

AMW Social Care Phone Issue Report

Background

- The phone model provided to social care agile workers was the Microsoft Nokia Lumia 950. Like all technology, this device requires regular updates to maintain performance and access the latest functions available. If the mobile phone device becomes out of date at any point, the end user may experience overheating and battery drain.
- There had been reports initially in June 2017 that there may be a wider issue across different teams within social care, with staff primarily reporting the above issues around overheating and battery drain. Initially there was no negative feedback and the assumption was that the solution provided had filtered through.
- Subsequently in October 2017, there were further reports of the same issue effecting a larger number of staff.
- Anecdotal feedback prior to both periods of support provided, indicated low levels of end user satisfaction and that the mobile phone device was not fit for purpose due to poor performance.
- The AMW Project Team were asked to investigate initially in June 2017.

Identifying the Issue

- The recommendation from Microsoft makes it clear a Windows 10 device requires regular updates to maintain and improve performance. The adverse effect will be overheating and battery drain at a minimum, with degrading performance thereafter possibly resulting in software and hardware failure long term.
- During the previous 18-month period where this phone model was in use, the AMW Project Team had researched possible issues and found the solution to the most common complaint (overheating and/or battery drain).
- To improve and maintain performance the AMW Project Team began updating any phones where end users reported these issues with successful results. Feedback after a period of time was consistent – the solution worked.

First Steps

- In June, 3 x 1-day drop in sessions were set up across two social care sites to address these issues. Attendance to these sessions were low, with some staff advising they would feedback information provided, to their colleagues. The AMW Project Team guided staff, so they could update their mobile phone devices to the latest version and OS.
- To provide future guidance on this issue the AMW Project Team wrote a Windows 10 End User Phone Management Guide. This included step by step instructions and further guidance around the issue and solution and other relative information an end user may need to know. This was cascaded across all social care agile workers in September 2017. The Windows 10 End User Phone Management Guide can be downloaded by authorised staff from the AMW Resource website, [Windows 10 Mobile Phone End User Management Guide](#).

Next Steps

- In October 2017, the AMW Project Team arranged additional sessions – this time with scheduled appointments for most social care agile workers based across two locations. In total 45+ hours of additional support was provided across 11 days from 12/10/2017 – 06/12/2017.
- Teams from Hafan Gobaith (where two June drop in sessions were held), followed the Windows 10 End User Phone Management Guide and therefore did not attend these additional sessions.
- Data from all sessions held between 12/10/2017 – 06/12/2017 was recorded and collated with feedback responses from staff a set period of time later. (*Data Table 1.0*)

Data Table 1.0

Team	Attendance	Version: 1709 OS: 12	Version: 1703 OS: 674	Version: 1703 OS: 608	Version: 1703 OS: 540	Version: 1703 OS: 297	Version: 1607	Version: 1511	Updates Completed	No reported issues	Battery Drain	Over heating	Over heating and Battery Drain	Other Issues	Request Feedback (up to 31/12/2017)	Feedback Response +	Feedback Response -	Other Issues Remaining
CIN 2	4	0	0	0	0	1	1	2	3	4	0	0	0	0	3	1	0	0
CIN 3	4	0	0	2	0	0	1	1	4	4	0	0	0	0	4	2	0	0
CIN 4	7	0	0	6	0	0	0	1	7	7	0	0	0	0	7	3	0	1
CIN 5	3	0	2	0	0	0	1	0	3	3	0	0	0	0	3	2	0	0
CIN 6	8	0	2	1	0	2	1	2	8	6	1	0	0	1	7	5	0	1
CHAD 7	4	0	1	1	0	0	0	2	2	3	0	0	0	1	1	1	0	1
CHAD 8	6	0	3	1	0	1	0	1	5	4	0	0	0	2	4	3	0	0
I&A A	4	0	1	1	0	0	0	2	4	3	0	1	0	0	4	3	0	0
I&A B	13	0	1	5	0	3	0	4	12	9	0	1	0	3	11	9	0	1
I&A C	10	0	2	0	1	4	0	3	10	8	0	2	0	0	10	9	0	0
Review Team	15	0	2	1	4	2	2	4	13	12	0	0	1	2	9	9	0	0
Review Duty Team	6	0	0	0	1	0	0	5	6	6	0	0	0	0	4	2	0	0
CCCM	14	0	2	3	0	0	3	6	12	12	0	0	0	2	8	8	0	2
CCSWT	2	0	1	0	0	0	1	0	2	2	0	0	0	0	2	2	0	0
Adult Assessment	14	1	2	2	0	2	2	5	14	12	0	0	0	2	11	9	1	1
CADT	6	1	1	0	0	0	1	3	5	2	0	1	2	1	4	3	0	1
FPOC	2	0	1	0	0	0	1	0	2	2	0	0	0	0	2	2	0	1
POVA	2	0	0	0	1	0	0	1	2	1	1	0	0	0	1	1	0	0
YOS	15	6	1	0	0	0	1	7	9	13	0	0	0	2	9	5	0	0
Total	139	8	22	23	7	15	15	49	123	113	2	5	3	16	107	80	1	9

