

## *ECM Tool Defects and Enhancements Log*

### *IssueNum*

**1**   *Status:*   **Closed**   *Impact:* Medium   *Visibility:* High   *Assigned To:* Development-R1

*Issue Type :* Tool Enhancement   *IssueDate:* 4/ 2/2002   *Res Date:*   *Reported\_by:* Steve

*Description:* Suggested alterations to the ECM Tool CR Tracking Summary Status Report, as identified during 4/2/02 VDC Transition Coordination Meeting, included the following: 1. Reference Number (e.g. GCARS Number) 2. Distinction between Production vs. Development 3. Requesters contact information 4. Date of CR Submission

*Resolution:* The following alterations were incorporated in the Summary Status Report: 1. Reference Number (e.g. GCARS Number) 2. Distinction between Production vs. Development 3. Requesters contact information 4. Date of CR Submission

**2**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Mod

*Issue Type :* Tool Enhancement   *IssueDate:* 4/ 1/2001   *Res Date:* 4/ 1/2002   *Reported\_by:* Steve

*Description:* The following Fields need to be added to the Tool: 1. Hardware Affected 2. System Components Affected

*Resolution:* The two fields were added on 4/1/01

**IssueNum**

**3**   **Status:**   *Open*                      **Impact:**                      **Visibility:** Low                      **Assigned To:** Mod

**Issue Type :** General Issue                      **IssueDate:** 4/ 4/2002                      **Res Date:**                      **Reported\_by:** Ron Langkamp

**Description:**    Impact Analysis is required prior to submission of CR. Impact Analyses performed by Teams must be supplemented by an Analysis that allows Project Teams to identify "Enterprise Level Issues (distinguishable from issues that affect only their own project)"

Field(s) will need to be included in Tool to capture Enterprise Impact too.

**Resolution:**    Impact Analyses performed by Teams will be supplemented by an Analysis that allows Project Teams to identify "Enterprise Level Issues (distinguishable from issues that affect only their own project)". ECM Team is working with BTA to incorporate the "Technology Infrastructure Blueprint" into the Impact Analysis.

**4**   **Status:**   *Closed*                      **Impact:**                      **Visibility:** Low                      **Assigned To:** Devleopment-R1

**Issue Type :** Tool Enhancement                      **IssueDate:** 4/ 8/2002                      **Res Date:**                      **Reported\_by:** Cheryl Queen

**Description:**    Tool does not prevent Requesters from completing fields which are not supposed to be completed by the requesters (but are not "grayed-out").

**Resolution:**    Change was made as part of Release 1.

**IssueNum**

**5**   **Status:**   *Closed*   **Impact:**   **Visibility:** High   **Assigned To:** Mod

**Issue Type :** Coordination Issue   **IssueDate:** 4/ 3/2002   **Res Date:**   **Reported\_by:** Steve

**Description:** User Groups need to be clearly Identified and Notification arrangements and Responsibilities clearly laid-out to show "who does what" with a CR as it progresses through the CR Life Cycle.

**Resolution:** ECM Pilot Participants must identify and record Notification Arrangements and Responsibilities in the ECM Tool Activity & Responsibility Matrix. While these Notification arrangements have been determined between (Primarily LOS Managers) the ECM Pilot Team and the VDC, the notification must begin to be sent a the time of a CR's being introduced or updated.

**6**   **Status:**   *Closed*   **Impact:**   **Visibility:** High   **Assigned To:** CCG

**Issue Type :** Tool Enhancement   **IssueDate:** 4/ 1/2002   **Res Date:**   **Reported\_by:** Steve

**Description:** The designation of CRs as priority level "Critical" should be changed to "Emergency".

**Resolution:** Change was made as part of Release 1.

**IssueNum**

**7**   **Status:**   *Open*                      **Impact:**                      **Visibility:** Low                      **Assigned To:** Mod

**Issue Type :** General Issue                      **IssueDate:** 4/ 4/2002                      **Res Date:**                      **Reported\_by:** Ron

**Description:**    Need a Change Request Standards Document (aka "CR How -to Cheat Sheet") that walks the User through the basic steps associated with entering a CR.                      **Resolution:**    This will be part of Long Term Training Materials development.

