correct details were reflected in the initial EIC letters. The Do Not Send filter was then removed from the letters to allow automatic overnight processing and distribution via registered mail. CMC continue to check the letters as part of the time lining process for EIC initiations. This issue was experienced previously when the do not send filter was still in use and CMC believe it was an ICT issue.	Yes
6	15/03/2017		60 PAYG interventions have been initiated and no letters were presenting in the Outbound Correspondence tool.	ICT,CMC, PSBS	2	15.03.17- The issue has been escalated to the NM of the team responsible for the issue and ETA has been requested 16.03.17- The fix has been deployed into production at around 6.30pm Canberra time on 15/03/17 and the midnight batch job to generate the initial notification letters has been completed successfully. Total of 119 selections were allocated between the 14th to 16th of March which aligns with the 119 initial Employment Income Review (ZOBOC1 – C001) letters on the outbound correspondence tool.	15.03.07-ICT has advised that a recent deployment by another ICT team has impacted the batch job that processes these initial notification letters causing it to abort with exceptions. The issue has been resolved in Production and these Customers will be picked up tonight(15.03.07) in the job at 12:05am.		Yes

7	16/03/2017		advised that there were 120 reviews initiated over 14.03.2017 – 15.03.2017.  Letter A wax not generated for CRN s4/F(1) . Due to the current volumes of initiations, this only impacted a single customer. Once initiations are scaled up there could be a much broader impact. Concern here is we are not in a position to say all customers that have been through the process, have been sent a letter A.	ICT,CMC, PSBS			A decision has been made by \$47F(1) to generate the letter A to all oustomers regardless. IM1248077 has been raised for ICT to provide resolution. 04/04/2017-UAT has been completed successfully and scheduled to release on 8/04/2017.	Customer has actioned on 15th March at 10:41am online and review has been transferred for manual action before the fix was deployed on 16th March at 6:30pm. So when the job ran at 12:05am to process the backlog, the start condition was not fulfilled as the review for CRN \$47F(1) was already been submitted.	
8	2/03/2017		The customer CRNS47F(1) had four OCI letter D's created on 28/02/2017, and all those four LIRs were triggered by the same Inteorated Review order s47F(1) , most likely there were multiple triggers from the host (BIS or the Online system). The average creation time for each of the LIRs (letter triggers) was 15 seconds.	ICT, CMC,BI		It was identified that the customer is able to press the back button on the browser when they get their outcome page. This takes them to the previous page and is able to submit again. It appears the customer did this 4 times (hence 4 notes on ZIRV and 4 letters).	Fixed with the new release issued on 7/3/17.		Yes
9	16/03/2017	IM1248521	Employment income confirmation reminders (Letter D) were duplicated.	ICT, CMC	2	It has been identified that the issue is caused by the customer pressing the next button multiple times before the next page has loaded. More instances have been identified on 23/03/2017, 24/03/2017 and 28/03/2017 where letter D generating duplicates. On 28/03/17- For 2 more CRN's multiple Letter D's have been generated. 29/03/2017- A new customer has been identified with the same issue.	04/04/2017-UAT has been completed succesfully and scheduled to release on 8/04/2017.	Issue No 8 is differ from this as it is caused by pressing the browser back button on the outcome page.	No
10	7/03/2017		Two CRNs that were initiated on Monday 8th March, the staff assisted letters were generated incorrectly.	ICT, CMC			Fixed with the release issued on 9/03/17.		Yes
11			Inconsistencies in receipt date between the note and the notification date on the ZIRV. Reminder letter being generated on the incorrect date. Should be generated on day 14 from receipt date not day 21.	PSBS, BI		Issue rosolved by ICT on 08/03/17 .			Yes
12	20/03/2017		A fix will be deployed by the DMIS team for EIM - DMIS - Debt Status changed to over recovered following reassessment. This fix will resolve the issue around the debt status following reassessment. Concerns have raised conducting UAT testing for this release.	PSBS, ICT		UAT Exemption Certificate submitted and approved	UAT exemption certificate.	It will be a requirement from 25 March for all weekly releases to include a UAT recommendation. This process is already in place for Monthly and Major releases. Approval to release a change is not granted without a UAT recommendation, in addition to the SIT recommendation. This will be the case for C291845, the change deploying the DMIS fix for the issue with the debt status following reassessment.	Yes
13	21/03/2017		EIC work being processed outside Adelaide	RRT's, Helpdesk		OCI Help desk team escalting comms for all staff to ensure they are aware of how to identify and EIC case and refer to Adelaide for action.	Comms plan	Cases started on or after 11/2/17 should only be processed by Adelaide RRT. Some completions from other sites have led to the debt not be attributed.	No
14	22/03/2017	IM1251950	Incorrect dates on Letter A and approximately 235 Letter A (EIC Initiation letter) are affected by this issue in the following batches: - L1723BGV – 10 March 2017; - L1727BVI – 20 March 2017; - L1728C31 – 21 March 2017;	Helpdesk, PSBS, CMC		It has been identified that the issue with the date on the Letter A occurred since the release of Letter B which have been produced as part of the registered post batch. The issue is where a Letter B appears before Letter A in the batch, all Letter A following Letter B will inherit the variable date (Letter A receipt date + 28 days). This is a technical issue with the letter design tool sharing the same piece of content between Letter A and Letter B where the date variable is used for both and not initialised appropriately.	The issue will be fixed tonight (22/03/2017), \$47F(1) has confirmed that the fix for Letter A has been successfully implemented on Wednesday 22 March and following a positive health check on Thursday 23 March.	Letter A in the production is populating dates	Yes
15	22/03/2017		Employment Income Confirmation letters with incorrect address. Same as the Issue No 5 identified on 08/03/2017.	CMC			ICT to resolve	The affected CRNs are as below, \$47F(1) - 21.03.2017 \$47F(1) - 21.03.2017 \$47F(1) - 20.03.2017 \$47F(1) - 17.03.2017 \$47F(1) - 17.03.2017 \$47F(1) - 16.03.2017 [9lease note that this letter also incorrectly includes an expiration date on the customer's code)	No

