



# IT Outages after Monthly Release in October 2016

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## Issue 1:

### *Impossibility to print electronic documents / cover letters*

#### Ticket:

<https://jira.eurowag.com/browse/NAV-19522>

**Issued:** 17.10.2016 17:03

**Resolved:** 18.10.2016 17:34

#### Status:

- *Invoicing process interrupted. Alert: „Report ID ##### is not supported in Electronic Archive“*
- *Introduced by release of the 2<sup>nd</sup> Functional Package of REETS Toll*  
*([NAV-17239](#), developed and deployed by CDL System on 12.10.2016)*

#### Cause:

- *Missing configuration and incomplete development of NAV-17239 (J. Devera @CDL)*
- *Incomplete/insufficient testing of NAV-17239 (Invoicing dept. @WAG)*

#### Solution:

- *Hot-fix: reports reconfiguration and manual action (deletion of partial outputs, regeneration)*
- *Change request for permanent solution issued ([NAV-19553](#), 18.10.2016 18:12, In progress)*

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## Issue 2:

### *Impossibility to print-out paper documents*

#### Ticket:

<https://jira.eurowag.com/browse/NAV-19555>

**Issued:** 18.10.2016 20:41

**Resolved:** 19.10.2016 13:05

#### Status:

- *Error while printing NI documents. Alert: „Technical trace. Undefined report ID 84815 for invoice #####“*
- *Introduced by implementation of the 2<sup>nd</sup> Functional Package of REETS Toll ([NAV-17239](#), developed and deployed by CDL System on 12.10.2016)*

#### Cause:

- *New document type COD\_84849 unknown for NAV4*
- *Undeveloped part of functionality introduced by NAV-17239 (J. Devera @CDL)*
- *Incomplete/insufficient testing of NAV-17239 (Invoicing dept. @WAG)*

#### Solution:

- *Deployment of missing functionality, permissions for DB table (J. Devera @CDL)*

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## Issue 3:

### *NI financing error – obsolete documents processed*

#### Ticket:

<https://jira.eurowag.com/browse/NAV-19576>

**Issued:** 19.10.2016 12:21

**\*Resolved:** 24.10.2016 18:46

#### Status:

- *Very old documents financed/processed (even created in 2008) and result published on web*
- *Impacted ~550 customers, effects approx. 1 million EUR*
- *Introduced by implementation of the Correction of filter document date in NI center ([NAV-16136](#), developed and deployed by CDL System on 12.10.2016)*
- *NAV-16136 fully and properly tested @WAG, CDL asked for caution during deployment (14.7.2016 – 8.10.2016, L. Strnadová)*

#### Cause:

- *Incorrect deployment of NAV-16136 in production environment (R. Cholasta @CDL)*
- *Data check wasn't done (RT)*

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## Issue 3: (cont.)

### *NI financing error – obsolete documents processed*

#### Ticket:

<https://jira.eurowag.com/browse/NAV-19576>

**Issued:** 19.10.2016 12:21

**\*Resolved:** 24.10.2016 18:46

#### Solution:

- Complex set of actions designed by CDL (19.10.2016 14:41, and further adjusted) and performed by WAG in cooperation with M. Kmochová, M. Patras and R. Cholasta (CDL)
- Correct deployment (**MERGE approach**) of NAV-16136 (R. Cholasta@CDL)

#### Prevention:

- Quick solution for hiding incorrectly published documents on web ([NAV-19745](#), 27.10.2016 13:39, In progress)

**\*Resolved ... completion date of NI process as of 15.10.2016**

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## Issue 4:

### *Incorrect view at AT toll transactions*

#### Ticket:

<https://jira.eurowag.com/browse/WEBC-1643>

**Issued:** 18.10.2016 10:58

**Resolved:** 20.10.2016 20:39

#### Status:

- *Displayed total price at web included VAT twice*
- *Introduced by implementation of the 2<sup>nd</sup> Functional Package of REETS Toll ([NAV-17239](#), developed and deployed by CDL System on 12.10.2016)*

#### Cause:

- *VAT calculated from summarized price already including VAT*
- *Badly developed part of functionality modified by NAV-17239 (J. Devera @CDL)*
- *Incomplete/insufficient testing of NAV-17239 (Invoicing dept. @WAG)*

#### Solution:

- *Deployment of corrected functionality (J. Devera @CDL)*

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## Issue 5:

### *Doubled cover letters visible at web*

#### Ticket:

<https://jira.eurowag.com/browse/NAV-19684>

#### Issued:

25.10.2016 8:50

#### Closed:

31.10.2016 7:18

#### Status:

- *Clearly content identical cover sheets visible twice and with different Cover letter numbers*
- *Caused by solution of <https://jira.eurowag.com/browse/NAV-19576> (see earlier, Issue 3: NI)*

#### Cause:

- *Side effect of solution of another issue*

#### Solution:

- *Temporarily manual hiding of some documents*
- *Change request for temporarily hiding incorrectly published documents on web issued ([NAV-19745](#), 27.10.2016 13:39, CDL Closed)*
- *CDL asked whether is it possible to delete incorrect cover letters – CL deleted by CDL*
- *Ticket closed without response and permanent solution (M. Patras@CDL)*

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## Issue 6:

### *Doubled transactions on invoices for BE toll*

#### Ticket:

<https://jira.eurowag.com/browse/NAV-19827>

#### Issued:

2.11.2016 15:11

#### Resolved:

7.11.2016 14:30

#### Status:

- *Customer complaints - transactions doubled in generated documents on 31.10.2016*
- *Affected approx. 1400 customers*

#### Cause:

- *Miscommunications, manual launch of job (D. Molin@WAG)*

#### Solution:

- *Creation and successful accounting of corrective orders (negative amount)*
- *Analyzed and solved by J. Devera@CDL*



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## Lessons learned – future preventive solutions

### Short-term solutions:

- Prepare list of critical processes and functionalities for acceptance testing
- Prepare (types of) data for quality testing
- Require UAT. Closely cooperate on testing (IT DEV Testing unit with business key users)
- Create procedure/checklist for proper configuration setting while release

It has already started.

To be finished in couple of weeks.

### Mid-term solutions:

- Check and optimize the release management process, at least
  - Prepare deployment packages while releasing even on test environment
  - Document all necessary steps and configuration changes to be done while deployment
  - Introduce version control of deployment packages
- Train business employees (+ IT/PMO)
- Update/refresh test environments regularly and more frequently

To be finished in couple of months.

### Long-term solutions:

- Implement regression (and/or automated) testing for crucial processes in current IS
- Design and realize 4<sup>th</sup> reference environment (draft of design to be prepared soon)

Depends on cost/benefit analysis whether it will be realized...