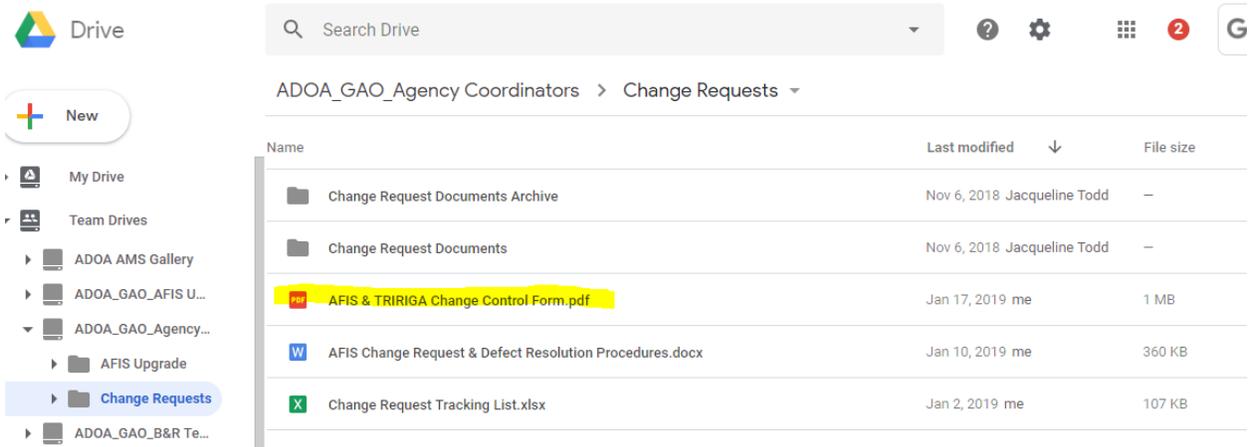


## AFIS Change Requests

1. "AFIS & TRIRIGA Change Control Form" located in the Google Team Drive ADOA\_GAO\_Agency Coordinators/Change Requests folder must be filled out and sent to [AFISHub@azdoa.gov](mailto:AFISHub@azdoa.gov).
  - a. All agencies should have at least one individual with access to the Google Team Drive ADOA\_GAO\_Agency Coordinators folder. This is usually an agency CFO or Accounting Manager.
  - b. If an agency does not have access to the Google Team Drive ADOA\_GAO\_Agency Coordinators folder, they can contact their GAO/AFIS Liaison to email them the form.



2. GAO Communications manages the [AFISHub@azdoa.gov](mailto:AFISHub@azdoa.gov) mailbox and receives the form.
  - a. They assign it the next sequential number and log it in the Change Request Tracking List spreadsheet (also available on the Google Team Drive).

A	B	C	D	E	F	G	H
General Status: See Definitions Tab for status key	Agency Priority Status (leave blank unless Urgent)	CR #	JIRA ticket #	Requesting Agency	Agency Contact Name	Agency Contact Phone #	Agency Contact Email
Open		CR227		DTA	Nicole ZumbrunnenDayna W	602-712-6642	NZumbrunnen@azdot.govDWoodruff@azdoG

- b. They send via email the assigned number to the Agency Coordinator (AC) and the person who submitted the request (if different from the AC).
  - c. They send an email to the Project Management Team (PMT), which currently consists of individuals from GAO, ASET and CGI, with the information for the change request (CR).
3. The CRs are reviewed monthly at the PMT meeting.
  - a. If the CR is approved to move forward, it is determined if the State can handle the development, or if a Level of Effort (LOE) needs to be requested from CGI to perform

the work. The State Comptroller, Deputy State Comptroller or Statewide Accounting Administrator can request a LOE from CGI. This is currently done through a CGI staff person on-site with the State, but can also be requested from PSMAG.

