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Department of Education
Federal Student Aid

Enterprise Change Management
ECM/GCARS
User Acceptance Testing

December 12, 2002

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Table of Contents

1. Introduction..... 3
2. Approach..... 4
3. User Acceptance Test Matrix..... 5

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

1. Introduction

The Enterprise Change Management (ECM) Tool is a customized application that was developed using Rational ClearQuest. Release 2.0 of the ECM Tool went live on September 16, 2002. Since release 2.0 only minor changes have been made to the ECM tool. Primarily those changes were made to accommodate the integration effort between CSC's Global Change Activity Request System (GCARS) and ECM. These changes are listed and verified in Appendix A.

This GCARS/ECM interface was built outside of the ECM application, but is used by ECM to provide updates to ECM change requests. This interface also allows GCARS initiated change requests to be created and tracked in the ECM tool and facilitates the goal of having ECM be the data of record for all FSA change activity.

Risks:

Due to time constraints, this User Acceptance Test will be limited to a scaled down set of scenarios that will test basic user functions within the ECM tool to ensure that change requests are properly updated as they are automatically moved through the life cycle by the GCARS/ECM interface module. This test will also validate that data entered in specific CRs will not be improperly updated or deleted as a result of the automated updates. In addition, this test will test the CR activity reports used at the Tuesday and Thursday FSA meetings to ensure they are not adversely affected by this new interface.

If the GCARS application can not be used for the UAT a true simulation of the production test will not be conducted.

Risk Mitigation:

Subject matter experts (SMEs) will review activities for 10 business days and identify and errors to be fixed by development teams.

Assumptions:

It is assumed that a more detailed functional test of the ECM/GCARS interface was conducted by the GCARS Integration Team (CSC) to test the proper functioning of that interface to ensure that it works as requested.

In addition, it is assumed that a peak load (email) test will be successfully completed by GCARS Integration Team (CSC) prior to moving the application into production to ensure that the peak load generated by the initial synchronization of the two systems will not cause the system to crash. The resultant data of this email test will also assist in validating the successful ECM and GCARS state transition functionality.

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

2. Approach

This test contain several test scenario's that will be run in parallel to minimize the number times the VB script must be manually executed. To accommodate this approach several ECM records will need to be created and moved to the proper state within ECM and duplicate GCARS records will need to be developed prior to running the automated VB script. Once the script is run each ECM record will be validated to ensure the CR has been moved to the expected state and that the data is not adversely affected. Prior to closing these ECM change requests, the ECM CR activities reports will be run to ensure they are working properly and reflected the appropriate ECM records.

Due to time constraints, the test scenarios have been written at a summary level and the assumption has been made that the testers will have a basic understanding of how to execute basic ECM commands.

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

3. User Acceptance Test Matrix

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
1.0		Normal Process of an ECM Production CR (State by State). This scenario tests the basic process as an ECM CR is moved through the lifecycle. This test mimics a CR advancing no more than one state per day (VB script run). Basic email rules and the validation step are also addressed.			
1.1	ECM	Log onto the ECM tool.	Log on is successful.	Yes	
1.2	ECM	Submit a "Draft" CR in the ECM tool and enter sample data in ECM fields. Print or copy CR in order to validate data does not change. Write down ECM ID number.	Draft CR created in ECM.	Yes	CR 1289
1.3	ECM	Take action to "Submit_to_DC".	CR moved to "Submit_to_DC" state.	Yes	
1.4	GCARS or LEI	Create a GCARS ticket in "Submitted" (or the "Submitted_to_DC equivalent) State.	GCARS ticket created	Yes	DEWI-5GWRAM
1.5	GCARS or LEI	Move GCARS ticket to "Reviewed" (or "Proposed" equivalent) State. (Note: Ticket was moved to incorrect state in GCARS. Test still could be conducted against Scheduled state)	GCARS ticket is moved into "Reviewed" Scheduled State	Yes	
1.5a	ECM	Manually Update ECM with Dewi number	Dewi # updated	Yes	
1.6	LEI	Run VB script for first time.	Script runs correctly ECM updated.	Yes	
1.7	ECM	View ECM record and validate the following: a) CR is now in "Proposed" Scheduled state. b) Review_deadline date has been generated (usually 5 days	Steps a-e are validated, all ECM data is correct, CR	a) Yes b) Yes c) Yes	Review deadline does not conform to 5 day wait requirement

