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QHIC Solution and Defect Management Plan

Version: 1.1

Document Control Page

Revision History

Version	Date	Additions/Amendments	Author
0.1	5/2/10	First Draft	Mark Dymock
0.2	9/2/10	PG1 drop details added	Mark Dymock
0.3	10/2/10	Updates from PD review	Mark Dymock
0.4	22/2/10	Updated target drop dates and included list of prioritised defect drop preferences from business.	Mark Dymock
0.5	25/2/10	PG1 to PG4 drop information updated and latest spreadsheet attached.	Mark Dymock
1.0	28/2/10	Baselined at gate 2 – Business Cutover	Mark Dymock
1.1	11/3/10	Name changed and updated with latest version of spreadsheet, new requirement and In Dispute items added	Mark Dymock

Distribution

Date	Distributed To	Version
1/3/2010	QHIC Project Directorate	1.0
1/3/2010	QHIC Project Board	1.0
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12/3/2010	QHIC Project Board	1.1

Related Documents

Release Date	Title of Document	Version

Glossary

Term	Description
N/A	A glossary of terms is not required for this Work Product

About this Document

Document Purpose

The purpose of the document is to define the plan for the management, governance, classification and post go-live deployment of all system change and defect items remaining open as at the end of UAT 4 (including items raised against CR 206 content – EB changes, 11 new requirements and Super). It also includes classification and management of changes and defects arising from post UAT activities such as Cutover Simulation 2.

Table of Contents

1. Background

A project-wide code freeze was put into place on QHIC from close of business 22 January 2010. At the time of this freeze there were still a number of outstanding items in Mercury QC, and User Acceptance Testing for the Super changes was incomplete. The code freeze and movement to the next project phase were agreed by the QHIC board on the basis that resolution and deployment of these items was managed under a commonly agreed plan between QHIC, Corptech and QHEST.

These items are recorded in Mercury QC and may be any of the following;

- Change Request items –eg Super changes;
- New Requirements requested by the business teams within QH or support teams within Corptech;
- Code or configuration defects;
- Work instruction or associated documentation updates.

2. Classifications

The various solution changes and defects have been classified into several different priority groups based on their deployment urgency. These classifications will continue to be applied under this plan to any QC items raised up to Go Live, along with standard Corptech production severity definitions. Items can move between classifications if agreed at the daily Change and Defect Management meetings (see Section 3.1). Note that these criteria are not exactly the same as those used to determine change or defect severity. The criteria used to determine these priorities include:

1. Business impact – eg number of employees impacted, amount of dollars, under versus overpayment.
2. Ability to use workaround – whether a workaround exists and if yes, the effort required to perform the workaround and viability of performing it within the desired window of the pay cycle.
3. Solution impact – the potential for any change/defect resolution to impact the stability of the existing solution, includes an assessment of the breadth of change required to system design and code.
4. Resolution timeframe – how quickly the proposed change or defect fix can be put through the QHIC software development lifecycle.
5. Timing dependencies – eg whether the change is required before a specific pay period or event (eg EOFY, public holidays).

2.1. Post Go Live 1 (PG1)

Deployment: Prior to first pay run.
Items in this group meet some or all of the following criteria:

- Severe business impact (high number of employees impacted, significant dollar impact);
- No viable workaround known.
- The solution design impact risk is acceptable relative to the business impacts.
- The change/fix can be designed, built and tested in time for deployment early after Go Live.

Note 1: A subset of these items has been agreed as Emergency Changes and will be submitted for approval to release prior to Go Live. These go through the current QHIC Emergency Change Process and require approval from all stakeholders and the Defect Management team. A pre Go-Live release may be required due to timing around recalculations or cutover activities. Any defects or changes approved for release prior to Go Live are tabled separately in Appendix A of this document.

2.2. Post Go Live 2 (PG2)

Target Deployment: If able to be scheduled, will be targeted for deployment prior to the QHHR1 release (within first 3 pay cycles after Go Live). This will be dependant on production conditions during this period.

Items in this group meet some or all of the following criteria:

- High business impact (some employees impacted, some dollar impact);
- High retrospective calculation impact;
- A workaround is available, though it may be complex and require significant manual effort.
- The solution design impact risk is acceptable relative to the business impacts.
- The change/fix can be designed, built and tested in time for deployment by the agreed PG2 deployment date.

2.3. Post Go Live 3 (PG3)

Target Deployment: Targeted for deployment with the QHHR1 release(SAP Stack release).

Items in this group meet some or all of the following criteria:

- High to Medium business impact (some employees impacted, some dollar impact);
- A workaround is available, though it may be complex and require significant manual effort.
- The solution design impact risk is acceptable relative to the business impacts.
- The change/fix can be designed, built and tested in time for deployment by the agreed PG2 deployment date.

2.4. Post Go Live 4 (PG4)

Target Deployment: After QHHR1 release, and up to and including the QHHR2 release (specific date to be agreed, will be around August/September).
Items in this group meet some or all of the following criteria:

- Medium to low business impact;
- A workaround is available;
- The solution design impact risk is acceptable relative to the business impacts.
- The change/fix can be designed, built and tested in time for deployment by the agreed PG3 deployment date.

3. Management and Governance

3.1. Daily Change and Defect Management

Identification and classification of all existing and new items will be done at daily defect management meetings, which have business and technical representation. These meetings are used to:

- Review, validate and classify all new change and defect items;
- Request and review additional information as required to determine the validity and classification of these items.
- Maintain the detailed spreadsheet showing the impact assessment and deployment plan for each item.

3.2. Plan Governance

A small group representing each of the key Plan stakeholders is responsible for developing the overall Solution and Defect Management Plan (this document), including the proposed Release Plan. This group will then track progress against the plan and be a first point of escalation for any of the stakeholders.

4. Proposed Release Strategy and Timeline for items under this Plan

This plan proposes the following timeframes for each of the three key groups (refer to Appendix A for more detail of the agreed PG1 drop plan).

PG1 – Deployed prior to commencement of the first pay run. There are two deployment groups within PG1:

1. Fixes/changes required before go live cutover;
2. Fixes/changes required before the first pay run (current plan is to drop these Sunday 14 March).

Note that IBM have recommended that minimal drops of remaining defects occur until the proposed PG3 drop in May 2010 (see below). This is to decrease the risk of solution instability during the initial pay cycles and to allow all project, technical and business support resources to focus on their extended support duties.

PG2 –These are targeted for deployment prior to QHHR1 (SAP Stack) Release in May 2010, subject to analysis of each of the items in this group and production conditions during this period.

PG3 –These are targeted for deployment with the planned QHHR1 (SAP Stack) Release in May 2010, subject to analysis of each of the items in this group and confirmation this can be supported in the QHIC environment landscape.

PG4 – These are targeted for deployment after QHHR1 and before or with QHHR2 (draft release dates for QHHR2 are in August/September).

Note: The targeted release dates, and defects contained within each of those target groups, may change as a result of critical and high priority defects arising after production deployment. Any changes will be agreed by the Change Approval Board (CAB).

5. Appendix A – Defect/CR Spreadsheet as at Friday 12 March

The attached spreadsheet contains the status and target release timeframe for current known defects and changes prior to Go Live. These are target dates only and may be subject to change based on production defect impacts and business priority changes. Any changes after Go Live will need to be approved by the Change Approval Board (CAB).

Defect and Solution
Management Plan -VC

6. Appendix B – Agreed New Requirements and In Dispute Items

6.1. Agreed New Requirements

The following Mercury QC items have been agreed as new or changed requirements between IBM, Corptech and Queensland Health. IBM will prepare a CR for these items.

ID	Summary
739	WB: Night Shift Penalty removed when Toil Taken entered on the end of the shift.
1451	WB: No minimum hours when returning to work from Parental Leave
1722	FI: Employee debt report 1. not using Payments tab amount, 2. not showing transfer to Finance and 3. unable to save display variant as default
1976	WB: PT SMO recalls either side of 8am and no 2 hour min is paid after 8 am when 1st recall after 8 am falls within the 2 hour min of the pre 8am recall
2368	WB: Shift penalties are included guranteed hours
2424	Concessional Day - QA doco review has highlighted a scenario where time code CONT_T needs to trigger.
2431	WB: Single Day Higher Duties
2432	SAP/WB: Mappings for EN's Emps and Positions under QPHS Section C and Calculations Groups
2437	WB/SAP: Changes within a roster that do not have 24 hours notice are to be paid double time
2457	SAP: PSA 5 week accrual, Ent Structure mapping Calc Group missing
2459	WB: Actual Hours Public Holiday - Guarantee - Nursing EB. This is in relation to Nursing EB changes. IBM have raised questions regarding how the PH guarantee should be applied to the new requirements for Actual Hours Worked on Public Holiday for Nurses.

