Events:

- From day 1 (Feb 28th) until the last one (June 14th) we executed 24 Staged Commissioning days.
- From those 24 SC days we registered 16 SC days with performance issues presenting itself on a or the TCC('s)
- From those 16 SC days 6 of them ended (would have been ended) with a needed Global Hold.
- The first time the SC had two days in a row (Sa 27/3-Su 28/3), with an async reset in between, Left Hand Track movements were used on both days two TCC's suffered from performance issues but no Global Hold was needed.
- The first Global Hold was needed the second time the SC consisted of 2 days in a row and the first time with a second day on a Monday; the analysis showed that trips were running from the first day and since an async reset was being executed they were still there.
- A prediction-patch was delivered to prevent that trips could be propagated to the next day
- The prediction-patch had a side-effect leading to a system failure within a few minutes after a particular TC action; a side effect patch was being delivered to correct this.
- May 30th a TooAP occurred leading to a trip still running the next day, leading to the need for a Global Hold on May 31st
- June 8th and June 14th the TCC's became slow and downgraded mode on 1 and more lines was needed to get all trips back in place again. Alstom told us that analysis showed that the problem started with Left Hand Track movements at MDW at the same day and that a passenger information patch that was in since two years, was the cause of the problems.

Questions also to be answered:

1. On SC days May 2nd and May 9th Left Hand Track movements were on MDW executed not leading to the TCC-problems as were encountered on June 8th and June. Why not?
2. Why did the passenger info-patch, in for two years, is giving problems since June 7th and not before?
3. After the installation of the Prediction Patch, preventing trips to run the following day, a trip from the TooAP on May 30th remained running the second day. How is that possible?
4. From June 7th on we used synchronic resets and, where before the problems leading to a Global Hold could be pinpointed to a problem from the day before, now the Global Hold came from problems that occur the same day. What is the explanation for that?
5. Regardless all actions taken, nearly every SC Day the TCC's suffer from a performance issue caused by something in the system (network, servers, applications). What is the action plan to pinpoint the cause(s)?