

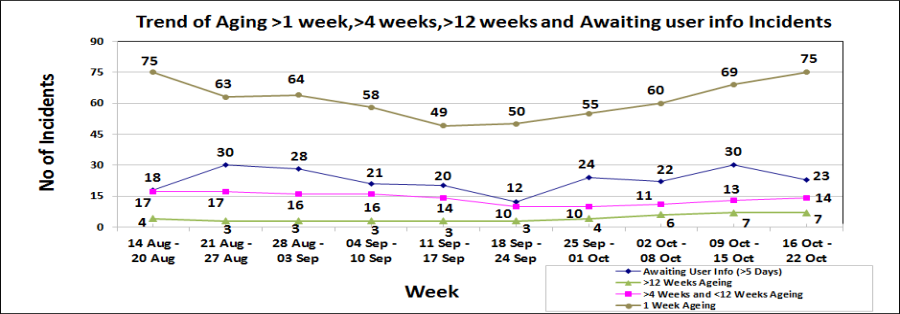
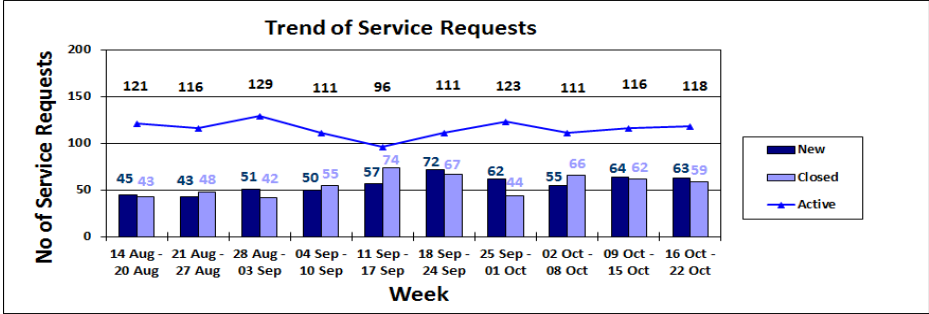
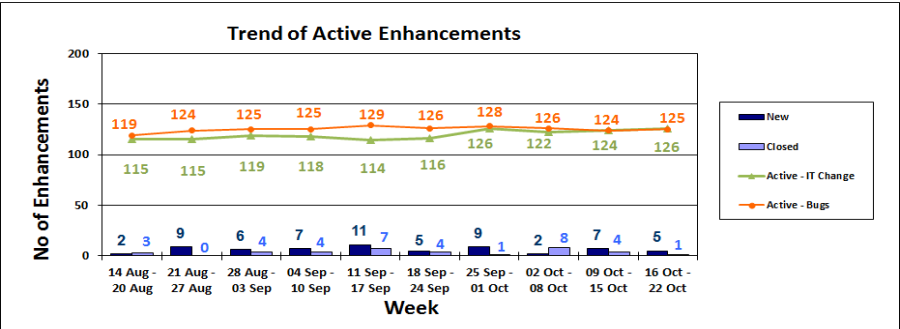
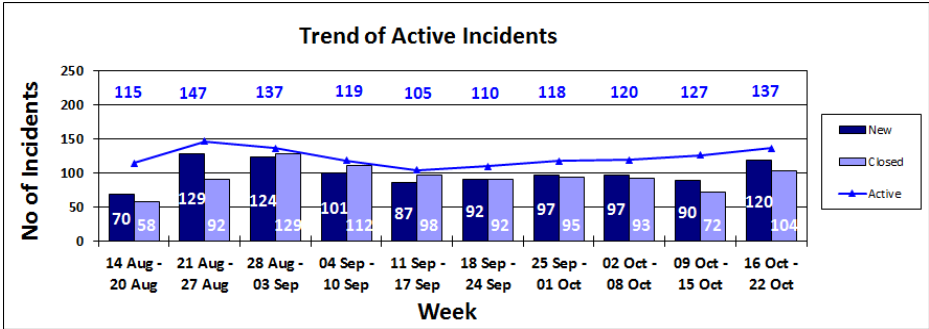
Allianz Global Corporate & Specialty