Defect ID	Status	Severity	Function	Summary	Impact	Work Around Possible	Work Around Registered	Issue	Action	Comment	Drop Status	Drop	Recommendation	Sort Order	Archived actions
2573	Assigned	1 - Showstopper	Other	Issues: IBM WebSphere (DataStage) Application Internal corruption						04.03.10 Raised by Roslyn.					
2574	Assigned	3 - Minor	Integration	INT: Interface Results Listing Report enhancements						04.03.10 Raised by Nelson.					
2575	New	3 - Minor	Reports	On-Call Filter on Unstaffed Shifts Report not functioning correctly						04.03.10 Raised by Sharon Mayfield Smith, QHIC. This defect was raised during Sys testing of defect 2483.					
2549	Assigned	2 - Major	Interface - WB to SAP	24 Hrs of RDO top up not loading into personnel records		Unknown, IBM to advise		03.03.10 Two issues in the defect. The first issue is in the XI mapping of WB. WB is mapping this record to a correct wagetype and an incorrect wagetype. SAP's issue is in the processing of the record.	03.03.10 IBM to provide an update to the pay impact of these unprocessed records. 02.03.10 Spoke to IBM to ask them if they could provide the PD with an answer to this in the morning. 25.02.10 IBM to do an urgent analysis of the issue and provide an update ASAP.	03.03.10 Question to IBM was answered in today's meeting. The correct mapping in the XI from WB to SAP is not always processed. 23.02.10 Raised by W. McCarthy		PG2		0.2	
2571	New	3 - Minor	Create/Maintain Emp WB	WB: Other required in list of agencies					04.03.10 - Email to Janette with details. Janette to advise if this is to be closed.	IBM have advised they cannot provide queries from Workbrain to support work	03.03.10 Raised by C. Sparks, QHEST				0.2	
2462	Assigned	3 - Minor	Timesheet	WB: Pay rules - Recall guarantee hours not being correctly paid	VMOs not being paid their recall guarantee at the correct rate	Yes	WA 117	IBM have advised they cannot provide queries from Workbrain to support work arounds. While a work around can be developed, we have no mechanism to identify employees to make corrections.	03.03.10 - People and Culture Corporate have advised that the work around is acceptable if this is placed on PG3			PG3		0.3	
1072	Assigned	2 - Major	Support Process	SAP - Variants have not been protected.	Support effectiveness and quality	No	NA		19.02.10 Validate this is on cut over task list with owner. 02.02.10 Waiting for input from Corptech to progress the determination of "Drop".	Cut Over Sechedule: Project ID = 522 Step = 62 Resource = N. Hancock BU = S. Reddy	Pending	Cut Over	To be completed as part of cutover and all variants synchronised at this point.	0.7	
2510	Assigned	2 - Major	Data Migration	WB: Employee migrated with Null All Off Shift Pattern, but is not fully populating the Time Sheet	Employees will be underpaid	No			03.03.10 IBM to provide the Cut Over Project ID that this references back to. 23.02.10 DM to provide a list of employees on the impact list. 19.02.10 Validate this is on cut over task list with owner. 15.02.10 IBM to provide analysis.	22.02.10 Parameter setting on Cut Over task list. This task will run on the first day of production. Parameter settings assigned to Ryan B. 19.02.10 WB team validated that the start of day task will be scheduled to run to fix this issue.	Pending	Cut Over		0.7	
2511	Assigned	2 - Major	Org Management	SAP - Variant for OM Data Integrity Report - Check for Chief position is not required	This runs in the Job Chain, but the report will not produce as there are no chief positions in QH	No			18.02.10 Nelson has updated the variant. IBM to validate if this needs to be put on cut over task list. 16.02.10 IBM to investigate and provide impact to payrun if not fixed. Does the variant get migrated?	Cut Over Sechedule: Project ID = 522 Step = 62 Resource = N. Hancock BU = S. Reddy	Pending	Cut Over		0.7	17.02.10 The variant does not get migrated.
2527	Assigned	2 - Major	Other	Remove Locked Record Process From Operations and Payroll Bureau Documentation		No			03.03.10 IBM to provide the Cut Over Project ID that this references back to. 18.02.10 Only outstanding task is to ensure program is included in CPS as a Tuesday Day 2 task.	17.02.10 Documentation		Cut Over		0.7	
2530	Assigned	2 - Major	Tax	SIM2: Infotype 0008 does not contain the correct notional wage type for payroll tax and PDE calculation		No			03.03.10 On 10.03 S. Tran will run a report from SAP and action these employees as a P1 activity on 10.03.10.	19.02.10 DM will not be changed due to risk. QHEST will update the 375 employees at cut over.	Pending	Cut Over		0.7	
2534	Assigned	2 - Major	Other	SAP - Data Integrity - Access to RHINTECHECK and inclusion in CPS		No		22.02.10 SSP does not have access to run RHINTECHeck to validate the ORG and PA data for the employee. This does impact pay.	03.03.10 IBM to provide the Cut Over Project ID that this references back to. 24.02.10 Leanne C. has indicated that if this is added to CPS then the fixing of the identified issues will be BAU. The outstanding item is for IBM to indicate if it has been added to CPS yet. 19.02.10 Check with Leanne C. on Monday	02.03.10 Corptech has added to CPS, security team at Corptech are now updating the security profiles.	RFT	Cut Over		0.7	
2552	Assigned	2 - Major	DSS Extract	INT: SAP to DSS Leave Taken Extract needs frequency increased	System resources used to run this in the job chain on pay Monday can bring the system to a halt.	No			03.03.10 IBM to provide the Cut Over Project ID that this references back to. 24.02.10 IBM to provide an impact assessment for the fix and to recommend when the transport would need to go in. IBM also need to provide what the results were in the PPRT.	24.02.10 IBM would like to put this in the daily pay processing to extract daily instead of doing one big extract at the end of the pay period. This will lower the risk of bringing the system to a halt when the job uses all the system resources to extract two weeks of data.	RFT	Cut Over		0.7	
2555	Assigned	2 - Major	Security	WB: PreProd Envir - Lookup table for Employment Agency returns 'no records found' message	Processors cannot create Employment Agency Staff (ie generic placeholders)	No		the issue seems to be that the employees that our user accounts are tied to, do not have an agency identifier (ie, QH). For example, navigate to Maintenance > Employees > Employee in preProd, and view Zcdata_qh57 In order to view agency names it should have Agency Identifier set to Queensland Health.	03.03.10 Brian F. to provide the Cut Over Project ID that this references back to. 25.02.10 Bill D., Corptech, is actioning.	24.02.10 Raised by Lynette L., QHEST	Pending	Cut Over		0.7	
2556	Assigned	2 - Major	Manage Payroll	Payroll Reconciliation report issues	The payroll reconciliation report is not counting all employees and appears to reduce if employees don't need Run Time in the final pay run	Yes	WA 139		25.02.10 Request sent to Susan T., QHEST, to split into three different defects for each issue.	02.03.10 Will be put in Cut Over for Work Around delivery. If Work Around is successful, the solution fix will move into drop PG3. 25.02.10 Drop will be determined when all defects are raised.	Pending	Cut Over		0.7	
2572	Assigned	3-Minor	Manage Payroll	CPS: Change automation schedule for ZQH_A_ADHOC_PAY to run all day					26.02.10 Doco due by 12.03.10			Cut Over		0.7	
2558	Assigned	2 - Major	Other	WB: PreProd Environment - Job look up table returns 'no record found' message	Workbrain processors will have a nil value returned when following work instructions	IBM to address in Work Instructions			26.02.10 - Gareth to investigate why this is happening. Work Instructions to be updated until the defect is fixed.	03.03.10 Reminder sent for this update. 25.02.10 Raised by Lynette L., QHEST.	Pending	Gate 3 Doco		0.9	
2569	Assigned	3 - Minor	Other	Work Instruction Amendment - SAP Overview						02.03.10 Raised by T. Bennett, QHEST.		Gate 3 Doco		0.9	
2282	Assigned	2 - Major	Reports	SAP: Create Advance Payments (CADV) Report	% Rem Serv Deductions will not occur when pay in advance is processed.	No	NA		29.01.10 - Jason to provide impact assessment/advice on Monday	28.01.10 - IBM to advise on impact assessment	RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2352	Assigned	2 - Major	Other	Work Around Support - Query/Reports required from Workbrain and/or SAP	Approx 1200 employees. This defect is created to support work arounds. Non delivery, means that workarounds will either be intensely manual or not possible.	No	NA	Concurrent Employees PDE and Recall Guarantee for SMO's	09.02.10 IBM to go back to the solution and analyse the possibility of providing a query/report that would work with some manual validation of data. 08.02.10 IBM to provide more detail as the query is not able to provide all the information as required for the WA.	10.02.10 Gert working on a design to present to Roslyn for feedback. 09.02.10 Once a query/report has been delivered the solution fix portion of this defect will be moved into a PG2 bucket.	Pending	PG1		1	