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
		past proposed date). c) "GCARS Updated" field has been set to "Yes". d) "Is this change funded" has been answered "Yes". e) Funding Sign-off has been populated.	history is recorded correctly.	d) Yes e) Yes	
1.8	GCARS or LEI	Move GCARS ticket to "CCRB Review" (or equivalent)	GCARS ticket moved into "CCRB Review"	No, State does not exist in GCARS	
1.9	LEI	Run VB script for second time.	Script runs correctly ECM updated.	TBD	Not Conducted
1.10	ECM	View ECM record and validate the following: a) CR is now in "CCRB Review" state.	Steps a is validated, all ECM data is correct, CR history is recorded correctly.	TBD	Not Conducted
1.11	GCARS or LEI	Move GCARS ticket to "Scheduled" (or equivalent)	GCARS ticket moved to "Scheduled".	TBD	Not Conducted
1.12	LEI	Run VB script for third time.	Script runs correctly ECM updated.	TBD	Not Conducted
1.13	ECM	View ECM record and validate the following: a) CR is now in "Scheduled" state. b) An assignee name and phone have been populated c) An assignee email has been populated. d) A planned implementation date has been populated.	Steps a-d are validated, all ECM data is correct, CR history is recorded correctly.	TBD	Not Conducted
1.14	GCARS or LEI	Move GCRAS ticket to "Resolved" (or equivalent)	GCARS ticket move to	No, State does not	Not Conducted

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
			“Resolved”.	exist in GCARS	
1.15	LEI	Run VB script for fourth time.	Script runs correctly ECM updated.	TBD	Not Conducted
1.16	ECM	View ECM record and validate the following; a) CR is now in the “Resolved” State	ECM CR in “Resolved” State. All ECM data is valid. CR history is recorded.	TBD	Not Conducted
1.17	GCARS or LEI	Move GCRAS ticket to “Close_Successfully” (or equivalent)	GCARS ticket move to “Closed Successfully”	TBD	Not Conducted
1.18	LEI	Run VB script for fifth time.	Script runs correctly ECM updated.	TBD	Not Conducted
1.19	ECM	View ECM record and validate the following; a) CR is not in “Closed_Succesfully” State. ECM tickets should only be closed by the requester.	ECM CR in “Resolved” State. All ECM data is valid. CR history is recorded.	TBD	Not Conducted
1.20	Pilot User Email	Validate that all appropriate email were sent throughout the life cycle.	An email was sent for each state change.	No	Email rules did not work from the 40 box and were not tested
2.0		Normal Process of an ECM Production CR (One Step). This scenario test that the ECM record is still moved through the states even though a GCARS ticket is updated through several states within one day (1 VB script run). Basic email			