# AGCS-ADM AM Weekly Status Meeting

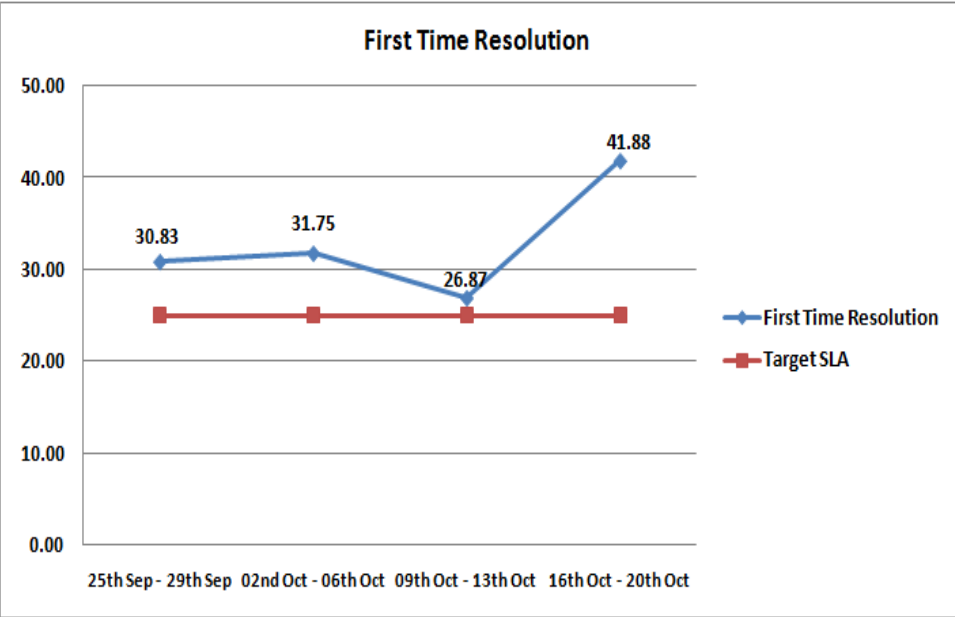
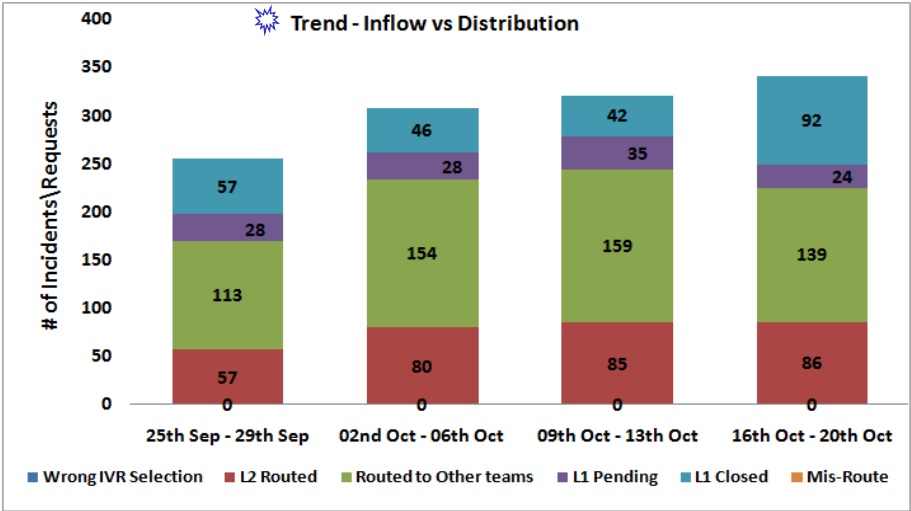
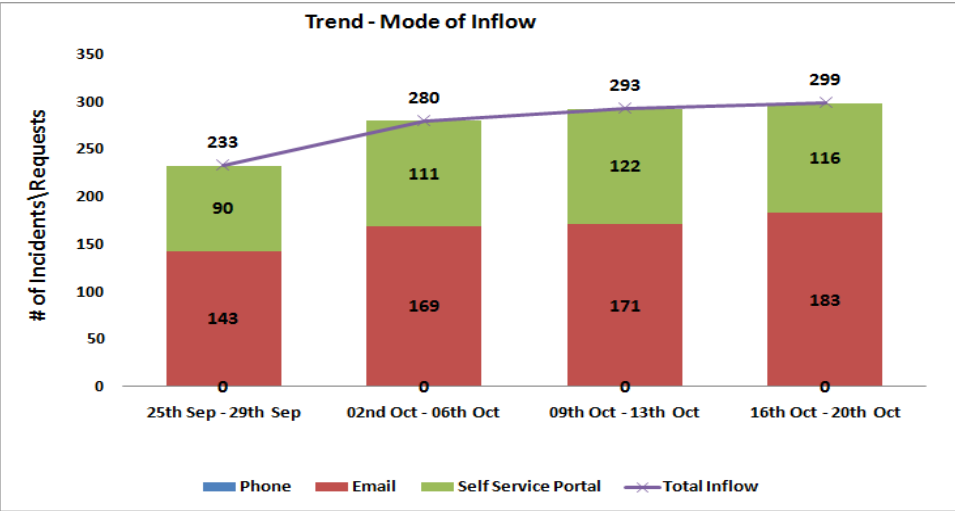
(16<sup>th</sup> Oct'17 – 22<sup>nd</sup> Oct'17)