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Page 1 of 8

Defect ID	Status	Severity	Function	Summary	Impact	Work Around Possible	Work Around Registered	Issue	Action	Comment	Drop Status	Drop	Recommendation	Sort Order	Archived actions
2425	Assigned	2 - Major	ALCS	FI: SAP - ALCS Retro movement Temp/Perm to Casual will result in incorrect accrual postings	Approx 300 employees. ALCS values are overstated/understated	No	NA		08.02.10 Work around documented by Susan T. Pine to present to Michelle for review and approval. Pine to discuss the risk with Finance to discuss the migration drop schedule. 02.02.10 IBM to identify if this issue will happen in the first pay period. 29.01.10 IBM advise still under investigation	11.02.10 Update by Pine: The workaround will work in all cases except when the retro change is from the first day of a previous period. In this case the accrual override wage type will need to override the previous accrual completely. This will require a zero in the hour field and this is not allowable in the override wage types. A proposed solution was discussed with IBM and need to be assessed. 08.02.10 The PD team feels this is a high risk and should be moved to a PG2 / 2. 04.02.10 Yes this can happen in the first pay period. 02.02.10 IBM advised that there is no workaround and that this would take 10 days to fix. 28.01.10 Jason to update 28.01.10 IBM have advised 2 days to fix	RFT	PG1	Post go live	1	
2446	Assigned	2 - Major	ALCS	FI: SAP - ALCS Indigenous cadets workaround not generating correct accrual	Approx 200 employees. ALCS values are overstated/understated	No		Incorrect accruals for ALCS		The customer has always qualified that if ALCS did not work for the workarounds that finance would not endorse the workaround. That said, pre go-live fix.	RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2464	Assigned	2 - Major	Leave	WB: SARAS Leave incorrectly processes against the Employee Shift Pattern	Approx 200 Employees. Employees on SARAS will be overpaid	Yes	WA121	Will inflate leave accruals for employees, will overpay employees, will impact ALCS.		02.02.10 IBM advised there is no work around. 28.01.10 IBM advise is low risk, 1 day effort. Have performed further tests. It appears that any "off day" in the leave period is being paid SARAS leave.	RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2468	Assigned	2 - Major	Reports	SAP: Statement of Service should not have View Details Button unless it shows correct data	Approx 400 employees. Data Integrity	Yes	No			08.02.10 The greying out of the button is a PG1 / 1. Once this work is done this will be re-prioritized to PG2 / 2. 28.01.10 - Button to initially be greyed out/hidden. Further investigation then required.	RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2469	Assigned	2 - Major	Pay Execution	SAP: All Purpose Allowances not paying correctly on RDO Reduction and Top up Attendance Types	Approx 10 000 employees. All employees that receive an All Purpose Allowance	Yes	WA 107	Will not pay Section B Nurses the correct allowance amount	08.02.10 Jason to work with Corptech for a risk assessment. 02.02.10 Jason to provide impact assessment. 01.02.10 - Jason to advise estimate as it appears that all All Purpose Allowances are affected.	10.02.10 Corptech is comfortable with IBM's proposal and agrees that it is HIGH risk. If testing fail's this will have to review for impact. 10.08.02 JJ gave the greenlight to go ahead with this in the current period. JS would like to have a discussion with the Corptech team for a risk assessment. 04.02.10 Paul is investigating. 28.01.10 - IBM have advised 2 days to fix Can be fixed in this release if WA is acceptable.	RFT	PG1		1	
2470	Assigned	2 - Major	Other	SAP: Update the protected net amount for 2010	Any employees with Child Support will not have the correct protected net applied to their earnings. QHSSP have no ability to override this.	No	NA	23.02.10 IBM raising this to the PD to discuss the validity of being in cut over. Amend the protected earnings for child support effective 1 January 2010 to $617.26 per fortnight as per the regulatory requirements outlined by Child Support Agency	19.02.10 Validate this is on cut over task list with owner.	29.01.10 - SAP note not provided. Is legislative change and IBM will apply during cut over. 28.01.10 - Brian F to advise on Housing changes for his. How implemented - was there an SAP note? Acceptable for this release if table update only.	RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2472	Assigned	2 - Major	Superannuation	SAP - Superannuation Changes - Cas VMO with Non QSuper Sal Sac (5W90) not included in RESC (Self Managed Super)	Casual VMO's with Self Managed Superannuation	Yes	WA 122	Casual VMO who was elected to have Non QSuper superannuation salary sacrifice (wage type 5W90 in IT0014) is not being included in Wage Type RSAS which forms the Reportable Employer Superannuation Contributions on the payment summary.			RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2478	Assigned	2 - Major	DSS Extract	HRDSS Job Extract contain blank Job Start Date	Further advice to be provided by FI	No			05.02.10 IBM will need to change the variant in the job chain to address this issue. 02.02.10 Pine to confirm if PG2 workaround.		RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2481	Assigned	2 - Major	Manage Payroll	SAP: Wage type 9558 to be transported	Finance - Bank Reconciliation	No			04.02.10 Gert and Susan T. are investigating and will provide further information. 03.02.10 Corptech and IBM to advise on necessity of this.	IBM raised defect - recommend transport prior to go live. All system config done, transport was not undertaken prior to code freeze.	RFT	PG1	08.02.10 Approved by the PD sub team for this migration schedule.	1	
2485	Assigned	2 - Major	Reports	WB - Unstaffed Shifts Report	Reporting on unstaffed shifts is inaccurate.	IBM to update Training documentation	IBM to update Training documentation	No - Training Material should be updated to reflect the need to use the Published Roster Report until the defect is fixed.	05.02.10 IBM to look at the Published Roster Report to see if this can work in the interim. 03.02.10 Jason to provide feedback as to any other reports that can be used in place of the missing functionality.	19.02.10 The fix has been approved as an emergency fix. From a PG1/P1 to Emergency. 05.02.10 If there is another report that will work in the interim this can be put into the PG2 / 1 bucket. The fix time given in the 10 am meeting quoted 1 day design and build. 04.02.10 This report is inaccurately reporting "Oncall Unstaffed Shifts" as "Unstaffed Shifts" without Oncall flagged.	RFT	PG1	19.02.10 Approved as an EM. 08.02.10 Approved by the PD sub team for this migration schedule.	1	15.02.10 QHEST to do an analysis of how long it takes to unselect teams from MVS with the purpose for assigning what period this needs to be dropped. 11.02.10 IBM to provide analysis and advise.
2489	Assigned	2 - Major	Manage Payroll	Pay Advices Print Files - Message Data	Personal Messages appear in order before General Messages	No			10.02.10 - IBM have advised that only leave approval and cancellation messages are sent to SAP. 09.02.10 B.P. from the WB team to provide a list of messages to QHEST today. 4/02/2010: IBM needs to analyze and advise as to the validity of not putting the Workbrain "Personal" messages on the payslip. The team will need to be informed of the options available to reduce the amount of non essential messages on the payslip so that the essential messages are printed.	10.02.10 To stop these messages being sent to SAP, Workbrain would be required to "de-couple" (disable) a job with/in our scheduled tasks. This is a minor change that would require an update to the workbrain job scheduler via a release.	RFT	PG1		1	