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
		rules and the validation step are also addressed.			
2.1	ECM	Log onto the ECM tool.	Log on is successful.	Yes	
2.2	ECM	Submit a "Draft" CR in the ECM tool and enter sample data in ECM fields. Print or copy CR in order to validate data does not change. Write down ECM ID number.	Draft CR created in ECM.	Yes	CR 1290
2.3	ECM	Take action to "Submit_to_DC".	CR moved to "Submit_to_DC" state.	Yes	
2.4	GCARS or LEI	Create a GCARS ticket in "Submitted" (or Submitted to DC equivalent) State.	GCARS ticket created	Yes	DEWI-5GWRPK
2.5	GCARS or LEI	Move GCARS ticket to "Resolved" (or equivalent) State. <i>(Note: There was no resolved state in GCARS so ticket was moved to scheduled)</i>	GCARS ticket is moved into "Resolved" State.	No	
2.5a	ECM	Manually enter the Dewi number in ECM	Dewi number entered	Yes	DEWI number was not automatically entered into ECM as IT services anticipated
2.6	LEI	Run VB script for first time.	Script runs correctly ECM updated.	Yes	
2.7	ECM	View ECM record and validate the following: a) CR is now in "Resolved" Scheduled state. b) Review_deadline date has been generated (usually 5 days past proposed date). c) "GCARS Updated" field has been set to "Yes". d) "Is this change funded" has been answered "Yes". e) Funding Sign-off has been populated. f) An assignee name and phone have been populated.	Steps a-h are validated, all ECM data is correct, CR history is recorded correctly for each state.	a) Yes b) Yes c) Yes d) Yes e) Yes f) Yes g) ? h) ?	Review deadline does not conform to 5 day wait requirement

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
		g) An Assignee email has been populated. h) A planned implementation date has been populated.			
2.8	GCARS or LEI	Move GCRAS ticket to "Close_Successfully" (or equivalent)	GCARS ticket move to "Closed Successfully"	TBD	Not Conducted
2.9	LEI	Run VB script for Second time.	Script runs correctly ECM updated.	TBD	Not Conducted
2.10	ECM	View ECM record and validate the following; a) CR is not in "Closed_Succesfully" State. ECM tickets should only be closed by the requester.	ECM CR in "Resolved" State. All ECM data is valid. CR history is recorded.	TBD	Conducted as part of Scenario 5
2.11	Pilot User Email	Validate that all appropriate email were sent throughout the life cycle.	An email was sent for each state change.	TBD	Email rules did not work from the 40 box and were not tested
3.0		Disapproval of an ECM Production CR. This scenario tests what would happen if a CR is moved to proposed and disapproved by a Business Owner within ECM, but updated in GCARS.			
3.1	ECM	Log onto the ECM tool.	Log on is successful.	Yes	
3.2	ECM	Submit a "Draft" CR in the ECM tool and enter sample data in ECM fields. Print or copy CR in order to validate data does not change. Write down ECM ID number.	Draft CR created in ECM.	Yes	CR 1291
3.3	ECM	Take action to "Submit_to_DC".	CR moved to	Yes	

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
			“Submit_to_DC” state.		
3.4	GCARS or LEI	Create a GCARS ticket in “Submitted” (or Submitted_to_DC equivalent) State.	GCARS ticket created	Yes	DEWI-5GWRPK
3.5	GCARS or LEI	Move GCARS ticket to “Scheduled” (or equivalent) State.	GCARS ticket is moved into “Scheduled” State	Yes	
3.6	ECM	Manually enter ECM ticket with Dewi number	Dewi # entered	Yes	DEWI number was not automatically entered into ECM as IT services anticipated
3.7	ECM	View ECM record and disapprove the CR.	CR is moved to “Rejected” state.	Yes	
3.8	GCARS or LEI	Move GCARS ticket to “Scheduled” (or equivalent)	GCARS ticket moved into “Scheduled”	Yes	
3.9	LEI	Run VB script for first time.	Script runs correctly ECM updated.	Yes	
3.10	ECM	View ECM record and validate the following: a) CR is remains in “Rejected” state.	ECM CR would remain in “Rejected” state until issue is resolved.	No	The GCARS interface moved the rejected CR out of the rejected state overriding the explicit disapproval.
4.0		Normal Process of an ECM Development CR (One Step). This scenario test that the ECM development record is still moved through the states even though a GCARS ticket is updated through several states within one day (1 VB script run). A development CR does not go through “Proposed” and			