IT / ADM / 23-Oct-2017

- **Executive Summary**
- **L1 Support Summary**
- FOAM EU Maintenance
- FOAM NA Maintenance
- CIAM Maintenance
- FAIM Maintenance



- **AZUR Jboss Upgrade** : Project team identified a solution on critical Session timeout issue and implemented the change in UAT. Concurrent load test planned on 24<sup>th</sup> Oct along with Business. Investigation is in progress on database deadlock issue
- **Eprimera (Genius 2) connectivity issue in AMANDA DE (INC582593)** : Business unable to view Policy statistics details from Genius2. Workaround solution shared with business. Identified recent security changes in Genius 2 Login screen caused the issue. Changes planned to roll back post month end close
- **Genius 1 FTP issues post DCC migration** : Genius 1 unable to send data to interfaces (CORONET, CODA, BACSBX, MIS, GBAMAA03, Printer spool) due to changes implemented as part of DCC migration. Issue resolved for 4 interfaces and firewall team is analysing the issue for GPS and CORONET systems
- Incident inflow increased last week in CORES and PB Sybase applications due to send to Genius errors and job failures respectively. Active increased due to less closure as majority of tickets were in Awaiting states and one day offshore holiday
- **Aging Status – 21 incidents** in aging queue. **FOAM-EU – 13** (3-Awaiting Implementation; 1-Resolved; 2 – Analysis in progress; 7- Awaiting User information); **CIAM – 5** (3 – Awaiting XUBER, 1-Analysis in progress, 1-Awaiting Implementation); **FAIM – 3** (2 – Awaiting Implementation, 1 – Analysis in progress)