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Page 2 of 8

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2538	Assigned	2 - Major	Manage Payroll	SAP: 9U00 wage type is being taxed	23.02.10 IBM did an indepth analysis and reported with the right conditions 6,233 emps would have this issue based on HER. 66 000 employees are being overtaxed in the first fortnight.	Yes	WA 133, 134, 135			22.02.10 Raised in PCV2, Wayne M.	RFT	PG1		1	
2570	New	2 - Major	Interface - Fammis -SAP	Requirement for an additional SAP role for the QH HR/FI Integration						02.03.10 Evelyn has advised a support role has been created for testing purposes only in HEQ200 and successfully tested by Arun. The main purpose of this SAP role is to keep cost center and internal order sets in sync with FAMMIS and also to manually process IDocs. Request that following Defect Mgmt Team Meeting Jason advise Evelyn of change management process and actions to migrate this to HEP.	Pending	PG1		1	
2448	Assigned	2 - Major	Security	SAP: Access to maintain FICO set required in SAP HR		No		Security	02.02.10 Input provided from Finance to progress the determination of "Drop".			PG2		2	
2492	Assigned	2 - Major	Other	WB: SIM2 Employee Rostering Skills data migration import did not load records into final Workbrain table	Rostering for Mental Health Units and Midwifery Units will be impacted as these skills are a mandatory requirement.	No		Skills can be manually assigned to employees. This is a standard business process post go live.	09.02.10 IBM to investigate and advise.	16.02.10 This has been re-assigned fro PG1/1 Emergency Fix Approved to PG2/1 due to dependency to 2515. Defect 2515 must be fixed before this defect fix is delivered.		PG2		2	
2496	Assigned	2 - Major	Other	Email address for returned / undelivered emails	Pay Bureau will manually sort through e-mails to determine which agency the advice should go to.	No			09.02.10 Corptech to raise an RFC and advise if the assigned drop is correct.	25.02.10 Per Jane S. email, this has been re-assigned from drop PG1 to PG2.		PG2		2	
2505	Assigned	2 - Major	Multi View Scheduler (MVS)	WB: Unselected Teams in MVS causing System Error.	System error, means that the >300 work around will not work. Affected processors must manually unselect all teams. This takes longer than 3 hours. Affected user ids, will always be required to do this, each time they accumulate greater than 300 employees.	Yes	WA 131	When this system error occurs, it seems to be linked to the user id, and does not clear itself. Affected users will always be affected. 1 in 5 users experienced this during cut over simulation	18.02.10 Low System Impact when automated workaround is delivered into UAT. Noted for PG2-1, however must be ready for delivery asap PGL in case this happens to a large number of users. 16.02.10 IBM to provide the business and system impact if IBM provides the one of the automated deselect options. 15.02.10 The affected user reported that they did use the unselect method which took over 3 hours to complete. Previously reported in Defects 1620, 2294, 1442 and 2204.	11.02.10 Escalated prior to PD due to impact.	2-PostGoLive-R2	PG2		2	
2507	Assigned	2 - Major	Security	WB: Cannot delete migrated leave applications	Workbrain processors cannot delete any migrated leave. This will prevent amending or cancelling leave in the system.	Yes	WA128	Security				PG2		2	
2513	Assigned	2 - Major	Pay Execution	Pay advices print files - separating character	Pay Advice File is erroring	No		The data format supplied at the moment for pay advice print files is comma delimited (CSV), using double quotes to enclose the data in each field. However, there are numerous scenarios in the data files produced to date where both commas and double quotes are appearing validly in the data. This means that definitive logic cannot be developed by the print vendor to handle these data records.	16.02.10 IBM to investigate and provide advise.			PG2		2	
2515	Assigned	2 - Major	Data Migration	SIM2 WB DM When loading the Employee Roster Skills data WB is setting inactive employees to active.	The Employee Roster Skills Loader program is triggering a function that is setting all inactive Employees to Active. When this occurs the termination date for the inactive employee is set to 3000/01/01. This will impact pay if the Skills data is loaded before the fix is applied.	No			23.02.10 A decision was made not to migrate skills in order to mitigate this defect. This defect must be fixed prior to Defect 2492 16.02.10 IBM to investigate and provide advise.	16.02.10 This must go in before defect 2492.		PG2		2	
2542	Assigned	2 - Major	ALCS	FI: SAP - ALCS PRT change in 1st period calculating PRT	Payroll Tax exemption is not calculating correctly when employees are changing from exempt to non exempt - <100 employees	No				22.02.10 Raised by S Bosch		PG2		2	
2543	Assigned	2 - Major	ALCS	FI: SAP - ALCS Leave value adjustment using incorrect balance to value leave in first pay period	Where pay rates change in the first fort, incorrect ALCS accruals are occuring.	No			24.02.10 IBM to advise if this can be forced retro(ed) in order to determine drop. 23.02.10 QHEST to provide # of emps and IBM to validate with Gert that this fix can be force retro(ed).	23.02.10 Per Stephen, 2500 emps, over remittance of 40,000. 22.02.10 Raised by S Bosch		PG2		2	
2545	Assigned	2 - Major	Other	Full Recalculate Task can Recalculate behind the Hands Off Date		No				23.02.10 Raised by IBM at request of this morning's meeting.		PG2		2	
2550	Assigned	2 - Major	Manage Payroll	Report to extract Temporary employee's end of contract from Workbrain		Unknown, Pine to advise			24.02.10 Pine to organize a meeting as soon as possible.	23.02.10 Raised by W. McCarthy		PG2		2	
2568	Assigned	3 - Minor	Security	Add addional display module to Security role in SAP		No		Security		02.03.10 Raised by T. Bennett, QHEST.		PG2		2	
549	Waiting for External Input	2 - Major	Manage Payroll	SAP - E2E- Regression : Work Detail Export (CATS) file has failed to group records within the file by employee id	Staging table solution implemented.	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".	Corptech defect - no impact to SSP or employee pay		PG3	Further investigation required by IBM on impact.	3	
1012	Assigned	2 - Major	Support Process	SAP: OM Data Maintenance and access to consistency check transactions	Potential data integrity issues as well as lack of inclusion in UAT scope and associated security requirements	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".			PG3		3	
1788	Assigned	2 - Major	Support Process	Change of CorpTech Support Security Group permission's	Corptech users have too much access	No	NA	Change of CorpTech Support Security Group permissions to allow only Security Developer Group to be able to provision Security Groups equal to Core Data Admin System Admin Payroll Bureau	02.02.10 Waiting for input from IBM to progress the mitigation and determination of "Drop".	Reduce security permissions for CorpTech Support to only allow the Security Developer Group to provision Core Data Admin, System admin and Payroll Bureau.		PG3	BP currently investigating	3	
1813	UAT Retest Failed	2 - Major	Leave	FI:ECC RDO Provision incorrect when changing payroll tax status	Finance	No			02.02.10 Input provided from Finance to progress the determination of "Drop".			PG3		3	
1976	Assigned	2 - Major	Timesheet	WB: PT SMO recalls either side of 8am and no 2 hour min is paid after 8 am when 1st recall after 8 am falls within the 2 hour min of the pre 8am recall	All SMO employees	Yes	WA097	As query cannot be developed, recommend 1st post go live drop, with retro application and do nothing in terms of correcting payment.				PG3		3	
1979	Assigned	2 - Major	ALCS	FI: SAP - ALCS End balance recalculated incorrectly in retro	Finance	No			02.02.10 Input provided from Finance to progress the determination of "Drop".			PG3		3	
2002	Ready for UAT Transport	2 - Major	Support Process	CPS Jobs waiting to process after SAP was disconnected.	Job stream not completed and subsequent job chains not scheduled.	No			02.02.10 Waiting for input from IBM to progress the mitigation and determination of "Drop".	Current job schedule does not schedule jobs during maintenance windows and scheduled outages. Normal practice requires a manual review of jobs after any unscheduled outage.		PG3	Manual correction of job chains in CPS (though this raises a timeliness issue). Basis team needs to immediately investigate impacts of ECC failures and manually advise CorpTech staff associated with the QHIC solution.	3	
2107	Waiting for External Input	2 - Major	Terminations	SAP: LSL Post 93 amount on concurrent employee's Termination payslip is not matching amount on Calc Pay and Term Payments reports		No			18.02.10 Tracey O to provide information to Roslyn today. 17.02.10 Jason to investigate why IBM reopened this defect.			PG3		3	