Current Update Version

- Due to the date range, the sessions were held across a period of time where a new update was released.
- The consequence is some staff are recorded as having two different current versions and OS.
- These are 1709/12 and 1703/674 (November and October updates).
- All staff were shown how to ensure updates download and install automatically in future.
- Microsoft update history can be found on their website, <https://support.microsoft.com/en-gb/help/4018124/windows-10-update-history>

Attendance during 12/10/2017 – 06/12/2017 support sessions

- Out of Approx. 350 staff (based on most up to date phone asset list) who could attend these sessions, 139 staff attended.
- There were 61 staff from Adult services and 79 staff from Childrens services.
- Staff from 19 teams across adult and children services within social care attended the sessions.
- There were staff from 8 Adult services and 11 Childrens services teams who attended the sessions.
- Based on the most up to date asset list, a higher proportion of staff who attended were from adult services.

Reported Issues

- Of the 139 staff who attended these sessions, 113 reported no initial issue.
- 5 staff reported only overheating
- 2 staff reported only battery drain
- 3 staff reported overheating and/or battery drain
- 16 staff reported other unrelated issues, mostly with potential network issues – these have been reported to EE for new settings to be pushed through to resolve network issues. There were a couple of devices which require an insurance claim due to damage – these have been passed to the social care AMW Team.

Initial Version and OS

- 30 out of 139 staff were completely up to date with their version and OS (Oct/Nov 17 updates)
- 60 staff were not on the latest or the original version and OS – so were somewhere in-between
- 49 staff were on the original version and OS (factory settings) and have never received an update

Initial Evaluation of Issues

- Only 10 staff out 139 reported overheating and/or battery drain
- Out of the 10 staff who had initially reported an issue – none of their devices were fully up to date
- 5 staff who initially reported issues were on the original version and OS
- 5 staff who initially reported issues were on an out of date version and OS
- The initial perception seems incorrect that this is a wider issue, based on those initially reporting this issue who had attended a session with the AMW Project Team.
- As all 10 staff who had reported an initial issue were not on the latest version and OS, the poor performance they have experienced can be directly attributed to outstanding updates required
- None of the 30 staff on the latest version and OS reported initial issues

Updates completed

- Out of 139 staff who attended the sessions 123 staff could be verified as completing the update process
- The remaining 16 staff are due to report back and/or meet with the AMW Project Team again to confirm they have completed the update process
- These staff couldn't complete the update process initially due to visits and other commitments

Feedback Requested

- Out of 123 staff who have completed the update process – feedback has been requested from 107 staff who have attended the sessions – specifically regarding overheating and/or battery drain
- Feedback is requested at least 1 week subsequent to completing the update process – allowing a period of time to measure performance of their mobile phone device

Feedback Responses

- Out of 107 staff where feedback had been requested – 81 staff replied
- Out of 81 responses to the feedback request – 80 were positive
- These staff experienced no overheating and/or battery drain at all subsequent to updating their mobile phone devices to the latest version and OS
- One staff member reported some slight overheating subsequently – however, they reported this was primarily when charging their device (this mobile phone model will get slightly warm whilst charging due to rapid charge). Have advised this person to monitor and report if overheating occurs when not charging their device.
- 9 staff out of the 81 who responded to the feedback request reported other network issues
- 4 staff had reported similar network issues initially
- 5 staff were reporting these issues for the first time
- AMW Project Team to contact EE again to resolve outstanding network issues (unrelated to phone model)