- i. **CRs that involve coding changes** - CGI must do the work since we are a Managed Advantage client and don't have access to the code. A LOE must be requested.
  - ii. **CRs that involve interfaces and reports** - The State can usually do the work, but sometimes due to backlog or complexity, CGI assistance is needed, or they need to complete the development. In those cases, a LOE must be requested.
  - iii. If a LOE is required, GAO Communications sends an email to the requesting agency and asks if they are willing to fund the change.
    1. If the agency is willing to fund the CR, it is included for the next Change Advisory Board (CAB) monthly meeting.
    2. If the agency is not willing to fund the CR, it is marked as 'On Hold' in the Change Request Tracking List spreadsheet.
      - a. GAO still moves forward with requesting the LOE from CGI. Once received, GAO can determine if using Managed Advantage discretionary hours is an option. Typically, discretionary hours are only used if the CR will have a statewide benefit and if the hours are available at the time of the request (or not otherwise planned for).
    3. Frequently, the agency will want to receive the LOE first before they determine if they want to fund the change. In that case, the CR is marked as 'On Hold' in the Change Request Tracking List spreadsheet until the LOE is received, at which time the estimate is sent back to the agency via email from [AFISHub@azdoa.gov](mailto:AFISHub@azdoa.gov).
    4. If discretionary hours cannot be used and the agency does not want to fund the CR, the status is changed to 'Closed' on the Change Request Tracking List spreadsheet.
    5. A CR will only go to CAB once the agency has agreed to fund the change or if Managed Advantage discretionary hour usage is being proposed by GAO.
    6. CAB has the right to refuse the use of discretionary hours.
  - b. With the exception of requests denied due to funding, if a CR is not approved to move forward, it is still included in the next CAB review.
4. The Change Request Tracking List spreadsheet is updated with the results of the PMT meetings (those CRs approved and denied) in anticipation of the next CAB meeting.

- a. The status will still reflect 'Open' until the CR is reviewed in the CAB meeting.
  - b. The spreadsheet, along with copies of the CR forms to be reviewed by CAB are sent to the CAB representatives to review prior to the next monthly CAB meeting.
  - c. CAB is currently made up of representatives from GAO, ASET, SPO, HR and nine State agencies. The representatives are reviewed yearly by GAO to determine if changes need to be made (for example, if someone has left a position).
  - d. The CAB also meets monthly, unless there are no CRs to review, in which case an email is sent from [AFISHub@azdoa.gov](mailto:AFISHub@azdoa.gov) communicating to the representatives that the meeting has been cancelled.
5. CAB reviews the change requests.
- a. Heavy focus is placed on those that require LOE from CGI. If the LOE has already been received, it can be shared during the meeting. GAO will also discuss its recommendation to use (or not use) discretionary hours.
  - b. If a CR is approved to move forward, the status is updated to 'Approved/Not Started (A/NS)'. It is also updated with other known information, such as the person who will be assigned to it and any estimated dates of completion.
  - c. If a CR is denied, the status is updated to 'Denied'. An email is then sent to the requesting agency (the contact listed on the form) from [AFISHub@azdoa.gov](mailto:AFISHub@azdoa.gov) notifying them, which includes the reason for the denial.
6. For approved CRs, the Statewide Accounting Administrator creates a JIRA ticket and updates the Change Request Tracking spreadsheet with the JIRA number.

General Status: See Definitions Tab for status key Based on a PMT Status Review	Agency Priority Status (leave blank unless Urgent)	CR #	JIRA ticket #	Requesting Agency	Agency Contact Name	Agency Contact Phone #	Agency Contact Email
A/IP		CR223	AFIS-3663	HCA	Jerline Bonaparte	602-417-4253	<a href="mailto:jerline.bonaparte@azahcccs.gov">jerline.bonaparte@azahcccs.gov</a>

- a. **CRs that the State is developing** - These are assigned to an ASET developer.
  - i. The ASET developer is responsible for updating the JIRA ticket with the status.
  - ii. The Statewide Accounting Administrator will update the Change Request Tracking List spreadsheet monthly with the current status to be posted to the Google Team Drive.