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
		“CCRB Review”. Email rules are also address.			
4.1	ECM	Log onto the ECM tool.	Log on is successful.	Yes	
4.2	ECM	Submit a “Draft” CR in the ECM tool and enter sample data in ECM fields. Print or copy CR in order to validate data does not change. Write down ECM ID number.	Draft CR created in ECM.	Yes	CR 1292
4.3	ECM	Take action to “Submit_to_DC”.	CR moved to “Submit_to_DC” state.	Yes	
4.4	GCARS or LEI	Create a GCARS ticket in “Submit_to_DC” (or equivalent) State.	GCARS ticket created	Yes	DEWI-5GWRSQ
4.5	GCARS or LEI	Move GCARS ticket to “Scheduled” (or equivalent) State.	GCARS ticket is moved into “Scheduled” State	Yes	
4.6	LEI	Run VB script for first time.	Script runs correctly ECM updated.	Yes	
4.7	ECM	View ECM record and validate that the CR went directly to Scheduling and did not go through the “Proposed” and “CCRB_Review” states.	History field is recorded correctly.	Yes	
4.8	Pilot User Email	Validate that all appropriate email were sent throughout the life cycle.	An email was sent for each state change.	No	Email rules did not work from the 40 box and were not tested
5.0		Normal Process of an ECM Development CR (One Step). This scenario test that the ECM development record that is moved to the “Approved_for_Scheduling” state can be updated by the GCARS/ECM process.			
5.1	ECM	Log onto the ECM tool.	Log on is	Yes	

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
			successful.		
5.2	ECM	Submit a "Draft" CR in the ECM tool and enter sample data in ECM fields. Print or copy CR in order to validate data does not change. Write down ECM ID number.	Draft CR created in ECM.	Yes	CR 1293
5.3	ECM	Take action to "Submit_to_DC".	CR moved to "Submit_to_DC" state.	Yes	
5.4	ECM	Take action to "Approve_for_Scheduling" (Note: This action moves ECM to scheduled. This was written incorrect test original test plan)	CR moved to "Approved_for_Scheduling." Scheduled	Yes	
5.5	GCARS or LEI	Create a GCARS ticket in "Submit_to_DC" (or equivalent) State.	GCARS ticket created	Yes	DEWI-5GWRUA
5.6	GCARS or LEI	Move GCARS ticket to "Resolved" (or equivalent) State. (Note: GCARS ticket was moved to Close_Succesfully since no resolved state exists in GCARS)	GCARS ticket is moved into "Resolved" Closed_Succesfully State	Yes	
5.7	LEI	Run VB script for first time.	Script runs correctly ECM updated.	Yes	
5.8	ECM	View ECM record and validate that the CR went to "Resolved" state.	ECM ticket should remain in "Resolved" state.	No	GCARS Integration moved ticke to Close_Succesfully and did not allow ECM validation step to occur.
6.0		Emergency CRs . This scenario test that an Emergency CR created and closed in GCARS will show up in the ECM tool.			

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
		This is necessary because ECM is the "Data of Record" for all CR activity. Dynamic CRs could also be created and closed in within 24 hr period (1 VB script run).			
6.1	GCARS or LEI	Create an emergency GCARS ticket in GCARS.	GCARS ticket created	Yes	DEWI-5GWRVK
6.2	GCARS or LEI	Close the emergency GCARS ticket in GCARS.	GCARS ticket closed.	Yes	
6.3	LEI	Run VB script for first time.	Script runs correctly ECM updated.	Yes	
6.4	ECM	Log onto the ECM tool.	Log on is successful.	Yes	
6.5	ECM	Run "Select State" Query. Validate that GCARS created ticket was created in ECM Tool.	Emergency CR should be present in Query.	No	CR was not created in ECM. CRs need to be create to capture emergency CRs per IG audit requirements.
7.0		Duplicate Dewi number in ECM – This test will determine what will happen if two ECM records contain the same Dewi number.			
7.1	ECM	Log onto the ECM tool.	Log on is successful.	Yes	
7.2	ECM	Submit two "Draft" CRs in the ECM tool and enter sample data in ECM fields. Print or copy CR in order to validate data does not change. Write down ECM ID numbers.	Draft CR created in ECM.	Yes	CR 1294& CR1295
7.3	ECM	Take action to move both CRs to "Submit_to_DC".	CR moved to "Submit_to_DC" state.	Yes	
7.4	GCARS	Create a GCARS ticket in "Submit_to_DC" (or equivalent)	GCARS ticket	Yes	

