

RAPPORT TECHNIQUE
PRÉSENTÉ À L'ÉCOLE DE TECHNOLOGIE SUPÉRIEURE
DANS LE CADRE DU COURS MGL804 MAINTENANCE DU LOGICIEL

**LE MODÈLE ORGANISATIONNEL DANS UN PROJET DE BANQUE EN
COLOMBIE
ANALYSE DE LA MAINTENANCE DU LOGICIEL**

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RÉSUMÉ

This evaluation or study is made to a company's maintenance project in a Colombian bank. First there's a description of the company, its history and evolution, as well as its main software product. The second part of the work describes the project of maintenance in this bank, beginning with the description of the client and describing all characteristics of the project: the scope of the contract of maintenance, the environments available for the software life cycle in maintenance, description of process for hardware and software maintenance (third party) and the main evaluated software maintenance with all its process and procedures for its management.

With the description of the types of maintenance, the evaluated process and procedures, the software life-cycle and the workflow used to begins the evaluation of what is different in this project's methodology versus the International Standard ISO/IEC 14764 – Software Maintenance.

Finally, there's a comparative analysis of the types and process of maintenance, how is the project and the company affected with execution of its own methodology. Conclusions and recommendations for its improvement are given.

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LIST OF ABBREVIATIONS AND ACRONYMS

Definition / Abbreviation	Description
Environment	<p>It does reference to host servers, branch servers, file servers, pc's, printers and all devices required to operate, including:</p> <ul style="list-style-type: none"> • Operating Systems. • Databases. • Proprietary Middleware. • Proprietary Software installed in PCs for users. • Office software for users. • Data structures. • Compiled programs. • Parameters.
SLA (Service Level Agreement)	<p>A formal agreement between two or more parties, achieved after a period of negotiation, in order to establish the characteristics of a service and the responsibilities and priorities of all parties.</p> <p>A SLA is used to maintain and ensure quality of service provided to a customer, i.e. the degree to which a service provided to a user by a supplier under an agreement between them.</p>
CM	Change Management. Tool for changes management of the Serena Suite.
Committee for Approval of Requirements	A Committee which aims to approve the development of software requirements. Its operation is governed by the guidelines established in the Procedures Manual of the Demand of IT Solutions.
Committee of Solutions	A Committee which aims to validate the solutions proposed by the supplier or provider. For the case of production issues,

Definition / Abbreviation	Description
	validates the diagnosis of root cause and approves the development of proposed solutions. In the case of new requirements, it validates the solutions and designs, and approves its next step for the Committee for Requirements Approval.
Committee for Installing in Production	A Committee whose goal is to approve installations of software requirements into production. Its operation and participants is governed by the guidelines established in the Procedures Manual of the Demand Solutions.
SC – Support Center	Entity that is responsible for the escalations of incidents reported by the bank, of the software solution in production, for its resolution by the staff of Cobiscorp.
HW	Hardware
Corrective maintenance (unplanned maintenance)	Modifications to the software in order to correct found errors. These are defects of the application.
Evolutive maintenance (planned maintenance)	Changes to the software in order to incorporate new user needs, to expand or change the functionality according to the business development. In this bank, it may include: new requirements (regulatory and/or non-regulatory) and work orders.
Optimization maintenance (perfective maintenance)	Modifications to the software (technical and/or functional) to run the same tasks or functions, in less time and using resources optimally. There aren't defects of the application.
Help Desk	An entity that takes care of support to users of the bank as the first instance.
New Requirement	A written request from the bank, to demand modifications to

Definition / Abbreviation	Description
	the software product, in order to include identified needs, to develop new products, services, improvements to business processes, automated controls, new features, among others.
New Regulatory Requirement	New requirements requested by the bank to develop in the software application, designed to meet the requirements of the Financial Regulator of Colombia. For the bank, the agreements must comply with the act of agreement.
Work Order	Written request from the bank, which demands requirements of quick solution or urgent attention to the normal operation of the business and do not change the business processes. This kind of request takes no longer than 8 hours of development or support, except in special cases approved directly by bank's management authority to that end. May involve some software development and/or professional services, and for administrative purposes, it has the same treatment as a new requirement.
Platform	All hardware and software elements that integrates the banking IT solution.
Special Project	New Requirement requested by the bank, whose assessment of effort is greater than or equal to 2,000 hours/worker of dedication.
QC	Quality Center. A software tool for test management of all changes to software.
RM	Requirement Management. A software tool for management of changes and requirements of Serena Suite.
SM	Service Manager. A Software tool for management of service requirements.

Definition / Abbreviation	Description
Application Software or Integrated Banking Solution.	Central banking solution and branches (offices) banking solution
Stakeholders	All persons or organizations interested or affected by the project.
SW	Software

INTRODUCTION

This work of session is about the organizational model used in maintenance in a company, analyzing the advantages and disadvantages of the model. This is an analysis of the maintenance plan executed in a banking project within one of Colombia's biggest banks. The analysis is an evaluation of this methodology implemented or carried on in this bank's project compared to the international standard norm ISO/IEC 14764 Software Engineering – Cycle Processes – Maintenance. A description of the company and the project is done first and then an explanation of the methodology, process and procedures up to date. Finally there is an analysis of this methodology points versus those described in the standard.

CHAPITRE 1

DESCRIPTION OF THE COMPANY AND PRODUCT

1.1 Business Description

Cobiscorp is an IT company with headquarters in The United States and offices strategically located in different countries of Latin America. The company provides banking software solutions to more than 70 clients in 13 countries, including a wide variety of financial institutions (going from corporate banks to small financial institutions such as cooperatives).