**8**   **Status:**   *Closed*                      **Impact:**                      **Visibility:** High                      **Assigned To:** VDC

**Issue Type :** Coordination Issue                      **IssueDate:** 4/ 1/2002                      **Res Date:**                      **Reported\_by:** Steve

**Description:**    User ID Request Forms must be submitted by VDC Resources so that User IDs can be created                      **Resolution:**    process established and working at this time.

**9**   **Status:**   *Closed*                      **Impact:**                      **Visibility:** High                      **Assigned To:** CCG

**Issue Type :** Coordination Issue                      **IssueDate:** 4/ 4/2002                      **Res Date:**                      **Reported\_by:** Ron

**Description:**    Must Confirm that Users have the capability to perform "State Updates" that they will be required to perform (both in Production and Training database).                      **Resolution:**    Must Coordinate with Jay to ensure that each User has needed capabilities.

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**10**   *Status:*   **Open**                      *Impact:*                      *Visibility:* High                      *Assigned To:* FSA

*Issue Type :* General Issue                      *IssueDate:*                      4/ 5/2002                      *Res Date:*                      *Reported\_by:* Ron Langkamp

*Description:*   Internet Access to Rational Server must be restored or remote                      *Resolution:*   Resolution under discussion.  
Users may be unable to access the ECM Tool.

**11**   *Status:*   **Open**                      *Impact:*                      *Visibility:* Low                      *Assigned To:* CCG

*Issue Type :* Coordination Issue                      *IssueDate:*                      4/ 4/2002                      *Res Date:*                      *Reported\_by:* Steve

*Description:*   CRs submitted in the ECM Tool could be separated into                      *Resolution:*   This should be internally tracked by the VDC but enhancements to  
several distinct GCARS Numbers at the VDC. Must                      the Tool (to facilitate their internal tracking) may be needed.  
Reconcile relationship between ECM Tool CR Tracking                      Numbers and GCARS Tracking Numbers.

**12**   *Status:*   **Closed**                      *Impact:*                      *Visibility:* Low                      *Assigned To:* Mod

*Issue Type :* Tool Enhancement                      *IssueDate:*                      4/ 4/2002                      *Res Date:*                      *Reported\_by:* Steve

*Description:*   The Gray Options Bar at the Top of the Main ECM Tool Screen                      *Resolution:*   Users must be prepared for this anomaly and, if possible, the  
occasionally disappears. Users must refresh browser or                      occurrence should be eliminated. This information could be added  
log-out and back in again to remedy this.                      to the User's Guide.

**IssueNum**

**13**   **Status:**   *Closed*   **Impact:**   **Visibility:** Low   **Assigned To:** CCG

**Issue Type :** Tool Enhancement   **IssueDate:** 4/ 4/2002   **Res Date:**   **Reported\_by:** Cheryl Queen

**Description:** Dialogue Box that pops-up after successful attachment of a file in the tool could be more easily understood (look more typical of a "success" pop-up Dialogue Box.   **Resolution:** Works as designed.

**14**   **Status:**   *Closed*   **Impact:**   **Visibility:** Low   **Assigned To:** Mod

**Issue Type :** General Issue   **IssueDate:** 4/ 4/2002   **Res Date:**   **Reported\_by:** Ron

**Description:** Need exists for the creation of a "training" database to facilitate Training by allowing Trainer to single-handedly move CRs through the entire process for purposes of   **Resolution:** ECM Training database has been created.

**15**   **Status:**   *Closed*   **Impact:**   **Visibility:** Low   **Assigned To:** Development-R1

**Issue Type :** Tool Enhancement   **IssueDate:** 4/ 4/2002   **Res Date:**   **Reported\_by:** Cheryl

**Description:** The Title of a logged CR can be modified by user who is modifying CR as it progresses through the States.   **Resolution:** Change was made as part of Release 1. Title will not be changeable during normal tool use, but title can be changed via Modify State.