16	22/03/2017		Quality checking for Letter B has identified that the review for CRN \$47F(1) does not appear to have a due date or reminder issue date loaded in CRM	CMC				There was no issue with letter itself and it matched the template and had the correct information listed.	No
17	23/03/2017	IM1255768	Letter Health Checks on the Employment Income Review Reminder (B) letter have identified 10 CRN's where the due date is incorrect. The due date is being calculated based on the date of the initial letter as opposed to the date that the customer has received the letter.	PSBS, ICT, CMC	2		ICT has resolved it via emergency release and has passed technical healthchecks(27/03/12).	It has been identified that out of 10, some reviews have been started and some have not, with both situations, the reminder letter is displaying the incorrect due date based off of the form issue date.	Yes
18	24/03/2017	IM1255943	An issue has been identified with the EIC handoff screen for the assessment error manual handoff.	PSBS	2	A mismatch has been ientified with the OCI matrix used in ICT and business where business matrix doesn't contain the landing page wording.	and that this issue wasn't picked up during SIT/UAT testing. Given the	It has been identified that when the workflow hits an Assessment Error (Provisional Assessment Outcome and Assessment Outcome stage), The 'Please Contact Us' screen displays a message different to the intended message.	
19	24/03/2017		Quality checking for Letter B has identified that a letter has been generated for a CRNS4/F(1) where the review was already completed on 08/12/2016.	CMC, ICT	2	Response from ICT:  - The review remained in Open status after being 'completed' on 08.12.2016 and no explanation for this as there is no indication in the change history that the review ever moved out of 'Open'. However, the outcome letters were sent which only happens after review goes to 'Completed' status.  - Customer must have accessed the review on 03.03.2016 — while it's in 'Open' status.  - Due to the registered mail changes which were implemented in Feb, the system set their initial notification receipt date (as it was blank previously), and reset the reminder date, and due dates	Resolved by ICT (Isolated incident on corrupt review). Seek confirmation from ICT regarding interventions started prior to 10th Feb still having an active ZIRV. If ICT can confirm that there are no other instances of completed reviews having an open status, CMC is happy to resolve the incident based on the assurance. 30/03/2017- ICT has provided the assurance and the case is now closed.	CRNS47F(1) review was initiated on 18.11.2016 and was completed 08.12.2016.	Yes
20	27/03/2017		Issue with Letter B has been sent when there is no confirmation of Letter A is being received. 1.12 CRNs where Letter B has been sent however there is no evidence to suggest they entered the workflow and/or no evidence from Australia Post that they have received Letter A 2.14 CRNs where Letter B was created 23.03.2017 however these have not been sent and still present with the Do Not Send Filter. There is no evidence to suggest customers entered the workflow and/or no evidence from Australia Post that they have received Letter A			5 CRN's from 23/03/2017 letters were identified with no evidence of a receipt date in the Notes on CRM. It is suspected that this is either due to the data not being received from Australia Post as yet, or that the customer has not received letter A.			No
21	10/01/2017		Customers have been issued with reassessment outcome letter advising that the debt is zero by the system, however there is still a debt outstanding for the customers- 618 impacted customers.	PSBS, CMC, RRT	2		*Emergency release targeting to fix on 10/01/2017. Change to he made to look for status DET, DMC (and DWO, as per advise from \$47F(1) from DMIS)  "CMC will organise for Service Strategy to occur for the 618 customers.	The letter has been issued for total of 618 customers and 13 customers have received the correct reassessment outcome in this case (debt \$0 or <\$50).	No