Although the company has near 60 years since its establishment, software development began in 1990 with the product named COBIS and its first installation in 1993.

In 2009 the company obtained the ISO 9001:2000 certification.

1.2 Product Description

The version of the product that is installed in the evaluated project is built with client-server architecture. This product integrates different modules for banking operation business: chequing accounts, saving accounts, credits, ebanking and others. For the operation of the product, it's necessary a platform composed of hardware and software (including operating system and databases). This product is called COBISTM, which means Cooperative Open Banking Information System.

Also for this project, most of the software COBIS is open code, particularly the frontends, which means that most of the developments, corrections and new implementations are made in the bank's facilities.

CHAPITRE 2

DESCRIPTION OF THE PROJECT

2.1 The Client

This is one of Colombia's biggest banks, especially in terms of branch offices: near eight hundred. This bank follows the standards and norms ITIL, ISO/IEC 27000 and PCI although it's not certified in any of them.

2.2 The Project

This project consists in a rent of a banking platform, composed mainly by hardware equipments (servers), operating systems (OS), databases (DB) and a proprietary software system, which enable the bank to operate and offer its services to their clients and customers. Support contract with each provider is made directly with fabricants or suppliers, so the service would have the less possible delay. This support is considered as preventive and corrective, according to different service levels.

2.3 Scope of the Maintenance Project

Actually the contract is made for a 36 months period (3 years). During this time, a series of activities for the maintenance of both, hardware and software, must be done.

- Hardware of main platform (core banking) and its operating software (OS, DB) with a processing capacity of an average 12.5 millions of transactions monthly.
- Install and upgrade of hardware components and software elements (OS, DB, tools) necessaries to ensure operability of the bank.

- Hardware preventive and corrective maintenance according to established service levels
- Maintenance of all elements and modules of the proprietary software solution (Cobis) in all environments provided by the company, using the established process and procedures of incidences and defects management.

2.4 Characteristics

2.4.1 Environments

The different environments required to support operation and normal maintenance process, are as follows:

Environment	Observaciones
Production	1 general environment, including several hardware equipments for databases, middleware and reporting.
Testing	Several environments grouped in 2: corrective, evolutive.
Development	Several environments grouped in 2: corrective, evolutive.
Training/Pre-production	1 general environment, including hardware equipments for databases and middleware.

Table 1: Environments for the project's maintenance

Licensing, as well as support for all these environments, including local servers for eight hundred branches are included as part of the maintenance contract.

Every renewal of the contract of maintenance, an upgrade or replacement of the hardware equipments is done (technological upgrade)

2.4.2 Hardware and Base Operating Software Maintenance

The company must provide preventive and corrective maintenance to the hardware and operating software, according to the following directives:

- Corrective maintenance of hardware equipment and operating software in high availability mode (24/7), contracted with providers or manufactures directly, according to service levels and coverage.
- Preventive maintenance of related hardware and software elements must be provided according to service policies of individual providers or manufacturers.
- Remote and in-site support with “qualified” personal provided by the company of the manufacturer if required with high availability (24x7) if required (depending on the criticality).

2.4.3 Software Maintenance

There are two types of maintenance considered in the contract, regarding to the proprietary software solution: corrective and evolutive maintenance. These types of maintenance for this project include the following:

- New realises of the middleware.
- Technical support for troubleshooting and questions regarding to the middle.
- New installations.
- Technical support for incidences during tests execution.

Considerations for this service are as follows:

- The company notifies the bank of the new releases of components of the middleware, detailing the changes.
- The company will deliver new releases that must be tested and certified for compatibility with the bank’s installed platform.

- The bank evaluates the releases and the date of installation, if applies.
- The bank certifies the new components and releases.
- Inquiries and doubts during the process of certification must be solved by the company, within a pre-accorded period of time.
- The company is responsible for the installation of certified versions in the production environment.

2.5 Process of Incidence Management

There's a methodology or process to follow for the treatment of incidents that could refer to any issue of any application in the production environment. It considers the process for reporting the incident from users to the bank's service desk, and the response that the company should provide, within the time and quality level agreed between the company and the bank.

The process for answering an incident contemplates these options:

Response to the incident

The response to the incidents of the application, scaled by the bank's service desk, through the tools defined and delivered by it. This is the first response that the company, as main provider of the system, should give within a short period of time

Software correction

If modifications to the software are required, in order to solve the reported incident, this should be done within established periods of time, depending on the criticality of the issue.

Optimizations

For the reported incidents that correspond to optimizations, a working plan for their treatment must be submitted to the bank.

2.5.1 Considerations

- Changes to software required for any reason (defect, optimization or new requirement) are made exclusively by the company. However, the bank could make developments related to database queries, taking care of not affecting the performance or the execution of any other application program.
- For corrective maintenance or optimizations that should be made to production, there's a committee of approval, which is encharged of review the solutions to the incidents escaled through the support center.
- For incidents management and optimizations, from scaling to the closing regardless of the responsibilities of different actors in the process, the bank's service desk interacts with the company's support center, to manage all requests for software modifications.
- In all cases, for an incident management, a new ticket is opened. In this project a ticket is called "service desk" (known as SD). Every ticket has its defined priority (high, medium, low).
- Management of tickets or service desks (SD) must follow a life cicle from the beginning (opening of a new ticket), until the resolution of the incident. For this purpose, software tools are used (Annexe 1).
- In case when an urgent solution must be applied in production, the original ticket called SD (service desk) is delivered with a temporary workaround to restore service in production. A new ticket (SD) is opened with a new priority (medium) and need a new a final solution to the incident.
- Every SD is measured according to priorities and proposed resolution times, from the opening of the ticket to the moment that the final solution is tested and approved and delivered to the software quality group for installation in production. For this purpose another software tool is used (Annexe 2).

