

Trns-port User Notification Process

(Effective April 2005)

For each Trns-port Task Force (TTF) directive listed below the software contractor, Info Tech, Inc. (ITI), will be responsible for notifying the Trns-port Users Group (TUG) Chair and Vice-Chair. In turn, the TUG Chair will be responsible for notifying the Trns-port users. If the TUG Chair cannot complete the notification request, the TUG Chair will pass the responsibility to the TUG Vice-Chair

For each notice, the recipients (Trns-port users) will be defined as all End User Designees (EUDs), Technical Advisory Group (TAG) Coordinators, and other users that request to be added to a new email group called "EUD_Notice". Initially, each EUD and TAG Coordinator will be added to the email group. Users will be able to subscribe/unsubscribe to the email group by following the steps provided at the end of each notification email.

Users are not to reply to notification emails. They are for informational purposes only. Questions about notifications can be directed to TUG Chair or to specific person(s) listed within the body of the email.

The TUG Chair can also forward the message to the product listserves. Currently, only two product listserves exist, SiteManager and the TUG. Because the TUG listserve covers all products, it is recommended that this not be used for product specific notifications unless the TUG Chair deems necessary to do so. The SiteManager listserve may be an additional cc on SiteManager notices.

TTF Directive 1 -- Notice of Emergency Fixes

The ITI Release Manager will facilitate email to TUG Chair on all emergency fixes (EFs) with cc to TUG Vice Chair and ITI Trns-port Product Manager. TUG Chair will forward message to users and include reminder to contact customer support if EF is needed.

The following prototype message shown below will be used:

Email Subject: Emergency Fix for TMR 8591 Posted to Cloverleaf

Email Body

The attached PDF file contains details of the emergency fix posted to Cloverleaf on 12/26/2004 for the Kentucky Transportation Cabinet. Please contact Info Tech Customer Support at 352-381-4400 if you have any questions or to request the emergency fix.

Reminder: Do not reply to this email message.

To discontinue receiving Trns-port User Notices, send an email to eud_notice-unsubscribe@Cloverleaf.net with the following word in the subject line: "unsubscribe".

To resume or start receiving Trns-port User Notices, send an email to eud_notice-request@Cloverleaf.net with the following word in the subject line: "subscribe".

Attached PDF File Contents

Application: SiteManager

TMR: 8591

Problem Reported In: SiteManager 3.4a

Problem To Be Resolved In: SiteManager 3.6a

Date Posted: 12/26/2004

Description: Address w/ a sequence number of 00 cannot be associated to a contract. The reference data passed from LAS to SM will pass vendor addresses with a sequence number of 00. These are stored in the t_addr table. However, you can not select and associate a vendor address with a sequence number of 00 on the Contract window in SiteManager. Also, if you attempt to select the 00 address for editing on the Vendor (or Vendor Personnel for new personnel) in SiteManager, instead of updating the original record (with sequence number 00) a different address with a higher sequential number (e.g., 01) is actually written to t_addr in the database and the original record remains unchanged.

Reporting Agency: KYTC

Click the following link to view details:

<http://www.cloverleaf.net/cgi-bin/support/tmrsearch?action=display&number=8591%3e>

Please contact Info Tech Customer Support at 352-381-4400 if you have any questions.

TTF Directive 2 -- Notice of TRT for an Enhancement

After TTF approval of a Technical Review Team (TRT), the ITI Trns-port Product Manager will send an email notice to the TUG Chair with a cc to TUG Vice Chair and ITI Project Manager. The email will contain enhancement TMR number, short description, scheduled delivery date, and link to "View TMR Detail" as well as acknowledging TRT Chair and members. The email will also contain a link to the Cloverleaf TRT Members page showing the TRT contact information.

TUG Chair will notify the users and include a statement that users may contact the TRT chairperson on any questions about the enhancement project.

TTF Directive 3 -- Notice of Agency Funded Enhancement

After TTF approval of enhancement, the ITI Trns-port Product Manager will send an email notice to TUG Chair with cc to the TUG Vice Chair. The email will contain enhancement TMR number, short description, scheduled delivery date, and link to "View TMR Detail" as well as acknowledging the funding agency. The email will note that this information is not posted to Cloverleaf and for more information contact the funding agency.

TUG Chair will notify the users and include a statement that users may contact the TTF (or TRT chairperson if appointed) on any questions about the enhancement project.

TTF Directive 4 -- Notification on Urgent or Critical TMR Validation

Notifications on newly validated urgent or critical error TMRs will be deferred until May 2005 when Info Tech implements new issue tracking software, TeamTrack. Then the "system" can send a message to the same Trns-port User Notices email group for user notification.