22	28/03/2017		Recovery action related to Issue No. 14	CMC, Brisbane RRT,	Proposed Service Strategy:	Service Strategy action for the customers impacted as the letter has been	Action to be untertaken	Yes
			(IM1251950). Approximately 235	PSBS	Staff from Brisbane RRT to assess the CRNs and identify if the	delivered.	Undertake a check to identify letters that have	
			customers have been sent letters with		customer has interacted. Where customer has interacted and there		been receipted.	
			dates incorrectly listed, 157 Letter have		is a subsequent manual hand off no further action to be taken as	4/04/2017-Service Strategy has been completed and the summary:	<ul> <li>Undertake an Outbound call to customers who</li> </ul>	
			been comfirmed deliverd so far.		these will be picked up in the work item management		have receipted their letter advising them of the	
					<ul> <li>Where no interaction has occurred Brisbane RRT to make three</li> </ul>	157 impacted customers	actual due date.	
					outbound call attempts over two days	70 / 157 successful contacts	<ul> <li>Discuss with Australia Post the recall of letters that</li> </ul>	t
					Where contact is successful CO to advise customer of the correct	51 / 157 already interacted – no outbound contact attempt required at	have not been receipted, and arrange for these to	
					dates against the confirmation code and response timeframe, using		be resent with the correct information.	
					28 days from the date of receipt of the letter	36 / 157 unsuccessful contact attempts		
					Where contact is not successful no further contact attempts to be			
					made with the customer. Can we please confirm that when the	where no contact has been made with the customer there is no further		
						action required. A spot check has been undertaken on the 36 CRNS		
					days from the receipt date? This will support no further contact	where contact was unsuccessful and can confirm the notification date has		
					attempts being required	been entered into Customer First. Current process is that Letter B		
					Note – CMC has undertaken analysis on a minimal number of	(reminder letter) will be generated 14 days from the receipt date		
						(reminder letter) will be generated 14 days from the receipt date		
					CRNs impacted by this and the receipt date has not yet been			
					updated on the customers record. This will need to occur prior to			
					Service Strategy commencing OR the receipt date will need to be			
					added to the CRN listing so that staff can calculate the correct 28			
					day period. Once the approach is confirmed, CMC will coordinate			
					Service Strategy once the date of delivery has been updated or			
					noted on the CRN listing.			
23	29/03/2017	IM1260962	It has been identified that there are	CMC, ICT	CMC have analysed 50 DOCS and found 47 were cancelled	CMC is unaware of any reason that these docs should have been left open	ICT has suggested that CCB to run an additional	No
23	26/03/2017	IWI 1200902	approx. 30,000 open DOCs in the	OMO, IOI	interventions and 3 were completed interventions. 29/03/2017-	and would like to request this be escalated to ICT for further investigation	test or two as part of UAT next week (starting from	140
			Workgroup GENERAL Position BISC with		Issue has been escalated to ICT by CDM ICT have requested the	and confirmation that these are a result of the process undertaken as part	3/4/17), if it's possible, to cover off from both sides.	
			the subject 'Match Data Not Valid' which		list of CRNs for the 30,000 customers or the A1 cohort and ways to	of the A1 Service Strategy.		
			appear to be the result of the bulk		identify the customers (example CRNs, record attributes)			
			intervention cancellation process for EIC			ICT has obtained permission to include this fix in the 08/04 release under		
			via CRM (A1 Service Strategy).			the existing CRM change. The change will be tested as part of the SIT		
						cycle. It is required to run an ISIS adhoc job to assist with the clean-up of		
						open docs once the change has been made in production.		
	00.00.0047							
24	30/03/2017		Issue with Registered mail being		Customer has reported that the registered mail letter was left in their letter box without being signed for \$47F(1) is chasing	PSBS to confirm the status AusPost returned for this item before the		No
			incorrectly delivered.		their letter box without being signed for or is chasing	matter is escalated to AusPost.		
					further details on this), other instances reported where incorrect			
					person is signing for letter. In this case the intended customer might			
					not even live at the address. Need to gather further details then			
					contact Australia Post.			
					contact Australia Post.			
25	30/03/2017		It has been identified during letter A	CMC, Output	The letter is a correct reflection of the match data however the data			Yes
25	30/03/2017			CMC, Output management Team	The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter			Yes
25	30/03/2017		checking that duplicate match data is present for customer \$47F(1) . Same		The letter is a correct reflection of the match data however the data			Yes
25	30/03/2017		checking that duplicate match data is present for customer \$47F(1) . Same employer, same match year first amount		The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter	post. The Letter has been retrieved on Friday (31/03/17) and was securely		Yes
25	30/03/2017		checking that duplicate match data is present for customer \$47F(1) . Same		The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until	post. The Letter has been retrieved on Friday (31/03/17) and was securely		Yes
25	30/03/2017		checking that duplicate match data is present for customer \$47F(1) . Same employer, same match year first amount		The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until	post. The Letter has been retrieved on Friday (31/03/17) and was securely		Yes
25	30/03/2017		checking that duplicate match data is present for customer \$47F(1) . Same employer, same match year first amount		The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until	post. The Letter has been retrieved on Friday (31/03/17) and was securely		Yes
25	30/03/2017		checking that duplicate match data is present for customer \$47F(1) . Same employer, same match year first amount		The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until	post. The Letter has been retrieved on Friday (31/03/17) and was securely		Yes
25	30/03/2017		checking that duplicate match data is present for customer \$47F(1) . Same employer, same match year first amount		The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until	post. The Letter has been retrieved on Friday (31/03/17) and was securely		Yes
25			checking that duplinate match data is present for oustomer \$4.7F(1) . Same employer, same match year first amount \$4.7F(1) second amoun \$4.7F(1)	management Team	The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until further advice is received. Letter will be destroyed.	post. The Letter has been retrieved on Friday (31/03/17) and was securely destroyed on 3/04/17.		
25	30/03/2017		checking that duplinate match data is present for customers47F(1). Same employer, same match vear first amount s47F(1) second amoun s47F(1).		The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until further advice is received. Letter will be destroyed.  23/03-28/03. It has been identified that 23 letters in the status 'do	post. The Letter has been retrieved on Friday (31/03/17) and was securely destroyed on 3/04/17.  Need to provide advice to ICT on how to act on these letters with 'DO not		Yes
25			checking that duplinate match data is present for oustomer \$4.7F(1) . Same employer, same match year first amount \$4.7F(1) second amoun \$4.7F(1)	management Team	The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until further advice is received. Letter will be destroyed.  23/03-28/03 It has been identified that 23 letters in the status 'do not send filter'	post. The Letter has been retrieved on Friday (31/03/17) and was securely destroyed on 3/04/17.  Need to provide advice to ICT on how to act on these letters with 'DO not send' filter status. Possible approach is proposed.		
25			checking that duplinate match data is present for customers 47F(1). Same employer, same match vear first amount 547F(1) second amoun 547F(1).	management Team	The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until further advice is received. Letter will be destroyed.  23/03-28/03 It has been identified that 23 letters in the status 'do not send filter'  -A. 10 customers whose due dates have been calculated based on	post. The Letter has been retrieved on Friday (31/03/17) and was securely destroyed on 3/04/17.  Need to provide advice to ICT on how to act on these letters with 'DO not send' filter status. Possible approach is proposed.		
25			checking that duplinate match data is present for customers 47F(1). Same employer, same match vear first amount 547F(1) second amoun 547F(1).	management Team	The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until further advice is received. Letter will be destroyed.  23/03-28/03. It has been identified that 23 letters in the status 'do not send filter'  - A. 10 customers whose due dates have been calculated based on the initial letter sent date as opposed to the date of receipt	post. The Letter has been retrieved on Friday (31/03/17) and was securely destroyed on 3/04/17.  Need to provide advice to ICT on how to act on these letters with 'DO not send' filter status. Possible approach is proposed.		
25			checking that duplinate match data is present for customers 47F(1). Same employer, same match vear first amount 547F(1) second amoun 547F(1).	management Team	The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until further advice is received. Letter will be destroyed.  23/03-28/03 It has been identified that 23 letters in the status 'do not send filter'  -A. 10 customers whose due dates have been calculated based on	post. The Letter has been retrieved on Friday (31/03/17) and was securely destroyed on 3/04/17.  Need to provide advice to ICT on how to act on these letters with 'DO not send' filter status. Possible approach is proposed.		
25			checking that duplinate match data is present for customers 47F(1). Same employer, same match vear first amount 547F(1) second amoun 547F(1).	management Team	The letter is a correct reflection of the match data however the data itself is duplicated. This intervention was initiated 29.03.2017, letter generated 30.03.2017. Distribution of letter has been stopped until further advice is received. Letter will be destroyed.  23/03-28/03. It has been identified that 23 letters in the status 'do not send filter'  - A. 10 customers whose due dates have been calculated based on the initial letter sent date as opposed to the date of receipt	post. The Letter has been retrieved on Friday (31/03/17) and was securely destroyed on 3/04/17.  Need to provide advice to ICT on how to act on these letters with 'DO not send' filter status. Possible approach is proposed.		

27	31/03/2017		CDM, ICT		Reminder Letter C is currently in the production environment     ICT alerted the business \$47F(1) ) there is a scenario	Jason McNamara to approve Letter C logic	A simple scenario where the letter text stops making	No
		resulting in wrong dates.			• ICT alerted the business (17) ) there is a scenario		sense: - Initial notification received 17/3 (due date 14/4)	
					which may lead to incorrect dates being included in the letters.  • ICT and <sup>947F(1)</sup> analysed the date logic to determine options to		Extension requested 18/3 (due date moved to	
					ensure reminder due dates are sensible		28/4, Reminder to trigger 14/4)	
					Ontions for changes to the logic, along with Pros vs Cons.		Reminder letter says please complete by 28/4	
					Options for changes to the logic, along with Pros vs Cons s4.7F(1) advised a preference for Option 1 and escalated to		Customer still doesn't respond	
					S4 / F(1) for decision who in turn escalated to Tenille as		Reminder C letter goes out and says we sent "We	
					a/NM Compliance Risk on Fri 24/3 s47F(1) advised that Customer Compliance Division was not the		sent you a reminder on 14/4/17 to do this by	
					• advised that Customer Compliance Division was not the		14/4/17"	
					final authority on changes to Letters and this should be presented to			
					Jason McNamara as Program SRO for approval		2 extensions requested before the first reminder	
					Both options have been subsequently presented to S47F(1)		could also turn out as "We sent you a reminder on	
					for advice on presentation to Jason, resulting in this brief s <sup>47F(1)</sup> confirmed Alison McCann (current a/NM Compliance Risk)		28/4/17 to do this by 14/4/17"	
					confirmed Alison McCann (current a/NM Compliance Risk)			
					needs to identify the preferred option and inform Jason for			
					consideration/approval			
28	4/04/2017	Unable to add notes in ZIRV or ZCOC			Concerns have raised that the issue- IM998988 is still not resolved	Concerns have raised that issue IM998988 is still not resolved although it is	•	Yes
		once intervention has been completed.				closed in Service Manager.		
<u> </u>							<b>I</b>	-
⊢—				<b> </b>			<b>+</b>	-
<b>—</b>				<b> </b>			<del> </del>	1
							<del> </del>	<del> </del>
						,		
							ļ	-
	<b>—</b>			<u> </u>			<b>!</b>	-
$\vdash$							<del> </del>	
							<del> </del>	
							<b>.</b>	
	<b>——</b>			<u> </u>				-
				_			<del> </del>	<del>                                     </del>
							<del> </del>	<del> </del>
						<u> </u>		
							ļ	
								-
								-
							<del> </del>	
								<del>                                     </del>