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**16**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Mod

*Issue Type :* Tool Defect   *IssueDate:* 4/ 5/2002   *Res Date:*   *Reported\_by:* Cheryl

*Description:* Must confirm that the "Notes Log" is capturing and identifying text by date of entry, as expected. This may not be working correctly in the Training Database.   *Resolution:* Tool Notes Log appears to be working as expected.

**17**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 4/ 5/2002   *Res Date:*   *Reported\_by:* Steve Jarboe

*Description:* Some Email and Phone Fields in Training Database are not yet populated (this applies to the lists that are available later in the CR Process)   *Resolution:* Works as designed.

**18**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Mod

*Issue Type :* Tool Enhancement   *IssueDate:* 4/ 5/2002   *Res Date:*   *Reported\_by:* Cheryl

*Description:* CR Resolution Date must be added to CR Tracking Summary Report (for Metrics Tracking Purposes)   *Resolution:* Add CR Resolution Date to Summary Report.

*IssueNum*

**19**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 4/ 5/2002   *Res Date:*   *Reported\_by:* Cheryl

*Description:* Consider how the CR Creation Date can be automatically captured and recorded as part of the Tool Output.   *Resolution:* Change not feasible.

**20**   *Status:*   **Closed**   *Impact:*   *Visibility:* High   *Assigned To:* Mod

*Issue Type :* Tool Defect   *IssueDate:* 4/ 5/2002   *Res Date:*   *Reported\_by:* Ron

*Description:* Investigate "second Check box from the Top on the personal Queries Screen". When clicked (in TRN DB) it says "Cannot Complete"   *Resolution:* This was an isolated incident - error not repeatable

**21**   *Status:*   **Open**   *Impact:*   *Visibility:* High   *Assigned To:* Mod

*Issue Type :* General Issue   *IssueDate:* 4/ 1/2002   *Res Date:*   *Reported\_by:* Jim Cunningham

*Description:* "SSO notification/sign-off" must take place at some point in the CR Process   *Resolution:* Will include SSO notification in CR Process (possibly at the time of initial submission of the CR). Will not be required sign-off field in Tool unless specifically directed.

**IssueNum**

**22**   **Status:**   *Closed*   **Impact:**   **Visibility:** High   **Assigned To:** Mod

**Issue Type :** General Issue   **IssueDate:** 4/ 2/2002   **Res Date:**   **Reported\_by:** Steve

**Description:** Must schedule Mid-point review and send invitation to Mid-Point Reviewers   **Resolution:** Completed on 4/25/02

**23**   **Status:**   *Closed*   **Impact:**   **Visibility:** Low   **Assigned To:** Development-R1

**Issue Type :** Tool Enhancement   **IssueDate:** 4/ 3/2002   **Res Date:**   **Reported\_by:** Ron

**Description:** Tool should be able to generate emails to POCs for all "Other affected Systems". We must create a list of all systems potentially affected and their associated POCs. There should also be an option to identify "All" other systems for notification (e.g.. For an ITA Change that may affect all.)   **Resolution:** Change was made as part of Release 1.

*IssueNum*

**24**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Mod

*Issue Type :* Coordination Issue   *IssueDate:* 4/ 8/2002   *Res Date:*   *Reported\_by:* Steve

*Description:*   Must compile list of all emails/people required to simulate and entire CR Process. This is needed in order to complete a "Comprehensive" Dry-Run of the Tool's ability to move a CR through the entire process.

*Resolution:*

**25**   *Status:*   **Open**   *Impact:*   *Visibility:* Low   *Assigned To:* CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 4/ 9/2002   *Res Date:*   *Reported\_by:* Steve

*Description:*   Language describing Reports that the Tool can generate should be more descriptive. (e.g.. "Detailed" CR Report should be called "detailed" Report instead of simply being called "Change Request Report" - See the Reports Section of the Left Menu Bar.)