- There are other software tools use for the change management (CM), requirement management (RM), that help with these processes of new requirements and changes to the software, providing all necessary quality procedures required in this project (Annexe 3).

2.5.2 Priorities

Priorities for the reported incidents in this project are defined as follows:

Priority	Description
High	Is defined as the failure of the application and/or system. In this case the bank is unable to operate normally, affecting service to their users and/or customers.
Medium	Is defined as the failure of the application and/or system. In this case the bank is unable to operate normally, affecting service to their users and/or customers. In this case there's an alternative option (automatic or operational) to enable service.
Low	Is defined as the failure of the application and/or system. In this case the bank is able to operate but not optimally. In this level of priority, incidents that not require software modifications are also included.

Table 2: Established priorities of incidents

2.5.3 Process Management for a New Incident or Issue

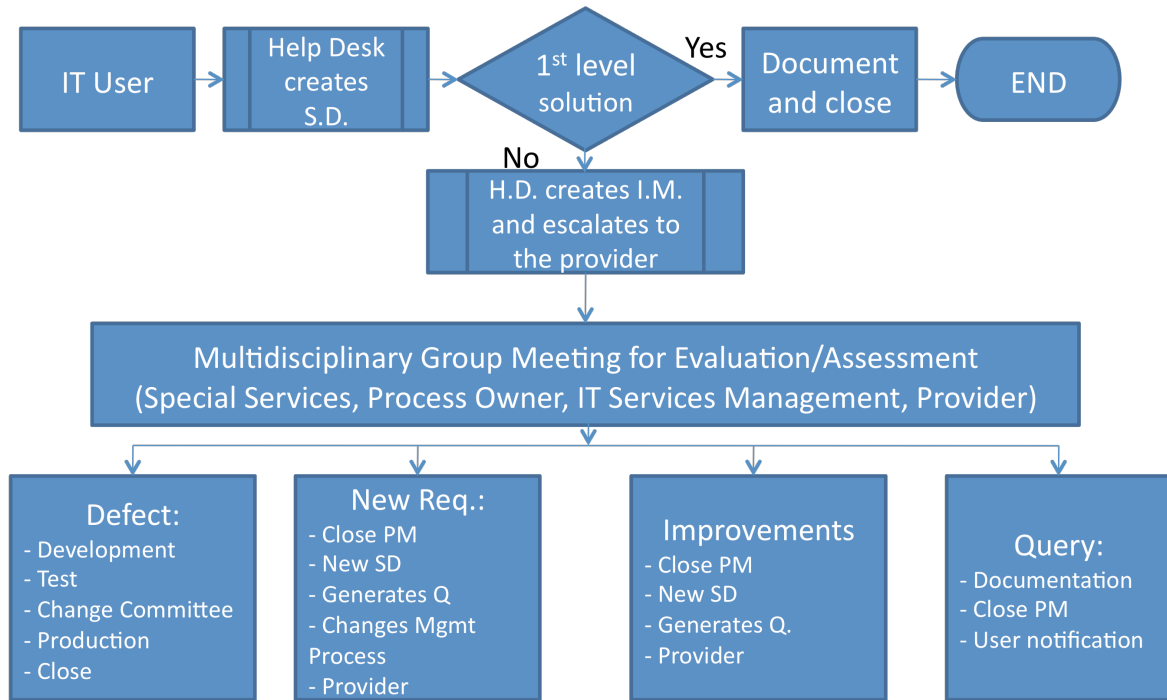


Figure 1: Process of incidents management

IT Users

Report the service request according to the Service Desk process established. This action is recorded in the Service Manager system. There are three ways to report incidents: locally (networked), via Web or by e-mail notification (in this case, the creation of the SD is performed by the Service Desk of the bank).

Bank's Help Desk

The Service Desk analyst reviews and validates the reported incident. If it's a known error or if it has a valid response, the solution is given for the user and the SD is closed.

Otherwise, the Service Desk analyst classifies the SD, executing the scaling process and delivering the incident to the Special Services Group of the Bureau of Services, (IM register: Incident Management).

Special Services Group

This group is encharged of making a diagnosis and if necessary valids with the process owner and documents the activities of the incident. If it determines that is not a defect, then the IM is closed and communicates the solution to the user who first reported the incident.

If it determines that the reported incident is a software defect, a validation to check whether the incident was already reported earlier is done; if this is the case, the IM is documented indicating the SD being already treated, the user is notified and the incident is closed.

Otherwise, the problem is registered in the Service Manager (PM: Problem Management), escalating it to the appropriate provider. In this way a single point of control for repeated incidents is done.

Multidisciplinary Group Committee

This is a special services group, which immediately convene a meeting. This meeting can be carried out: by phone or video-conference (Communicator Tool) or presencially. If necessary, the personal required could be:

- Process owner.
- Senior professional of the IT Solutions Development Management or a delegate.
- Provider's representant.
- Demand manager.
- Incident manager.

The forum will fully evaluate the PM and assess whether the reported situation correspond to: an incident of software, a new requirement, a required optimization of software or a specialized query.

