

ECM/GCARS Issue Report

As of Feb 28, 2003 3:36 PM

Name : TO 90- Enterprise CM

Issues : 21

Issues Criteria: Show only issues that meet ALL the following criteria:
Unresolved

Issue No. (asc)	Issue Topic	Assignees	Priority	Percent Complete	Deadline	Issue Description	Last Response
2	ECM CRs get moved out of the rejected state		Medium	0%	Jan 07, 2003	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.	The following fix was determined by FSA: ECM/GCARS Interface will have to be changed to account for CRs being disapproved by the business owner in the ECM tool.
3	ECM/GCARS Automatically Closes CRs		Medium	0%	Jan 07, 2003	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.	The following fix was determined by FSA: 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.
4	Opened and Closed GCARS CRs will not create an ECM record		Medium	0%	Jan 07, 2003	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.	The following fix was decided by FSA: Modify existing business rules to bring over closed CRs that do not exist in ECM.
5	ECM/GCARS Inegration Solution does not bring over closed CRs		Medium	0%	Jan 07, 2003	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.	The following fix was decided by FSA: Modify existing business rules to bring over closed CRs that do not exist in ECM.
6	GCARS Initiated CRs are create in TBD state		Medium	0%	Jan 07, 2003	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.	The following fix was determined by FSA: Enter a CR in the GCARS system to distinguish between production and development.

7	CR are being closed with Environment Listed as TBD		Medium	0%	Jan 07, 2003	If the environment is not modified before reaching the closed state they will be closed as TBD. This will effect metrics data because there is no way to distinguish between Prod and Dev.
8	Clear ownership of each part of the ECM/GCARS solution needs to be defined		Medium	0%	Jan 07, 2003	It is unclear who owns which part of the interface. The responsibilities should be clearly defined and communicated to avoid confusion and misunderstanding.
9	The ECM/GCARS Integration has no formal documentation		Medium	0%	Jan 07, 2003	There have been several items created during development of ECM/GCARS interface, but there is not official documentation of this design/solution.
10	GCARS/ECM Fixes		Medium	0%	Jan 07, 2003	Are the current FSA fixes being worked and developed by CSC?
11	GCARS/ECM Workarounds		Medium	0%	Jan 07, 2003	Have the FSA recommended workarounds been communicated and accepted by CSC.
12	ECM tickets are being moved backwards in the lifecycle		Medium	0%	Jan 07, 2003	ECM tickets are being moved backwards through the lifecycle and are moving through the rejected state. This is extremely confusing to application owners.
13	Automation of DEWI number updated within ECM		Medium	0%	Jan 15, 2003	The current interface does not automatically populate the DC ref number with the GCARS DEWI number. This causes a duplicate record to be created when the DEWI number is entered incorrectly. The FMS team logged this problem.
14	Description Information is being truncated.		Medium	0%	Jan 15, 2003	When new records are created in ECM from GCARS the description data is being truncated.
15	TBD Reports not Review at weekly Meeting		Medium	0%	Feb 26, 2003	As a result of GCARS not being able to distinguish between Dev and Prod we now have CRs that are listed as TBD. This report is distributed for the Thursday meeting, but these CRs are not review. These need to be reviewed either at the Thursday meeting or a separate meeting needs to be set up to review

these CRs.

16	CR Updates and Reconciliation Between ECM and GCARS		Medium	0%	Feb 26, 2003	CR updates are provided verbally in the Production Meetings on Thursday. Someone needs to ensure that these changes are being made in the GCARS and ECM system in a timely manner and if they are not that person needs to follow up with CSC or the application teams to ensure updates are made. This is critical to ensure that the data provide is up to date and useful.	
17	No Department		High	0%	Feb 26, 2003	CSC currently used the term "No Department" to identify which application will be impacted by a change. Intuitively, this means that no one is affected, but this is not how this is being used. In GCARS "No Department" often means no single department. The consequence of this is no one is being identified by changes that use "No Department" as the system affected. CSC needs to change the way they use this term or map this to "all systems" in the LEI table.	
18	New System Affected choices have no user groups associated with them		High	0%	Feb 26, 2003	To accommodate the GCARS/ECM interface several new categories were added to the System Affected list. These categories are B-Trade, EASI, FMS/PELL/RFMS, Ops Weekly IPL, and No Department. There are not user groups associated with any of these. These need to be associated with new User groups so email notifications will be sent out to the appropriate users.	
19	Communication and Training associated with ECM/GCARS integration		Medium	0%	Feb 26, 2003	There is a lot of misinformation associated with the ECM/GCARS integration and many people are confused about what gets automatically updated and what is still a manual process. Additional communication and training is needed to educate the active users of the ECM tool.	
20	Monitoring and Notification of ECM		High	0%	Feb 26, 2003	The ECM solution has become more complex. We now have added the LEI table, and VB	

	solution					Script to the ECM application and Email Server. Who is responsible for monitoring each component to ensure the ECM Solution is working properly. What is the notification process if any of the above mentioned components stops working properly? Who is on point to ensure the problem gets fixed?
21	Recovery of Data after GCARS/ECM interface outages		High	0%	Feb 26, 2003	There have been several outages associated with the GCARS/ECM interface over the past month. CSC has been provide examples of CRs that have not been created in ECM as a result of these outages. Who is going to be on point to ensure these CRs that have not be imported in to ECM are identified and entered into ECM so we can have a record of all FSA changes.
22	ECM Process Clarification		Medium	0%	Feb 26, 2003	Need to determine the exact point in the lifecycle that a GCARS ticket gets generated based off an ECM ticket. This is currently unclear and has caused inconsistency in CR status reporting. Also, need to determine exact point when a ECM ticket gets created based off a GCARS ticket. Many GCARS tickets are being created in ECM when they were only draft GCARS CRs.