					<del></del>
					<del></del>
					-
					-
					<b></b>
					1
					1
T			 		
			 		ш
	+		1		
	-		1		
	-				
	+		<del> </del>		<del></del>
	-		-		
					<b></b>
					<u> </u>
					<u> </u>
	+		1		
	+		1		
	-		1		
	-				
	+		1		<del>                                     </del>
	+		1		<del></del>
			1		<del></del>
	-		1		<del></del>
	-		-		
					-
			1		+
			-		
			1		<b></b>
					1
					1
				<u> </u>	
	+	II .			
					-

					<del></del>
					<del></del>
					-
					-
					<b></b>
					1
					1
T			 		
			 		ш
	+		1		
	-				
	-				
	+		<del> </del>		<del></del>
	-		-		
					<b></b>
					<u> </u>
					<u> </u>
	+		1		
	+		1		
	-				
	-				
	+		1		<del>                                     </del>
	+		1		<del></del>
			1		<del></del>
	-		1		<del></del>
	-		-		
					-
			1		+
			-		
			1		<b></b>
					1
					1
				<u> </u>	
	+	II .			
					-

-						
						-
1						
-						
L						$\Box$
1						
						-
						-
						-
						-
	L T					∟
1						
1				l		$\vdash$
-						
<del> </del>				<b> </b>		
<b> </b>						
1		 				
1						
<b>H</b>						
<b> </b>				<b> </b>		
-						
<b> </b>						
	·		 	· ·		

#### FOI / LEX 75591 - Page 30 of 214

19	24/03/2017	IM1255879	Quality checking for Letter B has	CMC, ICT	2	Response from ICT:
			identified that a letter has been			<ul> <li>The review remained in Open status after being 'completed' on</li> </ul>
			generated for a $CRNS47F(1)$ where			08.12.2016 and no explanation for this as there is no indication in
			the review was already completed on			the change history that the review ever moved out of "Open".
			08/12/2016.			However, the outcome letters were sent which only happens after
						review goes to 'Completed' status.
						<ul> <li>Customer must have accessed the review on 03.03.2016 – while</li> </ul>
						it's in 'Open' status.
						<ul> <li>Due to the registered mail changes which were implemented in</li> </ul>
						Feb, the system set their initial notification receipt date (as it was
						blank previously), and reset the reminder date, and due dates
						This caused the Reminder action to run 24.03.2016
						This appears to be a very isolated incident due to this corrupt
						"Open" review.
						It is suggested that the review be "Cancelled" as the outcome
						letters have already been sent out.

veekends' response



#### Risk Management Plan

#### PN2015.5075 Employment Income Matching

Next Review Date:	February 2017

Note: Reviews should be undertaken monthly or when significant change occurs. Please refer to the Enterprise Risk Management Policy.

#### **Endorsement**

In endorsing this Risk Management Plan (RMP), the lead executive acknowledges that:

- They agree with the findings of the RMP,
- They accept accountability for the identified risks, and
- Responsibility for risk treatments has been allocated to the appropriate Treatment Owner for management.

Note: Risk Ownership should be considered in accordance with the department's Risk Appetite as defined in the Tolerance and Escalation Table.

Version	Endorsed by	Position	Date
2.0	Gary Clarke s47F(1)	Senior Responsible Official National Manager Compliance Risk Branch	13/1/17

#### **Approvals**

Managers have a responsibility to ensure the RMP is escalated to the relevant Risk Owner(s) as defined in the Tolerance and Escalation Table. The table can be found towards the end of this plan.

In approving this RMP, the Risk Owner acknowledges responsibility for:

- · Deciding on the risk treatment strategy (i.e. accept, avoid, treat or transfer),
- Managing and treating all aspects of the risks assigned to them,
- · Providing their rationale for a decision to accept a threat or not accept an opportunity, and
- Granting resources / budget for treatment actions.

Risk No.	Risk Owner	Group/Division/Branch	Risk Ownership Agreed	Date
R05	Gary Clarke	Senior Responsible Official National Manager Compliance Risk Customer Compliance	Yes	13/01/2017
R11	s47F(1)	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Yes	09/01/2017
R13	Gary Clarke	Senior Responsible Official National Manager Compliance Risk Customer Compliance	Yes	13/01/2017
R14	s47F(1)	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Yes	09/01/2017
R15	s47F(1)	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Yes	09/01/2017
R16	Gary Clarke	Senior Responsible Official National Manager Compliance Risk Customer Compliance	Yes	13/01/2017
R17	Gary Clarke	Senior Responsible Official National Manager Compliance Risk Customer Compliance	Yes	13/01/2017
R18	s47F(1)	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Yes	09/01/2017

•		FO	L/LEX 75591 - F	Page 34 of 214
R19	s47F(1)	Project Manager	Yes	09/01/2017
		Capability Delivery		
		Management		:
		Compliance Risk		
		Customer Compliance		
R20	Gary Clarke	Senior Responsible Official	Yes	13/01/2017
		National Manager		
		Compliance Risk		
		Customer Compliance		
R21	Gary Clarke	Senior Responsible Official	Yes	13/01/2017
		National Manager		
		Compliance Risk		
		Customer Compliance		