Once the PM is solved in the meeting, the special services group will document the activities as appropriate, in a clear and understandable way for everyone. If additional supports are required, the respective inquiry will be done and the case will be assigned to the responsible of the provider (Support Center).

If it is a Software Defect

Special Services group assigned the PM to the provider (Support Center), recording the results in the activities of the meeting.

The process continues with the software lifecycle (Development, Quality, Testing, Production Committee, Installing to Production and Closing), as it is defined today.

If it is a New Requirement

The special services group closes the PM and its related IM and SD. It creates the requirement of software changes and it's documented. When registered, the tool generates a notification to demand managers who evaluates it and the process of software changes starts, as defined to date.

If it is a Required Optimization to the Software

The special services group closes the PM and its related IM and SD. It makes the request of software optimization or enhancements and it is documented. When registered, the tool generates a notification to the provider, who evaluates and initiates the process of Software Change Management, as defined to date.

If it's a Technical or Specialized Query

The solution is documented and the PM is closed with its related IM and SD. The user who originated the query is informed.

Note: If after evaluation of the meeting there is no agreement between the parties, the

incident manager will escalate the query to the IT solutions manager, in order to settle the case.

Provider

The specialist validates, makes the diagnosis of root cause and requests authorization to continue the software life cycle. The special services group validates the information provided by the specialist and records in the CM (Serena Dimensions) a request of a solution for the defect of software, to continue with the development of the solution. If the special services group disagrees with the diagnosis of the specialist, it must convene a meeting to agree on the solution.

If after the analysis and research, the specialist determines the need for more documentation on the subject or if he/she requires clarification. The specialist reallocates the PM to Special Services, in order to be provided the required clarification.

Once the development and testing are done by the provider, it delivers to the bank for certification and for installation in production.

2.6 Project' Software Life Cycle

The software life cycle in development, includes the following steps (in order):

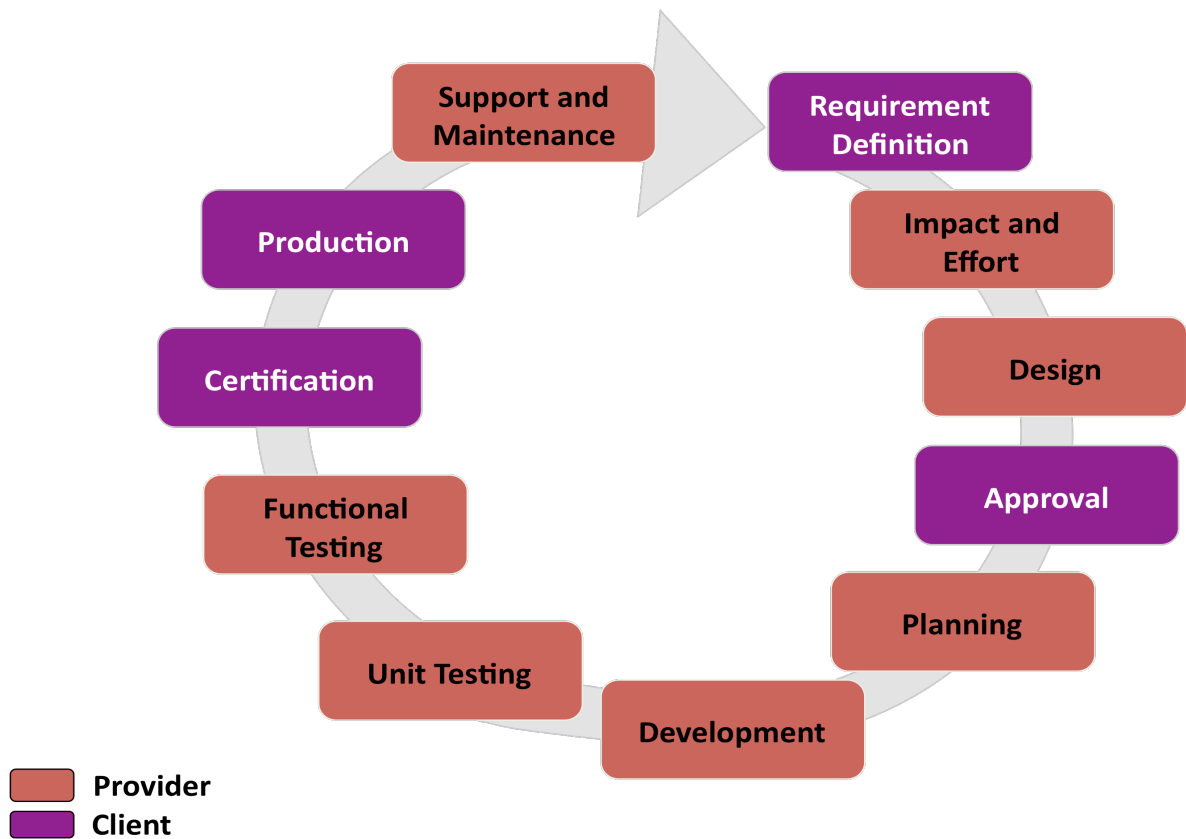


Figure 2: Software Life Cycle in the Project's Maintenance

2.7 Operative Model

The following flowchart describes the operative model and process implemented in this project of maintenance:

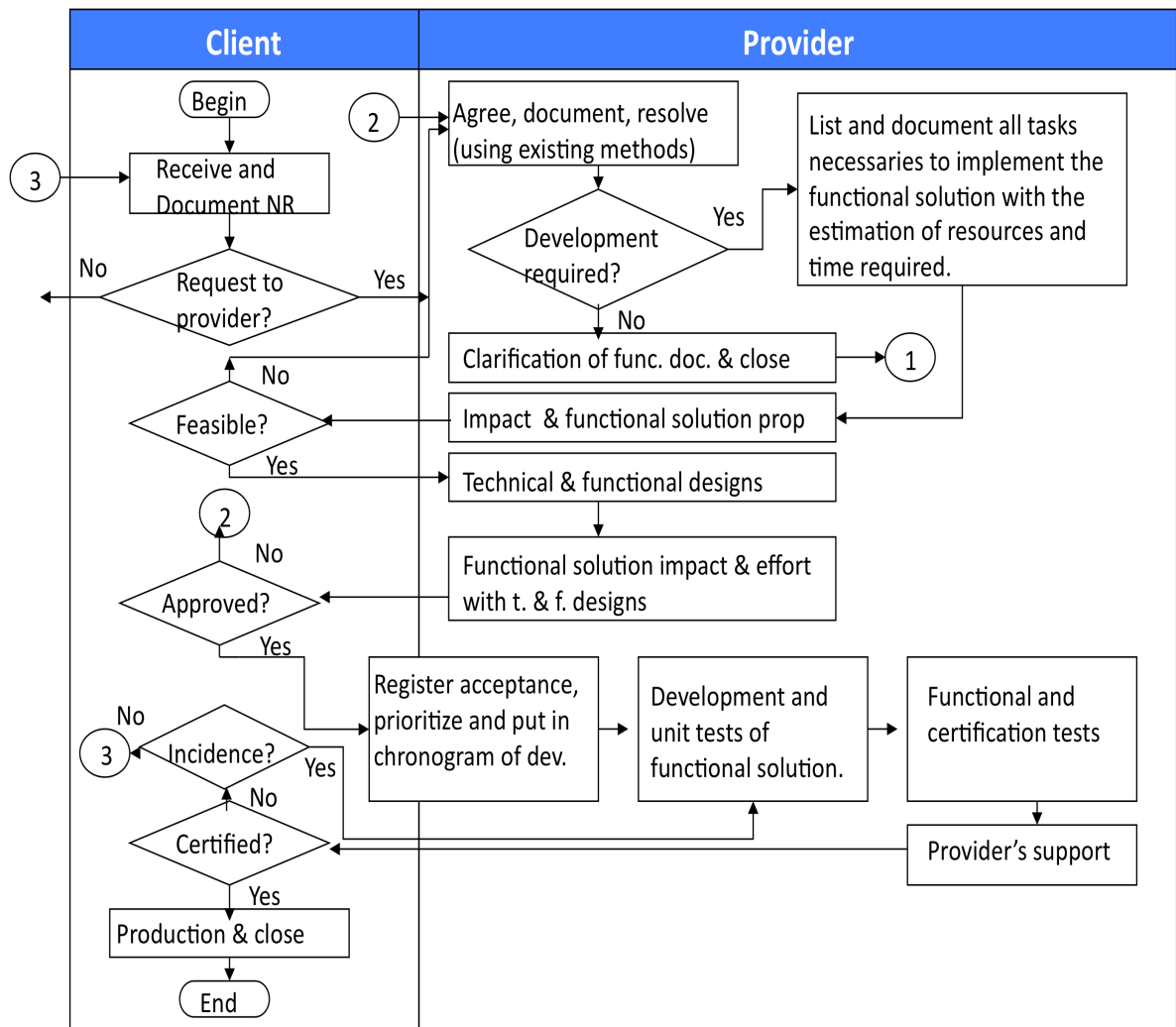


Figure 3: Operative Model

CHAPITRE 3

COMPARATIVE ANALYSIS

3.1 Types of maintenance

In this project, although there's a similar management of the types of maintenance, the difference is in the names, in the absence of the preventive type of maintenance for the implemented software (there is a preventive maintenance for the hardware equipments) and the coverage of the perfective maintenance, which applies only for improvement of the software performance, but there's no improvement in maintainability.

In the following table the relation between the types of maintenance of the evaluated project vs. the types described in the norm ISO/IEC 14764 is shown:

Project's type of maintenance	ISO/IEC 14764 types of maintenance
Corrective	Corrective
-----	Preventive
Evolutionary	Adaptive
Optimization	Perfective

Table 3: Comparative type of maintenances

3.2 Maintenance Process

In general, there are five of the six maintenance processes, except the process for software retirement. Therefore most programs that have been replaced or are no longer used, can still be found compiled in databases or in the directories of the different environments of the hardware equipments that are used in this project, even in the productive one.

As far as the migration process refers, this one should have included a migration plan for upgrade or change of technology. Since the beginning of the project almost the same

technology is still working (architecture and programming tools). This situation has several issues, although all installed software is working normally, it does not include the benefits of new architectures, i.e. SOA. On the other hand, these issues have introduced difficulties in retaining personal or hiring new ones, because of the almost “legacy” software that has no interest for new developers.

3.3 Execution considerations

In the plans and processes of maintenance, there is no reference to the software maintenance measurement, i.e. norm ISO/IEC 9126 or 25000 series are not taken into account. There are no measurements regarding to maintainability defined in these norms, but some empirical measurements.

Another problem in this project is the fact that documentation is not always updated. Documents of programs and processes were delivered in the beginning of the project, but there was almost no maintenance in some cases.

CONCLUSIONS

The methodology used in this evaluated project is based mainly on historical experience, based on the management previously accorded in this project and documentation from other projects of the company.