*Resolution:*

**IssueNum**

**26**   **Status:**   **Open**                      **Impact:**                      **Visibility:** High                      **Assigned To:** CCG

**Issue Type :** Tool Enhancement                      **IssueDate:**                      5/ 5/2002                      **Res Date:**                      **Reported\_by:** Jim Cunningham

**Description:**    Add "Planned Implementation Date" Field to Summary Report.                      **Resolution:**

**27**   **Status:**   **Closed**                      **Impact:**                      **Visibility:** High                      **Assigned To:** CCG

**Issue Type :** Tool Enhancement                      **IssueDate:**                      5/ 1/2002                      **Res Date:**                      **Reported\_by:** Jim Cunningham

**Description:**    Add "Line of Service Manager" (Data Center POC) field to the report                      **Resolution:**    completed

**28**   **Status:**   **Closed**                      **Impact:**                      **Visibility:** Low                      **Assigned To:** release 2 CCG

**Issue Type :** Tool Enhancement                      **IssueDate:**                      5/ 2/2002                      **Res Date:**                      **Reported\_by:** Slawko

**Description:**    Need a VDC CR Coordination Mailbox- Phil Wynn will perform this coordination function until mailbox is set-up.                      **Resolution:**    Mailbox will not be created. Each ECM Tool participant maintains individual responsibility for monitoring and managing CRs as appropriate.

*IssueNum*

**29**   *Status:*   **Closed**   *Impact:*   *Visibility:* High   *Assigned To:* CCG

*Issue Type :* General Issue   *IssueDate:* 4/26/2002   *Res Date:*   *Reported\_by:* Dave Lass

*Description:* Must identify and address recurring performance issues with Tool Use.   *Resolution:*

**30**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 1/2002   *Res Date:*   *Reported\_by:* Steve Jarboe

*Description:* Make sure that Title of CRs are not cut-off on Summary report   *Resolution:*

**31**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 2/2002   *Res Date:*   *Reported\_by:* Slawko

*Description:* Remove "VDCMP000" (from the Summary Report) from the Identification numbers assigned by the Tool   *Resolution:* Works as designed.

*IssueNum*

**32**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 7/2002   *Res Date:*   *Reported\_by:* Jim Cunningham

*Description:*   The Tool could generate an email notification (a past due notice) after a CR has been static for longer than a specified period of time.   *Resolution:*   Works as designed.

**33**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Development-R1

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 7/2002   *Res Date:*   *Reported\_by:* Slawko

*Description:*   Items on the Summary Report could be dropped from that report after having been closed for a week or two.   *Resolution:*   Change was made as part of Release 1. Tool functionality allows user to designate time frame desired.

**34**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:*

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 7/2002   *Res Date:*   *Reported\_by:* Slawko

*Description:*   May need to refine notification lists, particularly for applications (like FMS) which have "sub-applications" affected under the primary.   *Resolution:*   Works as designed.

*IssueNum*

**35**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Mod

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 7/2002   *Res Date:*   *Reported\_by:* Phil Wynn

*Description:* Work with FSA to ensure that Tool-Generated notification emails contain keywords that can be used to create "sorting rules" in MS Outlook email inboxes.   *Resolution:* Standard keywords exist.

**36**   *Status:*   **Open**   *Impact:*   *Visibility:* High   *Assigned To:* Mod

*Issue Type :* General Issue   *IssueDate:*   *Res Date:*   *Reported\_by:* Ron

*Description:* Prepare basic Training materials intended for those who will be receiving Tool-generated emails.   *Resolution:*

**37**   *Status:*   **Closed**   *Impact:*   *Visibility:* High   *Assigned To:* Development-R1

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 9/2002   *Res Date:*   *Reported\_by:* Jim Cunningham

*Description:* Optimal "sorting order" for the various Reports must be identified   *Resolution:* Reports with requested "sorting orders" included as part of Release 1.

*IssueNum*

**38**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:*

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 9/2002   *Res Date:*   *Reported\_by:* Jim Cunningham

*Description:* All reports should have a date range selection filter, "From Date", "To Date", default is current date plus 14 days.   *Resolution:* Duplicate of Issue 33.