Conclusion

- 139 staff from 19 teams across adult and children services attended session between 12/10/2017 – 06/12/2017
- 7.2% of staff who attended these sessions reported an initial issue directly related to overheating and/or battery drain
- 11.5% of staff (incl. those reporting overheating and/or battery drain) reported other network issues and/or required an insurance claim on their device due to damage
- 100% of staff reporting initial issues (overheating and/or battery drain) were not on the current version and OS
- Out of the staff who had reported initial issues all of them reported back a period of time later that there was a marked improvement in the performance of their mobile phone device and/or did not experience any further issues
- Only one staff member was advised to monitor further performance – however is expected to report no further issues
- Some remaining and new network issues will be resolved with EE

Team Name: Adult Assessment

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
25/10/2017	****	*****	Adult Assessment	1703	608	1703	674	No reported issues	Emailed for feedback	
25/10/2017	****	*****	Adult Assessment	1703	674	1703	674	No reported issues	Emailed for feedback	
25/10/2017	****	*****	Adult Assessment	1511		1703	674	No reported issues	Emailed for feedback	
25/10/2017	****	*****	Adult Assessment	1511		1703	674	No reported issues	Emailed for feedback	
25/10/2017	****	*****	Adult Assessment	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 21/11
25/10/2017	****	*****	Adult Assessment	1703	297	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
25/10/2017	****	*****	Adult Assessment	1703	297	1703	674	Call dropped message - calls cutting off	Emailed for feedback	User reports no issues as of 09/11
25/10/2017	****	*****	Adult Assessment	1703	608	1703	674	Screen lock when answering calls Battery Drain/ Overheating	Emailed for feedback	Reporting getting hot when charging - requested further feedback
01/11/2017	****	*****	Adult Assessment	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
01/11/2017	****	*****	Adult Assessment	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
01/11/2017	****	*****	Adult Assessment	1703	674	1703	674	No reported issues EE settings required - MDN not visible	Emailed for feedback	User reports no issues as of 09/11
01/11/2017	****	*****	Adult Assessment	1607		1703	674	No reported issues	Emailed for feedback	
08/11/2017	****	*****	Adult Assessment	1607		1709	1	No reported issues	Emailed for feedback	User reports no issues as of 09/11
08/11/2017	****	*****	Adult Assessment	1709	1	1709	1	No reported issues Insurance claim required	Emailed for feedback	User reports no issues as of 09/11

Team Name: CADT

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
23/10/2017	****	*****	CADT	1511				Overheating Battery Drain		
25/10/2017	****	*****	CADT	1511		1703	674	Overheating Unknown Number - EE settings required	Emailed for feedback	User reports no issues as of 21/11 Only slight overheating whilst on long phone calls
26/10/2017	****	*****	CADT	1607		1703	674	Overheating/ Battery drain	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	CADT	1703	674	1703	674	Screen goes dark etc.	Emailed for feedback	User reports no issues as of 09/11 Slight battery drain - asked for further feedback and re 1709 update
09/11/2017	****	*****	CADT	1709	1	1709	1	No reported issues	Emailed for feedback	
09/11/2017	****	*****	CADT	1511		1709	1	No reported issues	Emailed for feedback	User reports no issues as of 21/11

