

SPECIAL CSTARS COMMITTEE MEETING MINUTES

May 27 & 28, 2015

Conference Call

Conference Call of 5/27/2015

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County) , Jean Alberico (Garfield County), Garland Wahl (Washington County), Matt Crane (Arapahoe County), Shelia Reiner (Mesa County).

CARS Committee Members Present: P.J. Taylor (Denver County representing Grand County), Victoria Krupke (Arapahoe County), Jackie Campbell (Mesa County)

County DRIVES Committee Members Present: Tony Frazzini (Denver County)

Department of Revenue (DOR) and others: Mike Dixon (DOR), Danette Matthis (DOR-OIT), Terri Krupke (DOR-OIT), Kathy Chase (DOR-OIT), Dylan Ikenouye (T&R), Chris Hochmuth (DOR) , Christy Daniher (DOR-OIT).

Guests: *[Other people called-in/Logged-in to the meeting but did not announce themselves.]*

Sara convened the meeting at 9:03 a.m.

Dylan Ikenouye discussed the Colorado Open Records Act and its requirements (Noticing the Public 24 hours prior to the scheduled meeting) and pointed out that this particular Special meeting had not met the requirements and what that meant to the Committee.

There was general discussion around what the next steps for this meeting should be and what actions could or could not take place and what could and could not be discussed.

Then consensus was that the announcement and agenda would be posted and the meeting re-scheduled to 5/28/2015 @ 10:00 am with a new call in number.

Meeting adjourned at 9:24 a.m.

The Next **regular** meeting will be Wednesday, June 17, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.

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CSTARS Committee Members Present: 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) .

CARS Committee Members Present: Pam Nielsen (Larimer county representing Garfield County), P.J. Taylor (Denver County representing Grand County), Jackie Campbell (Mesa County), Victoria Krupke (Arapahoe County).

County DRIVES Committee Members Present: Tony Frazzini (Denver County)

Department of Revenue (DOR) and others: Mike Dixon (DOR-Dir.)Tony Anderson (DOR T&R), Danette Matthis (DOR-OIT), Terri Krupke (DOR-OIT), Kathy Chase (DOR-OIT), Dylan Ikenouye (DOR –T&R), Chris Hochmuth (DOR- T&R) , Noelle Peterson (DOR T&R), Royal Taylor (DOR-Budget), Libby diZerega (DOR-OIT), Christy Daniher (DOR-OIT), Ken Gurule (DOR-OIT).

Guests: Tina Harris (Larimer County), Merlin Klotz, (Douglas County), Marty Hartley (SIPA), Jack Arrowsmith (SIPA), Dianne Hall (Boulder County) ***[Other people called-in/Logged-in to the meeting but did not announce themselves.]***

Sara convened the meeting at 10:02 a.m.

Dannette Matthis:

Dannette gave a quick overview of the items she would cover in today's meeting. (See Attached Release Management Process Guide)

Kathy Chase:

Kathy spent some time going through the Process Guide.

Sara asked that questions come from CSTARS, CARS, and Business Group do their questions first, then any others that have questions.

CSTARS:

Garland – didn't have any to start.

Jean – asked about 1.1.1 and approvals. Kathy responded to how the CARS and CSTARS committees functioned and Tony talked about the work plan and how it proceeds through the Fiscal Year. Terri concurred.

Jean – Jean asked who was on the Emergency Change Advisory Board (ECAB). Christy noted that this was a different group from Change Advisory Board (CAB), and that it was smaller and hand

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selected for just emergencies. CAB members represent all the functional areas of OIT. There were follow-up clarifying questions and answers followed. Jean noted that she was uncomfortable with having someone with so little experience (Christy who had replaced Terri) working on CSTARS.

- Additionally the process and time frame of how CAB and ECAB functions were discussed.

It was asked how UAT testers were solicited (3.5) – Kathy talked about how Kayla Pacheco does the solicitation and then the code is pushed to the test environment along with the plan for those people to test.

Matt – Who was on the technical team and who they reported to. Kathy broke it down for him.

Matt – Asked about the accountability of the technical team and how various groups were or were not informed. Kathy said they would make changes based on this feedback.

Matt – Asked how Kathy fit into the process.

Matt – echoed Jean’s concern that he was not comfortable with the lack of experience on the team. Dannette said that they could add Kathy’s roll to the chart to show how she fit in. Matt thought that would help. Also how they are going to capture Terri’s institutional knowledge.

Matt – Asked about the difference between Accountable and Responsible. Kathy talked about how Responsible = doing the work; Accountable = making sure it’s done, done right, etc. Formal definitions would be added to the document.