The International Standard ISO/IEC 14764 is not considered for the development of this norm and neither the International Standard ISO/IEC 9164 or 25000, for use of quality model, characteristics and attributes but above all measurement of maintenance.

Whether the use of the project's methodology as it exists actually, or its improvement using or adapting the International Standard 14764, the sensitization of the whole process is a must. From the managers to employees, quality of software maintenance depends on the knowledge and accomplishment of the methodology in all areas of the project.

Actual problems are derived from the absence of certain points of the International Standard 14764, previously described.

The applicability of the International Standard 14764 to this project is possible, but requires adaptation because certain peculiarities of it.

RECOMMENDATIONS

The use and adaptation of the International Standard 14764, as well as S3m would be an improvement of the methodology used in this project, particularly if used to implement what is absent or missing:

- Preventive maintenance
- Introduction of SW migration/rejuvenation.
- Introduction of SW retirement.
- Audits, verification, validation.
- Tools
- Code verification (standards, best practices, maintenance)

The use of a stricter standard norm or model, such as CMMi or S3m - Level 3, may be the best for company's standard, because of various factors:

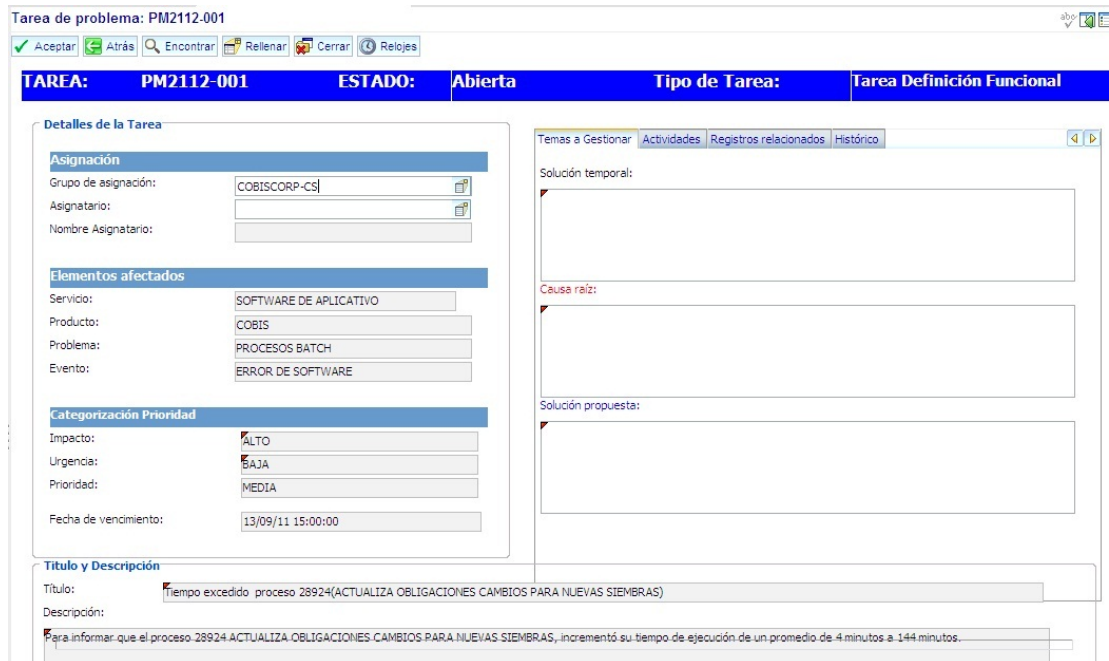
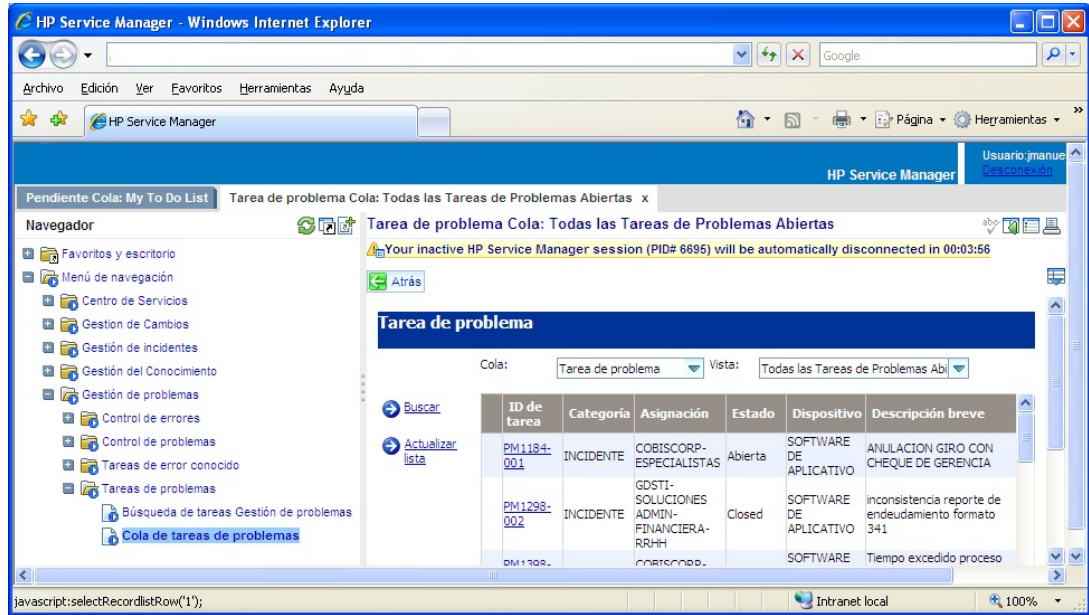
- The criticality of the company's clients business.
- Service level agreements (SLA) are stricter every contract renovation.
- Use of a standard applicable to other project.
- Cost saving.
- Some enterprises, that are the company's competence, are already CMMi level 5 certified.

