From:	Bill Doak <bdoak@au1.ibm.com>
Sent:	Friday, 22 May 2009 10:12 AM
To:	"Brett Cowan"
Cc:	"Adrian Shea"; "Amanda Doughty"; Brian.Frederick@corptech.qld.gov.au; "Brigid Bourke"; James.Brown@corptech.qld.gov.au; "Janette Jones"; Jane.Stewart@corptech.qld.gov.au; john.gower@corptech.qld.gov.au; "Malcolm Campbell"; Margaret.Berenyi@corptech.qld.gov.au; "Martin brown"; "Michael Kalimnios"; "Nicola Stubbings"; "Paul Monaghan"; Philip.Hood@corptech.qld.gov.au; "Russ Wilde"; "Shaurin Shah"; "Susan Horton"; "Sylvia Chapman"; "Terry Burns"; "Anthony Price"; Mark Dymock
Subject:	Re: UAT Status Report 20/05/09
Attachments:	20090520_UAT Board Status Report V0.1-BC.doc

Brett

Thank you for the daily report which is very useful. However one graph which would be useful to the Board is a consolidated overview.

Very simply, from inception of UAT to date, we need to show:

A daily bar for all defects 'IN' to IBM
A daily bar for all defects 'OUT" from IBM
A line over the top linking daily nett open defects.

We are looking at three pointers:

Over time (and we are not there yet) defects 'IN' should start to decline
Defects 'OUT' (i.e. the number of defects IBM is resolving each day) should remain relatively consistent (once all resources are dedicated)
The trend line over the top should peak (i.e. more defects opened than closed each day) and then continue to decline reflecting that more defects are being closed than opened daily.

I appreciate that there will be a spike as a result of the consolidation of QC data but that will be a one-off. We are not interested in what is in Transport or what backlog QH has to retest as these will be reflected in the above numbers at some point anyway.

Please give me a call if you wish to discuss.

Many thanks

Bill Doak
Program Director
IBM Australia

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PA
Michelle Ewers
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"Brett Cowan" <Brett_Cowan@health.qld.gov.au>

1

"Brett Cowan"
<u><Brett_Cowan@health.qld.gov.au></u> 21/05/2009
05:33 p.m.

To   <<u>Bill.Doak@corptech.qld.gov.au</u>>,
<<u>Brian.Frederick@corptech.qld.gov.au</u>>,
<<u>James.Brown@corptech.qld.gov.au</u>>,
<<u>Jane.Stewart@corptech.qld.gov.au</u>>,
<<u>john.gower@corptech.qld.gov.au</u>>, "Malcolm Campbell"
<<u>malcolm.campbell@corptech.qld.gov.au</u>>,
<<u>Margaret.Berenyi@corptech.qld.gov.au</u>>, "Martin brown"
<<u>martin.brown@corptech.qld.gov.au</u>>, "Nicola Stubbings"
<<u>Nicola.stubbings@corptech.qld.gov.au</u>>,
<<u>Philip.Hood@corptech.qld.gov.au</u>>, "Adrian Shea"
<<u>Adrian_Shea@health.qld.gov.au</u>>, "Amanda Doughty"
<<u>Amanda_Doughty@health.qld.gov.au</u>>, "Brigid Bourke"
<<u>Brigid_Bourke@health.qld.gov.au</u>>, "Janette Jones"
<<u>Janette_Jones@health.qld.gov.au</u>>, "Michael Kalimnios"
<<u>Michael_Kalimnios@health.qld.gov.au</u>>, "Paul Monaghan"
<<u>Paul_Monaghan@health.qld.gov.au</u>>, "Russ Wilde"
<<u>Russ_Wilde@health.qld.gov.au</u>>, "Shaurin Shah"
<<u>Shaurin_Shah@health.qld.gov.au</u>>, "Susan Horton"
<<u>Susan_Horton@health.qld.gov.au</u>>, "Sylvia Chapman"
<<u>Sylvia_Chapman@health.qld.gov.au</u>>, "Terry Burns"
<<u>Terry_Burns@health.qld.gov.au</u>>, "Anthony Price"
<<u>Tony_Price@health.qld.gov.au</u>>

cc

Subject UAT Status Report 20/05/09

Dear all,

Please find the status report for the UAT for 20/05/09.

The number of open defects continues to rise, and we are still stuck trying to get through payrun 24 due to defects being discovered through execution. IBM is supporting with fixes as quickly as they can, but we are now 5 days behind execution schedule since starting UAT 13 days ago.