Team Name: CCCM

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
23/10/2017	****	*****	CCCM	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 06/11
23/10/2017	****	*****	CCCM	1703	674	1703	674	No reported issues Answering calls glitch - only 1-2 times a month. Update - issue answering calls and hanging up.	Emailed for feedback	User reports no issues as of 01/11
23/10/2017	****	*****	CCCM	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 03/11
25/10/2017	****	*****	CCCM	1511		1709	1	No reported issues	Emailed for feedback	
25/10/2017	****	*****	CCCM	1607		1703	674	No issues reported	N/A - left authority	User reports no issues as of 21/11
26/10/2017	****	*****	CCCM	1703	674	1703	674	No issues reported	Emailed for feedback	User reports slight battery drain and overheating. Further feedback requested.
26/10/2017	****	*****	CCCM	1607		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	CCCM	1703	608	1703	674	Not ringing when making calls	Emailed for feedback	User reports no issues re overheating/ battery drain Still occasions of other issues as noted. Advised to feedback over the next couple of weeks
26/10/2017	****	*****	CCCM	1607				Not receiving text messages		
26/10/2017	****	*****	CCCM	1511		1709	1	No reported issues		
01/11/2017	****	*****	CCCM	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
01/11/2017	****	*****	CCCM	1511		1703	674	No reported issues	Emailed for feedback	
02/11/2017	****	*****	CCCM	1511		1709	1	No reported issues	Emailed for feedback	User reports no issues as of 21/11
09/11/2017	****	*****	CCCM	1511				No reported issues		

Team Name: CCSWT

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
26/10/2017	****	*****	CCSWT	1703	674	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	CCSWT	1607		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 21/11

Team Name: FPOC

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
23/10/2017	****	*****	FPOC	1607	N/A	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
01/11/2017	****	*****	FPOC	1703	674	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11

Team Name: POVA

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
23/10/2017	****	*****	POVA	1703	540	1703	674	Battery Drain	N/A	
09/11/2017	****	*****	POVA	1511		1709	1	No reported issues	Emailed for feedback	Not used since update

Team Name: Review Team

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
23/10/2017	****	*****	Review Team	1511		1703	297	No reported issues		
23/10/2017	****	*****	Review Team	1703	540	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 01/11
23/10/2017	****	*****	Review Team	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 21/11
26/10/2017	****	*****	Review Team	1607		1709	1	No issues reported	Emailed for feedback	User reports no issues as of 21/11
26/10/2017	****	*****	Review Team	1703	540	1709	1	No issues reported	Emailed for feedback	
26/10/2017	****	*****	Review Team	1703	540	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	Review Team	1511		1703	674	No issues reported Messages delayed coming through.	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	Review Team	1703	297	1703	674	No issues reported	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	Review Team	1703	674	1703	674	No reported issues Insurance claim required	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	Review Team	1703	540	1703	674	Overheating/ Battery drain	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	Review Team	1511				No reported issues		
26/10/2017	****	*****	Review Team	1511		1703	674	No reported issues	Emailed for feedback	
01/11/2017	****	*****	Review Team	1703	674	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
01/11/2017	****	*****	Review Team	1607		1709	1	Slight overheating and battery drain Occasional swipe freeze		
02/11/2017	****	*****	Review Team	1703	297	1703	674	Reporting overheating whilst charging Dropped calls	Emailed for feedback	

Team Name: Review Duty Team

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
23/10/2017	****	*****	Review Duty Team	1511		1703	674	Not used phone since training	Emailed for feedback	Not used since update
23/10/2017	****	*****	Review Duty Team	1511		1703	674	No reported issues		
23/10/2017	****	*****	Review Duty Team	1511		1703	674	Not using on regular basis	Emailed for feedback	
23/10/2017	****	*****	Review Duty Team	1511		1703	674	Not used phone since training	Emailed for feedback	
26/10/2017	****	*****	Review Duty Team	1703	540	1703	674	No issues reported	Emailed for feedback	User reports no issues as of 15/11
26/10/2017	****	*****	Review Duty Team	1511		1709	1	No issues reported	Emailed for feedback	
02/11/2017	****	*****	Review Duty Team	1511		1709	1	No reported issues	Emailed for feedback	

Team Name: CIN 2

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
16/10/2017	****	*****	CIN 2	1511		1703	674	No reported issues	Emailed for feedback	
16/10/2017	****	*****	CIN 2	1511				No reported issues		
17/10/2017	****	*****	CIN 2	1703	297	1703	674	No reported issues	Emailed for feedback	
08/11/2017	****	*****	CIN 2	1607		1709	1	No reported issues	Emailed for feedback	User reports no issues as of 21/11