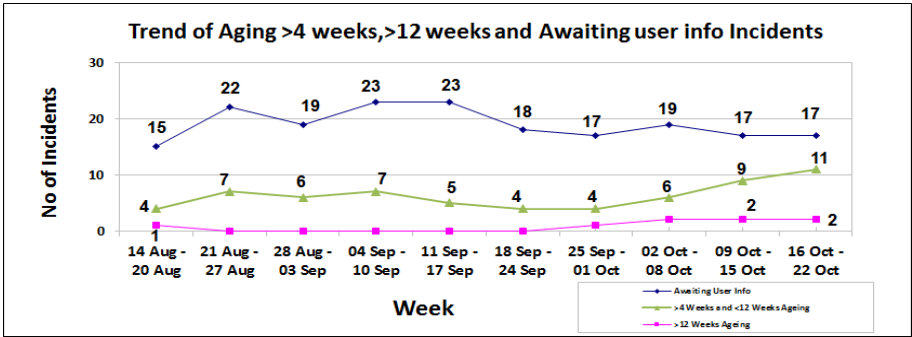
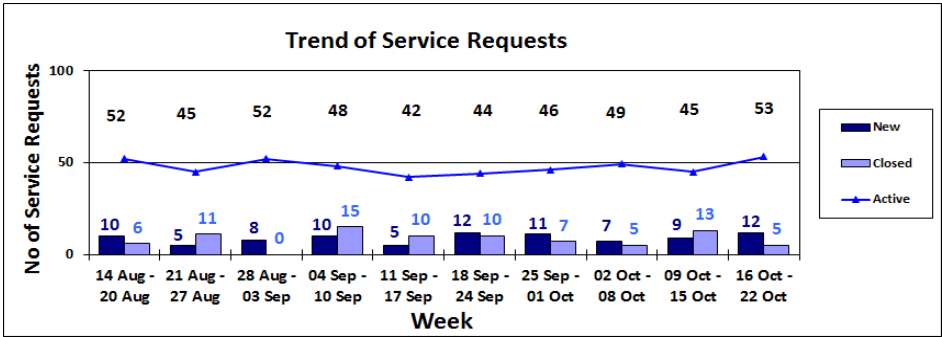
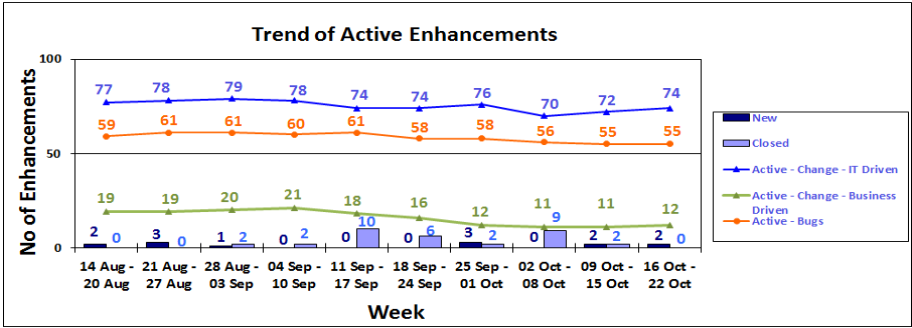
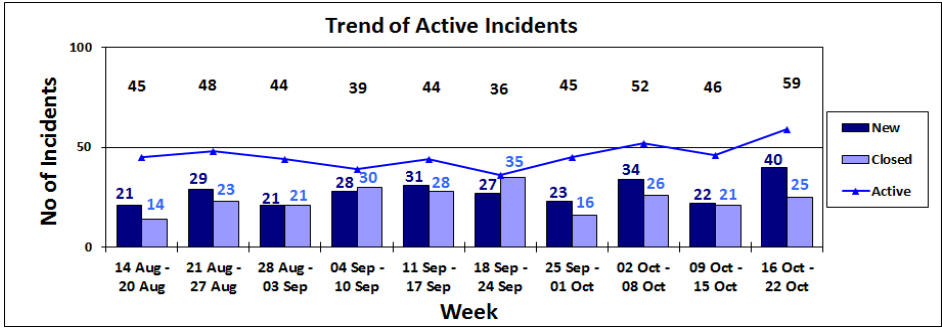


**Key Updates:**

- **FCR** closure as on date for the month of October is 33%
- **24 tickets** pending in L1 queue as of **13<sup>th</sup> October 2017**
  - 12 Awaiting user information/confirmation
  - 11 Work in Progress
  - 01 Awaiting Implementation
- **Top FCR contribution for last week: Global Genius-9, SAP-8 and WINS-7** tickets respectively using 6 scripts
- **25** Duplicate tickets prevented to L2 which are not considered in FCR including 13 tickets related to APT & Great application outage **P2** tickets **INC584638 & INC585522** respectively

- **FOAM EU Maintenance**
  - **Summary**
  - **Key Trends**
  - **Weekly Scorecard**
  - **Enhancements**
  - **Issues / Concerns**