Best regards,

Brett Cowan
****

From:	Bill Doak <bdoak@au1.ibm.com>
Sent:	Wednesday, 27 May 2009 6:34 PM
To:	"Brett Cowan"
Cc:	"Adrian Shea"; "Amanda Doughty"; Bill.Doak@corptech.qld.gov.au; Brian.Frederick@corptech.qld.gov.au; "Brigid Bourke"; James.Brown@corptech.qld.gov.au; "Janette Jones"; Jane.Stewart@corptech.qld.gov.au; john.gower@corptech.qld.gov.au; "Malcolm Campbell"; Margaret.Berenyi@corptech.qld.gov.au; "Martin brown"; "Michael Kalimnios"; "Nicola Stubbings"; "Paul Monaghan"; Philip.Hood@corptech.qld.gov.au; "Russ Wilde"; "Shaurin Shah"; "Susan Horton"; "Sylvia Chapman"; "Terry Burns"; "Anthony Price"
Subject:	Re: UAT Status Report 26/05/09

Brett

The most fundamental report for UAT management is defects in to the defect resolution team (in this case IBM) and defects out from the same team on a daily basis. Most other reports are a derivative of this. This is the first UAT in over 20 years that I have seen that can't seem to provide this.

It is not sufficient to suggest that "if IBM wants it, IBM can produce it". I don't want IBM to manually produce this report. It needs to come from a system that is set up properly and accurately captures all information. I am asking for this information as a member of the Governance Board and I am strongly suggesting that it is of vital interest to all members of the Board, especially now when we need to make some decisions on how to proceed with UAT.

If you need advice from IBM on how to do this then we are more than willing to help however the responsibility for accurate and useful reporting belongs to UAT management. Can you please either provide the information or a explanation for the Board as to why you can't measure the defects passed to and resolved by IBM.

Regards

Bill Doak
Program Director
IBM Australia

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Michelle@au1.ibm.com

"Brett Cowan" <Brett_Cowan@health.qld.gov.au>

"Brett Cowan" <Brett_Cowan@health.qld.gov.au> 27/05/2009 04:39 p.m.	To	<Bill.Doak@corptech.qld.gov.au>, <Brian.Frederick@corptech.qld.gov.au>, <James.Brown@corptech.qld.gov.au>, <Jane.Stewart@corptech.qld.gov.au>, <john.gower@corptech.qld.gov.au>, "Malcolm Campbell" <malcolm.campbell@corptech.qld.gov.au>, <Margaret.Berenyi@corptech.qld.gov.au>, "Martin brown" <martin.brown@corptech.qld.gov.au>, "Nicola Stubbings" <Nicola.stubbings@corptech.qld.gov.au>,

<Philip.Hood@corptech.qld.gov.au>, "Adrian Shea"
<Adrian_Shea@health.qld.gov.au>, "Amanda Doughty"
<Amanda_Doughty@health.qld.gov.au>, "Brigid Bourke"
<Brigid_Bourke@health.qld.gov.au>, "Janette Jones"
<Janette_Jones@health.qld.gov.au>, "Michael Kalimnios"
<Michael_Kalimnios@health.qld.gov.au>, "Paul Monaghan"
<Paul_Monaghan@health.qld.gov.au>, "Russ Wilde"
<Russ_Wilde@health.qld.gov.au>, "Shaurin Shah"
<Shaurin_Shah@health.qld.gov.au>, "Susan Horton"
<Susan_Horton@health.qld.gov.au>, "Sylvia Chapman"
<Sylvia_Chapman@health.qld.gov.au>, "Terry Burns"
<Terry_Burns@health.qld.gov.au>, "Anthony Price"
<Tony_Price@health.qld.gov.au>

cc
Subject UAT Status Report 26/05/09

Dear all,

Please find attached the Status Report for UAT on 26/05/09.

If you have any questions about it, please don't hesitate to ask.