Team Name: CIN 3

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
16/10/2017	****	*****	CIN 3	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 19/10
16/10/2017	****	*****	CIN 3	1703	608	1703	674	No reported issues	Emailed for feedback	
16/10/2017	****	*****	CIN 3	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 20/10
16/10/2017	****	*****	CIN 3	1607		1703	674	No reported issues	Emailed for feedback	

Team Name: CIN 4

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
12/10/2017	****	*****	CIN 4	1511	N/A	1703	674	No reported issues	Emailed for feedback	
16/10/2017	****	*****	CIN 4	1703	608	1703	674	No reported issues	Emailed for feedback	
16/10/2017	****	*****	CIN 4	1703	608	1703	674	No reported issues	Emailed for feedback	No issues re overheating Reports slight battery drain 19/10 Slight glitch re lock function
16/10/2017	****	*****	CIN 4	1703	608	1703	674	No reported issues	Emailed for feedback	
16/10/2017	****	*****	CIN 4	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 20/10
16/10/2017	****	*****	CIN 4	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 19/10
16/10/2017	****	*****	CIN 4	1703	608	1703	674	No reported issues	Emailed for feedback	

Team Name: CIN 5

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
17/10/2017	****	*****	CIN 5	1607		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 26/10
17/10/2017	****	*****	CIN 5	1703	674	1703	674	No reported issues	Emailed for feedback	
17/10/2017	****	*****	CIN 5	1703	674	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 26/10

Team Name: CIN 6

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
17/10/2017	****	*****	CIN 6	1703	297	1703	674	Insurance claim required EE settings required - unknown number	Emailed for feedback	User reports no issues as of 01/11
17/10/2017	****	*****	CIN 6	1703	674	1703	674	No reported issues	Emailed for feedback	Reported numbers missing 26/10 - emailed for further feedback
17/10/2017	****	*****	CIN 6	1511		1703	674	No reported issues	Emailed for feedback	
17/10/2017	****	*****	CIN 6	1703	608	1703	674	No reported issues EE settings required - unknown number	Emailed for feedback	User reports no issues as of 26/10
19/10/2017	****	*****	CIN 6	1703	297	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 01/11
19/10/2017	****	*****	CIN 6	1607		1709	12	No reported issues Cracked screen		
19/10/2017	****	*****	CIN 6	1511		1709	1	Battery Dain	Emailed for feedback	User reports no issues as of 21/11
25/10/2017	****	*****	CIN 6	1703	674	1703	674	No reported issues	Emailed for feedback	

Team Name: CIN 7

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
26/10/2017	****	*****	CHAD 7	1703	674	1703	674	Lock slide - daily	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	CHAD 7	1511		1709	1	No reported issues	Emailed for feedback	
26/10/2017	****	*****	CHAD 7	1703	608			No reported issues		
26/10/2017	****	*****	CHAD 7	1511				No reported issues		

Team Name: CIN 8

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
16/10/2017	****	*****	CHAD 8	1703	674	1703	674	Call Dropped when calling out Not getting missed calls etc.	Emailed for feedback	User reports no issues as of 19/10
26/10/2017	****	*****	CHAD 8	1703	297	1703	674	No reported issues	Emailed for feedback	
26/10/2017	****	*****	CHAD 8	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	CHAD 8	1511				Unknown Number - EE settings required		
26/10/2017	****	*****	CHAD 8	1703	674	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11
26/10/2017	****	*****	CHAD 8	1703	674	1703	674	No reported issues	Emailed for feedback	

Team Name: I&A A

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
12/10/2017	****	*****	I&A A	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A A	1511		1703	674	Overheating	Emailed for feedback	User reports no issues as of 09/11
18/10/2017	****	*****	I&A A	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 25/10
18/10/2017	****	*****	I&A A	1703	674	1703	674	No reported issues	Emailed for feedback	