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
	or LEI	State.	created		
7.5	ECM	Manually enter Dewi number into ECM tickets	Dewi # s entered	Yes	DEWI number was not automatically entered into ECM as IT services anticipated
7.6	GCARS or LEI	Move GCARS ticket to “Scheduled” (or equivalent) State.	GCARS ticket is moved into “Scheduled” State	Yes	
7.7	ECM	View ECM tickets and note results.	Both ECM tickets moved. No error occurs.	Yes	
8.0		Normal ECM Creation Process. This scenario test that a GCARS ticket will create a ECM ticket in the submitted state.			
8.1	GCARS or LEI	Create a GCARS ticket in “Submit_to_DC” (or equivalent) State.	GCARS ticket created	Yes	
8.2	LEI	Run VB script for first time.	Script runs correctly ECM updated.	Yes	
8.3	ECM	View ECM record and determine if CR was created.	CR created in “Submit_to_DC” State	Yes	CR was created with Environment listed as TBD.
9.0		CR Report – A validation needs to be conducted to ensure that these reports reflect all CR activity for production and development environment and that there is a method to change the “TBD” designation to Prod or Dev.			
9.1	ECM	Run the “CR Active summary report by primary system affected”	Environment Prompt should appear.	Yes	
9.2	ECM	Select “Prod”	Production Report	Yes	

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Tool	Description	Expected Results	Condition Met (Yes/No)	Results/Comments
			will be produced.		
9.3	ECM	Ensure that CRs created in this and above scenarios are listed in the Report.	CRs are included.	TBD	
9.4	ECM	Run the "CR Active summary report by primary system affected"	Environment Prompt should appear.	TBD	
9.5	ECM	Select "Dev"	Development Report will be produced.	TBD	
9.6	ECM	Ensure that CRs created in this and above scenarios are listed in the Report.	CRs are included.	TBD	
9.7	ECM	Run the "CR Active summary report by primary system affected"	Environment Prompt should appear.	TBD	
9.8	ECM	Select "TBD"	TBD report will appear.	TBD	
9.9	ECM	This will show you that some CRs have not been categorized as either "Prod" or "Dev"	Report should be empty.	TBD	

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

5. Results

The second run of the ECM/GCARS Interface UAT was conducted on December 20th at 11am to determine if the ECM/GCARS Interface should be moved into the production environment. The results of the UAT showed (summarized in the table below) that although the LEI and VB script ran correctly as designed, the design did not meet the desired expectations of the users in some key areas. Rather than delay the movement of this ECM/GCARS Interface into production, the solution will be put into production “as is” for a 30 day beta period with the issues, workarounds and understandings listed below. If at any time during this beta period the ECM/GCARS Interface is determined by FSA senior management to be causing problems that do not have a suitable workaround the ECM/GCARS Interface will be turned off and updates to the ECM records and new GCARS CR will be required to be manually entered into the ECM tool by CSC.

Scenario Number	ECM ID	GCARS DEWI-#	Pre- VB script ECM State	Pre-VB script GCARS Status	Post VB ECM Expected State	Post VB ECM Actual State	Pass/Fail
1	VDCMP000001289	5GWRAM	Submitted To DC	Scheduled	Scheduled	Submitted To DC	Pass
2	VDCMP000001290	5GWRML	Submitted To DC	Scheduled	Scheduled	Submitted To DC	Pass
3	VDCMP000001291	5GWRPK	Rejected	Scheduled	Rejected	Scheduled	
4	VDCMP000001292	5GWRSQ	Submitted To DC	Scheduled	Scheduled	Submitted To DC	Pass
5	VDCMP000001293	5GWRUA	Scheduled	Closed_Successfully	Resolved	Scheduled	
6	NA	5GWRVK	NA	Closed_Successfully	Close_Successfully	None	
7	VDCMP000001294 & VDCMP000001295	5GWRX9	Submitted To DC	Scheduled	Scheduled	Submitted To DC	Pass
8	NA	5GWRYY	NA	Submitted	Submitted_To_DC	Submitted To DC	Pass

Table 1.0 - State (Status) results of the ECM/GCARS Integration test conducted on 12/20 @ 11am.