**39**   *Status:*   **Closed**   *Impact:*   *Visibility:* High   *Assigned To:* Development-R1

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 9/2002   *Res Date:*   *Reported\_by:* Jim Cunningham

*Description:* Titling should be the same (as close as possible) as presented on the online screens.   *Resolution:* Titles were reconciled as part of Release 1.

**40**   *Status:*   **Closed**   *Impact:*   *Visibility:* High   *Assigned To:* Development-R1

*Issue Type :* Tool Enhancement   *IssueDate:* 5/ 9/2002   *Res Date:*   *Reported\_by:* Jim Cunningham

*Description:* Two basic reports (Detailed and Summary) should be standard, "canned" reports. Each of these reports would have Prod Vs. Dev Filter functionality.   *Resolution:* Included in Release 1 as requested.

**IssueNum**

**41**    **Status:**        *Open*            **Impact:**            **Visibility:**            **Assigned To:** CCG

**Issue Type :** General Issue            **IssueDate:**            **Res Date:**            **Reported\_by:** J

**Description:** Request to migrate ECM Tool Issues and Enhancements Log to the CQ Issue Tracking Tool.            **Resolution:**

**42**    **Status:**        *Closed*            **Impact:**            **Visibility:** High            **Assigned To:** Development-R1

**Issue Type :** Tool Enhancement            **IssueDate:**            5/22/2002            **Res Date:**            **Reported\_by:** Steve Jarboe

**Description:** Field called "GCARS Reference Number" should instead be called "Reference Number 1". Additionally, Fields called "Reference Number 2" and "Reference Number 3" should be included in the Tool.            **Resolution:** Change was made as part of Release 1.

**43**    **Status:**        *Closed*            **Impact:**            **Visibility:** Low            **Assigned To:** Release 2 CCG

**Issue Type :** Tool Enhancement            **IssueDate:**            6/ 3/2002            **Res Date:**            **Reported\_by:** Eric Suzuki

**Description:** "Developer" should get an email notification for CRs they are responsible for            **Resolution:** Change to notifications was made, "developer" will be notified

*IssueNum*

**44**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Mod

*Issue Type :* Tool Enhancement   *IssueDate:* 6/ 3/2002   *Res Date:*   *Reported\_by:* Slawko

*Description:* Can we have a report generated which shows users for each group (MP, FSA CIO etc.)   *Resolution:* Tool does not output these lists directly but will be lists will be created, & circulated as requested.

**45**   *Status:*   **Schedule**   *Impact:*   *Visibility:* Low   *Assigned To:* Development - R2

*Issue Type :* Tool Enhancement   *IssueDate:* 6/ 4/2002   *Res Date:*   *Reported\_by:*

*Description:* Add the following field: " Impact Analysis Completed: Yes or No"   *Resolution:* To be completed. Location of field will be in the "Systems Affected" tab. Modify software so that CR cannot be submitted without answering yes. Add requirement to attach Impact Analysis to CR Risk Assessment is treated separately as IssueNum 49

*IssueNum*

**46**   *Status:*   **Closed**   *Impact:*   *Visibility:* Low   *Assigned To:* Release 2 CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 6/13/2002   *Res Date:*   *Reported\_by:* Slawko

*Description:* Create a new state in Tool called "Hold" or "Suspended" for CRs to which this applies.   *Resolution:* At the ECM Tool Process Review 7/9/02, it was decided that a new process step "Complete Funding Actions" in the "Pending Funding" State addresses CR's that are delayed because of

**47**   *Status:*   **Closed-I**   *Impact:*   *Visibility:* High   *Assigned To:* Development - R2

*Issue Type :* Tool Enhancement   *IssueDate:* 6/12/2002   *Res Date:*   *Reported\_by:* Steve Jarboe

*Description:* Additional information should be included in Tool-generated notification emails   *Resolution:* Fields to be added will include:  
- requested implementation date  
- planned implementation date  
- other systems affected  
- requester name and telephone number  
- etc.