- iii. If GAO needs to be involved in the testing, ASET will assign the ticket to the Statewide Accounting Administrator. The ticket will then be assigned to one of the AFIS staff for testing, if applicable.
  - iv. Typically, the changes are only tested in the MA1 (User Acceptance Test) environment since they are interface or report related, and we don't run interfaces or reports in other non-Production environments (such as SH1).
  - v. If successfully tested in MA1, the JIRA ticket is updated by the individual assigned to the testing and assigned back to the Statewide Accounting Administrator.
  - vi. The Statewide Accounting Administrator provides approval via email to move the changes to the Production.
  - vii. The Statewide Accounting Administrator monitors in Production for a few days and if no issues, closes the ticket in JIRA.
- b. **CRs that CGI is developing** - These are assigned to the Statewide Accounting Administrator in JIRA.
- i. The Statewide Accounting Administrator is in contact with CGI as to the status of the development, so is responsible for making notes with status in the JIRA ticket and updates the Change Request Tracking List spreadsheet monthly.
  - ii. Once the CR is ready to be tested, the required coding changes are packaged by CGI and sent to the State in an Excel migration workbook. The patch will be given a number (for example FIN104).
  - iii. The Statewide Accounting Administrator saves the workbook on the State network drive AFIS folder and then opens a ticket in the CGI Solutions Support website to migrate the package to the SH1 (Systems Test) environment. The ticket is assigned a CGI tracking number (the ISS number below).


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**ISS00309089**

PSMAG - AZDOA request to migrate patch FIN104 to SH1

Status	CSG Consultant	Issue Contact	Product
Priority: Normal Severity: Moderate Status: Assigned Defect ID: Fixed in Release: Client Tracking Number: Business Impact Description: Designation:	Jay Vankuiken  jay.vankuiken@cgi.com (800) 321-0267	Angela Dillard State of Arizona ERP  angela.dillard@azdoa.gov (602) 542-5401	Managed Services 1.0 Platform: N/A Database: N/A

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6/27/2018 10:50 AM  
Issue Description

Please migrate patch FIN104 to the SH1 environment.

Migration workbook is attached.

The migration can take place at any time.

- iv. The Statewide Accounting Administrator updates the State JIRA ticket with the tracking number from the request to migrate to the SH1 environment.
- v. Once the package has been migrated by CGI to the SH1 environment, the Statewide Accounting Administrator assigns through JIRA to a staff member to test in SH1.
- vi. If the testing is successful in SH1, notes are added to the JIRA ticket and it is assigned back to the Statewide Accounting Administrator to request the package be moved to the MA1 (User Acceptance Test) environment via a new ticket in the CGI Solutions Support website.
- vii. When the package is ready to test in MA1, the same procedures as SH1 are applied.
- viii. If the package fails at any point, the Statewide Accounting Administrator adds a note to the ticket in the CGI Solutions Support website and also communicates to the CGI Managed Advantage team. CGI then has to get a new package and the process starts back at Step 6b(ii).
- ix. When all testing is successful, the JIRA ticket is assigned back to the Statewide Accounting Administrator to request the patch be moved to the Production environment.
- x. The Statewide Accounting Administrator monitors in Production for a few days and if no issues, the ticket is closed in JIRA and an email is sent to CGI that the ticket can be closed on the CGI Solution Support website.

## System Issues Reported

1. An AFIS issue is reported. This could be an issue reported by an agency to GAO or an issue that GAO discovers.
2. As much documentation as possible is gathered (screen shots, etc.) and a ticket is created through the CGI Solutions Support website that is assigned a tracking number.