Best regards,

Brett Cowan

[attachment "20090526_UAT Board Status Report V0.1-BC.doc" deleted by Bill Doak/Australia/IBM]

From:	Bill Doak <bdoak@au1.ibm.com>
Sent:	Tuesday, 16 June 2009 10:52 AM
To:	"Brett Cowan"
Cc:	"Aaron Quine"; "Adrian Shea"; "Amanda Doughty"; "Andrea Sams"; Bill.Doak@corptech.qld.gov.au; "William Grimson"; "brett cowan"; Brian.Frederick@corptech.qld.gov.au; "Brigid Bourke"; "Cathy Sparks"; "Craig Hanrahan"; "Damon Atzeni"; "Debra-Leigh Meunier"; "Diana Yarker"; "Dougal Ferguson"; "Emma Bailey"; Hans.VanDenBerg@corptech.qld.gov.au; "Helen Clarke"; "Jack van der Zwan"; James.Brown@corptech.qld.gov.au; "Janette Jones"; Jane.Stewart@corptech.qld.gov.au; john.gower@corptech.qld.gov.au; "Joanne Boland"; "Justin Thomas"; "Kathryn Crowley"; "Lynette Land"; "Malcolm Campbell"; Margaret.Berenyi@corptech.qld.gov.au; mark.dymock@corptech.qld.gov.au; "Mark Holz"; "Martin brown"; "Meghan Croft"; "Michael Kalimnios"; "Michelle Marshman"; "Navi Naidoo"; "Nicola Stubbings"; "Paul Inns"; "Paul Monaghan"; "Pearl Essa"; "Pennie Shrock"; "Peta Marshall"; Philip.Hood@corptech.qld.gov.au; "Pierre Pienaar"; "Rebecca Hoffman"; "Robyn Ferguson"; "Rod Taylor"; "Roger Petersen"; "Roslyn Ricoine"; "Ross Wood"; "Russ Wilde"; "Sally Ann Pengelly"; "scott asmus"; "Scott Asmus"; "Shane Morrish"; "Shaurin Shah"; "Steven Turner"; "Susan Horton"; "Susan Musgrave"; "Susan Tran"; "Sylvia Chapman"; "Terry Burns"; "Anthony Price"; "Vicki Geizer"; "Wayne McCarthy"
Subject:	Re: UAT Status report 12/06/09

Brett

Can you please show a forecast trend-line on chart 4a from the current point of 153 open defects to zero by 24 July (end of defect resolution)? Also daily averages for defects in and defects out would be very useful. This will enable us to determine whether we are on track or not.

By my reckoning, UAT are averaging about 15 defects per day which means IBM needs to close 11 per day (which is currently being achieved) to get to zero by 24 July (based on UAT finishing 3 July).

This analysis would be very useful.

Many thanks

Bill

Bill Doak
Program Director
IBM Australia

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"Brett Cowan" <Brett_Cowan@health.qld.gov.au>

1

"Brett Cowan"
<Brett_Cowan@health.qld.gov.au> 15/06/2009
05:03 p.m.

