CSTARS COMMITTEE MEETING MINUTES
July 9, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

CSTARS Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Chair-Sara Rosene	Grand County		√	
Jean Alberico	Garfield County		√	
Bo Ortiz	Pueblo County		√	
Garland Wahl	Washington County		√	
Matt Crane	Arapahoe County		√	
Shelia Reiner	Mesa County		√	
Krystal Brown	Teller County			√

CARS Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Chair-Pam Nielsen	Larimer County Representing Chaffee County		√	
P.J. Taylor	Denver County Representing Grand County		√	
Keith Poor	Pueblo County			√
Diana Hall	Boulder County Representing Washington County			√
Victoria Krupke	Arapahoe County		√	
Tina Miliken	Teller County			√
Jackie Campbell	Mesa County			√

County DRIVES Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Tony Frazzini	Denver County & DOR Steering Committee		√	
Norma Trickey	Boulder County			√

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Department of Revenue (DOR) and others:

Member	Agency	Present:	Via telephone:	Absent:
Barbara Brohl	DOR – ED			√
Heidi Humphreys	DOR-EDO			√
Lorri Dugan	DOR-CFO			√
Mike Dixon	DOR-DMV		√	
Maren Rubino	DOR-DMV			√
Tony Anderson	DOR-Title & Registration		√	
Dannette Matthis	DOR-OIT		√	
Terri Krupke	DOR-OIT		√	
Kathy Chase	DOR-OIT			√
Dylan Ikenouye	DOR-Title & Registration		√	
Rodney Johnson	DOR-Title & Registration			√
Crystal Soderman	DOR-Title & Registration			√
Kyle Boyd	DOR-Title & Registration			√
Chris Hochmuth	DOR-Title & Registration		√	
Patrick Flanagan	DOR-Title & Registration		√	
Noelle Peterson	DOR-Title & Registration		√	
Janet Gard	DOR-Budget			√
Royal Taylor	DOR-Budget			√
Robb Chiles	DOR-OIT Budget			√
Cindi Wika	DOR-OIT		√	
Libby diZerega	DOR-OIT			√
Jon Zook	DOR-OIT			√
Michael Ansley	SIPA-Colorado Interactive			√
Marty Hartley	SIPA-Colorado Interactive			√
Stephanie Noakes	SIPA-Colorado Interactive			√
Kate Polesovsky	SIPA-Colorado Interactive			√
Debbie Thibault	DOR-OIT			√
Jeannett Davis	DOR-OIT			√
Christy Daniher	DOR-OIT		√	
Joetta Fischer	DOR-OIT			√
Pam Samora	DOR-OIT			√
Kayla Pacheco	DOR-OIT			√
Ken Gurule	DOR-OIT		√	
Mike Whatley	DOR-OIT			√
Jerrod Roth	DOR-PMO			√

Guests: Paul Nadeau – OIT via telephone.

Sara called the meeting to order at 10:05 a.m.

Sara: First I'd like to take roll of the CSTARS members and the CARS and then find out who else is on the phone. So I know Garland is on the phone. Matt Crane? Okay, Sheila? Jean? Bo? Crystal? Okay, Garland, it's you and I. The CARS committee is Victoria. Could you all please make sure your phone is muted if you're not speaking? We're getting some background noise.

Terri: Hey, Sarah, this is Terri, I just got an e-mail, I was out at another meeting, I got back, and it says, this meeting is from 10:30 a.m. until 12:30 p.m. Maybe that's why nobody is on the phone yet.

Sara: I suspect that's the case, too, there was some confusion on the, setting up the meeting agenda. I'm fine for waiting until 10:30 a.m., because frankly that's what I thought, too.

Terri: Okay, yeah, I just saw that one, I thought it was at ten myself until just now.

Sara: Right. So I'm happy to wait until 10:30 a.m., I will leave my line open. Are there any CARS committee members, I guess is what I should ask first?

Diana: This is Diana Hall.

Sara: Okay, hi, Diana.

Pam: Morning, this is Pam.

Sara: Hi, Pam. Okay, so unless there's an objection on the people that are on the call, if we could, if I could have you call back in at 10:30 a.m., because I agree with Terri, there was some confusion on that. Do I have an objection from anyone?

Tony A.: No, sorry about the confusion with the e-mails going out here for the change in the meeting times.

Sara: It happens, Tony. So I will leave, Chris, if I can leave my line open, just in case somebody gets on the line, I can let them know, and if you would all call back in at 10:30 a.m., I would appreciate it.

Male: No problem.

Sara: First, I apologize for the confusion on timing. This is Sara Rosene from Grand County, and I'm going to take roll of the CSTARS members, then the CARS and then whoever else is on the line. Bo, are you on the line? Matt, are you on? Jean? Ian, are you on the line?

Tony: This is Tony, from [Gimmer 00:03:08].

Sara: Hi, Tony.

Garland: This is Garland.

Sara: Hi. Okay. Sheila?

Sheila: I'm here.

Sara: Okay. And Crystal? I just want to go back and check, Bo, are you on the line?

Bo: Yep.

Sara: Okay. Matt? Jean? And Crystal. Okay. Then the CARS committee, the CARS committee. Keith? Victoria?

Male: Line right now.

Sara: Say again?

Male: Keith is unable to be online for this meeting.

Sara: Okay. Victoria? Pam?

Tony: She's out of the office right now, she had an emergency, so [crosstalk 00:04:17].

PJ: No, I'm here, it's P.J.

Tony: Oh.