Defect ID	Status	Severity	Function	Summary	Impact	Work Around Possible	Work Around Registered	Issue	Action	Comment	Drop Status	Drop	Recommendation	Sort Order	Archived actions
2149	Assigned	2 - Major	Interface - SAP to WB	Control total information for Outbound (from SAP) Interfaces.	Internal Controls and potential Data Integrity Issue	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".			PG3		3	
2152	Assigned	2 - Major	Support Process	Format of interface status email content ineffective within support processes	Inefficient job monitoring.	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".	08.02.10 Email address has been created and this defect progressed back to IBM for completion of work.		PG3	Different variants to be utilised across production support vs production environments.	3	
2205	Assigned	2 - Major	Interface - SAP to WB	INT: SAP to WB import error logs for data correction.	Data Integrity Compromised	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".			PG3	Idoc validation process intended to reduce errors, but there is no workaround for errors encountered outside of this validation.	3	
2278	Waiting for External Input	2 - Major	Terminations	SAP: Incorrect Marginal Tax for Concurrent Employee	Potential to affect all Concurrent Employees. Approx 1200 employees. Undertaxing of employees.	Yes	WA 102	logged with SAP	05.02.10 Tracey to validate how stable the fix to the solution is in order to possibly re-categorize. 04.02.10 Tracey to review and verify if this only impacts CEs.	08.02.10 Moved from PG1/ 1 to PG2/ 1. 04.02.10 Note provided but not applied due to freeze. Info provided by Tracey is that this is the calculation of marginal tax on termination for a concurrent employee, not the taking of leave during the payroll cycle. 03.02.10 If not fixed for P1 this will require a query. 28.01.10 - IBM Advise 5 days fix. Urgent post go live fix.		PG3		3	
2280	Waiting for External Input	2 - Major	End Financial Year	Payment Summary Generation Program (Update Mode)		No	No	Escalated with SAP	05.02.10 Corptech to obtain commitment from SAP on a fix in order to determine when to move it in. 04.02.10 Brian to summarize the results of the technical meeting for escalation with SAP. 03.02.10 Brian will provide update. 02.02.10 Brian to provide a technical investigation. Phone meeting with SAP. 29.01.10 - Still being chased up. IBM to follow up with Coles/Myer	18.02.10 Corptech is retesting in PCV to gather information for presentation to SAP. If no commitment comes from SAP then a contingency plan needs to be developed by Mar 1. 03.02.10 Technical meeting facilitated by Corptech to agree on an approach to SAP.		PG3		3	
2423	Assigned	2 - Major	ALCS	FI: SAP - ALCS WB & SAP are evaluating different periods to be EOM periods	Finance	No			02.02.10 Input provided from Finance to progress the determination of "Drop".			PG3		3	
2430	UAT Retest Failed	2 - Major	Integration	INT: IDoc validations for job / job group on the employee data extract	Data Integrity	No			02.02.10 Waiting for input from Corptech to progress the determination of "Drop".			PG3		3	
2431	Assigned	2 - Major	Timesheet	WB: Single Day Higher Duties	OO2 and AO2 employees will be underpaid for single day higher duties	Yes	WA 104	IBM to do an impact assessment. The outcome of the IA will determine business decision. Impact assessment done 11days effort.		08.02.10 Moved from PG1 / 2 to PG2/ 1. 28.01.10 - IBM have advised 11 days to fix complexity of solution will drive business decision.		PG3		3	
2432	Work Around Development	2 - Major	Create/Maintain Emp SAP	SAP/WB: Mappings for EN's Emps and Positions under QPHS Section C and Calculations Groups	Section C EN's cannot be reported correctly.	Yes	WA 110	Reporting on Section C EN's and EN's will be affected	02.02.10 Roslyn to determine how many emps impacted and if MOHRI reporting is impacted.			PG3		3	
2457	Assigned	2 - Major	Interface - SAP to WB	SAP: PSA 5 week accrual, Ent Structure mapping Calc Group missing	25 Employees. Employees will not receive correct Recreation Leave and Leave Loading Accruals which in turn impacts ALCS.	Yes	WA 106	Workaround is very complex and time consuming. High impact to employee, SSP and Finance. Missing Enterprise Structure mapping to Workbrain. Incorrect employee entitlements.	04.02.10 IBM to investigate and provide an update.	08.02.10 Moved from PG1 / 2 to PG2/ 1. 02.02.10 This can be delivered as a P2 if the assumption that it is only mapping and WA would work. 28.01.10 - IBM have advised 5 days to fix Recommend immediate post go live fix. This has a high impact to ALCS, and will overpay employee leave loading, further compounding the ALCS issue. If implemented immediately, WA would not be required as the change could be retrospectively applied.		PG3		3	
2488	Waiting for External Input	2 - Major	End Financial Year	SAP - RPCPSPQ0_CE PS for Year End 2011 prints in 2007 PS Format	Payment Summaries are not printing in required ATO format	No	NA		03.02.10 Jason to provide further information on this defect. Will this defect impact payment summaries prior to EOFY?	04.02.10 No pre July impact. Should be picked up and/or applied in the stacks. This is one of three defects raised during the testing of the support stacks: super notes.		PG3		3	
2491	Assigned	2 - Major	DSS Extract	SAP: Incorrect Evaluation Class configuration for the DSS Extract		No		FDSS will ignore the incorrect entries until this defect is fixed.	04.02.10 PD Team to discuss this new defect.	05.02.10 The fix is to not send the data to DSS. In the interim DSS would ignore the data on the file.		PG3		3	
2501	Assigned	2 - Major	ALCS	FI: SAP - ALCS LVA adjustment occurring every period for employees with multiple super funds.	ALCS values are overstated for employees on State Super	No		This will be corrected when fixed, will need to be applied retrospectively.		10.02.10 This was discovered as a result of the QHEST team writing/validating work instruction documentation for finance.		PG3		3	
2503	Assigned	2 - Major	LSL Central Schema	Change to LSL Central Scheme Levy is increasing as of 01/07/10. This routine RFC goes through the support stacks and is added here for inclusion on the Management Plan.		No			15.02.10 Assigning to Jason for action. This item was raised here because a production QC has not been provided yet.			PG3		3	
2524	Assigned	2 - Major	Interface - SAP to WB	INT: SAP to Workbrain - Incorrect classification / level sent to WB for employee on HD	TOIL accrual will be affected. As QH is not using TOIL no workaround is required.	No			17.02.10 Jason, Brian C., and Pine to provide analysis and advise.	17.02.10 Defect raised from the testing of defect 2504.		PG3		3	
2525	Assigned	2 - Major	Interface SAP to Workbrain	SAP INT: Inheritance from Organisational Management for Cost Distribution	QH utilises lower level costing not org unit inheritance for costing.	No	NA			17.02.10 Escalated with the other three defects Corptech raised as a result of testing 2504.		PG3		3	
2532	Assigned	2 - Major	Manage Payroll	SAP: Child Support protected Earnings - Different protected net for individual		Yes	WA 136	22.02.10 IBM indicated this wasn't a Cut Over task. Raise in PD for discussion.	19.02.10 Rebecca to look at. New rates for 2010 need to be updated by IBM and the ability to override.	19.02.10 Tracey raised when testing another fix.		PG3		3	
2536	Assigned	2 - Major	End of Month	SAP: Wage type 4c01 for deduction listings per e mail	Deductions listing does not report CAF Community Fund	Yes	WA 132			23.02.10 This only impacts 1 employee at this time. 22.02.10 Raised by IBM, Gert.		PG3		3	
2560	Assigned	2 - Major	DSS Extract	INT: FDSS Extract contains invalid pay point and invalid position		TBD		03.03.10 There is still an issue with the interface logic.	02.03.10 Susan to advise PD of any remaining issues with the report. 26.02.10 Roslyn to follow up on 1 issue, Michelle on another. HD issue was a data migration issue which has been fixed.	03.03.10 Per Pine, PG3 is acceptable. 25.02.10 Raised by Susan T., QHEST.		PG3		3	
2561	Assigned	2 - Major	Reports	SAP - Remserv Reporting		Yes	WA 138	RemServ require VMO's to be identified on the return sent to them each fortnight.		25.02.10 Raised by Leanne C., QHEST.		PG3		3	
245	Assigned	3 - Minor	Increments	SAP - A continuous period of prior service in higher duties at a higher level (AO8) than current level (AO7) should count towards the period of work in the lower level (AO7).	Employees on Long term Higher Duties	Yes	No					PG4		4	
256	Assigned	3 - Minor	Reports	SAP (IBMQC2829) - Confirmation required on Personnel Assignment increment appearing on increment report (5 yr inc).	SSP SAP Processors	Yes	No	Potential efficiency improvements, SMO Team to investigate Business Process				PG4		4	