Issues, workarounds, and understandings

- 1) The ECM/GCARS Integration Solution currently moves an ECM rejected (disapproved by business owner) CR out of the rejected state and moves it into the state of the matching GCARS CR.
 - a. **Workaround:** In order to avoid a change being implemented that was explicitly disapproved by the business owner, the responsible CSC SDM must move the corresponding GCARS ticket into a rejected state when they receive the automated email from the ECM tool. In addition, this disapproval must be resolved prior to moving the GCARS or ECM CR out of the rejected state.
 - b. **Fix:** ECM/GCARS Interface will have to be changed to account for CRs being disapproved by the business owner in the ECM tool.

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

- 2) The ECM/GCARS Integration Solution automatically closes the corresponding ECM CR when the GCARS CR is closed. This design bypasses a validation step purposely set up in the ECM solution where the CR requester currently has the opportunity to validate or reject a CR after it is put in the resolved state. In the current ECM solution the original requester of the CR must move the CR to Close_Succesfully (or rejected) which validates that the CR was implemented to the requestors satisfaction.
 - a. **Workaround:** In order to ensure this validation continues to take place, CSC must validate with the requester that the CR was completed to satisfaction prior to closing the GCARS ticket.
 - b. **Fix:** ECM/GCARS Interface will need to be changed to have ECM initiated CRs move to the resolve state when the corresponding CR is closed in the GCARS solution.
- 3) The ECM/GCARS Integration Solution currently will not create an ECM CR for any closed GCARS CR that has been opened and then closed since the previous VB script run. This design error excludes emergency and other CRs from being included in the ECM tool. Since ECM is the data of record this is not acceptable.
 - a. **Workaround:** In order to prevent this from happening, CSC should not open and then close a CR inside of one script run (believed to be 3am).
 - b. **Fix:** Modify existing business rules to bring over closed CRs that do not exist in ECM.
- 4) The ECM/GCARS Integration Solution currently will not create an ECM CR for all closed GCARS CRs. This design prevents previously close GCARS CRs from being created. A modification to the existing script must be made to bring over these closed ECM CRs in order to meet explicit IG audit requirements.
 - a. **Workaround:** No workaround identified.
 - b. **Fix:** Modify existing business rules to bring over closed CRs that do not exist in ECM. This is the same as #3. (Note: a modification to the existing solution has been discussed that would resolve issues 3 and 4. Preliminary discussion indicate that this modification would not be too difficult and could be developed and testing within a couple of days)
- 5) The ECM/GCARS Integration Solution was designed to have all GCARS initiated CRs be created in ECM with the environment field set to TBD. This was done since GCARS does not distinguish between production and development CRs.
 - a. **Workaround:** TBD CRs will be considered to be production CRs and will be treated as such in the weekly FSA and CSC meetings until identified as development. Once identified as development CSC SDMs will then be required to change the environment field in the ECM solution.
 - b. **Fix:** Enter a CR in the GCARS system to distinguish between production and development.

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Appendix A – Post-Release II ECM Enhancements

The following ECM enhancements have been created since release 2.0 to accommodate the GCARS/ECM integration effort. The slides contained in this appendix are provided to validate that the requested changes have been made to the ECM application.

This section contains the User Acceptance Test Matrix for the enhancements added to the ECM Tool Post-Release 2.0. It also includes the test conditions and test scripts as well as the screen shots that resulted from each scenario. The purpose of the User Acceptance Test was to validate the enhancement requirements from an end user perspective.