*IssueNum*

**48**   *Status:*   **Open**   *Impact:*   *Visibility:* High   *Assigned To:* Release 2 CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 6/13/2002   *Res Date:*   *Reported\_by:* Steve Jarboe

*Description:* Subject line of Tool-generated notification emails could include "Action Required" where applicable.   *Resolution:* Review with developer - Jay Neimczyk for technical implications, feasibility and estimated effort required.

**49**   *Status:*   **Open**   *Impact:*   *Visibility:* Low   *Assigned To:* Release 2 CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 6/18/2002   *Res Date:*   *Reported\_by:* Jim Cunningham

*Description:* Determine what is content of "Risk Assessment"  
Determine what content, if any, is appropriate to include a risk assessment in Tool.   *Resolution:* Review with Jim Cunningham when his input regarding the risk assessment is available.

**50**   *Status:*   **Schedule**   *Impact:*   *Visibility:* Low   *Assigned To:* Release 2 CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 6/19/2002   *Res Date:*   *Reported\_by:* Julian Ackert

*Description:* Include instructions to User within "Notes and History" Tab indicating that history is automatically captured with each entry in the "Notes" field.   *Resolution:* Include instructions to User in User Guide.

*IssueNum*

**51**   *Status:*   **Open**   *Impact:*   *Visibility:* Low   *Assigned To:* Release 2 CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 7/9/2002   *Res Date:*   *Reported\_by:* Scott Mcconaghie

*Description:* Create a new State, "Draft" so that the submitting group can prepare and revise the CR in draft form in the Tool prior to submitting the CR.   *Resolution:* Review with developer - Jay Neimczyk for technical implications, feasibility and estimated effort required.

**52**   *Status:*   **Open**   *Impact:*   *Visibility:* High   *Assigned To:* Release 2 CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 7/16/2002   *Res Date:*   *Reported\_by:* Bruce Bruning

*Description:* Create a metrics report within the ECM Tool, based on the Excel spreadsheet Bruce updates every two weeks.   *Resolution:*

**53**   *Status:*   **Open**   *Impact:*   *Visibility:* High   *Assigned To:* Release 2 CCG

*Issue Type :* Tool Enhancement   *IssueDate:* 7/16/2002   *Res Date:*   *Reported\_by:* Slawko

*Description:* Create a new report to supplement or replace current report for Tuesday meeting to show an additional field that would show all affected systems.   *Resolution:* Note: Preferable solution is by concatenating the "Other Systems affected fields".

**IssueNum**

**54**   **Status:**   *Open*      **Impact:**                      **Visibility:** High      **Assigned To:** Release 2 CCG

**Issue Type :** Tool Enhancement      **IssueDate:** 7/25/2002      **Res Date:**                      **Reported\_by:** Jim Cunningham

**Description:** Ensure that a date field is included in all email notification messages      **Resolution:** Note to Developer: see email message re: VDCMP00000317, State: Resolved, for an example

**55**   **Status:**   *Open*      **Impact:**                      **Visibility:** Low      **Assigned To:** Release 2 CCG

**Issue Type :** Tool Enhancement      **IssueDate:** 7/31/2002      **Res Date:**                      **Reported\_by:** Colleen Kennedy

**Description:** CR Background Report: Tool-generated report for application teams that contains all data related to a given CR (ClearQuest Internal SIR tracking DB info included)      **Resolution:** Level of Effort Required

**56**   **Status:**   *Open*      **Impact:**                      **Visibility:** High      **Assigned To:** Release 2 CCG

**Issue Type :** Tool Enhancement      **IssueDate:** 7/31/2002      **Res Date:**                      **Reported\_by:** Colleen Kennedy

**Description:** Single point of entry for application team internal SIR and enterprise CR info.      **Resolution:** Level of Effort required

**57** *Status:* **Closed** *Business Benefit:* Low *Developer LOE\*:* Low (1-2 hrs) *Assigned To:* N/A  
*Process CM LOE\*:* NA