Sara: Okay, P.J. Is Pam Nielsen on the line?

Tony: Oh, Pam.

Sara: Jackie? I heard Pam. Jackie, are you on the line?

Matt: Sara, this is Matt, can you hear? Can you hear me?

Sara: Yes, I can, thanks, Matt.

Matt: Okay, and Victoria is on as well. Is anybody else having a problem with the links for the gotomeeting?

Jean: This is Jean, I just got here, and I got in on the phone call, but it's telling me there are problems with the link to the gotomeeting.

Matt: Okay. [crosstalk 00:05:04]

Female : [I'm having 00:05:06] the same thing in Washington County.

Female : Me too.

Chris: For the link, if you just delete the world "or" and the semicolon, it will work just fine.

Sara: Okay. I did hear that we have Bo, Matt, Jean, Garland, Sheila, Crystal, no, okay. Victoria, Pam, P.J., and did I hear Jackie?

Female : No, I don't think Jackie is able to join us this morning, she had a conflict.

Sara: Okay, thank you. And Diana Hall? She was here earlier, so she may be joining us. Okay.

Terri: This is Terri, Sara.

Sara: I'm sorry?

Terri: This is Terri.

Sara: Hi, Terri.

Terri: Hello.

Sara: Who else do we have from OIT? [crosstalk 00:06:10] Okay, so we have Kathy Chase.

Danette: And Danette.

Sara: And Christy.

Ken: Ken [inaudible 00:06:23].

Sara: I hear Ken, but I didn't hear who the other person was.

Christy: Christy Daniher.

Sara: Hi, Christy.

Christy: Hi.

Sara: Okay, so, from ...

Paul: Paul [inaudible 00:06:38].

Sara: I'm sorry, Paul? I'm sorry, who is Paul?

Paul: Yes, it's Paul Meadow, with OIT.

Sara: Okay, thank you.

Matt: Sara, I just tried to do the link as was suggested, and it's still not working.

Female : Mine isn't either.

Tony: Same here.

Chris: Okay, the other thing you can do is just type in "gotomeeting.com," and then type in the meeting code, and it will let you right in.

Sara: And Chris, is the meeting code the one on the agenda?

Chris: Yes, it is.

Sara: Okay, so from OIT, I have Terri, Kathy, Danette, Ken, Christy, and Paul. Is there anyone else from OIT? Okay, Department of Revenue, I assume we have Tony Anderson.

Tony A.: Yeah, I'm here, Sara.

Sara: Okay. And I don't know who else, I'm sorry.

Mike: Mike Dixon is here.

Sara: Hi, Mike.

Mike: Hi, good morning.

Sara: Do you all have someone else?

Patrick: Yeah, Patrick Flanigan is on.

Sara: Okay.

Dylan: Hi, Sara, it's Dylan.

Sara: Hi, Dylan. Okay, we're going to get started, but I have had a request that whenever you speak, that you identify yourself. It will help with transcription of the minutes. This is Sara Rosene from Grand County. I, very short notice gave you the documents that you needed for the meeting, so

I'm hoping that you had a chance to look at them. I would like to, I think, start with Kathy Chase on these.

Danette: Sara, this is Danette. Just to speak to the objectives that we are wanting to get to today, our goal is to review the process flow that was requested by the committee, that supports the release document that was previously reviewed, and also to review some of the testing practices and associated information, as well as the release calendar. The other item I would add on to there is I believe some of the committee members may have had a couple of questions about the process itself, so we would hope to address those questions from the committee members this morning as well. Kathy and Terri and Christy will be walking through each one of those items.

Sara: Thank you.

Danette: Sure.

Chris: So which document do you want to start with?

Danette: Kathy, would you like? Oh, go ahead.

Kathy: Yeah, I will. What we're going to do is, I'll cover any questions with regard to the release management document and the process flows. I'm going to have Christy walk through the test planning process and the changes that were made there. Then I'm going to have Terri talk about the testing summary that he put together and where we're going to place all the documents out on the internet so that everybody is aware of how we're going to hopefully finally close the communication loop on the testing process itself, so that when we ask the committee for a go/no go, you have all the information that you need in order to make that decision. Okay?

All right, so I'll start with the release planning process flow. I can go through each one of these, [inaudible 00:10:52] Matt's concern or Matt's question really was about where in the process is it when we need the decision from CSTARS committee for go/no go. So that actual decision was documented on the testing flow, which is page four of the five processes. This is the entire process, but this is really where you all [inaudible 00:11:19] at what point we either go or no go [inaudible 00:11:22] and all of that. It goes through the process of, the testers creating the test cases for system testing. They document their results. If they pass or fail, if they fail they go back and we take a look at them to see if we've missed a requirement, or if, you know, something additional needs to be done. If it's within scope, then we go back to the, we go back and fix it and try again. If not, then it goes back to the development phase, I'm sorry, goes back to the analysis phase. So it either goes on to develop [inaudible 00:12:02] within scope, or it goes back to analysis if we believe it's out of scope.

If it has passed, then we have a process in place for the solutions engineer, who is Terri Krupke, to go and do his code review. He's doing his code review, it moves to the UAT for testing, UAT test coordinating. So it's a coordinated effort by OIT, so it's the testers and the BAs who are doing that. Then in this particular phase, we've added a process into the testing planning process that allows us to do a review with all of our UAT tests. At this point what we'll do, is once we have our test plan ready and we know who our UAT testers for the month are going to be, then we will have our business analysts set up a gotomeeting to hopefully and [inaudible 00:13:00] to go through the testing plan and to answer questions to sort of navigate through the entire process to ensure that everybody has a clear understanding of what it is that they need to do for the UAT testing.