To   <Bill.Doak@corptech.qld.gov.au>,
     <Brian.Frederick@corptech.qld.gov.au>,
     <Hans.VanDenBerg@corptech.qld.gov.au>,
     <James.Brown@corptech.qld.gov.au>,
     <Jane.Stewart@corptech.qld.gov.au>,
     <john.gower@corptech.qld.gov.au>, "Malcolm Campbell"
     <malcolm.campbell@corptech.qld.gov.au>,
     <Margaret.Berenyi@corptech.qld.gov.au>,
     <mark.dymock@corptech.qld.gov.au>, "Martin brown"
     <martin.brown@corptech.qld.gov.au>, "Nicola Stubbings"
     <Nicola.Stubbings@corptech.qld.gov.au>,
     <Philip.Hood@corptech.qld.gov.au>, "Aaron Quine"
     <Aaron_Quine@health.qld.gov.au>, "Adrian Shea"
     <Adrian_Shea@health.qld.gov.au>, "Amanda Doughty"
     <Amanda_Doughty@health.qld.gov.au>, "Andrea Sams"
     <Andrea_Sams@health.qld.gov.au>, "William Grimson"
     <Bill_Grimson@health.qld.gov.au>, "Brigid Bourke"
     <Brigid_Bourke@health.qld.gov.au>, "Cathy Sparks"
     <Cathy_Sparks@health.qld.gov.au>, "Craig Hanrahan"
     <Craig_Hanrahan@health.qld.gov.au>, "Damon Atzeni"
     <Damon_Atzeni@health.qld.gov.au>, "Debra-Leigh Meunier"
     <Debra-Leigh_Meunier@health.qld.gov.au>, "Diana Yarker"
     <Diana_Yarker@health.qld.gov.au>, "Dougal Ferguson"
     <Dougal_Ferguson@health.qld.gov.au>, "Emma Bailey"
     <Emma_Bailey@health.qld.gov.au>, "Helen Clarke"
     <Helen_Clarke@health.qld.gov.au>, "Jack van der Zwan"
     <Jack_VanDerZwan@health.qld.gov.au>, "Janette Jones"
     <Janette_Jones@health.qld.gov.au>, "Joanne Boland"
     <Jo_boland@health.qld.gov.au>, "Justin Thomas"
     <Justin_Thomas@health.qld.gov.au>, "Kathryn Crowley"
     <Kat_Crowley@health.qld.gov.au>, "Lynette Land"
     <Lynette_Land@health.qld.gov.au>, "Mark Holz"
     <Mark_Holz@health.qld.gov.au>, "Meghan Croft"
     <Meghan_Croft@health.qld.gov.au>, "Michael Kalimnios"
     <Michael_Kalimnios@health.qld.gov.au>, "Michelle Marshman"
     <Michelle_Marshman@health.qld.gov.au>, "Navi Naidoo"
     <Navi_Naidoo@health.qld.gov.au>, "Paul Inns"
     <Paul_Inns@health.qld.gov.au>, "Paul Monaghan"
     <Paul_Monaghan@health.qld.gov.au>, "Pearl Essa"
     <Pearl_Essa@health.qld.gov.au>, "Pennie Shrock"
     <Pennie_Shrock@health.qld.gov.au>, "Peta Marshall"
     <Peta_Marshall@health.qld.gov.au>, "Pierre Pienaar"
     <Pierre_Pienaar@health.qld.gov.au>, "Rebecca Hoffman"
     <Rebecca_Hoffman@health.qld.gov.au>, "Robyn Ferguson"
     <Robyn_D_Ferguson@health.qld.gov.au>, "Rod Taylor"
     <Rod_Taylor@health.qld.gov.au>, "Roger Petersen"
     <Roger_Petersen@health.qld.gov.au>, "Roslyn Ricoine"
     <Roslyn_Ricoine@health.qld.gov.au>, "Ross Wood"
     <Ross_Wood@health.qld.gov.au>, "Russ Wilde"
     <Russ_Wilde@health.qld.gov.au>, "Sally Ann Pengelly"
     <Sallyann_Pengelly@health.qld.gov.au>, "Scott Asmus"
     <Scott_Asmus@health.qld.gov.au>, "Shane Morrish"
     <Shane_Morrish@health.qld.gov.au>, "Shaurin Shah"
     <Shaurin_Shah@health.qld.gov.au>, "Steven Turner"
     <Steve_Turner@health.qld.gov.au>, "Susan Horton"
     <Susan_Horton@health.qld.gov.au>, "Susan Musgrave"
     <Susan_Musgrave@health.qld.gov.au>, "Susan Tran"
     <Susan_Tran@health.qld.gov.au>, "Sylvia Chapman"
     <Sylvia_Chapman@health.qld.gov.au>, "Terry Burns"
     <Terry_Burns@health.qld.gov.au>, "Anthony Price"
     <Tony_Price@health.qld.gov.au>, "Vicki Geizer"
     <Vicki_Geizer@health.qld.gov.au>, "Wayne McCarthy"
     <Wayne_McCarthy@health.qld.gov.au>

cc   "brett cowan" <brettc@kjross.com.au>, "scott asmus"
     <scotta@kjross.com.au>

Subject   UAT Status report 12/06/09

Dear All,

Please find attached the Status Report for the UAT on 12 June.

Best regards,

Brett

[attachment "20090612_UAT Board Status Report V0.1-BC.doc" deleted by Bill
Doak/Australia/IBM]

From:	Bill Doak
Sent:	Friday, 19 June 2009 7:21 AM
To:	"Brett Cowan"; Mark Dymock; "'Brett Cowan'"
Cc:	"'Aaron Quine'"; "'Adrian Shea'"; "'Amanda Doughty'"; "'Andrea Sams'"; "Bill Doak"; "'William Grimson'"; "Brian Frederick"; "'Brigid Bourke'"; "'Cathy Sparks'"; "'Craig Hanrahan'"; "'Damon Atzeni'"; "'Debra-Leigh Meunier'"; "'Diana Yarker'"; "'Dougal Ferguson'"; "'Emma Bailey'"; "Hans VanDenBerg"; "'Helen Clarke'"; "'Jack van der Zwan'"; "James Brown"; "'Janette Jones'"; "Jane Stewart"; "John Gower"; "'Joanne Boland'"; "'Justin Thomas'"; "'Kathryn Crowley'"; "'Lynette Land'"; "'Malcolm Campbell'"; "Margaret Berenyi"; "mark dymock"; "'Mark Holz'"; "'Martin brown'"; "'Meghan Croft'"
Subject:	Re: Status Report for UAT on 17/06

Brett

We are actually vitally interested in the consistency and accuracy of the information.