The ECM Post-Release 2.0 User Acceptance Test was performed by Steve Jarboe of the Integration Partner ECM Team. The results show that 8 out of 8 scripts were completed successfully and validated.

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Summary of Post-Release 2 Enhancements

ECM Enhancement ID	Title	Description	Resolution
VDCMP00000887	Add "TBD" as an option in the Environment Field	Added "TBD" as an option in the Environment (field name: Environment) drop-down list	Completed
VDCMP00000888	Change Risk Assessment to be a drop-down list	Change Risk Assessment to be a drop-down list (field name: Risk_Assessment_List) 1-High 2-Medium 3-Low	Completed
VDCMP00000890	Make Requester's Name/Phone Mandatory	Make Requester's Name/Phone (field name: Requester_Contact_Info) mandatory when going to the Drafted state.	Completed
VDCMP00000891	Make notes ONLY required field for Rejected State	Make Notes (field name: Notes) the ONLY required field when going to the Rejected state.	Completed
VDCMP00000892	Make Data Center Reference # Required	Added hook to require Data Center Ref # (field name: GCARS_Ref_Number) to be an 11 character value with '.' as the 5th character.	Completed
VDCMP00000893	Make Notification Group fields read-only	Made Notification Group and all Other Notification Group fields read-only. (field names: System_Group, System_Group2-6)	Completed
VDCMP00000894	Change Delinquency Loan Mart Permissions	Gave ECM_Delinquency_Loan_DM permissions in ECM to Draft, Submit_to_DC, Disapprove, Resubmit, Close_Rejected, Implement, Close_Successfully, Failure,	Completed
DCMP00000895	Add the following 8 App Teams to Sys Affected List	Added the following Systems Affected (field names: Systems_Affected, Systems_Affected2-6) and/or gave them action permissions: 1. B-Trade 2. EASI 3. FSA Download 4. No Department 5. Operations 6. OPS Weekly IPL 7. PELL/RFMS/FMS 8. SAIG	Completed

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
1.0 “TBD” Added to Environment Field – TEST # 887					
1.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	887	Yes	2
1.2	Enter “User Name & Password”, then select “Database VDCMP ECM Change Request & Issue Tracking Tool”, then click Logon box.	Rational ClearQuest Web home page appears	887	Yes	2
1.3	Select “Change Request Form” from dropdown box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number; State=drafted	887	Yes	3
1.4	Click on the Environment Field Dropdown Box”	TBD is included in the dropdown Menu	887	Yes	4
2.0 Change Risk Assessment to be Dropdown List – TEST # 888					
2.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	888	Yes	2
2.2	Enter “User Name & Password”, then select “Database VDCMP ECM Change Request & Issue Tracking Tool”, then click Logon box.	Rational ClearQuest Web home page appears	888	Yes	2
2.3	Select “Change Request Form” from dropdown box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number; State=drafted	888	Yes	3

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
2.4	Click "Risk Assessments" Dropdown Box	High, Medium and Low Option appear in Dropdown Menu	888	Yes	10
3.0 Make Requester's Name/Phone Mandatory – TEST # 890					
3.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	890	Yes	2
3.2	Enter "User Name & Password", then select "Database VDCMP ECM Change Request & Issue Tracking Tool", then click Logon box.	Rational ClearQuest Web home page appears	890	Yes	2
3.3	Select "Change Request Form" from dropdown box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number; State=drafted	890	Yes	3
3.4	Confirm that Requestor's Name Field is Mandatory/required	Fields are shown in red	890	Yes	7
4.0 Notes is ONLY required field for Rejected State – TEST # 891					
4.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	891	Yes	2
4.2	Enter "User Name & Password", then select "Database VDCMP ECM Change Request & Issue Tracking Tool", then click Logon box.	Rational ClearQuest Web home page appears	891	Yes	2
4.3	Select "Change Request Form" from dropdown box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number; State=drafted	891	Yes	3