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### ISS00305729

PSMAG - MA2 ESS database errors again

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Status	CSG Consultant	Issue Contact	Product
<b>Priority:</b> High <b>Severity:</b> Moderate <b>Status:</b> Work In Progress <b>Defect ID:</b> <b>Fixed in Release:</b> <b>Client Tracking Number:</b> <b>Business Impact Description:</b> Can't conduct any travel training in MA2 environment. <b>Designation:</b>	Kristi Tolin  kristi.tolin@cgi.com (800) 321-0267	Angela Dillard State of Arizona ERP  angela.dillard@azdoa.gov (602) 542-5401	Managed Services 1.0 <b>Platform:</b> N/A <b>Database:</b> N/A

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5/29/2018 9:31 AM  
Issue Description

We are getting database errors again when attempting to create travel docs in ESS. Please see attached.

Issue was fixed last Friday 5/25/18 and new gold copy taken, but not working again after refresh.

Steps to Recreate: See attached.

Expected Results: N/A

Current Workaround: none

- a. All managers in the AFIS group have the ability to create tickets on this site.
  - b. All tickets are assigned a priority (from the State's perspective) of Low, Normal, High or Urgent.
  - c. High and Urgent tickets are tracked and discussed specifically on a weekly status call that GAO/ASET has with CGI Managed Advantage.
3. CGI does research on their end and determines if the issue is a software defect.
    - a. If the issue is determined to be a defect, it is communicated to GAO via email and also noted in the CGI Solutions Support ticketing system.
    - b. CGI also includes the estimated delivery date for the patch.
    - c. If the issue is determined not to be a defect, the State has the option of going through the formal change request process above to have a custom modification done.
  4. If the issue is a defect, a JIRA ticket is opened by one of the AFIS managers that references the original CGI Solutions Support ticket number in the "ClearQuest ID" field.

## Travel - Red close button not warning of lost data

Edit Comment Assign Re-open Cancel Admin

Type:	Incident	Status:	<b>CLOSED</b> <a href="#">(View workflow)</a>	Assignee:	Angela Dillard
Priority:	Medium	Resolution:	Done	Reporter:	Angela Dillard
Severity:	Moderate			Votes:	0
Environment:	Production			Watchers:	2 <a href="#">Stop watching this issue</a>
Modules:	Application			Created:	May 24, 2018 9:29 AM
Work Around:	None			Updated:	Jun 1, 2018 1:09 PM
Recreation Steps:	See description			Resolved:	Jun 1, 2018 1:09 PM
Found In:	Production				
Functional:	Travel				
Development Team:	CGI				
ClearQuest ID:	ISS00261406				
Agency:	ADA-GAO				

**Development**

5. When the defect patch is complete, it is tested by CGI in their development environment. If it passes their testing, the patch is packaged through an Excel workbook and delivered to the State (GAO) via email and also attached to the original CGI Solutions Support ticket.
6. The Statewide Accounting Administrator saves the workbook on the State network drive AFIS folder and then opens a ticket in the CGI Solutions Support website to migrate the patch to the SH1 (Systems Test) environment. Then it is communicated to the AFIS manager who originally reported the issue that it is ready for testing in the SH1 environment.
7. The AFIS manager assigns to a staff member to test in SH1.
  - a. If the testing is successful, notes are added to the JIRA ticket is assigned to the Statewide Accounting Administrator to request the patch be moved to the MA1 (User Acceptance Test) environment via a new ticket in the CGI Solutions Support website.
  - b. When the patch is ready to test in MA1, the same procedures as SH1 are applied.
  - c. If the patch fails at any point, the Statewide Accounting Administrator adds a note to the ticket in the CGI Solutions Support website and also communicates to the CGI Managed Advantage team. CGI then has to get a new patch and the process starts back at Step 5.
8. When all testing is successful, the JIRA ticket is assigned back to the Statewide Accounting Administrator to request the patch be moved to the Production environment. The GAO AFIS staff then monitors Production for a few days to ensure it is working.
9. If the patch is ultimately successful, the Statewide Accounting Administrator closes the JIRA ticket.