Regards

Bill

From: "Brett Cowan" [brettc@kjross.com.au]
Sent: 19/06/2009 07:14 AM ZE10
To: Mark Dymock; "'Brett Cowan'" <Brett_Cowan@health.qld.gov.au>
Cc: "'Aaron Quine'" <Aaron_Quine@health.qld.gov.au>; "'Adrian Shea'" <Adrian_Shea@health.qld.gov.au>; "'Amanda Doughty'" <Amanda_Doughty@health.qld.gov.au>; "'Andrea Sams'" <Andrea_Sams@health.qld.gov.au>; <Bill.Doak@corptech.qld.gov.au>; "'William Grimson'" <Bill_Grimson@health.qld.gov.au>; <Brian.Frederick@corptech.qld.gov.au>; "'Brigid Bourke'" <Brigid_Bourke@health.qld.gov.au>; "'Cathy Sparks'" <Cathy_Sparks@health.qld.gov.au>; "'Craig Hanrahan'" <Craig_Hanrahan@health.qld.gov.au>; "'Damon Atzeni'" <Damon_Atzeni@health.qld.gov.au>; "'Debra-Leigh Meunier'" <Debra-Leigh_Meunier@health.qld.gov.au>; "'Diana Yarker'" <Diana_Yarker@health.qld.gov.au>; "'Dougal Ferguson'" <Dougal_Ferguson@health.qld.gov.au>; "'Emma Bailey'" <Emma_Bailey@health.qld.gov.au>; <Hans.VanDenBerg@corptech.qld.gov.au>; "'Helen Clarke'" <Helen_Clarke@health.qld.gov.au>; "'Jack van der Zwan'" <Jack_VanDerZwan@health.qld.gov.au>; <James.Brown@corptech.qld.gov.au>; "'Janette Jones'" <Janette_Jones@health.qld.gov.au>; <Jane.Stewart@corptech.qld.gov.au>; <john.gower@corptech.qld.gov.au>; "'Joanne Boland'" <Jo_boland@health.qld.gov.au>; "'Justin Thomas'" <Justin_Thomas@health.qld.gov.au>; "'Kathryn Crowley'" <Kat_Crowley@health.qld.gov.au>; "'Lynette Land'" <Lynette_Land@health.qld.gov.au>; "'Malcolm Campbell'" <Malcolm.Campbell@corptech.qld.gov.au>; <Margaret.Berenyi@corptech.qld.gov.au>; <mark.dymock@corptech.qld.gov.au>; "'Mark Holz'" <Mark_Holz@health.qld.gov.au>; "'Martin brown'" <martin.brown@corptech.qld.gov.au>; "'Meghan Croft'" <Meghan_Croft@health.qld.gov.au>; "'Michael Kalimnios'" <Michael_Kalimnios@health.qld.gov.au>; "'Michelle Marshman'" <Michelle_Marshman@health.qld.gov.au>; "'Navi Naidoo'" <Navi_Naidoo@health.qld.gov.au>; "'Nicola Stubbings'" <Nicola.Stubbings@corptech.qld.gov.au>; "'Paul Inns'" <Paul_Inns@health.qld.gov.au>; "'Paul Monaghan'" <Paul_Monaghan@health.qld.gov.au>; "'Pearl Essa'" <Pearl_Essa@health.qld.gov.au>; "'Pennie Shrock'" <Pennie_Shrock@health.qld.gov.au>; "'Peta Marshall'" <Peta_Marshall@health.qld.gov.au>; <Philip.Hood@corptech.qld.gov.au>; "'Pierre Pienaar'" <Pierre_Pienaar@health.qld.gov.au>; "'Rebecca Hoffman'" <Rebecca_Hoffman@health.qld.gov.au>; "'Robyn Ferguson'" <Robyn_D_Ferguson@health.qld.gov.au>; "'Rod Taylor'" <Rod_Taylor@health.qld.gov.au>; "'Roger Petersen'" <Roger_Petersen@health.qld.gov.au>; "'Roslyn Ricoine'" <Roslyn_Ricoine@health.qld.gov.au>; "'Ross Wood'" <Ross_Wood@health.qld.gov.au>; "'Russ Wilde'" <Russ_Wilde@health.qld.gov.au>; "'Sally Ann Pengelly'" <Sallyann_Pengelly@health.qld.gov.au>; "'scott asmus'" <scotta@kjross.com.au>; "'Scott Asmus'" <Scott_Asmus@health.qld.gov.au>; "'Shane Morrish'" <Shane_Morrish@health.qld.gov.au>; "'Shaurin Shah'" <Shaurin_Shah@health.qld.gov.au>; <simonb@kjross.com.au>; "'Steven Turner'" <Steve_Turner@health.qld.gov.au>; "'Susan Horton'" <Susan_Horton@health.qld.gov.au>; "'Susan Musgrave'"