BIBLIOGRAPHY

- [1] International Standard ISO / IEC 14764 – Software Engineering — Software Life Cycle Processes — Maintenance; 2006.
- [2] Cobiscorp, private documentation at the project of study.
- [3] Cobiscorp, www.cobiscorp.com

ANNEXE I

SOFTWARE MANAGEMENT TOOLS



REPORTES SUPER BANCARIA - Dimensions RM - Windows Internet Explorer

http://10.0.29.7/embrowser/cgi-bin/embrowser.exe

HP Quality Center 9.2

Home Requirements Documents Traceability Query

SERENA DIMENSIONS RM

kherrera (kherrera LDAP) Logout About Help

Categories Reports

Most Recent

- REPORTES SUPER BANCARIA
- CREDITO
- SIT
- Cientes
- CONTABILIDAD

PROYBANCOAGRARIO

- ADAJI V.3
- ADMINISTRACIÓN DE SUELDOS
- CAPACITACION
- CONTROL DE CREDITOS
- CONTROL DE VACACIONES
- DESARROLLO DE PERSONAL
- ESTRUCTURA ORGANIZACIONAL
- FISCAL COLOMBIA
- FISCAL DE PERSONAL
- KARDEX DE PERSONAL
- NOMINA INTERACTIVA
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- VALUACIÓN DE PUESTOS
- ADAJI V.5
- GASTOS DE VIAJE
- INFO
- MENU
- PERSONIAS
- PUESTOS

1_Requisitos_Funcionales

Class: 1_Requisitos_Funcionales

Category	Código F	Descripción	Estado
PROYBANCO... SUPER BANCARIA	SD127854.F.01	El área de reportes de la Gerencia de Contabilidad, contara con la Creado actualización de los formatos: 102: Informe Diario - Compra y Venta de Divisas 395: Compra y Venta de Divisas - Desagregado de Operaciones 311: Reporte semanal de compra y venta de divisas y 303: Transacciones con Intermediarios del Mercado Cambiario, en cumplimiento de la Circular Externa 012 de 2007. Ver anexo SD127854_Anejo1.0.doc	
PROYBANCO... SUPER BANCARIA	SD127854.F.02	El área de Tesorería de la Gerencia de Operaciones, contara con la En Validacion la información de control que permita verificar la generación correcta de los formatos 102, 395, 311 y 393.	
PROYBANCO... SUPER BANCARIA	SD127854.F.03	El área de reportes de la Gerencia de Contabilidad, contara con los controles que permitan la transmisión exitosa de los formatos 102, 395, 311 y 393.	Creado
PROYBANCO... SUPER BANCARIA	SD127854.F.04	El área de Mesa de Dinero de la Vicepresidencia Financiera contara con una funcionalidad que le permite el registro de las negociaciones de compra y venta de divisas 'today' y 'next day'	Creado
PROYBANCO... SUPER BANCARIA	SD133801.F.01	El área de reportes de la Gerencia de Contabilidad, podrá transmitir la información generada con el formato 391: Operaciones con entidades del exterior, en cumplimiento de la Circular Externa 029 de 2007. Ver anexo SD133801_Anejo1.0.doc	Creado
PROYBANCO... SUPER BANCARIA	SD133801.F.02	El área de Tesorería de la Gerencia de Operaciones, contara con la información de control que permita verificar la generación correcta del formato 391.	Creado
PROYBANCO... SUPER BANCARIA	SD123920.F.01	El área de administración de riesgo de crédito de la Vicepresidencia de Riesgos, contara con la información de tarjetas de crédito para la generación de los formatos: 454: Información monto y número de créditos por cosechas y 457: Cosechas Créditos de Consumo, con destino a la Superintendencia Financiera de Colombia.	Creado
PROYBANCO... SUPER BANCARIA	SD152870.F.01	La Gerencia de Productos Pasivos contará con la modificación de la pantalla 'TRANSACCIONES A TRAVÉS DE LOS CANALES DE DISTRIBUCIÓN' para que esta permita la parametrización de otras transacciones diferentes a nota debito y crédito, incluyendo la unidad de captura y subcuenta a ser impactada, lo anterior para la generación del formato 444.	En Validacion
PROYBANCO... SUPER BANCARIA	SD148165.F.01	El área de reportes de la Gerencia de Contabilidad, contara con la generación de los formatos: 388: Transacciones de divisas - compras (ingresos) y pago de	Creado

Current Project: PROYBANCOAGRARIO change settings Database: RMFINAL

Listo Intranet local 100%

New 4_Requisitos_Defecto - Dimensions RM - Windows Internet Explorer

New 4_Requisitos_Defecto

Class: 4_Requisitos_Defecto Category: REPORTES SUPER BANCARIA

Origen: Versión original
Causa:
No existe un filtro que establezca el no reporte de sobregiros carterizados en las unidades de captura 9 y 11.

Custom Attributes

Estado: Terminado

Solucion presentada: Solución presentada:
Modificar sp ecor88_3.sp para adicionar filtro en las sentencias de las unidades de captura 9 y 11 para que no consulte y reporte sobregiros carterizados.