Category	Commentary
Incident Management	<ul style="list-style-type: none"> <li>• <b>CORES Unavailability:</b> CORES was unavailable on 16<sup>th</sup> &amp; 19<sup>th</sup> Oct'17. Outage on 16th due to Domino sever downtime and later due to maintenance activity performed by AzT team for storage increase. Application was restored before the Business hours by rebooting the Apache server</li> <li>• <b>RMS Secondary Modifiers Issue (CORES):</b> RMS Project team investigating the issues with 'Cladding Type' secondary modifier to provide a permanent solution. Temporary workaround provided to Business</li> <li>• <b>Amanda DE- Eprimera connectivity :</b> Policy statistics not visible from Genius2 and prompting for login credentials. This is due to the Security change deployed in Genius2 Live on 30th Sept. SMO Iseries is planning to rollback the implemented Changes post Month end closing</li> <li>• <b>GPS KomTVA service connectivity issue:</b> Firewall connectivity issues with KomTVA service observed in GPS on 20th Oct'17 for currency exchange rates update . Firewall team working on the resolution</li> <li>• <b>Batch Failures in Amanda FR Aviation:</b> Premiums &amp; Claims for 54 bookings not sent to Genius2 due to Aviation batch failures on 20th Oct'17. Batches were reset in Genius2 , 53 bookings successfully sent to Genius2 &amp; 1 Booking in error</li> <li>• <b>Aging Incidents:</b> CORES (5 – Awaiting User Info), AMANDA UK (1 Awaiting Implementation and 1 WIP), AMANDA FR (1 WIP and 1 Resolved), FR Apps (2 – Awaiting User Info), AZUR (1 Awaiting User Info), ARCNET (1 Awaiting Implementation)</li> </ul>
FS Services / Business Enhancements	<ul style="list-style-type: none"> <li>• <b>CORES (Nov '17):</b> 5 enhancements (2 Bugs, 2 IT Driven, 1 Business) planned. Release at risk due to UAT environment constraints with JBoss projects. 1 IT Driven enhancement to be descoped due to additional analysis efforts on Domino. <b>SIT delayed due to post upgrade issues on PT01</b></li> </ul>
Continuous Improvements	<ul style="list-style-type: none"> <li>• <b>Auto Mail Trigger before Renewal Batch Run in AZUR:</b> Analysis and design in progress to trigger a mail to Business with list of policies to be renewed in current month so that Business can review and confirm for Renewal</li> </ul>
Service Acceptance	<ul style="list-style-type: none"> <li>• <b>CORES &amp; UNION :</b> Default SI functionality impacted post RMS upgrade is fixed in SIT and to be planned for Go Live in Oct release &amp; pricing impact due to invalid RMS Secondary Modifiers are under investigation by project team</li> <li>• <b>AZUR :</b> 36 incidents raised Post Go Live. Business raised multiple concerns on Performance &amp; session timeout issue. Secondary support in progress. Project team deployed the changes in UAT</li> <li>• <b>Names Search Tool:</b> JBOSS upgrade to EAP 6.4 deployed to LIVE on 28th Sep'17. <b>Primary support</b> in progress</li> </ul>



- **High Inflow observed due to Send to Genius errors in CORES and Amanda (14)** due to month end closing on 23<sup>rd</sup> Oct
- **Names Batch Performance in Names search tool:** Batch currently runs for ~10 hrs. Analysis in progress by DCC Project team
- **Business reported that Premiums values for coverages being wrongly displayed in AZUR (INC574423).** Initial analysis shows that multiple commissions are being picked from MARSYS for same coverage. Analysis in progress to identify the root cause and impacted policies
- **"New Loss Run Reports" not available in US Aviation Claims Portal (INC576173)** due to incorrect Cognos URL. Working with SMO Domino team to resolve the issue. Awaiting feedback from SMO Platform Team on the Cognos URL and Port numbers confirmation

- **Amanda UK Decommission:** Read only mode implementation is in Progress in lower environment before proceeding the changes to UAT
- **Booking Authority Implementation (CORES):** UAT in progress in JBoss EAP environment. Go Live planned with DB disable of this functionality on 26<sup>th</sup> Oct'17
- **Block Renewal in AZur (REQ391331):** Business requested for blocking renewal of few Brown water policies. Tested successfully in UAT. Live implementation planned for 24<sup>th</sup> Oct'17
- Aging Count is High in this week due to 10 Incidents are in awaiting states . Followup with Business in this week towards closure

<div> <div>KPI</div> <div>Assignment Group</div> </div>	Incidents				Enhancements				Service Requests			
	Inflow	Closed	Active	>30 Days	Active Bugs	Active IT Changes	Active Business Changes	Closed	Inflow	Closed	Active	>30 Days
FOAM – AMANDA	9	4	15	4	18	14	2	-	5	2	18	10
FOAM – ARCNET	2	1	4	1	1	-	1	-	2	-	2	-
FOAM – AZUR	1	2	3	1	1	8	2	-	2	1	4	1
FOAM – BIRT	-	-	-	-	-	-	2	-	-	-	-	-
FOAM – CORES	18	9	25	5	16	27	4	-	1	2	19	18
FOAM - DE APPS	-	-	-	-	-	1	-	-	-	-	1	1
FOAM – GPS	3	2	5	-	1	2	-	-	1	-	1	-
FOAM - GREAT	2	1	1	-	2	4	1	-	-	-	-	-
FOAM - UNION	-	2	-	-	-	-	-	-	-	-	1	-
FOAM - FR-APPS	4	3	6	2	15	17	-	-	1	-	7	2
FOAM - myAGCS	1	1	-	-	1	1	-	-	-	-	-	-
Total	40	25	59	13	55	74	12	0	12	5	53	32