#### **Document Control History**

Version	Document Author Name and Position	Date	Document Location
0.1	s47F(1)	18/06/2015	Initial draft
0.2	3471 (1)	23/06/2015	Edits following feedback from Project Officers Elisha Hodgson and Christopher Nicola
0.3			Edits following feedback from Assistant Director
0.4	T	07/07/2015	Further edits following internal review
0.5	T	31/07/2015	Updated to reflect outcomes from risk workshop
0.6	Ţ	31/07/2015	Updates to draft
1.0	1	06/08/2015	NM Endorsed version
1.1	s47F(1) Project Officer	05/01/2017	Amendments following internal Risk Workshop
1.2	s47F(1) Project Officer	06/01/2017	Amendments following internal review
2.0	s47F(1) Project Manager	09/01/2017	Prepared for SRO sign off.
Document S47E(d	t Location s47E(d		

#### Risk Management Context

The 2015-16 Budget measure Strengthening the Integrity of Welfare Payments facilitates significant investment to increase the Department of Human Services' (the department) capability to deter, detect, investigate and prosecute cases of suspected fraud and non-compliance. It builds on current activity, introduces more streamlined and efficient processes and will focus on more targeted interventions with significantly increased fraud investigation and compliance review activity. The measure is expected to return approximately \$1.7 billion savings to Government. The measure consists of eight different elements to be delivered over four years:

- AUSTRAC automated real time data matching with AUSTRAC to target unexplained wealth and tackle systemic serious non compliance
- Regional Taskforce A taskforce designed to target high risk geographic clusters
- Customer Reporting and Declarations Introducing a more active online approach to compliance which will require customers to electronically confirm correctness of information we hold or have obtained
- Strengthening Obligations for Students requires students to confirm study load at critical times identified as high risk
- Administrative Sanctions Introduce sanctions regime with administrative penalties for matters that don't meet the threshold for prosecution or where evidence to prove intent may be lacking
- Streamlining Prosecution Referrals Explore options to enable information gathered by the department for administrative purposes to be used for the purposes of prosecution
- Real Time Risk Profiling Undertake ICT development to provide capability to identify and intervene in
  potential fraudulent claims before they go to payment
- Employment Income Matching-Individuals who have failed to declare, or under declared their income between 2010 and 2013 will be reviewed.

Employment Income Matching targets identified discrepancies from the Pay as You Go (PAYG) file obtained from the Australian Taxation Office (ATO). Incorrect Centrelink payments identified through this matching for 2010-11, 2011-12 and 2012-13 financial years will be targeted. This will be undertaken as a project and will provide for investment in resourcing and ICT infrastructure.

Commencing 1 July 2015, the project will undertake 866,858 compliance interventions with administered savings of approximately \$1.5 billion over the four years of the measure. The compliance interventions will be delivered in two stages:

- In 2015-16 interventions will be undertaken via a new streamlined manual business process
- In 2016-18 interventions will be undertaken via an online compliance solution

The project supports the Government's key priorities and will:

- reduce burden of regulation on third parties to provide verification documentation
- ensure customers take responsibility for their obligations to report income correctly
- increase efficiency through automation, reducing manual effort, allowing staff to focus on more complex work and the compliance interventions for customers who require greater support or assistance
- strengthen the integrity of government outlays for welfare payments by reducing the level of untreated risk
- provide customers with alternative and online contact channels to encourage active participation in the compliance process.

This risk assessment has been conducted taking into account all relevant risks specific to this project and the Online Compliance system.

This risk assessment has been reviewed by the Capability Delivery Management team as well as consultation with relevant stakeholders.

The Risk Management Plan has been developed and reviewed as per the Enterprise Risk Management Policy. Review of the plan will continue on a monthly basis.

Risk	Risk Statements	Risk Owner	Current Risk Level	Residual Risk Level	Proposed Treatment	Treatment Owner	Due Date
R05	There is an opportunity to build scalable solutions for Customer Compliance within the digital environment.	Gary Clarke Senior Responsible Official National Manager Compliance Risk	Medium				
R11	There is risk that interventions may not be processed in a timely manner caused by system stability resulting in a delay in debt outcomes.	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Low				
R13	There is a risk that available or appropriately skilled resources may not be available at the appropriate time causing a delay to the project resulting in a failure to deliver the solution within the required timeframe.	Gary Clarke Senior Responsible Official National Manager Compliance Risk	Medium	- 11 - 2			
R14	There is a risk that the actual selections do not meet initial forecasts in the proposal (NPP) caused by differences in data and business rules resulting in not meeting forecasted savings.	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Low				

**Executive Summary** 

Employment Income Matching	Risk Management Plan	Department of Human Services

Low	Medium	Medium	Low	Low	Medium
Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Gary Clarke Senior Responsible Official National Manager Compliance Risk	Gary Clarke Senior Responsible Official National Manager Compliance Risk	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Project Manager Capability Delivery Management Compliance Risk Customer Compliance	Gary Clarke Senior Responsible Official National Manager Compliance Risk
There is a risk that ICT does not deliver the required capability caused by a clarification of business requirements resulting in a failure to deliver the solution within the required timeframe.	There is a risk that government priorities may change caused by external influences resulting in priorities no longer aligning with project outcomes.	There is a risk that delivery of project governance and processes may be insufficient caused by ineffective monitoring and controlling of the project resulting in a lack of confidence in meeting business outcomes and government objectives.	There is a risk that stakeholder engagement and communication does not support the achievement of project outcomes caused by failure to identify all impacted stakeholders resulting in a lack of involvement and awareness of project outcomes.	There is a risk that business outcomes may not be met caused by unclear or delayed business requirements resulting in a failure to deliver an optimal solution.	There is a risk that the system stability may impact desired business outcomes caused by system outages/availability resulting in a failure to meet forecasted completions.
R15	R16	R17	R18	R19	R20

|--|

## **Risk Assessment Matrix**

		Programming water to the last	leve			
	Very High	Very High	High	High	Extreme	ces
Threat	Very High	High	High	Medium	Major	Negative Consequences
Thr	High	Medium	Medium	Low	Moderate	gative Co
	Medium	Low	Low	Low	Minor	Neg
Likelihood	Almost Certain Event is expected to occur. 91% – 100%	<b>Likely</b> Event is likely to occur occasionally. 41% – 90%	Possible Event could occur at some time, but only rarely. 11% – 40%	Unlikely Event may only occur in exceptional circumstances. 1% – 10%		
	Medium	Low	Low	Low	Minor	ces
tunity	High	Medium	Medium	Low	Moderate	nsednen
Opportunity	Very High	High	High	Medium	Major	Positive Consequences
	Very High	Very High	High	High	Outstanding	Pos
		ləvə	Risk l			