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
4.4	Confirm that only Required (Red) Field is Notes in Rejected State	Only Notes Filed is shown in Red	891	Yes	8
5.0 Make Data Center Reference # Required – TEST # 892					
5.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	892	Yes	2
5.2	Enter “User Name & Password”, then select “Database VDCMP ECM Change Request & Issue Tracking Tool”, then click Logon box.	Rational ClearQuest Web home page appears	892	Yes	2
5.3	Select “Change Request Form” from drop-down box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number; State=drafted	892	Yes	3
5.4	Confirm that Data Center Reference Number must be completed	Data Center Reference number must be completed	892	Yes	9
6.0 Make Notification Group fields read-only – TEST # 893					
6.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	893	Yes	2
6.2	Enter “User Name & Password”, then select “Database VDCMP ECM Change Request & Issue Tracking Tool”, then click Logon box.	Rational ClearQuest Web home page appears	893	Yes	2
6.3	Select “Change Request Form” from drop-down box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number;	893	Yes	3

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
		State=drafted			
6.4	Complete CR (including Other Systems Affected" and save as draft to confirm that Notification Groups listed are Read Only	Notification Groups field cannot be modified (is read only)	893	Yes	10
7.0 Change Delinquency Loan Mart Permissions – TEST # 894					
7.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	894	Yes	2
7.2	Enter "User Name & Password", then select "Database VDCMP ECM Change Request & Issue Tracking Tool", then click Logon box (USE DLM LOGIN)	Rational ClearQuest Web home page appears	894	Yes	2
7.3	Select "Change Request Form" from drop-down box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number; State=drafted	894	Yes	3
7.4	Confirm ability to Draft, Submit to DC, Disapprove, Resubmit, Close Rejected and Close Successfully	Able to perform all actions	894	Yes	11
8.0 Add 8 App Teams to Sys Affected List – TEST # 895					
8.1	Go to http://4.20.15.228/cqweb/logon/default.asp	ClearQuest Web Logon screen appears	895	Yes	2
8.2	Enter "User Name & Password", then select "Database VDCMP ECM Change Request & Issue Tracking Tool", then click Logon box (USE DLM LOGIN)	Rational ClearQuest Web home page appears	895	Yes	2
8.3	Select "Change Request Form" from drop-down box then Click on Submit. Read value in state field.	Draft Change Request Form screen appears with VDCMP number;	895	Yes	3

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Scenario	Description	Expected Results	CR Tested	Condition Met (Yes/No)	Resulting Screenshot Slide #
		State=drafted			
8.4	Confirm that the following 8 App Teams' are listed in the Sys Affected Drop Down List 1. B-Trade 2. EASI 3. FSA Download 4. No Department 5. Operations 6. OPS Weekly IPL 7. PELL/RFMS/FMS 8. SAIG	All 8 App Teams are listed	895	Yes	12

Post Release 2 Corresponding Screen Shots are included here:



"ECM Post R2.0 User Acceptance Testing S

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Appendix B

The report results listed below were created during scenario 9 of the UAT and validate that the Development and Production reports used in the Tuesday and Thursday FSA meetings to discuss CRs will continue to work after the ECM/GCARS integration goes into production. A workaround is in place to treat TBD change request, that are create as a result of the integration, as production CRs until they are properly identified as either production or development by CSC SDMs.

Insert Report (need to print from test data)

**FEDERAL STUDENT AID (FSA)
ENTERPRISE CHANGE MANAGEMENT
ECM/GCARS
USER ACCEPTANCE TEST**

Appendix C – Screen Shots

The following screen shots were produced during the execution of the User Acceptance Test (UAT) and provide the documented validation of the before and after state of each ECM record created and updated within the ECM tool. These screen shots should be referenced as validation that the conditions listed in Section 4 indeed have been met as indicated.

(See Attached Copies of Screen Shots)