1

<Susan_Musgrave@health.qld.gov.au>; "'Susan Tran'" <Susan_Tran@health.qld.gov.au>; "'Sylvia Chapman'"
<Sylvia_Chapman@health.qld.gov.au>; "'Terry Burns'" <Terry_Burns@health.qld.gov.au>; "'Anthony Price'"
<Tony_Price@health.qld.gov.au>; "'Vicki Geizer'" <Vicki_Geizer@health.qld.gov.au>; "'Wayne McCarthy'"
<Wayne_McCarthy@health.qld.gov.au>
 Subject: RE: Status Report for UAT on 17/06

Dear Mark,

I'm sure all of the people on the board and on this distribution list don't need to be spammed with this
discussion. Let's discuss together and I can explain.

Brett

From: Mark Dymock [mailto:mdymock@au1.ibm.com]
Sent: Friday, 19 June 2009 12:42 AM
To: Brett Cowan
Cc: Aaron Quine; Adrian Shea; Amanda Doughty; Andrea Sams; Bill.Doak@corptech.qld.gov.au; William Grimson;
brett cowan; Brian.Frederick@corptech.qld.gov.au; Brigid Bourke; Cathy Sparks; Craig Hanrahan; Damon Atzeni;
Debra-Leigh Meunier; Diana Yarker; Dougal Ferguson; Emma Bailey; Hans.VanDenBerg@corptech.qld.gov.au; Helen
Clarke; Jack van der Zwan; James.Brown@corptech.qld.gov.au; Janette Jones; Jane.Stewart@corptech.qld.gov.au;
john.gower@corptech.qld.gov.au; Joanne Boland; Justin Thomas; Kathryn Crowley; Lynette Land; Malcolm Campbell;
Margaret.Berenyi@corptech.qld.gov.au; mark.dymock@corptech.qld.gov.au; Mark Holz; Martin brown; Meghan Croft;
Michael Kalimnios; Michelle Marshman; Navi Naidoo; Nicola Stubbings; Paul Inns; Paul Monaghan; Pearl Essa; Pennie
Shrock; Peta Marshall; Philip.Hood@corptech.qld.gov.au; Pierre Pienaar; Rebecca Hoffman; Robyn Ferguson; Rod
Taylor; Roger Petersen; Roslyn Ricoine; Ross Wood; Russ Wilde; Sally Ann Pengelly; scott asmus; Scott Asmus;
Shane Morrish; Shaurin Shah; simonb@kjross.com.au; Steven Turner; Susan Horton; Susan Musgrave; Susan Tran;
Sylvia Chapman; Terry Burns; Anthony Price; Vicki Geizer; Wayne McCarthy
Subject: Re: Status Report for UAT on 17/06

Brett

I know that the information in this report is fed to you from a number of sources, but some of it appears inconsistent
with information provided in the daily defect meetings.

1. In the report both Service Desk and HR Apps state they have, or are in danger of having, their testing blocked by
defects yet this has not been raised at any of the recent daily defect meetings, which are supposed to specifically to
address issues like this. In fact, Brian has reported HR Apps are catching up and are back on track after earlier
delays. Can we discuss tomorrow.

2. The Workarounds section states"Continued delay in IBM delivering all of the required Workaround wage types will
prevent execution of related UAT scripts."
I am not aware of any delays to delivering Workaround wage types, and again this has not been mentioned at our
daily meetings. As I understand it, there was a workshop today with QHEST to state the requirements for four just-
received workaround wage types and all other known workaround wage types are scheduled for delivery in early
July. What is the "continued delay"?