# **Tolerance and Escalation Table**

		THRI RISK L	EAT LEVEL	in in the second
Rating	Very High	High	Medium	Low
Tolerance	Unacceptable	Unacceptable	Tolerable	Acceptable
Escalation channel and Risk Owner	The <u>Secretary</u> to be briefed by the Deputy Secretary. Immediate action required.	To be addressed by the <b>Deputy Secretary</b> as a matter of planning priority.	To be addressed by the <u>General Manager</u> or <u>SRO</u> (for projects).	To be addressed by the National Manager, Service Leader or Project Manager (in the case of projects) in the ordinary course of management.
Tolerance	Desirable	Desirable	Modest	Negligible
Rating	Very high	High	Medium	Low
K	Y RIS	UNIT	TAO <sup>c</sup> 31	HdO

CONSEQUENCE CATEGORIES	Descriptors: threat in red, opportunity in blue			
	Minor Consequences	Moderate Consequences	Major Consequences	Extreme/Outstanding Consequences
Reputational	Some adverse localised press coverage and/or criticism from minor community segment.	Some adverse state-wide press coverage and/or criticism from significant community segment.	<ul> <li>Significant adverse national media attention and/or public outrage/ condemnation.</li> </ul>	<ul> <li>National public outrage/ condemnation and high level criticism.</li> </ul>
	<ul> <li>Minor loss of the public's confidence in the department.</li> </ul>	Questions from Parliamentary     Committees.	<ul> <li>State/Local political criticism and/or parliamentary enquiry.</li> </ul>	<ul> <li>Significant breach of legislation and/or judicial enquiry.</li> </ul>
	Oppore to generate positive sudia stion/ rows story locally	Adverse Australian National Audit     Office (ANAO) report(s).	<ul> <li>Significant breach of regulations.</li> <li>Highly critical ANAO audit report(s).</li> </ul>	Sustained national negative press coverage.
	arm dorns ost.	<ul> <li>Moderate loss of the public's confidence in the department and embarrassment to the Minister.</li> </ul>	<ul> <li>Significant loss of the Public and the Minister's confidence in the department and embarrassment to the Minister.</li> </ul>	<ul> <li>High staff turnover (including long term staff) and loss of corporate knowledge.</li> </ul>
		Opportunity to generate positive media attention/ news story nationally with minimal or no cost.	<ul> <li>Opportunity to generate positive media attention/ news story nationally over time with minimal or no cost.</li> </ul>	Major loss of the Public and the Minister's confidence in the department and increasing embarrassment to the Minister.
, 4 ,	3			Opportunity to regularly
				generate positive media attention/news story nationally with minimal or no cost.
Financial	Departmental funds: \$1m to \$5m impact	Departmental funds: Between \$5m to \$30m impact.	Departmental funds: Greater than \$30m to \$50m impact.	Departmental funds: Greater than \$50m impact.
	Serve dry menta unds between \$1m     10 \$5p	Save departmental funds between \$5m to \$30m.	<ul> <li>Save departmental funds greater than \$30m to \$50m.</li> </ul>	<ul> <li>Save departmental funds greater than \$50m.</li> </ul>
	Administered funds: Less than \$50,000 impact.	Administered funds: \$50,000 to \$250,000 impact.	Administered funds: \$250,000 to \$1m impact.	• Administered funds: Greater than \$1m impact.
	<ul> <li>Project budget: Less than 5% or \$100k* impact.</li> </ul>	Project budget: Greater than 5% or \$100k* impact.	<ul> <li>Project budget: Greater than 10% or \$250k* impact.</li> </ul>	<ul> <li>Project budget: Greater than 20% or \$1m* impact.</li> </ul>
Fraud	Internal:	Internal:	Internal:	Internal:
	<ul> <li>Individual instances of non-compliance or petty theft detected – no litigation.</li> </ul>	Low levels or pockets of internal non- compliance.	<ul> <li>Significant serious internal fraud which impacts a program - litigation.</li> </ul>	<ul> <li>Widespread serious internal fraud by employees involving</li> </ul>
	Pockets of non- compliance above tolerance level.	Minor internal financial fraud – no litigation.	<ul> <li>Design and implement automated processes systems and processes to</li> </ul>	<ul> <li>millions of dollars in revenue.</li> <li>Criminal proceedings against</li> </ul>
	• rical vidua raff to prevent	<ul> <li>Identify trends and loopholes to</li> </ul>	monitor fraud patterns across the	staff.
	100%	prevent future fraud or detect past activities.	organisation.	<ul> <li>Design and implement processes to prevent widespread internal fraud in a programme.</li> </ul>

CONSEQUENCE CATEGORIES	Descriptors: threat in red, opportunity in blue			
	Minor Consequences	Moderate Consequences	Major Consequences	Extreme/Outstanding Consequences
	External:	External:	External:	External:
	Isolated instances of customer fraud –	<ul> <li>Individual customer fraud - litigation.</li> </ul>	Significant individual customer fraud -	Systemic/organised customer
	strative outco	<ul> <li>Fraud cases identified as 'sensitive'.</li> </ul>	litigation.	fraud - litigation.
	Gentif is of communications with     Authority hat me need confication	Opportunity to improve fraud	<ul> <li>Repeated/multiple instances of individual customer fraud.</li> </ul>	<ul> <li>Widespread or systemic external fraud in administered</li> </ul>
	to educationd present fraud.	Identify frence and loopholes to	<ul> <li>High levels or significant spikes in the</li> </ul>	programmes.
		prevent future fraud or detect past	detected levels of external fraud in	<ul> <li>Secretary action.</li> </ul>
	o broc	activities.	administered programmes.	<ul> <li>Increased recovery powers under</li> </ul>
	ds and		<ul> <li>Secretary informed.</li> </ul>	legislation.
	The year of detroit past		<ul> <li>Identify trends and loopholes to prevent future fraud or detect past activities.</li> </ul>	<ul> <li>Improved information sharing through legislation.</li> </ul>
			Potential changes to organisational	Potential changes to
			policy.	organisational policy.
			<ul> <li>Potential development of awareness raising programmes.</li> </ul>	
Leadership	Unclear approval, authority, roles, and/or reconneitylities.	Lack of confidence expressed by	Breakdown between Governance and	Loss of confidence in Secretary
8	alid/or responsibilities.	Governance Committee(s).	Management structures.	by Minister.
	Lack of Staff confide	Poor alignment of business     Approximation for the properties of the properti	<ul> <li>High cost/profile project cancelled.</li> </ul>	<ul> <li>High cost/profile project failure.</li> </ul>
	Orgon / to cla 'y roles and     roles and	objectives/roles.  Widomarad Tack of thatf confidence in	Opportunity to apply for National	Opportunity to provide positive
		leadership.	recognition/awards.	state of the service report results.
		<ul> <li>Opportunity to receive positive</li> </ul>		LE
		feedback and endorsement from governance committee(s).		<del>-</del> 7
		<ul> <li>More closely aligned business objectives/roles.</li> </ul>		<sup>7</sup> 559
Work Health and Safety (WH&S)	Divergence from approved WH&S     Codes of Practice.	Contravention of the WH&S Regulations.	Contravention of the Work Health and Safety Act (WH&S Act).	Contravention of general duty of care under the Work Health and
	injuries and d	Minor injuries resulting in time off	Serious injury resulting in extended	Safety Act.
	heren	work of more than one week.	absences.	Serious injuries or death.
	Percer Guide res and codes of	<ul> <li>Increase in reported incidents and injuries.</li> </ul>	<ul> <li>Reinforce adherence to WHS         Procedures, guidelines and WH&amp;S Act.     </li> </ul>	Review of risk assessments, safety     investigation and legal advice or
	speak	Reinforce adherence to WH&S	Safety investigation and review of risk	external expert advice.
		Procedures, Guidelines and	<ul> <li>assessments.</li> <li>Implement corrective action plan.</li> </ul>	Corrective action plans.