Once that's done and they perform their UAT testing, and then we get to the [inaudible 00:13:19] or fail. At that point, if it passes, then we release it and we move on to the service transition slide which is the next one. If it fails, then we cancel the release and we go back to release planning. Now that's a big broad view of the entire process. If there's one item that fails out of all of it, so does the release get cancelled, or do we just delay on that one particular thing? Those are some of the nuances that we're going to have to talk about, as we work through the process. But that is something that needs to be considered. Do we cancel an entire release for one item, or do we just move on with other items and not one? That sort of thing.

That's really where all of you all are going to be coming into the process and sort of understanding exactly where your decision-making process [is made 00:14:12]. After the UAT testing, once we know if everything has passed, as well as passing code review by Terri Krupke. All right, do we have any questions?

Sara: This is Sara from Grand. I have a question about the UAT test. How are you, how is that communication going to happen? Are you going to have a conference call, or e-mails back and forth? How do you see that happening?

Kathy: Are you talking about requesting UAT testers or are you talking about how we notify them that we're going to do a review meeting?

Sara: The review meeting, I guess that was, was that not [inaudible 00:14:55]?

Kathy: Yeah, the review meeting? So Christy, did you guys work out [inaudible 00:14:59]? I know Pam is going to do it, but I'm not sure what the process is going to be.

Christy: We haven't done a review meeting yet. It's something that we would like to introduce to the group. Currently what we're doing right now is we are putting our test plan and notification of the UAT availability on the county internet site and asking all interested parties to contact the testers so that we can send them an updated test plan that they can use and edit, and we can update their test systems with the new code. Right now, it's being communicated through the county internet site.

Sara: Okay, this is Sara from Grand. I'm sorry, I guess I wanted to know something different. I'll ask the question different. The way I envision this is, once review, or once testing is done and testers have comments or questions, are you then going to respond back to them, are you going to have a group conversation? Is that going to happen?

Kathy: [crosstalk 00:16:13] Sara, this is Kathy. So we're going to have Terri kind of walk through that process, to let you know what he's done in terms of how we're going to post test results, and then roll those results up into a summary, so that we have everybody's feedback for review. Do you want me to go ahead and just move away from the flow documents or does anybody else have any questions? And then move on to the testing process with Christy?

Sara: This is Sara, it sounds like, move on.

Kathy: Okay. All right, so Christy, go ahead and walk through, and then we'll turn it over Terri and he can kind of talk about the testing summary process and where everything is going to happen in the internet.

Christy: Okay, do you mean walking through the release calendar, Kathy, and talking about when things happen?

Kathy: Yes, but I want that in coordination with what we're seeing in the testing plan process itself. So what we added additionally for the testing plan, so if there was anything additional that we added. Because we talked about adding county information so that we could [inaudible 00:17:26], that sort of thing.

Christy: Right, so that's part of Terri's piece too? So I'll kind of get that started. With our new test plan, or the test plans that we do offer to the counties that want to do UAT testing, we've added a couple of columns that say "pass" and "fail," and we have a document now that Terri's created that will tally those up and create a summary. So when we send the test plans out to each county for UAT testing, we're asking that at the end of each day, you return the test plan that you have, with as much testing as you've completed that day, so that we can download your results. If we find a fail, we will take that into consideration, we will look at that. We will look to see if changes need to be made. If we need to go back to coding, back to the flow chart, find out if we missed a requirement, if it's going to fit in this release from those failed test cases. If we determine that we can tweak the code a little bit and move forward, then we will send new test files out to everyone that's testing, and [that's six 00:18:43].

Our ultimate goal is to have a test plan that has all passes for all the tests. We will continue tweaking our code as we're getting feedback from the county on any issues that there are. If there's no issues and we move forward, then at the end of UAT, we will have a summary document that will have a tally of all of the counties for all of the tests that were completed. That's what we can use for a visual go/no go in our meeting. We will have a hard copy that shows how many counties tested, how many of each of those test cases were tested, and how many passed or failed, and we can have the discussion at that time of the confidence for moving forward with a release.

Diana: This is Diana in Boulder. So if it's, for example, there's an issue with a test case and we need clarity on how it's going to work or there's a workaround because, for whatever reason, there's an issue, an outstanding issue, how is that going to be noted?

Christy: Is that a current issue that's currently in production, or something that's in our test plan, Diana?

Diana: It could be both. But say it's an existing issue, but due to this change, it has a little of an impact or has some impact. So I would say in both ways, and I don't have a good example to give you right now, but it does happen, and it'd be nice to have a way to broadcast the workaround an issue.

Christy: We are posting this now on the county infra-site if we have a known issue. We just started that this week.

Diana: Okay.

Christy: To steer this back to kind of our test scenarios, if you do find something, Diana, in our testing that is causing problems, we don't want to develop a workaround in our test environment. We actually want that issue to be resolved before we move forward.

Diana: I agree. Sometimes that's not possible. I'll give you an example. The Tenth Mountain division and not being able to issue motor home [inaudible 00:21:30]. Now we have the fix, three months later. So that kind of issue.

Christy: Right. So that's a production issue. I think this meeting here, we'd like to address the test issue so that we can clear them in test so when we move them to production, they're no longer an issue. We want to show it working in our test environment so that we can. Now if something doesn't pass in our test environment, we need to have a discussion about if we would like to release it with a known issue and a workaround, and have it that way in production, or if we don't do a release and don't release anything until that passes.