Gerencia Impactada:

Container

Type	Name
COLLECTION	SD342780

Close requirement after save Save Save & Copy Save & New Cancel

Add Defect

Defect Information:

Nombre Defecto: SD 344358 / IM 29535 / PM 2112 Tiempo excedido proceso 28924(ACTUALIZA OBLI

* Asignado a: ecastillo * Categoría Defecto: Aplicativo

* Categoría Resolución: No Resuelto * Detectado por: kherrera

* Fecha Detección: 12/09/2011 * Módulo: A.C

* Prioridad: 2-Media * SubMódulo: CNRE

* Equiv Prioridad: 201 - Proceso Batc Project: ...

* Severidad: 2-Falla Grave * Versión en Apertura: produccion

* Tipo de Problema: Desarrollo Estado: Assigned

Orden de Servicio - IM: 344358 * Reproducible: N

Fecha de Cierre: Versión en Cierre:

Descripción

Para informar que el proceso 28924 ACTUALIZA OBLIGACIONES CAMBIOS PARA NUEVAS SIEMBRAS, incrementó su tiempo de ejecución de un promedio de 4 minutos a 144 minutos.

Submit Close Help

Mercury TestDirector 7.6 SP3 - Microsoft Internet Explorer

Address: http://piso5-161/bac/start_u.htm

TestDirector 7.6

Project: PRODUCCION [abeltran] REQUIREMENTS TEST PLAN TEST LAB DEFECTS TOOLS HELP LOGOUT

Defects Grid

ID Defect	Estado	Prioridad	Asignado a
1	Closed	2-Media	ecastillo
2	Closed	1-Alta	ctorres
3	Closed	2-Media	jcarvajal
4	Closed	2-Media	Imhernandez
5	Closed	2-Media	jcarvajal
6	Closed	2-Media	fmiranda
7	Closed	2-Media	fmiranda
8	Closed	2-Media	gavilla
9	Closed	2-Media	gavilla
10	Closed	2-Media	ecastillo
11	Closed	2-Media	jcarvajal
12	Closed	2-Media	jcarvajal
13	Closed	2-Media	jcarvajal
14	Closed	2-Media	jcarvajal
15	Closed	2-Media	jcarvajal
16	Closed	2-Media	jcarvajal
17	Closed	2-Media	jcarvajal
18	Closed	2-Media	jcarvajal

Defect Information:

Nombre Defecto: [Empty]

* Asignado a: ecastillo * Categoría Defecto: [Empty]

* Categoría Resolución: No Resuelto * Detectado por: abeltran

* Fecha Detección: 25/04/2006 * Módulo: [Empty]

* Prioridad: 2-Media * Reproducible: N

* Equiv Prioridad: [Empty] Project: ...

* Severidad: 2-Falla Grave * SubMódulo: [Empty]

* Tipo de Problema: [Empty] * Versión en Apertura: produccion

Actual Fix Time: [Empty] * Estado: New

Orden de Servicio: [Empty] Subject: [Empty]

Descripción

Formatos ANEXOS AL BALANCE: en produccion, para financieros, esto ya se había probado en fase 1, a la fecha de ejecución de los formatos anexos a los estados

Comentarios Resolución:

Jacqueline Garzón «igarzon», 4/6/2004.Mery Ruth por favor gestionar, yo no tengo que ver nada en produccion.

Defect 1 of 6383 Server Time: 09:08 AM 04/25/06

Defect Details

Defect: 1492 NR 1336_Impresión Timbres en Transacciones en Branch

Details

* Assigned To: jmelgarejo

* Categoría Proveedor: Aplicativo

* Detectado en Ciclo: Pasivas

* Detectado on Date: 09/09/2011

* Prioridad: Alta

* Subject: SD_1336.F

* Target Release:

Closing Date:

* Categoría Banco:

* Detectado By: jbarrera

* Detectado in Release: Septiembre 2011

* Estado: Asignada

* Proveedor: COBISCORP

* Target Cycle:

Ambiente de Pruebas: Ambiente_3

Modified: 09/09/2011 07:37:18 p.m.

Descripción: El reporte ccmcpaja debe tener las columnas para los días de la semana.

Comments:

Execution Report

OK Cancel Help

Defect Details

Defect: 1490 SD332335.D No esta mostrando las transacciones en estado xa-normal a CH normal

Details

* Assigned To: ahurtado

* Categoría Proveedor: Aplicativo

* Detectado en Ciclo: Pasivas

* Detectado on Date: 09/09/2011

* Prioridad: Alta

* Subject: SD332335.D

* Target Release:

Closing Date:

* Categoría Banco:

* Detectado By: ahurtado

* Detectado in Release: Septiembre 2011

* Estado: Pruebas

* Proveedor: COBISCORP

* Target Cycle:

Ambiente de Pruebas: Ambiente_6

Modified: 09/09/2011 06:11:48 p.m.

Descripción:

Test Set: SD332335

Test: [1]SD332335.D

Run: Run_9-9_15-18-32

Test Parameters:

Step: Step 1

Descripción: Estando en la pantalla de ejecución base *

Comments:

Juliett Yaver Licht <jyaver>, 09/09/2011:
 Buenas Tardes:
 Se realizan los ajustes necesarios y se crea un nuevo script:
 dat_nt_ceat_sd332335_2.sql
 Se ajusta el documento de catalogación y se deja en la ruta establecida para las entregas.

Execution Report

OK Cancel Help