CONSEQUENCE CATEGORIES	Descriptors: threat in red, opportunity in blue			
	Minor Consequences	Moderate Consequences	Major Consequences	Extreme/Outstanding Consequences
		Regulations, Incident monitoring and risk assessments.		<ul> <li>Review safety management systems.</li> </ul>
ICT and Infrastructure	Minor/isolated service interruption, manageable by local intervention.     Slow response time.     ICT resources not available.     Ingreas minor stems remain nts/sor over up ates cannot increas ally.	Minor service interruption across the organisation.     Some disruption (up to 1 day) to operations manageable by altered operational routine.     Raise the priority on investigating the use of new technology and/or new processes.	Major loss of productivity due to ICT disruption.     Serious deterioration of ICT.     Ineffective Change Management (e.g. failed components of a release).     Consolidate multiple systems under new single system.	<ul> <li>Destruction or serious damage to key physical or information assets.</li> <li>Sustained ICT outage.</li> <li>Inability to deliver core business services/programme(s).</li> <li>Inability to keep pace with future needs.</li> <li>Replace/retire legacy system with more efficient and cost effective solution.</li> </ul>
Internal and external stakeholder relationships	Internal strain/tension.     Upport to recognize the strain /tension in regiment tionshow or enlance strain in s.     Atima in S.	Relationship with major stakeholder suffers low level tension.     Opportunity to reduce tension/strain in relationships with internal/external key stakeholders or enhance existing ones.	Relationship with major stakeholder suffers low level damage.  Ministerial question raised in Parliament. Poor programme or project outcomes due to break-down of stakeholder relationship.  Damage to a commercial third party supplier relationship.  Opportunity to develop and implement better consultation strategies with key stakeholders.  Positive mention of department in political circles.	<ul> <li>Fall-out with major stakeholder.</li> <li>Parliamentary inquiry.</li> <li>Loss of support from major stakeholders.</li> <li>Major failure of programme(s) or project(s).</li> <li>Litigation with major supplier leading to sustained impact on key payments, products, and services.</li> <li>Opportunity to develop and implement better consultation and communication strategies with key stakeholders.</li> </ul>
Service delivery / continuity	Minor staff impact, minor localised interruption to premises, minor isolated service interruption.     Local management intervention required with locally available resources.     Manageable by local intervention.     No measurable operational delay or interruption.     The staff of th	<ul> <li>Impact to multiple areas of the business.</li> <li>Substantial management support required to resolve local issue.</li> <li>Temporary loss of key staff.</li> <li>Minor service interruption (e.g., power failure, floods) across the organisation.</li> <li>Late payment to a small number of customers.</li> </ul>	<ul> <li>May require senior management intervention.</li> <li>May require external assistance.</li> <li>Unavailability of staff, damage to physical assets; major loss of productivity due to ICT disruption (e.g. Single User Workspace).</li> <li>Unable to pay small number of customers.</li> <li>Disruption (up to 1 month) to operations with flow on effects to CSC.</li> </ul>	• Impact to multiple and diverse areas of the department, threatening viability of the organisation. • Executive intervention necessary, with mobilisation of resources including external assistance. • Unable to pay customers for an extended period of time (e.g., data centre failure). • Sustained ICT outage.

4.		,		FOI / LEX 75591	- Page 44 of 214
	Extreme/Outstanding Consequences	Would threaten the survival of the agency.     Opportunity to implement a new approach to service delivery on a national level.	Widespread or systemic serious non-compliance in administered programme(s).     Payment accuracy 80% or below.     Increased recovery powers under legislation.	The department has a serious breach of legislation, caused by not meeting legislative requirements resulting in criminal or civil legal liability. Serious breach of legislation resulting in termination of staff member for criminal conduct. Opportunity to detect and prevent legislative breaches through automated system rules within ESS.	<ul> <li>Legal liability for an amount which is a material proportion of the department's total administered appropriations, which is likely to lead to large increase in Comcover premium.</li> <li>A monopoly supplier agrees to take on an uncapped liability.</li> </ul>
	Major Consequences	Would threaten the effective function of the programme/project.     Widespread unavailability of staff diverted to resolve the issue.     Opportunity to rebuild in a more optimal location, streamline a process on a national level.	Major but isolated payment errors.     Payment accuracy between 81-90%.     High levels or significant spikes in the detected levels of serious noncompliance in administered programme(s).  New detection methodology/tools.	Repeated breaches of legislation within the department that must be reported in the Annual Report (e.g. WHS & Fair Work Act compliance). Opportunity to identify areas of weakness in departmental training, policy or procedures that may lead to breaches.	<ul> <li>Legal liability for a large amount, which is likely to lead to a significant increase in Comcover premium.</li> <li>Opportunity to negotiate with vendors to take on all liability in a moderatelarge contract.</li> </ul>
	Moderate Consequences	Some disruption (up to 1 day) to operations manageable by altered operational routine.     Key staff temporarily diverted to manage/resolve the issue.     Re-design/streamline local processes.	Minor and isolated payment errors and increased pockets of non-compliance in administered programme(s).     Increased complaints, appeals, policy impacts, SSAT, ANAO.     Payment accuracy between 91-95%.     Find and eliminate payment errors.	The department has a breach of legislation, caused by not meeting legislative requirements resulting in breaches being reported in the Annual Report, e.g. WHS and Fair Work Act compliance.  Opportunity to identify areas of weakness in departmental training, policy or procedures that may lead to breaches.	<ul> <li>Legal liability for a moderate amount, which may lead to a small increase in Comcover premium.</li> <li>Vendor agrees to take out additional insurances to cover liabilities.</li> </ul>
Descriptors: threat in red, opportunity in blue	Minor Consequences		<ul> <li>Debts, incorrect payments.</li> <li>Payment accuracy decreases but remains above 95%.</li> <li>Pockets of non-compliance above tolerance level in administered programme(s).</li> <li>Invespeed addressing accidents and arguing prockets in non-compliance.</li> </ul>	Non-compliance with program legislation by staff.  The department has some non-reportable legislative breaches caused by not meeting legislative requirements.  Onto to ide tify are, of weakn departmental taining, project	Legal liability for a trivial amount, which is likely to have no effect on departmental insurance cover/premium.     Opposite to accely redice the combination innounts contains.
CONSEQUENCE CATEGORIES			Program integrity	Legislation	Legal liability