Diana: Okay.

Christy: I don't know how many of you saw in the news yesterday that the Stock Exchange did an update to their software. Shut down the entire stock exchange for four hours yesterday. So code isn't always perfect, and we will do the best that we can to have the best release we can. At some point, I think we're going to run into a scenario, where we might have twenty things that look fantastic, and we have one fix or one issue that isn't working smooth. And we have choices, we can wait and continue development and see how clean we can get it. Or we can release it with one known issue and workaround. Going forward, we'd like to have everybody's thoughts and inputs when we get to those points.

Sara: This is Sara from Grand. If Sheila, you're still on the line, I just have a, if you can help me explain, but I, what I think [FOR 00:23:32] does now is that once UAT is done, the UAT group gets onto a call, and walks through the process. Am I right about that, Sheila?

Sheila: You're correct. They hold, they hold a couple of, they hold one during the testing to field questions and make clarifications about the test script. Then they hold a go/no go call for the UAT testers to finalize the pass/fail status from each script and each county.

Sara: Thank you, Sheila. This is Sara. That's the kind of communication I was hoping that we could do with testers.

Kathy: Sara, this is Kathy. I just wanted to clarify, so that's currently happening now? Sheila, and is it with Kayla and company?

Sheila: This is Sheila and that scenario is being done with the state-wide motor registration system and score. I don't know exactly what is happening on the [inaudible 00:24:46] vehicle side.

Kathy: Okay.

Female : This doesn't happen currently with UAT testing, with Department of Revenue.

Kathy: That's something that you want implemented into the process so that in addition to posting the testing results out onto the internet, you also want us to have a meeting to go through those with the UAT testers. Is that what I'm hearing?

Sara: This is Sara from Grand. The way I understand that it is working with [FOR 00:25:20] is that there is a basically the kick-off meeting for the testing. Then if there, my recollection and I think I understood what Sheila said, is that then there is call-in meeting for people to ask questions of each other, bounce off things, what's happening, for the OIT people at Secretary of State's office to review with them. In a perfect world, that's what I'd like to see happen, and I think it might help with some of the problems.

Diana: I agree, this is Diana.

Kathy: Okay. Christy, is that something that the group, the team can manage to do? Is there time?

Christy: Well, we have a few weeks. I guess I would need some assistance from you, the county, to show me what days you'd like us to schedule that. We do have the CARS committee meeting that we review our test results with. Do you want to meet before that, and go over that in addition to reviewing it with the CSTARS committee? Just the testers?

Sheila: This is Sheila, and I think maybe we're getting a little bit mixed up with who's doing what. I think for a CSTARS member, myself, to vote on something, I would want to know that our UAT testers were successful in their testing process and they were able to complete it. I think what we've learned here recently is that, many times the UAT testers, their environment is not as up-to-date as it should have been, or because they're at a branch location, or their testing environment didn't get the full script, or whatever it was. And then the communication from our UAT tester to an OIT personnel is just one-on-one. We don't know Boulder is experiencing, or Mesa experienced or that Denver was completely successful with all their scripts. I think that's the piece that's missing, is just that the UAT connectivity and the UAT communication, we don't know what happened until the test is over, if that makes sense.

Christy: Absolutely, yes. Kathy, would this be a good chance, time, to bring in Terri's document, because it is visible and all-encompassing for all testers. Might be a good time to talk about.

Kathy: It is. So let's go ahead and Terri why don't you go ahead and go over the testing summary, and let's talk through that, still keeping the request open to have a wrap-up meeting of UAT once we kind of go through what Terri's done. Okay? So Terri, take it away.

Terri: Sure, this is Terri. On the CSTARS internet now is a tab called County UAT Testing. Under that tab, there are two folders, there's a test plan folder, which has the test plan that the counties will get. Then there is a summary, and under that folder is basically what Chris has on the screen right now. As those test plans, as Kathy was saying or Christy was saying, are e-mailed back at the end of each day, this summary automatically updates, and then that will be posted out on the internet. I left them labelled just county one through twelve, currently I think we have eight counties testing this month in July. But it's just listed county one through twelve, I could put the names on it, it's just that the names are going to change every month, but whatever we want to do there.

You'll see the reason there are zeroes here now is because it hasn't been updated, but as the counties start coming back with their results, using Ps or Fs for pass and fail. Anybody can go to the internet at any time during the two-week testing period to see exactly where the test cases are going, how many have been done. Anything with a zero means that nobody has reported anything pass or fail on it, there's just no result at all. So anybody can see this at any time.

Sheila: This is Sheila, Terri. [inaudible 00:29:44] the document documented. Didn't realize I had access.

Terri: Chris, could you go to the CSTARS internet?

Chris: Yeah, let me get logged in there, hang on.

Terri: It would probably be easier to show people that way. No, you have to go to the internet, not the icon.

Chris: That's not the icon, it just looks ...

Terri: Oh, okay, you changed yours [inaudible 00:30:11]. You see, it's right up, it says County User Acceptance Testing over there. Sorry for the echo, but I'm on screen and on the phone, so I need to work on both. The test plan folder has a copy of the test plan that will be used for testing. If the county wants a test, they need to contact the testers, so that they get one that's linked up to that summary, but this allows anybody in the state to see what needs to be tested, then they can maybe look at their schedule, and say, oh, well, that's [inaudible 00:30:42] and we've got some time. So anybody then can be eligible to test. These [broad 00:30:50] sheets come back as they're rolled up into the summary, that anybody can look at and see. The one that's out there now is an earlier version that I was, initially mocked up, so that's why it looks different than the one that Christy [inaudible 00:31:04].