Defect ID	Status	Severity	Function	Summary	Impact	Work Around Possible	Work Around Registered	Issue	Action	Comment	Drop Status	Drop	Recommendation	Sort Order	Archived actions
276	Assigned	3 - Minor	Other	Workbrain - Security asscess required for all QH roles to access the shortcuts to reports via the Employee, Team and Payroll links in the tool bar.	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
278	Assigned	3 - Minor	Create/Maintain Emp SAP	SAP (IBMQC3005) - Clarification for rehire action	SSP HR Processing	Yes	No	Inconsistent Processing				PG4		4	
400	Assigned	3 - Minor	Superannuation	SAP SGC Employer Contr 9% Super does not default to an end date on Employee's 75th Birthday and amount does not display in log or pay sim	SSP SAP processors	Yes	No	Inconsistent processes				PG4		4	
550	Waiting for External Input	4 - Cosmetic	Multi View Scheduler (MVS)	WB-ST-Config: MVS Compliance: Broken image link in Compliance panel of MVS	Functionality does not work as specified.	No	NA	The icon that indicates success does not work. Text is provided that works.	10.02.10 IBM to update Training Material. 02.02.10 Waiting for input for IBM to progress the mitigation and determination of "Drop".			PG4		4	
553	Waiting for External Input	4 - Cosmetic	Multi View Scheduler (MVS)	WB-SIT-Conf. MVS. The [Group by Job] button text does not change to [Group by Employee] when the button is clicked	SSP Workbrain Processors	Yes	No	System Usability				PG4		4	
555	Waiting for External Input	4 - Cosmetic	Multi View Scheduler (MVS)	WB-SIT-Conf. MVS. Locate function does not work when names have changed from those originally loaded.	SSP Workbrain Processors	Yes	No	System Usability				PG4		4	
571	Assigned	3 - Minor	Timesheet	WB - 2nd UNBRK is counted towards FLEX_Accrual	All Flex employees	Yes	WA 068	Nil - currently no flex emps. Expect to introduce post go live				PG4		4	
730	Assigned	3 - Minor	Leave	WB: Delays in opening/processing leave application requests	Performance	No	NA	NA				PG4	Post Go Live Production Assessment	4	
736	Assigned	3 - Minor	Rostering Load Form (RLF)	WB: RLF form script to sort in LAST NAME order but it's not in correct order	SSP Workbrain Processors	No	NA	System Usability				PG4		4	
739	Assigned	3 - Minor	Timesheet	WB: Night Shift Penalty removed when Toil Taken entered on the end of the shift.	All TOIL eligible employees	Yes	WA108	Nil - currently no TOIL emps. Expect to introduce Post Go Live				PG4		4	
744	Assigned	3 - Minor	Rostering Load Form (RLF	WB - Enhancement to the RLF	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
867	Assigned	3 - Minor	War Room	EFT files created by Final Pay run and Adhoc pay run	Inability to utilise CommBiz (the backup channel) in the event of an ODX failure.	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".			PG4		4	
991	Assigned	3 - Minor	Support Process	WB: Housekeeping Jobs - documentation and responsibilities	Potential system performance and maintenance issues (WB)	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".			PG4		4	
1026	Assigned	3 - Minor	Integration	INT: Reconciliation of Transactions between WB and SAP	Data Integrity Compromised	No	NA		02.02.10 Waiting for input from Corptech to progress the determination of "Drop".			PG4		4	
1033	Assigned	3 - Minor	Multi View Scheduler (MVS	WB - Requirement to process casual shift more efficiently	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
1056	Assigned	3 - Minor	Reports	WB: Shift Pattern Detail Report not Generating ALL information	QHSSP will use to determine placement of employees within a shift pattern.	IBM to update Training documentation	IBM to update Training documentation	Report generates only 1 line of text for the shift pattern detail. Therefore, if you have OT, Oncall or any other data attached to the shift pattern it is not displayed.	10.02.10 IBM to update Training Material. 02.02.10 Waiting for input from IBM to progress the mitigation and determination of "Drop".			PG4		4	
1193	Assigned	3 - Minor	Other	SAP: Casual OT1.5 displays on separate lines for separate days	SSP SAP Processors	No	NA	Potential efficiency improvements				PG4		4	
1234	Assigned	3 - Minor	Reports	WB: Reports not working as per functional specification 1273	Inconsistency between functionality delivered and actual business requirements	No	NA	Delivered Functionality does not meet the specifications.		This has been addressed in Training Documentation		PG4		4	
1247	Waiting for External Input	3 - Minor	Reports	Workbrain - Schedule Compliance Violations Report - Dates displaying incorrectly when run in Excel	SSP HR Processing	Yes	No	Inconsistent Processing				PG4		4	
1316	Assigned	3 - Minor	Leave	WB Leave balance displays to only show balances relevant to the calc group.	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
1451	Work Around Development	3 - Minor	Create/Maintain Emp WB	WB: No minimum hours when returning to work from Parental Leave		Yes	WA 083			04.02.10 This is on the Workaround plan. The team requested that this be put on the management plan as well.		PG4		4	
1461	Assigned	3 - Minor	Timesheet	WB: Performance optimisation of Daily Overtime Rule	Performance	No	NA	Performance				PG4	Post Go Live Production Assessment	4	
1522	Assigned	3 - Minor	ALCS	FI:SAP:ALCS: RDO Leave taken wage type is not consistent with the Rec Leave Taken Wage types .	Finance	No			02.02.10 Waiting for input from Finance to progress the determination of "Drop".			PG4		4	
1524	Assigned	3 - Minor	War Room	SAP - Payroll Bureau has lost authorisation to run ZQH_CAT6	Internal Controls and potential Data Integrity Issue	Process documented to be performed by the SSP - this is to be confirmed (as currently this is with the payroll bureau which raises internal control issues).	No		02.02.10 Input provided to progress the determination of "Drop".	27.01.10 - Corptech to elaborate on Workaround		PG4		4	
1533	Assigned	3 - Minor	Terminations	WB: Termination Offcycle interface allowed with no date (concurrent employee)	All Terminations	Yes	No	Overpayments or underpayments				PG4		4	
1563	Assigned	3 - Minor	War Room	SAP: Extension of temporary contact generating multiple Infotype 2006 records		No	NA	System Functionality is not working as described/required.	02.02.10 Waiting for input from IBM to progress the determination of "Drop".	27.01.10 - System is producing correct results, but configuration does not match specification		PG4	Recommend moving to Post Go Live Fix. Tester confirmed no pay impact on fix delivered so far. Not 100% complete.	4	
1572	Assigned	3 - Minor	Increments	SAP: Increment Date did not recalculate when >1month LWOP is recorded in IT9003 (Prior Service LWOP Exclusions Tab).	SSP Processors	Yes	No	Inefficient configuration and confusing processes will affect employee service history and increment entitlements.	08.02.10 Comment made by IBM in QC needs to be reviewed and responded to by QHEST.			PG4		4	
1701	Assigned	3 - Minor	Manage Payroll	SAP: Inconsistent rounding of allowances in Payslip	All Employees	No	NA	Com Strategy Req, refer also 2174				PG4	Retrospectively apply fix	4	
1722	Assigned	3 - Minor	Reports	FI: Employee debt report 1. not using Payments tab amount, 2. not showing transfer to Finance and 3. unable to save display variant as default	Finance	No		Covered in Finance procedure document	02.02.10 Input provided from Finance to progress the determination of "Drop".			PG4		4	
1725	Assigned	3 - Minor	Create/Maintain Emp SAP	SAP: Gross Base pay differs on payslip to IT0008 Basic Pay	All FT and PT employees	No	NA	Com Strategy Requi, refer also 2174 and 1701				PG4	Retrospectively apply fix	4	
1782	Assigned	4 - Cosmetic	Create/Maintain Emp SAP	Payslip message wrapping incorrectly	Employees Payslip	No	NA	Potential efficiency improvements				PG4		4	

Worksheet in C Users dmck AppData Local Microsoft Windows Temporary Internet Files Content.Outlook 5R3HZOWJ QHIC Go Live Solution and Defect Management Plan v1 1.doc printed at 9:32 AM, 30/04/2013

Page 5 of 8

Defect ID	Status	Severity	Function	Summary	Impact	Work Around Possible	Work Around Registered	Issue	Action	Comment	Drop Status	Drop	Recommendation	Sort Order	Archived actions
1789	Assigned	3 - Minor	Timesheet	Workbrain - Employee recieving flexi taken and not fatigue leave	All Flex employees	Yes	WA 068	Nil - currently no flex emps. Expect to introduce post go live				PG4		4	
1794	Assigned	3 - Minor	Reports	WB: Transaction Costings Overrides Report field names incorrect; end date incorrect	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
1811	Assigned	4 - Cosmetic	Reports	Workbrain - Detailed Overtime Report - not enough information.	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
1819	Assigned	3 - Minor	Leave	RDO accrual does not appear in relevant day for rec leave on payslip but does appear in the Hrs/Units and Amounts columns.	All RDO Staff - Payslip will not appear correct	No	NA	Com Strat for SSP staff				PG4		4	
1856	Assigned	3 - Minor	Create/Maintain Emp WB	WB Shift pattern report not displaying days correctly	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
1858	Assigned	3 - Minor	PIA leave	FI:ECC QSuper line item text missing the super fund code in pp 01/2009	Finance	No			02.02.10 Input provided from Finance to progress the determination of "Drop".			PG4		4	
1895	Assigned	3 - Minor	Work Cover	WB: Work Cover Absence Codes and Time Codes	Graduated Return to Work leave codes were not built as a part of this defect.	Yes	WA 093		10.02.10 Meetings have occured to determine missing configuration. 04.02.10 IBM's response in the defect will be reviewed by QHEST. IBM to provide an assessment to fix. 03.02.10 No update provided today, will need by Friday. 02.02.10 Jason to provide response tomorrow. 29.01.10 Rosly to reopen and add comments around missing config and testing. Assigned to IBM.	04.02.10 Message left for Jason to discuss the latest comments in the defect made by IBM.		PG4		4	
1907	Assigned	3 - Minor	ALCS	FI: ALCS Report is showing EOM Projection for payroll tax when run for pp25, and errors when using export and filter icons	Finance	No		The procedure to deal with this has been covered in Finance Documentation.	02.02.10 Input provided from Finance to progress the determination of "Drop".			PG4		4	
1967	Assigned	3 - Minor	ALCS	FI: PIA ALCS wage types generated for the wrong absence day and with wrong hourly rate.	Finance	No			02.02.10 Input provided from Finance to progress the determination of "Drop".			PG4		4	
2011	Assigned	3 - Minor	Reports	Usability of Concurrent Employment Schedule Conflicts Report	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
2033	Assigned	4 - Cosmetic	Reports	SAP Establishment Report Funcionality needs attention	SSP EMU Processors	No	NA	On screen views				PG4		4	
2046	Assigned	3 - Minor	Interface - SAP to WB	WB employee jobs not being removed after deletion of position	Data Integrity Compromised	No	NA					PG4		4	
2053	Assigned	3 - Minor	Timesheet	WB: Timesheet BTPS PLUMBER - No meal braek until end of shift did not result in double rates for the rest of the shift as per award	All Plumbers in Building Trades Award	Yes	No	Inconsistent Processing, underpayments				PG4		4	
2062	Assigned	3 - Minor	Manage Payroll	SAP: Payslip displaying incorrect details for overpayments		No		Meeting held.	29.01.10 - as per meeting, changed to PG3	28.01.10 - Work Instructions to be checked/updated to explain correct procedure.		PG4		4	
2093	Assigned	3 - Minor	Reports	WB: Report - system error in running concurrent emloyment report.	SSP Workbrain Processors	No	NA	Potential efficiency improvements				PG4		4	
2161	Assigned	3 - Minor	Leave	SAP: Pay Advice does not display Advance prefixed for Rec. Leave PIA Type	SSP SAP Processors	No	NA	Potential efficiency improvements				PG4		4	
2174	Assigned	3 - Minor	PIA leave	SAP: LL Amount on PIA Incorrect (Rounding Issue)	All FT and PT employees	No	NA	Com Strategy Req				PG4	Retrospectively apply fix	4	
2210	Assigned	3 - Minor	Interface - SAP to WB	WB: Change of Hire Date for employee does not update WB correctly.	WB doesn't get updated when start date has been delayed, thus incorrect start dates	Yes	WA 125			08.02.10 Moved from PG1 / 2 to PG2 / 1 28.01.10 - IBM advise that this is Significant Development - 10 days.		PG4		4	
2298	Waiting for External Input	3 - Minor	Multi View Scheduler (MVS)	WB: Deleted Staffing Requirements however did not remove from MVS	IBM to update training material	Unknown IBM to update Training material	No	Training material requires update to support non delivery of a fix.				PG4		4	
2327	Assigned	3 - Minor	Work Cover	SAP: Workcover CE with SickPWC both PAs only shows for one PA on payslip	SSP SAP Processors	No	NA	Potential efficiency improvements				PG4		4	
2332	Assigned	3 - Minor	ALCS	FI: Retro PIA leave cancellation was subtracted from current period ALCS accrual incorrectly	IBM to update training material	No	IBM to update Training documentation		19.02.10 Already back to QHEST for a review of the changes from QHEST feedback. 04.02.10 Returned WI to be reviewed by QHEST. 02.02.10 Jason to follow up with Justin. 29.01.10 - To be completed today	24.02.10 Doco completed and solution defect put in PG4 from Cut Over Doco. 19.02.10 Sent back to IBM for changes. IBM has already returned to QHEST for re-review. 03.02.10 No update today.	Pending	PG4	Will be updated before go-live 24.02.10	4	
2338	Assigned	3 - Minor	Multi View Scheduler (MVS)	Workbrain: S&V: Poor response time for Publish roster in MVS	Performance	No	NA	Performance				PG4	Post Go Live Production Assessment	4	
2368	Assigned	3 - Minor	Timesheet	WB: Shift penalties are included guranteed hours	All Employees - Overpayments	Yes	WA 109	IBM have advised they cannot provide queries from Workbrain to support work arounds. While a work around can be developed, we have no mechanism to identify employees to make corrections.				PG4		4	
2403	Assigned	3 - Minor	Reports	SAP - OM and HR-PA Audit Logs	SSP SAP Processors	No	NA	Potential efficiency improvements				PG4		4	
2411	Assigned	3 - High	Other	WB: Workbrain release 0.185 fails after 3 hours for 2500 Virtual Users due to "Cursor Pin on S" defect on Oracle 10.2.0.2 database	Performance	No	NA	Server to be upgraded				PG4		4	
2424	Assigned	3 - Minor	Timesheet	Concessional Day - QA doco review has highlighted a scenario where time code CONT_T needs to trigger.	Employees on in eligible absences will accrue a Concessional day. Addtionally, employees on 1/2 pay, will be paid for 1 full day. Both of these result in overpayments to the employees.	Yes	WA 103					PG4		4	
2427	Assigned	3 - Minor	War Room	SAP _ Nurses Exception Report Running for Long Time	Performance	Unknown - IBM to advise		Timeliness of reporting and the unlocking of users as part of the interim pay run (as this report is run prior to unlocking users at present in the interim pay run)	23.02.10 Roslyn to raise in PD the drop since this is already fixed in dev. 04.02.10 IBM to advise if this impacts the pay run.	10.02.10 Temporary program has been updated in response and tested successfully (HEDK905283). However, due to the code freeze this change will need to be implemented post go live		PG4	No workaround stated in QC. (?Potentially move jobs to alleviate locked user issue).	4	
2433	Assigned	3 - Minor	Create/Maintain Emp SAP	SAP/WB: Create First Aid Allowance for HBEA	1 Employee will be underpaid.	Yes	WA 124	1 Employee is affected	02.02.10 Rebecca to find out who will be paid by this generic work around.			PG4		4	
2437	Assigned	3 - Minor	Timesheet	WB/SAP: Changes within a roster that do not have 24 hours notice are to be paid double time	DHSEA only, employees will be underpaid.	Yes	WA 118	Under the DHSEA, if an employee has less than 24hrs notice of a shift change they get paid double time for that shift being worked				PG4	workaround will need to be developed to identify the occurrence so the shift can be paid appropriately. SSP to advise requirements before build commences.	4	