CONSEQUENCE CATEGORIES	Descriptors: threat in red, opportunity in blue			
	Minor Consequences	Moderate Consequences	Major Consequences	Extreme/Outstanding Consequences
Security	Breach at Protected/Confidential level; no litigation.	Breach at Protected level.     Short enguiry with moderate findings.	<ul> <li>Minor breach of sensitive Secret data.</li> <li>Lengthy enquiry with adverse findings.</li> </ul>	<ul> <li>Significant breach of sensitive Secret data.</li> </ul>
	tooin ement issons     aduce eaches by 10%.	Opportunity to implement lessons learned to reduce breaches by 20%.	Opportunity to implement lessons learned to reduce breaches by 50%.	<ul> <li>Long drawn out inquiry with extensive highly credible adverse findings.</li> </ul>
at .				• Opportunity to implement lessons learned to reduce breaches by 70% or more.
Privacy	Low level non sensitive personal data released for an individual or small group of individuals.  Provided to the street of the	Low level non sensitive personal data released for an individual or small group of individuals.  A 10-30% reduction in privacy breaches.	<ul> <li>Release of any personal information for an individual or a significant number of customers/ staff.</li> <li>Referral of incident to Office of the Australian Information Commissioner.</li> <li>A 31-69% reduction in privacy breaches.</li> </ul>	<ul> <li>Release of sensitive personal information for an individual and/or significant number of customers/staff.</li> <li>Referral of incident to Office of the Australian Information Commissioner.</li> <li>A 70% or more reduction in privacy breaches.</li> </ul>
Contracts and procurement	Value for money not achieved for purchases valued at less than \$10,000 (below the AusTender reporting threshold).     Criticism/loss of confidence by unsuccessful tenderers or by suppliers.     Incorrect termination of low value contracts.     Incorrect termination of low value contracts.     Indig vous Sir all to Sir delice reprise o meet a process of the contracts.	<ul> <li>Value for money not achieved for purchases valued between \$10,000 and \$80,000 (below the procurement threshold).</li> <li>Breaches of internal procurement-related policies.</li> <li>Minor reduction in the number of suppliers willing to tender for departmental contracts in some industries.</li> <li>Questions from Senate Committees.</li> <li>Sub-standard business outcomes.</li> </ul>	<ul> <li>Value for money not achieved for high value, high risk purchases.</li> <li>Criticism by Senate Committees.</li> <li>Breaches of Commonwealth procurement-related policies.</li> <li>Significant reduction in suppliers willing to tender for departmental contracts across all industries.</li> <li>Incorrect termination of contracts valued over \$1 m.</li> <li>Some business outcomes delayed or not achieved.</li> </ul>	National public outrage/     condemnation, adverse media attention and high level criticism for waste of taxpayer money.     Failure to deliver programs/customer services.     Applying "lessons learned" from previous contracts results in more effective contract management processes, significantly improving contract outcomes/deliverables.
	· ,	<ul> <li>Incorrect termination of contracts valued between \$80,000 and \$1m.</li> <li>Engaging an Australian Disability Enterprise or Indigenous Small to Medium Enterprise to meet a procurement need results in savings by avoiding tendering costs.</li> </ul>	Effective analysis of risk during the procurement process results in the risks being allocated to whichever party is best placed to manage them, which may result in lower contract costs.	- Page 45 of 214

CONSEQUENCE CATEGORIES	Descriptors: threat in red, opportunity in blue			
	Minor Consequences	Moderate Consequences	Major Consequences	Extreme/Outstanding Consequences
Environmental	Release of pollution (emissions and/or discharges) from a building due to an unexpected event that causes negligible contamination to land, air and/or water.  Failure to meet one of the Australian Government environmental policy targets for energy, waste and resource management.  Low level resource waste that could otherwise be recovered.  Store oppointies to reduce or source and in the store of the Australian of the Aust	Release of pollution (emissions and/or discharges) from a building due to an unexpected event that causes low level contamination to land, air and/or water.  Failure to meet several of the Australian Government environmental policy targets for energy, waste and resource management.  Low level resource waste that could otherwise be recovered.  Department-wide opportunities to reduce or contain pollution, waste and resource use.  Environmental Management System aligned to ISO14001:2004.	<ul> <li>Release of pollution (emissions and/or discharges) from a building due to an unexpected or extreme event that causes severe contamination to land, air and/or water, and attracts local news coverage.</li> <li>Failure to meet every Australian Government. Environmental policy target for energy, waste and resource management.</li> <li>High level resource waste that otherwise would have been recovered.</li> <li>Best practice environmental management program in the Government Sector.</li> <li>The department is a leader in achieving government policy targets.</li> <li>Staff fully aware of their environmental obligations.</li> <li>Certified Environmental Management System to ISO 14001:2004.</li> </ul>	Extreme weather events effecting business operations.     Release of pollution (emissions and/or discharges) from a building due to an unexpected or extreme event that causes severe contamination to land, air and/or water, and attracts national news coverage.     Electronic waste (departmental assets) or other hazardous waste being discarded illegally (offshore or local) and attracting national news coverage.     Departmental procuring or consuming of resources that are derived from threatened habitats or species; or derived from illegal sources and that attracts media attention.     World class environmental management program.     Lease buildings that are resilient to extreme weather events, such as floods and cyclones.
Enterprise change	<ul> <li>Less than 2 week delay to implementation or benefit realisation.</li> <li>Less than 5% or \$100k* reduction to expected savings.</li> <li>Less than 10% impact on any KPI.</li> </ul>	<ul> <li>Greater than 2 week delay to implementation or benefit realisation.</li> <li>Greater than 5% or \$100k* reduction to expected savings.</li> <li>Greater than 10% impact on any KPI.</li> </ul>	<ul> <li>Greater than 4 week delay to implementation or benefit realisation.</li> <li>Greater than 10% or \$250k* reduction to expected savings.</li> <li>Greater than 20% impact on any KPI.</li> </ul>	• Greater than 8 week delay to implementation or benefit realisation. • Greater than 20% or \$1m* • Greater than 30% impact on any KPI. • Failure to meet budget initiative deadline.

## **Risk Universe Model**