Chris: There.

Terri: The testers will be updating that summary spreadsheet either at the end of every day or the first thing every morning, and then reposting that back out there so then everybody can see, as the testing progresses, they'll see this spreadsheet Chris has on the screen, with Ps and Fs for as many counties as are testing. We can also put notes on the bottom. There are a couple of tabs, one is for user acceptance which is [inaudible 00:31:41] and then there's a regression tab for the things that we need regression tested to make sure nothing got dinged, with programming to do stuff. So there are the two different pages. We could put a note on here on how many times they're testing, so that county is [inaudible 00:31:57] and if you have seven counties testing, you would expect to see zeros in the eight through twelve column, that type of thing as well. Does anybody have any questions about this?

Female : Thanks, Terri.

Terri: Mm-hmm (affirmative). This was the initial one that I did, but the blue and yellow got to be too crazy as you got more counties, so I just dumped it.

Christy: This is Christy. Sara and Sheila, does that help with your wanting to track and see who is testing what and how they are doing?

Sara: This is Sara. It does somewhat, but I really think there needs to be a dialogue, because people can look at the chart, but until you actually have people together on the phone, and I don't mean a two-hour meting, it's just touching base, making sure that everybody is on the same page, if they're having the same problem, or having a problem, they can [inaudible 00:33:15], so the testers can be working together instead of independently. That's what I visualize.

Male: I don't want [inaudible 00:33:23] working together.

Matt: This is Matt, I completely agree with you on that, I think that would be really really helpful.

Christy: Christy. We generally try to have two weeks of UAT testing. What if, on the day that we have our test plan available, we'll put that out on the internet site on the Friday, and the Monday following, we have, let's say, a forty-five minute call, quick call, we walk through the test cases with anyone who is interested in testing. That gives you a day to look over it, and assess if you have time to test. We can have a follow-up on maybe that Thursday with anyone who is participating to answer any questions.

Sheila: I think that sounds amazing, this is Sheila, that would be very helpful.

Christy: Okay. We can set that up.

Kathy: Christy, this is Kathy. You're going to add that to the schedule as well.

Christy: I will add that to the calendar, and I will work to get a gotomeeting [inaudible 00:34:44] and we can have that just be standing every [inaudible 00:34:47] month.

Kathy: Okay. That'd be great. Okay, other questions? Okay, doesn't sound like we have any other questions. The only other item I wanted to talk about was the July calendar and release. Given the current July calendar, the CSTARS committee meeting meets next Wednesday, the fifteenth. However, as you can tell, we don't complete UAT testing until after the CSTARS committee meets. So we would meet on some months, not all of them, it depends on when the dates fall for the CSTARS committee meetings. But in some months we will need an extra CSTARS committee meeting, and it can be a call, just to review the testing results and to do the go/no go decisions.

For this month, we are looking at the following Wednesday to be able to do that go/no go. Then hopefully the dates work out a little [inaudible 00:36:06] on the CSTARS committee actual meeting. But I did want to bring that up, because we want to make sure that you have everything you need to make a good, educated decision on a go/no go. We want to have all the tests done and ready for you guys to review.

Sara: This is Sara again, I would prefer an additional, hopefully quick meeting on that Friday the 17th.

Kathy: Just as UAT closes?

Sara: If we can wait until Monday, I'm fine with that.

Kathy: Yeah, so Christy, we won't have everything rolled up, Christy and Terri? Is that correct [crosstalk 00:36:57]?

Christy: That Friday, I wouldn't feel comfortable having a presentation of our results until the following week.

Kathy: Okay.

Sara: This is Sara, so would that be Monday, or would that be Wednesday?

Christy: Tuesday or Wednesday, but not Monday.

Sara: This is Sara, I'm fine with whatever the group wants. It doesn't make any difference [inaudible 00:37:39]. Just to make things easier, this is Sara, just to make things easier, let's go with Tuesday.

Female : Will that work?

Female : Yes, it should.

Female : Is that okay with you, Christy?

Christy: That's fine with me.

Female : Okay, thank you.

Dylan: Sara, this is Dylan, just for the agenda, so do you want that to start at 10:00 a.m.?

Sara: Yes.

Dylan: Okay, 10:00 a.m. on Tuesday, I'll get the agenda posted and a gotomeeting set up for you.

Sara: Okay, Dylan, before you do that, I will not be able to be there, so the rest of the group needs to decide if they can do it. I have a training in Wrightville that week. So it would not, I would not be leading the meeting, because I will not, I can't miss the training.

Garland: I won't be able to attend on Tuesday, either, this is Garland, Washington County.

Sheila: This is Sheila, I can make it. But is this, this is just a review of the tickets and a go/no go call that we're talking about?

Christy: This is Christy. That is correct. I would expect this to be about a thirty-minute meeting, because we will have all of the test cases presented, with a test or a pass/fail from every county that tested. It should be pretty straightforward.

Sara: This is Sara. If we have at least four CSTARS members on the call, we can do it, but I will not be on the call.

Matt: This is Matt, I'm available, I can be on the call.

