

FOI-2174-1617

Congestion Charging System Faults Reported

Created On Date	Clearance Target Date	Description of issue	Category	Status
25 Oct 16 13:37:40	24 Jan 17 10:49:22	System issue	Customer Facing	Open
27 Oct 16 07:43:30	25 Jan 17 06:44:31	System issue	Back Office	Open
27 Oct 16 15:02:27	25 Jan 17 14:09:12	PCN processing error	Back Office	Open
1 Nov 16 11:16:41	30 Jan 17 12:33:17	PCN system error	Back Office	Open
2 Nov 16 11:07:03	31 Jan 17 11:09:16	User access issue	Back Office	Open
2 Nov 16 15:31:06	31 Jan 17 15:32:19	PCN system error	Back Office	Open
2 Nov 16 11:17:27	31 Jan 17 17:00:47	System issue	Back Office	Open
31 Jan 17 12:15:11	31 Jan 17 22:16:06	System issue	Back Office	Open
4 Nov 16 07:06:38	2 Feb 17 07:08:55	PCN processing error	Back Office	Open
4 Nov 16 07:10:11	2 Feb 17 07:12:14	System issue	Back Office	Open
7 Nov 16 12:29:59	5 Feb 17 12:31:46	PCN system error	Back Office	Open
7 Nov 16 12:53:08	5 Feb 17 13:50:14	Telephone / IVR	Back Office	Open
8 Nov 16 07:41:23	6 Feb 17 07:42:10	System issue	Back Office	Open
7 Nov 16 13:57:32	7 Feb 17 12:23:49	Batch processing	Back Office	Open
7 Feb 17 10:33:00	7 Feb 17 18:33:57	System issue	Back Office	Open
11 Feb 17 09:28:53	12 Feb 17 09:33:32	Telephone / IVR	Customer Facing	Open
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16 Nov 16 12:43:40	14 Feb 17 14:17:54	System issue	Back Office	Open
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9 Feb 17 11:56:40	10 May 17 12:57:56	System issue	Customer Facing	Open
9 Feb 17 12:15:51	10 May 17 13:16:48	PCN system error	Back Office	Open
9 Feb 17 12:17:32	10 May 17 13:18:45	System issue	Back Office	Open
9 Feb 17 13:03:45	10 May 17 14:04:32	Batch processing	Back Office	Open
9 Feb 17 13:29:57	10 May 17 14:33:55	Batch processing	Back Office	Open
9 Feb 17 13:43:08	10 May 17 14:44:19	Web / Online issue	Customer Facing	Open
9 Feb 17 14:50:01	10 May 17 15:51:03	Account processing error	Customer Facing	Open
8 Feb 17 15:42:27	10 May 17 15:55:10	Batch processing	Back Office	Open
9 Feb 17 19:40:37	10 May 17 20:41:05	Batch processing	Back Office	Open
10 Feb 17 07:22:38	11 May 17 08:23:28	PCN system error	Back Office	Open
10 Feb 17 07:24:18	11 May 17 08:25:53	PCN system error	Back Office	Open
10 Feb 17 09:20:32	11 May 17 10:22:29	System issue	Back Office	Open
10 Feb 17 09:51:52	11 May 17 10:52:55	PCN system error	Customer Facing	Open
10 Feb 17 10:14:50	11 May 17 11:16:09	PCN system error	Back Office	Open
10 Feb 17 10:39:48	11 May 17 11:40:32	Batch processing	Back Office	Open
10 Feb 17 10:48:46	11 May 17 11:49:47	PCN system error	Back Office	Open
10 Feb 17 11:15:43	11 May 17 12:15:43	Web / Online issue	Customer Facing	Open
10 Feb 17 12:37:55	11 May 17 13:45:13	System issue	Back Office	Open
10 Feb 17 12:51:54	11 May 17 13:53:05	Telephone / IVR	Back Office	Open
10 Feb 17 13:37:47	11 May 17 14:38:54	PCN system error	Back Office	Open
10 Feb 17 13:40:44	11 May 17 14:41:33	Batch processing	Back Office	Open
10 Feb 17 13:47:33	11 May 17 14:48:54	Batch processing error	Back Office	Open
10 Feb 17 14:40:45	11 May 17 15:41:52	Import / upload error	Back Office	Open
10 Feb 17 14:45:47	11 May 17 15:47:20	Web / Online issue	Customer Facing	Open
10 Feb 17 15:01:57	11 May 17 16:03:52	PCN processing error	Back Office	Open
10 Feb 17 15:12:57	11 May 17 16:15:40	Account processing error	Back Office	Open
10 Feb 17 16:10:12	11 May 17 17:11:34	PCN system error	Customer Facing	Open
10 Feb 17 16:12:03	11 May 17 17:13:17	Account processing error	Customer Facing	Open
10 Feb 17 16:29:39	11 May 17 17:30:48	PCN system error	Back Office	Open

10 Feb 17 16:33:24	11 May 17 17:35:26	Batch processing	Back Office	Open
10 Feb 17 16:40:38	11 May 17 17:41:42	PCN processing error	Back Office	Open
10 Feb 17 17:17:21	11 May 17 18:18:47	PCN system error	Back Office	Open
5 Jan 17 10:50:13		PCN system error	Back Office	Open
21 Oct 16 07:57:50		System issue	Back Office	Open
29 Sep 16 14:51:15		System issue	Back Office	Open
12 Oct 16 07:15:49		PCN system error	Back Office	Open
19 Oct 16 18:46:57		Import / upload error	Back Office	Open
14 Oct 16 15:03:40		Import / upload error	Back Office	Open
30 Sep 16 14:47:52		System issue	Back Office	Open
21 Oct 16 12:44:57		System issue	Back Office	Open
26 Oct 16 12:43:07		System issue	Back Office	Open
26 Oct 16 12:50:52		System issue	Back Office	Open
26 Oct 16 12:48:51		PCN system error	Customer Facing	Open
1 Nov 16 08:28:51		User access issue	Back Office	Open
20 Oct 16 12:20:53		System issue	Back Office	Open
14 Oct 16 12:51:45		PCN system error	Back Office	Open
2 Nov 16 16:03:30		User access issue	Back Office	Open
14 Oct 16 10:58:09		System issue	Back Office	Open