Regards,   **Application Services Test Manager**
                                  IBM Global Services

Mark Dymock

                                  Level 13, 348 Edward St
                                  Brisbane QLD 4000 AUSTRALIA
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tieline: 70 32018
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Notes: Mark Dymock/Australia/IBM
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IBM Global Business Services - AS   IBM Global Communities

2

"Brett Cowan" <Brett_Cowan@health.qld.gov.au>

18/06/2009 05:11 PM

To <Bill.Doak@corptech.qld.gov.au>, <Brian.Frederick@corptech.qld.gov.au>,
<Hans.VanDenBerg@corptech.qld.gov.au>,
<James.Brown@corptech.qld.gov.au>, <Jane.Stewart@corptech.qld.gov.au>,
<john.gower@corptech.qld.gov.au>, "Malcolm Campbell"
<Malcolm.Campbell@corptech.qld.gov.au>,
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<Pierre_Pienaar@health.qld.gov.au>, "Rebecca Hoffman"
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cc "brett cowan" <brettc@kjross.com.au>, "scott asmus" <scotta@kjross.com.au>,
<simonb@kjross.com.au>

Subject Status Report for UAT on 17/06

Dear all,

Please find attached the status report for the UAT on 17/06.

Best regards,

Brett Cowan

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From:	Bill Doak/Australia/IBM
Sent:	Thursday, 3 September 2009 5:55 PM
To:	"Brett Cowan"
Cc:	"Aaron Quine"; "Adrian Shea"; "Amanda Doughty"; "Andrea Sams"; Bill.Doak@corptech.qld.gov.au; "William Grimson"; "creature cowan"; brian.cox@corptech.qld.gov.au; Brian.Frederick@corptech.qld.gov.au; "Brigid Bourke"; "Cathy Sparks"; "Craig Hanrahan"; "Damon Atzeni"; "Debra-Leigh Meunier"; "Diana Yarker"; "Dougal Ferguson"; "Emma Bailey"; Hans.VanDenBerg@corptech.qld.gov.au; "Helen Clarke"; James.Brown@corptech.qld.gov.au; "Janette Jones"; Jane.Stewart@corptech.qld.gov.au; john.gower@corptech.qld.gov.au; "Joanne Boland"; Julie Haydon/Australia/IBM; "Justin Thomas"; Kathy.Squires@corptech.qld.gov.au; "Kathryn Crowley"; "Lynette Land"; "Malcolm Campbell"; Margaret.Berenyi@corptech.qld.gov.au; mark.dymock@corptech.qld.gov.au; "Mark Holz"; "Martin brown"; "Meghan Croft"; Michael.McMahon@corptech.qld.gov.au; "Michael Kalimnios"; "Michelle Marshman"; "Navi Naidoo"; "Nicola Stubbings"; "Paul Inns"; "Paul Monaghan"; "Pearl Essa"; "Pennie Shrock"; Philip.Hood@corptech.qld.gov.au; "Pierre Pienaar"; "Rebecca Hoffman"; "Rod Taylor"; "Roger Petersen"; "Roslyn Ricoine"; "Ross Wood"; "Russ Wilde"; "Sally Ann Pengelly"; "scott asmus"; "Scott Asmus"; "Shane Morrish"; "Shaurin Shah"; simonb@kjross.com.au; "Steven Turner"; "Susan Horton"; "Susan Musgrave"; "Susan Tran"; "Sylvia Chapman"; "Terry Burns"; "Anthony Price"; "Vicki Geizer"; "Wayne McCarthy"
Subject:	Re: UAT4 Status Report

Brett

You have 3 Solution Sev 1 defects "downgraded to Sev 2" and 3 Solution Sev 2 defects "downgraded from Sev 1" giving 6 Solution Sev 1 defects and 23 Solution Sev 2 defects, i.e. 29 in total. Can you confirm that your total is correct and you haven't counted the same 3 defects twice?

Thank you

Bill

Bill Doak
Partner
IBM Australia

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EA - Chantelle Lee
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        "Brett Cowan"
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                    Julie Haydon/Australia/IBM@IBMAU,
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u>, "Scott Asmus"
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"Wayne McCarthy"
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                    cc
"scott asmus"
<scotta@kjross.com.au>,
<simonb@kjross.com.au>
                    Subject
UAT4 Status Report

Dear all,

Good news - we've started script execution.

Please find attached the Status report for today (3rd Sept). More charts and execution stats to be added once I can get the figures together.