Jean: Sara, this is Jean, I'm going to try to go to some of those classes in Wrightville, and our BOE starts on Tuesday. I could probably, I could make arrangements to make a [inaudible 00:39:49] call, so depending, would it be in the morning?

Sara: We're talking ten o'clock.

Jean: Ten o'clock, that, yeah, because I think the classes I really want to attend on Tuesday is the canvas, and that's in the afternoon in Wrightville, so I'd be fine with that. I could just leave the BOE hearing for half an hour. [crosstalk 00:40:13] from some of that torture, I'd appreciate it.

Female : We also have the Wednesday ...

Female : Say that again?

Jean: I said it would just save some of the torture of sitting through all those hearings.

Sara: Okay, so it sounds like we have Jean, Matt, Sheila and Bo?

Bo: Yeah, I can make that meeting.

Sara: Okay, so we're good. And I will try to, depending on what the class is in the morning, but sounds like we've got four, so we're good to go, on Tuesday at ten.

Garland: Lucky you, Jean, I have to sit through the entire BOE, this is Garland.

Jean: Well, luckily I have two, I have a couple of administrative assistants who get to endure the torture when I'm not there. One of them can handle it for half an hour.

Female : Danette, do you want to wrap us up then?

Danette: Sure, we, I believe that we've gone through the process flow and got confirmation on that. We've gone through the test process and added to that process a couple of touch-base meetings, so testers and others can collaborate on the results that they're seeing answered, ask any questions and get any answers at that time, in that separate forum. This is in addition to all of the test information that will posted on the CSTARS internet site. We've reviewed the calendar and I believe have agreement on that. There will be on Tuesday the 21st, a short, no more than thirty-minute session for the CSTARS committee members to review the results and provide the go/no go decision. Have I missed any of the outcomes or decisions from the conversation today?

Matt: Hey, Danette, this is Matt, and I hate to throw out something in the spokes here, but with just getting the documents and this call has been really helpful today, but just getting the documents today as far as the map, the flow chart, and the release management process, god, I had meetings all this morning. At least for me, I'm not quite ready to say yet that I'm ready to confirm that everything is good. I don't know what that timeline looks like, if we can go and in our meeting on Wednesday, when everybody has got a little more time to digest and go through, I just want to make sure that we're dotting every i's and crossing every t. I just don't feel like I've had enough time with what's come over to be able to say that I feel a hundred percent comfortable moving forward as is. I don't know how other members of the committee feel, that's just my opinion.

Sara: Matt, this is Sara, and I appreciate you bringing that up. I apologize that it was so late getting to everyone. I really would like to have everyone have more time to look at it and make a final decision next Wednesday. I agree with that.

Matt: I know it's a super-busy summer, so I'm not being critical at all, Sara, please don't take it that way. I just think it would be good to have a little more time to go through it.

Danette: Okay, so we'll add that topic to the committee meeting that's scheduled for the 15th, and wrap that particular item up at that time.

Sheila: This is Sheila, and I agree, we did get them a little bit late. But I think what's new to us is mainly the flow chart. I did have some questions on the release management process guide, still? Are we going to have an opportunity to look at that today?

Danette: It was our intention to understand any open questions regarding that guide, so yeah, I would suggest that we get those on the table today. You know, for any that you have, Sheila.

Sheila: Okay, whenever you're ready, let me know.

Danette: Okay. Is there any, are there any other questions from committee members or any other items we should cover before we move on to those questions? Okay. Sounds like we're ready, Sheila.

Sheila: Okay, sounds good. In the testing area on page four, I still, I've heard, I've had explained to me how the refreshing of the test systems are completed, but in this last UAT, our manager that was doing the UAT testing was at a branch office, so she was told, well, that won't work for you, the script won't work for you, because you're at a branch. Can someone explain to me how that works, and then also in this plan here, on page four, under testing, how refreshing the systems to ensure that they're all ready, prior to the testing commencing, could be put into this time line.

Terri: This is Terri, I can address that. There was an issue with the script that did the refresh on a particular table and of course that table was one that was in question from last month. I made the change to the script, redeployed that to all the sites. I confirmed, the script runs on the seventh of every month at three in the morning, and refreshes your test system with production data. Now that is all automated, as is the, there's the ability now for the testers to make sure that all 106 sites were actually run on the 7th at three in the morning as well. They did that this week. That part of what you're talking about is addressed, and it also covers testing from a branch office. Historically, we don't have that many people ever test from a branch, but when I redid this stuff, I took that into account as well.

Sheila: When you say, [crosstalk 00:47:07] I'm sorry, my apologies. When you say the data is refreshed, the logic is refreshed at the same time.

Terri: Basically, it takes basically all the DLLs from your production side, moves them to your test side, and then it takes, not all the tables, but all the tables that you would need for testing, from the production side, moves them to the data side, so in effect at three o'clock in the morning, or somewhere between three and three-ten, on the 7th of every month, your test system is your identical to your production system, until you come in the next morning and start doing transactions. Then whoever is going to test those [inaudible 00:47:43] the testers, and then give you the new DLLs and any new tables you might need for testing, and then your test system is now unique from your production so that you can do UAT.

Sheila: Okay, so getting back to the release management process guide, does it make sense to document the monthly refreshes that happen that are critical to the success of the UAT testing, or do you feel like that is now under control and happens in the background and we wouldn't need to document in the process?