*Issue Type :* Tool Enhancement *IssueDate:* 7/31/2002 *Res Date:* 8/13/02 *Reported\_by:* Chris Lawson

*Description:* Session time-out should be lengthened to 30 minutes of inactivity. *Resolution:* No change necessary.  
Developer reports that time-out duration is already set for 20-30 minutes

**58** *Status:* **Scheduled – R2** *Business Benefit:* Low *Developer LOE\*:* Low (1-2 hrs) *Assigned To:* Development R2  
*Process CM LOE\*:* Low (2-4 hrs)

*Issue Type :* Tool Enhancement *IssueDate:* 7/31/2002 *Res Date:* *Reported\_by:* Lana Gourdine

*Description:* Session timeout "error message" should be clarified or added to User Guide (along with screenshots of other error messages) *Resolution:* To be completed. No Tool Modification required.  
Add screen shots of error messages to an Appendix in User Guide.  
Note: ECM Team action item

**59** *Status:* **Scheduled – R2** *Business Benefit:* High *Developer LOE\*:* TBD *Assigned To:* Development – R2  
*Process CM LOE\*:* Medium (8-16 hrs)

*Issue Type :* Tool Enhancement *IssueDate:* 7/31/2002 *Res Date:* *Reported\_by:* Ron Langkamp

*Description:* Create the ECM Tool Enhancement Log as a separate Tab within the ECM Tool itself to enable ECM Users to make suggestions faster directly within the Tool *Resolution:* To be completed. Schema to be identified within ClearQuest and modified by Developer.  
Training to be done to inform Users that enhancement requests will be entered directly into Tool.

**60** *Status:* **Scheduled – R2** *Business Benefit:* Medium *Developer LOE\*:* Low (1-2 hrs) *Assigned To:* Development - R2  
*Process CM LOE\*:* Low (4-6 hrs)

*Issue Type :* Tool Enhancement *IssueDate:* 8/7/02 *Res Date:* *Reported\_by:* Ron Langkamp

*Description:* Add FAQ's, tips and techniques in User Guide including a specific message on use of Refresh button to update ClearQuest *Resolution:* To be completed. No Tool modification necessary. Developer time is for review.

**61** *Status:* **Open** *Business Benefit:* Medium *Developer LOE\*:* TBD *Assigned To:* Release 3 CCG  
*Process CM LOE\*:* TBD

*Issue Type :* Tool Enhancement *IssueDate:* 8/13/02 *Res Date:* *Reported\_by:* Jim Cunningham

*Description:* Add requirement to attach Impact Analysis to CR *Resolution:* Refine the "Impact Analysis Completed" field and process to require impact analysis be attached. (Note: CR 61 was split from CR 45). Revise User Guide.

**62** *Status:* **Open** *Business Benefit:* *Developer LOE\*:* TBD *Assigned To:* Release 3 CCG  
*Process CM LOE\*:* TBD

*Issue Type :* Tool Enhancement *IssueDate:* 8/13/02 *Res Date:* *Reported\_by:* Phillip Wynn

*Description:* Incorporate into ECM process & ECM Tool explicit approval of CRs by affected parties *Resolution:* FSA to provide further info re: requirements for this change

**63** *Status:* **Scheduled – R2** *Business Benefit:* Medium *Developer LOE\*:* TBD *Assigned To:* Development R2  
*Process CM LOE\*:* TBD

**Issue Type :** Tool Enhancement

**IssueDate:**

8/20/02

**Res Date:**

**Reported\_by:** Laura Mueller

**Description:** Create new ECM field to be used in identifying whether record has been created or updated by GCARS email

**Resolution:**

**64 Status:** *Scheduled – R2* **Business Benefit:**

Low

**Developer LOE\*:** Low

**Assigned To:** Development R2

**Process CM LOE\*:** NA

**Issue Type :** Tool Enhancement

**IssueDate:**

8/20/02

**Res Date:**

**Reported\_by:** Slawko Semaszczuk

**Description:** Some reports have errors in formatting, spelling, etc.

**Resolution:** Review all reports & correct formatting, spelling, etc.