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Page 6 of 8

Defect ID	Status	Severity	Function	Summary	Impact	Work Around Possible	Work Around Registered	Issue	Action	Comment	Drop Status	Drop	Recommendation	Sort Order	Archived actions
2439	Waiting for External Input	3 - Minor	Manage Payroll	BT_person incorrect for concurrent employees.	Payroll Results table is incorrect. Incorrect audit trail on payment to employee	No	NA	Results table is showing that money has been disbursed to employee, when it has not.		08.02.10 Moved from PG1 / 2 to PG2 / 1. 29.01.10 - IBM advise is Low Risk - Rare and will only occur if EFT File is run twice. Is a global SAP issue. 28.01.10 - IBM to advise impact of non delivery in 1st Post Go Live Release and what potential workaround would be. 27.01.10 BT table cannot be manipulated. Finance accounts will not balance. Unknown impact to employee payslip. This defect has been rasied by IBM and current status is "Waiting for External" This has not been assigned to QHEST as of 20.01.10		PG4		4	
2443	Assigned	3 - Minor	Reports	WB: Daily Staffing Report. Does not default all employees if team indicated in selection parameters. Employee field indicated as mandatory	Daily Staffing Report cannot be run for "teams" unless "ALL" is selected	Yes	No	Func Spec states that 'if no selection is made, this will defer to the value/ selection in the team field. and within the logic section states ''. If a team(s) is selected then the report will identify all employees who are scheduled to work within the selected team during the "date range".				PG4	This should be addressed in Training Documentation until this defect can be fixed.	4	
2444	Assigned	3 - Minor	Reports	WB: Daily Staffing Report - Leave and oncall shifts also appear within the coverage area of the report	Misleading data on report	Yes	No	There is nothing within the coverage area on the report to indicate that employees are oncall or leave shifts so if the selection parameters for these fields are not chosen the report returns misleading data. This could lead to understaffing in areas as assumed from report that there are more staff at work then there actually is.				PG4	This should be addressed in Training Documentation until this defect can be fixed.	4	
2445	Assigned	3 - Minor	Terminations	VER: Incentive Payment paid at 10 weeks instead of 8 weeks for non-senior officer employee	Overpayment	IBM to update Training documentation	IBM to update Training documentation	Employee will be overpaid 2 weeks incentive payment				PG4	This should be addressed in Training Documentation until this defect can be fixed.	4	
2449	Assigned	3 - Minor		SAP - PPV: Performance Optimisation identified with QSuper Extract Interface	Report run time will increase with the increase of payroll periods to process	No	NA					PG4		4	
2451	Assigned	3 - Minor	Reports	SAP - PPV: Performance Optimisation identified with Reconciliation Report	Report run time will increase with the increase of payroll periods to process	No	NA	The report runtime will increase proportionally with the increase of payroll periods to process. From a minimum runtime of 1:09:00 to 7:05:00 for a large EBA processing event.				PG4		4	
2454	Assigned	3 - Minor	Reports	SAP - Ad Hoc Query Infoset for OM - Start and End Dates required as selection criteria (Post Go Live) Current Infoset available for creating queries using the Ad Hoc Query tool in SAP does not allow the user to select start or end dates on objects.	QHSSP are intending to add end dates to positions after go live therefore the ability to report on positions with end dates is required.	No	No	This is not configuration and only requires an update to the relevant infoset to provide standard fields for reporting on.		Standard SAP report is available, however, is not aligned to any security roles.		PG4		4	
2455	Assigned	3 - Minor	MVS	WB: MVS - Schedule compliance violation warning appears against the incorrect shift	Display issue	Yes	No			We have performed further testing 25.01.10. Employee is paid correctly. Violation is showing on end of week rather than day occurred. Recommend this could be closed.		PG4		4	
2456	Assigned	3 - Minor	Reports	WB Report Team Name with an "&" Returned with Inserted Characters	Wrong name will be printed on the report for Line Managers	No	NA	It appears the "&" is converted/changed to %26. Communication will be required to explain.				PG4		4	
2459	Assigned	3 - Minor	Timesheet	WB: Actual Hours Public Holiday - Guarantee - Nursing EB. This is in relation to Nursing EB changes. IBM have raised questions regarding how the PH guarantee should be applied to the new requirements for Actual Hours Worked on Public Holiday for Nurses.	If this EB change is effective 01.07.10. If not in system, incorrect payments will be paid to nurses.	Yes	WA115	Questions raised by IBM in regards to 4 hour guarantee on Labour Day Holiday.				PG4	While a workaround is technically possible, the volume and risk associated is extremely high. Additionally, IBM have already advised that Query to support cannot be built. Recommend immediate Post go live fix.	4	
2461	Assigned	3 - Minor	Create/maintain	SAP - Unable to select correct Work Schedule for ESG 8C - CEO-Mental Hlth Tribunal - DF72.50AA is not available.	President of the Mental Health Tribunal will be paid incorrectly and have wrong accruals	Yes	WA 116	Currently unable to migrate data due to the Work Schedule Rule in Infotype 0007 only having DF76.00AA WSR available and not 72.5 hours				PG4		4	
2463	Assigned	3 - Minor	Timesheet	WB: Team assignment overrides not appearing on timesheet - Operational Rostering Movement (Loan Out)	Line Managers	No	No	Information will not appear on Overrides report - Line Managers will not be able to fully verify their roster information. May cause additional work for Line Managers and SSP to track changes.		Further Investigation: 25.01.10 "The timesheet reflects the new loan out team and MVS also shows the employee shifts against the loan out team - which is correct. However, the team assignment task override does not appear on the timesheet". Costing is correct. Does not show you who has made changes (audit tracking)		PG4	28.01.10 - IBM have advised that Audit Reports will display who made changes. This will be acceptable to QH until a fix can be implemented.	4	
2465	Assigned	3 - Minor	Leave	WB: Supporting Documentation checkbox for Sports Leave missing	Cannot record that supporting documentation was supplied with leave request	No	NA	Will not be able to report that supporting documentation has been supplied for Sporting Leave.				PG4		4	
2484	Assigned	3 -Minor	Reports	WB - Employee Balance Report		No	No. SSP coms .		03.02.10 Jason to provide further information about the issue in order to determine the level of issue this presents. Secondly, need to provide feedback as to any other reports that can be used in place of the missing functionality.	04.02.10 The problem with this report is that it provides additional information not in the requirements. This could create confusion for the managers trying to convey employee leave balances. The additional balances shown are system balances that the end user would never have access to.		PG4		4	
2486	Assigned	3 -Minor	Reports	WB - Detailed Overtime Report	Reporting on overtime reasons will not work properly.	IBM to provide advice			03.02.10 Jason to provide feedback as to any other reports that can be used in place of the missing functionality.			PG4		4	
2487	Assigned	3 - Minor	Increments	SAP - Increment Due Report and Age 21 Increment Report	The Increment Due report produced in the pay run cannot be sorted for sending.	Yes	No		04.02.10 Tracey to review the feedback provided by Roslyn for an update. 03.02.10 Pine to retest this report and provide advise and/or further information.	05.02.10 IBM confirmed that if the employee's manager position is vacant then the org structure information does not return a result for the employee on the report.		PG4		4	
2497	Assigned	3 - Minor	DSS Extract	SAP FDSS Interface incorrectly extracts retro transactions.	Retro Transactions are not occuring correctly in the interface when the interface is run in retro	No		The only time the interface would be run retrospectively is if there was a failure for a period of time.	FDSS will ignore any line items that are blank in the date field. 15.02.10 IBM and Pine to do an analysis and advise on the DR Plan for DSS. 10.02.10 Rosyln to investigate why or when this would be ran for previous periods.	10.02.10 This defect was a result of looking at recovery processes if the DSS extract fails and/or is not delivered.		PG4		4	
2498	Assigned	3 - Minor	Create/Maintain Emp SAP	SAP: IT0022 Should be used to record formal education and is msising mediator certificate 1 - 4	QH cannot record Mediator Certificate for employees	Yes	No	MOHRI??		15.02.10 Yes, this impacts MOHRI. 09.02.10 Raised in Cutover		PG4		4	
2499	Assigned	3 - Minor	Create/Maintain Emp SAP	SAP- Work Contracts with RDO incorrectly permissble for PT Employee Groups - M.N. and I	Nil - There are some Enterprise Structure combinations available that are not correct. Use of these will not impact the employee	No	NA	RDO work contract can be selected for a part time employee. This has no impact if selected and employees will be paid correctly. For Reporting purposes however, these invalid selections should be removed.		09.02.10 Raised in Cutover		PG4		4	