Christy: Right. Yeah, well, actually, it is automated and that refresh is not critical to the UAT testing, because when you UAT test, we will update your system with the new code that we are changing. That keeps your test environment up-to-date, but when Kayla sends you your DLLs for the month's release that we want you to UAT test, that's a manual process and that is documented on our release calendar when that happens. That happens ad hoc as you contact us with your intent to UAT test. And we can do that in the middle of the day.

Sheila: I'm sorry, that just confused me.

Christy: In our release planning document, it says we will update your UAT environment for testing. And on our release calendar, we indicate what day we would do that.

Sheila: I guess my understanding of the past two conversations I had been involved in, where P.J. and Diane and then feedback from my tester here in Mesa had come back to me was that there are times when that update was not successful. It sounded to me like it was quite often. I guess, and I thought, the update was occurring, I though it was what Terri was talking about. So, I think what I'm hearing you say is there's a secondary process to actually get set up to do UAT testing.

Christy: That is correct. To do UAT testing, you must contact us, and we will send you the test files. We will update your system with the test file. If you don't want to UAT test and don't contact us, your system will refresh the 7th of every month with production data, period. You will never see the new code until it's released into production.

Diana: This is Diana, if I can step in a little bit. For example, in Boulder, I call Kayla and say, okay, Kayla, I'm going to test here in Boulder, but I have an invitation to our Longmont and our Lafayette branch, and I'll let you know if they're going to be testing as well. Then they communicate to me, yes, they're going to test, so I contact Kayla, and say, okay, Kayla, our branch offices are going to test. It's kind of like a double communication to let them know they need to update those test environment.

Sheila: Okay, well, this is Sheila and my original question is back to the release management process guide. I just, my question is, did anyone else think that it would be helpful to have that process in the set-up of UAT testing to be documented under this section four in testing? I'm open to whatever. I obviously didn't understand the process fully. Thanks.

Female : Confusing the refresh with UAT testing.

Danette: Sheila, it sounds, this is Danette, it sounds like the point about the environment being updated for UAT testing is mentioned in the release planning document, and that is separate from the monthly refresh, which is not tied specifically to the release or to testing. They're two separate items.

Terri: This is Terri, I might be able to shed some light on that. The reason I wrote this thing to update the test systems every month, is that some counties use the test system to train new employees, and this gives them current data, when building records that they can use, like their existing mortgage mail and things like that. So it's completely separate from UAT, the test system have been being updated monthly for probably two or three years now. Most counties don't use the test systems for new employees and most counties don't have it, so it's probably why it's not real wide known, widely known, I imagine.

Female : It's more of a technical clean-up, if you will, than anything that's tied to UAT testing, or our monthly release.

Sheila: Okay, and then the other question that I had was on page one, but I'm just, I'm pulling down what Sara sent now, or just yesterday, to compare my version to hers. I believe I saw an e-mail during one of the conversations on the release management process guide where Sara thought maybe the CSTARS committee should be informed during the assignment of work, you know on that chart. And informed during the "adhere to change management" process.

Christy: So the assigned work is our developers and what modules they're working on.

Sheila: Oh, that's an internal thing.

Christy: Yeah, that's just us assigning our tasks to our developers.

Sheila: Okay. I think the other question I have on this chart, is that it has the CSTARS committee responsible for validating the release. Then the definition for validate says that we perform the work. I wasn't sure that responsible was an appropriate ...

Female : Yeah, so we we will have that document that Terri has created that has all of the summary for you. So completing the work would be reviewing that summary and validating that, yes, UAT was completed to your satisfaction.

Sheila: Okay. That answers that question, then. That's all I had, thank you.

Female : You're welcome.

Female : Okay, thanks, Sheila.

Danette: This is Danette. Are there any other items that we need to address in today's session before we wrap up?

Sara: This is Sara from Grand. Along the same line of what Sheila asked, is why those two areas we wouldn't be informed? I mean, I don't know that you have to give us all the nitty gritty details, but if we just know what work is assigned, because in assigning work there must [inaudible 00:55:50] what's being assigned. Does that make sense?

Christy: So assigning work is to each of our developers the task, it doesn't have anything to do with, or it's not specific to each of the release items. You know what will be going in the release, I don't know if you want to know, at that minute level, which each of the team members is going to be coding. That's what assign the work is.

Sara: So where, as far as knowing what's going to be released ...

Christy: If you look on the change management flow chart that we have.

Sara: Right.

Christy: Very first page, the very first, in the release planning is where we determine what is going into the release, whether that's change orders or program requests or incidents, and assigning the work is once that has been approved and given to us, us as OIT, then I task that work out to my employees to start working on. That is assigned work. Assigned work isn't the release planning, that's below that.

Danette: This is Danette. Is the question more around understanding what is being planned into a particular release?

Sara: Yes, this is Sara, thank you, yes, that's exactly what I'm asking.

Christy: Okay, that is listed in the release planning activity, the business, the CSTARS committee and the counties are all informed.

Sheila: So by that, this is Sheila, you mean just to visit that site that we were shown and look at the plan when it's put up? Is that what you're envisioning?

Christy: Yes.

Sara: [crosstalk 00:58:04].

Kathy: So this is Kathy. Are you speaking more along the lines of how the work plan is created for the work for the CSTARS release that's for the entire year, so the CAR committee goes through all those program requests. We also have change orders sometimes from my team that we implement into a monthly release. Is that what you're talking about?

Sara: This is Sara, no, I don't think that's what I'm talking about. I'm just confused that assigned work and release planning activities are in the order that they're in, and I think I'm not understanding what the release planning activities is.

