

ECS Configuration Change Request

1. Originator Tammy Rockvam		2. Log Date: 4/15/99		3. CCR #: 99-0322		4. Rev: -		5. Tel: 605-594-6852		6. Rm #: EDC		7. Org. EDC	
8. Title of Change: Local (EDC) fix for Remedy trouble ticket forwarding													
9. Originator Signature/Date						10. Class II		11. Type: WAV		12. Need Date: 4/20/99			
13. Office Manager Signature/Date <i>J. Hickory</i> 4/16/99						14. Category of Change: Other				15. Priority: (If "Emergency" fill in Block 28). Routine			
16. Documentation/Drawings Impacted:						17. Schedule Impact: none		18. CI(s) Affected:MSS					
19. Release Affected: 4PX				20. Date due to Customer: 4/20/99		21. Impl. Date: 4/20/99		22. Estimated Cost: None					
23. Source Reference: <input checked="" type="checkbox"/> NCR (attach) <input type="checkbox"/> Action Item <input type="checkbox"/> Tech Ref. <input type="checkbox"/> GSFC <input checked="" type="checkbox"/> Other: NCR ECSed19305, EDC CCR EDCdd00013													
24. Description of Change: (use additional Sheets if necessary) NCR ECSed19305 describes a problem with the released Remedy configuration in which the Submitter Impact is not included when a trouble ticket is forwarded from one site to another. Request implementation of a local fix until the fix for ECSed19305 is released.													
25. Proposed Solution: (use additional sheets if necessary) Implement the change locally as described in ECSed19305. See attached EDC CCR for details.													
26. Alternate Solution: (use additional sheets if necessary) Wait for release of 19305.													
27. Consequences if Change(s) are not approved: (use additional sheets if necessary) Trouble tickets will be sent in with impact information lost. This causes confusion and extra work because the impact must be updated manually in the receiving site's Remedy database.													
28. Justification for Emergency (If Block 15 is "Emergency"):													
29. Site(s) Affected: <input type="checkbox"/> EDF <input type="checkbox"/> Mini-DAAC <input type="checkbox"/> VATC <input checked="" type="checkbox"/> EDC <input type="checkbox"/> GSFC <input type="checkbox"/> LaRC <input type="checkbox"/> NSIDC <input type="checkbox"/> SMC <input type="checkbox"/> AK <input type="checkbox"/> JPL <input type="checkbox"/> EOC <input type="checkbox"/> IDG Test Cell <input type="checkbox"/> Other													
30. Board Comments:								31. Work Assigned To: EDC					
32. EDF/REL2 CCB Chair (Sign/Date):				33. Disposition: Approved A/C Disapproved Fwd/ECS Fwd/ESDIS				34. (TBD)					
35. M&O CCB Chair (Sign/Date): <i>David W. Sloan</i> 4/23/99				36. Disposition: <input checked="" type="checkbox"/> Approved A/C Disapproved Fwd/ECS Fwd/ESDIS				37. CM Manager's Closure: <i>CLP</i>					
38. ECS CCB Chair (Sign/Date):				39. Disposition: Approved A/C Disapproved				40. CCR Closed Date: 4/23/99					

CM01 March 8, 1999

ORIGINAL

ECS/EDF/REL2 CCB

04-15-99A10:13 RCVD

ADDITIONAL SHEET

CCR #: 99-0322 Rev: - Originator: Tammy Rockvam

Telephone: 605-594-6852 Office: EDC

Title of Change: Local (EDC) fix for Remedy trouble ticket forwarding

NCR

NCR ID: ECSed19305 Status: TO-BE-MERGED Submitted: 981124
NCR Class: OPERATIONS Project: OPS_MSS Enclosures: 5

NCR TITLE...

Remedy - Forwarding Option Does not send the Submitter Impact Field

PROBLEM INFORMATION...

Build Name[*]: Drop 4PX.10

Test Site[*]: EDC DAAC

Detection Method[*]: Planned Test

Detected-In-Phase[*]: DAAC Activity

Test Case ID:

Machine Name:

Severity (1=Showstopper)[*]: 3

Mode [*]: OPS

Trouble Ticket:

DAAC Trouble Ticket:

ANALYSIS INFORMATION...

Evaluate Engineer: bfloyd

Assigned To: bfloyd

Iteration[*]: Drop 4PY

Analysis Due Date (yymmdd):

COST ANALYSIS INFORMATION...

Cost[*]:

Estimated Fix Time(hrs): 1

Estimated Fix Date(yymmdd): 990312

Workaround Available? N

SUBMITTER INFORMATION...

Submitter: pjohnson

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NCR Class: OPERATIONS Project: OPS_MSS Forwarded 990406

READY TO MERGE INFORMATION..

Resolution[*]: source code

Resolved by: bfloyd

Indicate_SLOC[*]: Not Applicable

Num_SLOC: 0

Fixing time (hrs): 24

Documentation affected (Y/N)? Y

FORWARDING INFORMATION...

Old class: REL_B0_INFORMAL

Old project: RelB0_MSS

Forwarded by: Ken Cockerill

TO BE FIXED INFORMATION...

Problem type[*]: source code

Recommended change[*]: source code

Implement Due Date (yymmdd):

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***** Problem *****
PROBLEM DESCRIPTION....

ORIGINAL