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Page 7 of 8

Defect ID	Status	Severity	Function	Summary	Impact	Work Around Possible	Work Around Registered	Issue	Action	Comment	Drop Status	Drop	Recommendation	Sort Order	Archived actions
2500	Assigned	3 - Minor	Create/Maintain Emp SAP	SAP - Incorrect Work Contract 8D 0 5NQ Flexi-time aligned to ESG 8D	Nil - There are some Enterprise Structure combinations available that are not correct. Use of these will not impact the employee	Yes	WA 068	Flex will not be recorded in the system at go live, however, there is potential for this to occur later. Flex Calc Groups have known errors, and have not been fully tested.		09.02.10 Raised in Cutover		PG4		4	
2502	Assigned	3 - Minor	Create/Maintain Employee SAP	SAP - Casual to Temp not reverting to casual assignment due to forced separation action.		Yes	WA 130		16.02.10 Roslyn to provide naming convention for the actions to IBM.

JJ to provide business impact to determine what bucket to put this in.

15.02.10 Assigning to IBM for investigation. | 16.02.10 IBM indicated that two actions would be needed. Once for terming and one for not terming.

10.02.10 Raised from cut over: When moving a casual employee to e temporary assignment, the user is forced to complete a Separation Action. This then overrides the employee casual assignment with the default terminated position '99999999' and set to 'Withdrawn' status. The result is the employee does NOT revert back to their casual assignment. | | PG4 | | 4 | |
2508	Assigned	3 - Minor	Data Migration	DM: Leave Migrated to Workbain is not including the meal break and over debiting and overpaying the employee	Employees will be overpaid Data Migration provided an employee count of 30 impacted.	Yes	No			15.02.10 Risk to completing testing before go live. Decision made to use the workaround due to this risk. Will leave this open to validate the risk of how many employees will be impacted prior to go live.		PG4		4	
2514	Assigned	3 - Minor	Interface SAP to Workbrain	INT: Change to the job short description in SAP creates	The job text was successfully changed in SAP, however upon import into WorkBrain, a change is not recognised and a new job is created for the changed text. As such, in Workbrain two jobs now exist for the one job in SAP (one with the old text and one with the new text). This generates data inconsistencies between SAP and Workbrain.	Yes	TBA		16.02.10 IBM to investigate and provide advise.			PG4		4	
2516	Assigned	3 - Minor	Multi View Scheduler (MVS)	WB: Unstaffed Shifts can be created for Job or Job Group for RN but Job should not be an option. (similar for other groups)	Unknown	Unknown QHEST investigating			18.02.10 - Gareth has provided advice in the defect. Cathy Sparks to review and provide feedback.			PG4		4	
2522	Assigned	3 - Minor	Interface - SAP to WB	INT: SAP to Workbrain - Job / Job Group Extract issues	Changes to Job or Job Group do not produce a change pointer and are not reflected accurately in Workbrain	Yes			17.02.10 Jason, Brian C., and Pine to provide analysis and advise.	17.02.10 Defect raised from the testing of defect 2504.		PG4		4	
2523	Assigned	3 - Minor	Interface - SAP to WB	INT: SAP to Workbrain - Incorrect change pointers when deleting an employee	Errors are produced when deleting (purging) an employee.	No			26.02.10 Pennie to add to error document. 17.02.10 Jason, Brian C., and Pine to provide analysis and advise.	17.02.10 Defect raised from the testing of defect 2504.		PG4		4	
2528	Assigned	3 - Minor	Interface SAP to Workbrain	SAP: Job / Job Group Internal System Controls	This is linked to Defect 1026 Internal Controls and System Validation	No			17.02.10 Jason, Brian C., and Pine to provide analysis and advise.	17.02.10 Raised from defect 2504 testing. One of four raised by Corptech during this testing.		PG4		4	
2541	Assigned	3 - Minor	Reports	WB: Employee Data Report - page down returns user to the 'report is running' screen	System usability. Users keep being kicked out each time they try to scroll down.	No				22.02.10 Raised by Lyn.		PG4		4	
2547	Assigned	3 - Minor	PDE	FI:SAP - NPDE report not reporting correctly						23.02.10 Raised by S. Tran.		PG4		4	
2551	Assigned	3 - Minor	ALCS	ALCS Leave Taken value is understated for employee with Projected Penalties loading payment						23.02.10 Raised by S. Tran.		PG4		4	
2557	Assigned	3 - Minor	Manage Payroll	SAP: 2nd EFT affecting reconciliation		No						PG4		4	
2562	Assigned	3 - Minor	Manage Payroll	Payroll Reconciliation report does not count employees with Correction status	Payroll reconciliation report does not count employees with payroll errors	No		There is a separate report that can be used to find the required information. This has been documented in the Finance Work Instructions				PG4		4	

Defect Management Plan	
New/Failed	3
Pre Go Live	9
Drop 1 (PG1)	18
Drop TBD (PG 2)	71
Business Imp	20
Closed	41

Worksheet in C Users apn AppData Local Microsoft Windows Temporary Internet Files Content.Outlook 535XDEWA QHIC Go Live Solution and Defect Management Plan v1 1.doc printed at 8:46 AM, 30/04/2013

Page 11 of 12

WhenRequired	TAB	Count of Defect ID
0-TBD		
	Pre	6
0-TBD Total		6
1-PostGoLive-R1		
	PG1	16
1-PostGoLive-R1 Total		16
2-PostGoLive-R2		
	PG1	6
	PG2	74
	(blank)	1
2-PostGoLive-R2 Total		81
3-PostGoLive-R3		
	BI	20
	PG3	5
3-PostGoLive-R3 Total		25
(blank)		
	(blank)	5
(blank) Total		5
Grand Total		133

6.2. In Dispute Items

The following items have not been agreed and their status remains In Dispute as at Friday 12 March.

ID	Summary
2462	WB: Pay rules - Recall guarantee hours not being correctly paid
1895	WB: Work Cover Absence Codes and Time Codes
2338	Workbrain: S&V: Poor response time for Publish roster in MVS
2423	FI: SAP - ALCS WB & SAP are evaluating different periods to be EOM periods
2496	Email address for returned / undelivered emails
2505	WB: Unselected Teams in MVS causing System Error.