Kathy: This is Kathy, I think it is around scope, release scope for a given month and how that scope is communicated, or how it's, it's [inaudible 00:59:09] and it has all of the parties and stakeholders being informed. I think the question is how are they informed and where do all of the stakeholders see that information.

Female : Right, I think that we had already, and it's probably, maybe it's a bad assumption, I think we may have made the assumption that they were informed what was going to go into each monthly release because of the workplan that's created for the entire year, in conjunction with T&R business. So that's the reason why we did it that way. We have the CARS committee who meets monthly anyways and approves the program requests. Those get rolled up onto a list and then the business works with us and with Terri to plan out the work for the year, and the reason we have Terri involved is to help with that design stuff so that we can do economies of scale, so if we're modifying one thing in one module, if there's another thing that's later on, we can plan to have those all put together. It's very efficient when we're doing the monthly releases and putting as much stuff in there as possible.

That's kind of my understanding of how that workplan and work process goes in terms of scope. Then each one of those months are based on program requests that are submitted, any change orders in talking with a business, and getting Terri's feedback on what should be included.

Female : Yeah. And so perhaps ... Oh go ahead.

Tony A.: I just want to confirm, you are correct, Kathy, this Tony Anderson here. We worked in collaboration with OIT and then with Pam as well with kind of setting up that monthly schedule and what's going to be transpiring and when, and then we really, we rely heavily on Terri to ensure that, when they're making modifications to certain modules that we do it concurrently rather than jump around to different months where it's less efficient.

Terri: This is Terri, I'm working on that right now for July 2015 to June 2016. I can certainly post that out on the internet, I mean that was the intent when it's all done anyway. We can put another folder in this county UAT folder, if the counties find that helpful, so they can see the year at a glance and have an idea of what's going to be at a minimum in each month, and then tickets would also be added and those types of things.

Sara: Terri, this is Sara from Grand, thank you, I'd appreciate that.

Terri: Okay.

Danette: This is Danette, Terri, just want to circle around on that, Tony, with you to make sure that that is a process that sounds feasible from a business perspective, from your business perspective as well.

Tony A.: Yes.

Danette: Okay, great.

Sara: This is Sara, so my other one was the "adhere to change management" process.

Christy: This is Christy, I can speak to that.

Sara: Okay.

Christy: OIT has a change management process that any time, any group makes a change to their production environment, it has to be reviewed by the change advisory board. For us to do a release, I have to submit a request to the CAD, the change advisory board, letting them know what day, what time, what systems we are going to update so that they can review and make sure that there's no conflicts. For instance, if the server team is going to be doing a refresh, we don't want to refresh or send out our code at the same time, things are going to fail. Or if the database team is doing work to their database, then we can't do our release. That's an OIT process that I have to follow.

Sara: This is Sara, and my last question on that, is there any reason why being informed on that is not appropriate?

Christy: Well, I can't do a release without it.

Kathy: Sara, this is Kathy. My question then is, if we, if it's a "be informed," when would you like that to happen, as a part of the monthly CSTARS committee meeting, and is it just saying, hey, we submitted the request for change?

Sara: I have no idea what happens in the process, so I'm probably not the best person to make that decision, if we can, I don't want to keep going on this issue all day. I would really like to talk about it and understand it better. I just feel like there's gaps, and I don't want any gaps, because that's what's created some of the, that's one of the things that's created problems. So Kathy if you have time to talk with me later today, I'd like to talk about it.

Kathy: Okay, sure.

Sara: Okay, I'll send you an e-mail.

Kathy: Okay, sounds good.

Sara: Thank you.

Danette: Okay, this is Danette, it sounds like we're through those questions for today, and there will be follow-up with Kathy and Sara to talk a little bit more about that internal scheduling process that's noted on here as the change request.

Sara: Any other questions from, this is Sara, any other questions from CSTARS? Okay. And from CARS, any questions?

PJ: I just wanted to follow up and make sure that the wording is correct as far as where the responsibility lies. I fear that with the break in the different testing modules that something could get missed, and I'm curious as to how the committee would handle that if something is missed, and the update goes awry. Never mind.

Sara: Well, I mean, I don't know if that's, this is Sara, I don't know at what point the CSTARS committee, once we're past the go/no go, how that relates to OIT. I don't know what that relationship looks like, once we get past a certain point.

PJ: Okay.

Sara: I guess we'll talk about it some more. This is Sara, Kathy, can we add that to our agenda, on our call this afternoon.

Kathy: Sure.

Sara: Thanks, P.J. DOR, do any of you have any questions, comments?

Tony A.: No, Sara, I don't, this is Tony Anderson.

Mike: Mike, I like the idea of the timeline with the updates, and the notice that, the final update to the committee, I think that's a great idea.

Sara: Thank you. All right. This is Sara, it sounds like we are adjourned. There is a spending plan meeting that you, [inaudible 01:07:03] a notice has been sent, set out for tomorrow, if I'm not mistaken, it's at eleven, at DOR, or you can call in. Is that correct, Dylan?

Dylan: That is correct, Sara.

Sara: Okay, so he has sent out that agenda, if you're interested. Rob Childs said he would send me his, whatever he's presenting tomorrow, to me, before close of business. So I will get it out as soon as I get it. Thank you all for your patience through this, and we'll review it one more time at the meeting next week. Thank you.

Meeting adjourned at 11:35 a.m.

There is a spending plan meeting on July 10, 2015 at 11:00 at Conference Room A at DOR 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.

The Next meeting will be Wednesday, July 15, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.