Team Name: I&A B

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
12/10/2017	****	*****	I&A B	1703	608	1703	674	No reported issue	Emailed for feedback	
12/10/2017	****	*****	I&A B	1511		1703	674	Number unknown - EE setting required	Emailed for feedback	
								No reported issues	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A B	1511		1703	674	Overheating		User reports no issues as of 18/10
								Overheating		Only issue re calling out and hearing some calls - happening at home and twice in the office. Advised to speak to AMW team to call EE to investigate.
12/10/2017	****	*****	I&A B	1511		1703	674	Calls issues	Emailed for feedback	
16/10/2017	****	*****	I&A B	1703	608	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 19/10
16/10/2017	****	*****	I&A B	1703	608	1703	674	No reported issues	Emailed for feedback	
17/10/2017	****	*****	I&A B	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 26/10
								No reported issues		
17/10/2017	****	*****	I&A B	1703	608	1703	674	Subsequently issue with network	Emailed for feedback	User reports no issues as of 06/11
								-Also issue with action centre not activating upon swipe down when on home menu		
17/10/2017	****	*****	I&A B	1703	297	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 26/10
17/10/2017	****	*****	I&A B	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 26/10
25/10/2017	****	*****	I&A B	1703	297	1703	674	Cannot hang up from calls - screen dark	Emailed for feedback	User reports no issues as of 10/11
								Phone not in use since 05/17		
08/11/2017	****	*****	I&A B	1703	297			-phone keeps re-starting		
								-SIM card not recognised		
								Hard re-set required		
08/11/2017	****	*****	I&A B	1703	674	1703	674	Missed calls delayed	Emailed for feedback	
								Swipe issue answering calls		
09/11/2017	****	*****	I&A B	1703	608	1709	1	No reported issues	Emailed for feedback	User reports no issues as of 21/11
								EE Settings required		EE settings required

Team Name: I&A C

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
12/10/2017	****	*****	I&A C	1703	297	1703	674	Overheating When phone off it rings and switches back on Freezing whilst answering calls	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A C	1703	297	1703	674	Overheating When phone off it rings and switches back on Voicemails not coming though on time	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A C	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A C	1703	297	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A C	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A C	1703	297	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 18/10
12/10/2017	****	*****	I&A C	1511		1703	674	No reported issues	Emailed for feedback	User reports no issues as of 19/10
16/10/2017	****	*****	I&A C	1703	540	1703	674	No reported issues	Emailed for feedback	
16/10/2017	****	*****	I&A C	1703	674	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 20/10
26/10/2017	****	*****	I&A C	1703	674	1703	674	No reported issues	Emailed for feedback	User reports no issues as of 09/11

Team Name: YOS

Manager: **** *

Date	First Name	Second Name	Team	Current Version	Current OS	Updated Version	Updated OS	Issues reported	Request for feedback	Feedback Response
06/12/2017	****	*****	YOS	1709	12	1709	12	No reported Issues EE settings	Emailed for feedback	
06/12/2017	****	*****	YOS	1607	321			No reported issues		
06/12/2017	****	*****	YOS	1511		1709	12	No reported issues	Emailed for feedback	
06/12/2017	****	*****	YOS	1511				No reported issues		
06/12/2017	****	*****	YOS	1709	12	1709	12	No reported issues	Emailed for feedback	User reports no issues
06/12/2017	****	*****	YOS	1709	12	1709	12	No reported issues	Emailed for feedback	User reports no issues
06/12/2017	****	*****	YOS	1511		1709	12	No reported issues	Emailed for feedback	
06/12/2017	****	*****	YOS	1511		1709	12	No reported issues	Emailed for feedback	
06/12/2017	****	*****	YOS	1511				No reported issues		
06/12/2017	****	*****	YOS	1709	12	1709	12	No reported issues	Emailed for feedback	User reports no issues
06/12/2017	****	*****	YOS	1511				No reported issues		
06/12/2017	****	*****	YOS	1703	674			No reported issues Issue re migration to 365 - has condition which means she finds change difficult and is currently using a fixed desk windows 7 device.		
06/12/2017	****	*****	YOS	1709	12	1709	12	No reported issues	Emailed for feedback	User reports no issues
06/12/2017	****	*****	YOS	1511				No reported issues		
06/12/2017	****	*****	YOS	1709	12	1709	12	No reported issues	Emailed for feedback	User reports no issues