Matt – Asked about the June Monthly Release Schedule (attached).

Sara – Asked about Business and Counties and what that meant. Kathy provided what this meant. Sara believed these two groups should be separated out. Kathy thought that could be done. Sara was also unclear about the “Responsible” part of Release Planning for Counties and Business and Accountable on the Validate issue as it breaks out between Counties and Business. Kathy discussed this and would clarify it in the updated draft. This also applies to the Release Schedule.

Bo – Had nothing

CARS:

Pam – Had nothing

PJ – was interested in the definitions/legend. Most of her questions had already been addressed. She noted that Validating in Testing and Validating in Production are two different things.

PJ – talked about the CAB meetings, and asked if Christy was comfortable with Terri’s advice.

Christy noted that these are not specific to CSTARS these meeting apply to all of OIT’s production and she sits on those meetings is a much more broad role and not code or equipment validation.

Jackie – she had the same concerns about breaking out Business and Counties and where CSTARS will fit into this.

Sara – thought “Informed” should be in all of the Counties boxes.

Business Group:

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Mike Dixon – Mike agreed that Business and Counties needed to be split out with defined roles and a 3rd column for CSTARS.

Mike – asked about the monthly schedule, as that seemed to be a source of contention for the April release. Kathy said that a specific schedule hadn't been agreed to which is why it wasn't in the document.

Tony Anderson – Agreed with the earlier comments about the “informed” being in the boxes.

Others:

Dianne Hall –

Jack Arrowsmith –

Marty Hartley – Had nothing

Merlin Klotz – Had nothing

Norma Trickey –

Royal Taylor – Had nothing

Tina Harris – Had nothing

Libby – Commented on the UAT testing, that the trainers had some issues arranging their schedules to do the testing. Also, that when they are doing their testing and they find an issue and report it, then they end up out in the field and don't get the opportunity to go back and re-test the “fix” and was wondering if the Counties were having the same issues.

Dianne Hall spoke to this and agreed that they didn't always get informed about a fix and that it needed to be tested or what they desired result was supposed to be.

PJ also noted that there wasn't a way to share findings with other Counties and that Denver really doesn't have the opportunity to test, and does not want to be held accountable when they cannot test or cannot fully test.

Libby continued that UAT testing for both the trainers and the Counties can become seasonal depending on what's going on, such as Elections, or OS upgrades, etc. She did not know what the solution was to ensure enough testers for going forward.

Kathy wanted to go through this feedback to see what could be done to do a better job of communication about testing and results. She was not sure what the solution for enough testers was although they would talk about it and see if something might come up.

Jean thought that maybe there would be people in County offices who would be willing to be testers if they knew what the process and plan were and were properly trained. Libby mentioned that the Trainers do cover this on their County visits. Jean thought it needed to be more in depth. Libby understood noting that April's release was a perfect example of getting the right testers to test the right things.

Dannette thought this was a great idea and wanted to take it as an action item for further discussion and ideas for how to proceed.

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Jean asked Dianne Hall if the test plans were easily understood or not. Jason Salazar agreed with Libby noting that there are certain transaction types that are not common and how those get tested and that the OIT Trainers are stretched too thin. He also didn't think this could continue to be ignored.

Sara summarized and asked what the next steps are, and pivoted the discussion to the calendar, a bit.

Dannette asked Kathy to talk about the calendar (attached).

Sara noted that going back to what they used to do in the past with the addition of the CSTARS signing off.

Dannette noted that in the past releases had been on Friday night, but due to a request from El Paso (who is open on Sat.) the release is now done on Saturday.

Sara asked when they should expect and updated Process guide, Kathy thought she could have it out to Sara and Tony early next week.

Sara thought there needed to be a vote as to whether or not to support the current schedule, but thought that they could not do it here but maybe at another call or the next meeting.

Tony – wanted to clarify some things for the June release:

- Alpha Numeric switch – critical as it affects all
- Out of State Deletes
- Fee Screens
- Mike asked about Legislative Programming – Tony and Kathy noted that the planning process was starting next week.

Kathy noted most of this development was done, it was time to test.

Mike asked about the 7 years of concerns that Denver County had not been addressed and he wanted them documented too so that the plan would address these. Jason said that it has all been documented in the CSTARS minutes for the last seven years. Mike wanted it upfront so that it could be put into this guide so nothing was missed.

Sara asked Jason to pull these notes or provide a list of these concerns and Jason agreed to provide that information.

Sara said that she would work with Dylan and Chris to set up another call for voting on the schedule.

Sara adjourned the meeting at 11:12 am.

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