Best regards,

Brett

Brett Cowan

[attachment "20090903_UAT Board Status Report V0 1-BC.doc" deleted by Bill Doak/Australia/IBM]

From:	Bill Doak/Australia/IBM
Sent:	Saturday, 7 November 2009 3:22 PM
To:	"Brett Cowan"
Cc:	"'Aaron Quine'"; "'Adrian Shea'" ; "'Andrea Sams'" ; "'Anthony Middlebrough'" ; bill.doak@corptech.qld.gov.au; "'bill willmott'" ; "'William Grimson'" ; brettc@kjross.com.au; "'Brett Cowan'"; brian.cox@corptech.qld.gov.au; Brian.Frederick@corptech.qld.gov.au; "'Brigid Bourke'"; "'Cathy Sparks'" ; Clayton.Brown@corptech.qld.gov.au; "'Craig Hanrahan'"; "'Damon Atzeni'"; "'Debra-Leigh Meunier'"; "'Diana Yarker'"; "'Dougal Ferguson'"; "'Emma Bailey'"; Gary.Palmer@corptech.qld.gov.au; "'gary quartermain'" ; "'glenn barrett'" ; "'graham lee'" ; Hans.VanDenBerg@corptech.qld.gov.au; "'Helen Clarke'"; james.brown@corptech.qld.gov.au; "'Janette Jones'" ; Jane.Stewart@corptech.qld.gov.au; john.gower@corptech.qld.gov.au; "'Joanne Boland'" ; "'juanita hagstrom'" ; Julie Haydon/Australia/IBM; "'Justin Thomas'" ; Kate.Langworthy@corptech.qld.gov.au; Kathy.Squires@corptech.qld.gov.au; "'Kathryn Crowley'" ; "'Lynette Land'" ; "'Malcolm Campbell'" ; Margaret.Berenyi@corptech.qld.gov.au; markap@kjross.com.au; mark.dymock@corptech.qld.gov.au; "'Martin brown'" ; "'Meghan Croft'" ; Michael.McMahon@corptech.qld.gov.au; "'Michael Kalimnios'"; "'Michelle Marshman'"; "'Naomi du Plessis'"; "'Navi Naidoo'"; "'Nicola Stubbings'" ; "'Paul Inns'" ; "'Paul Monaghan'" ; "'Pearl Essa'" ; "'Pennie Shrock'" ; philip.hood@corptech.qld.gov.au; "'Pierre Pienaar'"; "'ray melville'"; "'Rebecca Hoffman'"; "'Rod Taylor'"; "'Roger Petersen'" ; "'Roslyn Ricoine'" ; "'Russ Wilde'" ; "'scott macdonald'" ; "'Scott Asmus'" ; "'Shane Morrish'" ; "'Shaurin Shah'" ; "'steven riles'" ; "'Steven Turner'" ; "'Susan Horton'" ; "'Susan Musgrave'" ; "'Susan Tran'" ; "'Sylvia Chapman'" ; "'Terry Burns'" ; "'Anthony Price'" ; "'Vicki Geizer'" ; "'Wayne McCarthy'" ; Julie Haydon/Australia/IBM
Subject:	Re: UAT4 status report for 6/11
Attachments:	20091106_UAT Board Status Report V0 1-BC.doc

Brett

• IBM delivered all but 3 of the 37 fixes committed to be delivered by EOD today.

Some context for your above statement:

Three defects not delivered by IBM by 06/11:

(Defect 1784): On 05/11, client requested a solution fix for a previously agreed workaround. IBM advised that a solution fix would not be available by 06/11. IBM will perform an assessment and communicate impact for review.

(Defect 1841): Additional requirements were provided by the client on 03/11 that will require significant configuration and development effort. The client has been advised that this defect will not be resolved by 6/11 for the stated reasons.

(Defect 1924): The functionality is working as per the standard SAP solution. The client advised on 06/11 that the standard SAP solution

1

does not meet their requirement. The client has requested that the defect remain open so that business requirements can be validated and an impact assessment be performed.

Regards

    Bill Doak
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07/11/2009 07:52   · <Brett_Cowan@health.qld.gov.au>,
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"'Wayne McCarthy'"
<Wayne_McCarthy@health.qld.gov.au>
                    cc
<Clayton.Brown@corptech.qld.gov.au>
, <brettc@kjross.com.au>,
<markap@kjross.com.au>
                Subject
UAT4 status report for 6/11

Dear all,

Please find attached the status report for UAT4 for 6/11.

Instant status

- Recalcs generated (as expected) many payroll errors which took
much effort from the UAT testers to fix. This is business as usual for production, so it was good to practice it in UAT.
- Testing of defect fixes continues.
- IBM delivered all but 3 of the 37 fixes committed to be
delivered by EOD today.

Best regards,

Brett

Brett Cowan
█████████

(See attached file: 20091106_UAT Board Status Report V0 1-BC.doc)