## Aging Incident Update:

- **INC578073(AZUR)** - Multiple commissions inserted from MARSYS and Premiums not posted for policies. Analysis in progress
- **INC570595 & INC572237(FR APPS)** – Cash entry not processed in Genius2, business to resend transactions to balance account. Awaiting feedback
- **INC567740 (ARCNET)** : Performance issues faced by one user, especially on any order view. Awaiting implementation
- **INC576173 (AMANDA UK)** : PDFs are generating with black page, Agent is unable to fetch data from Cognos. Analysis in progress
- **INC580102 (AMANDA FR)**: Policy Nr. F31A00197517A for THALES BRAZIL reinsurance premium. Analysis in progress
- **INC578302 (CORES)**: FRP000022[2013] - End005 - Alt0001 - Send to Genius Error with five policies. Awaiting user info
- **INC579420 & INC579503 (CORES)**: Pool Re Referral and display bug. Awaiting user info



Following table shows enhancements in progress for Oct'17 –Nov'17

#	Assignment Group	Design	Build	SIT	UAT	Deployment	Total
1	FOAM – AMANDA	-	-	-	2	-	2
2	FOAM – ARCNET	-	-	1	-	-	1
3	FOAM – AZUR	-	-	-	-	-	-
4	FOAM – BIRT	-	-	-	-	-	-
5	FOAM – CORES	-	-	4	-	-	4
6	FOAM - DE APPS	-	-	-	-	-	-
7	FOAM – GPS	-	-	-	2	-	2
8	FOAM-GREAT	-	-	-	2	-	2
9	FOAM - FR APPS	-	-	-	1	-	1
10	FOAM – myAGCS	-	-	-	1	-	1
11	FOAM-UNION	-	-	-	-	-	-
Total		-	-	5	8	-	13

- **13 Enhancements planned between Oct'17-Nov'17 Release** (2- Business, 8 - Permanent fixes, 3- IT Driven)
- **AMANDA FR(Oct '17):** 2 Bug enhancements planned for Sep'17 were de-scoped, and RB approved for Oct'17 Release. Awaiting UAT Sign-off
- **GPS (Oct '17):** 2 enhancements planned for Sep'17 release were rolled due to deployment issues. Went LIVE on 10th October successfully
- **FR Apps (Oct '17) :** 3 bug enhancements planned for Oct'17 release. 2 enhancements descope as RB approval did not approve for Oct'17. UAT in progress
- **myAgcs(Oct '17) :** 1 bug Enhancement planend. UAT signed off

- **Names (Oct' 17):** 1 IT Driven enhancement planned. UAT in progress
- **ARCNET (Oct'17) :** 1 Bug enhancement planned, postponed to Oct'17 release as Release Board is awaiting response from DMV team. SIT in progress
- **GREAT(Oct'17):** 2 enhancements(1-Business and 1-Bug) planned. UAT signed off
- **CORES Nov'17 Release:** 5 enhancements(1-Business, 3-Bugs and 1 IT-Driven) scoped. SIT in progress. 1 bug enhancement to be descope due to additional Domino efforts

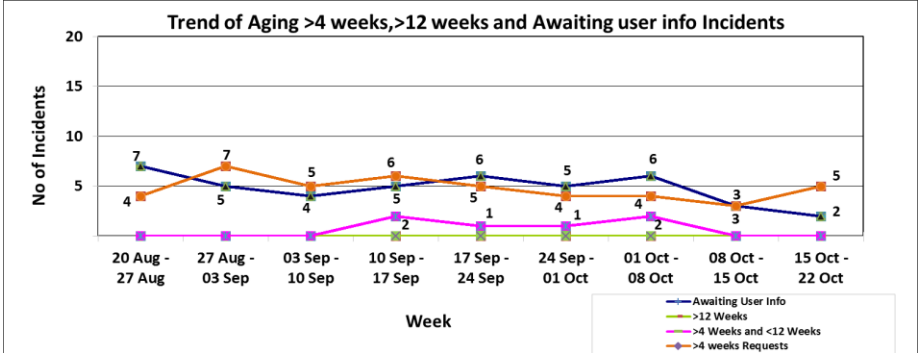
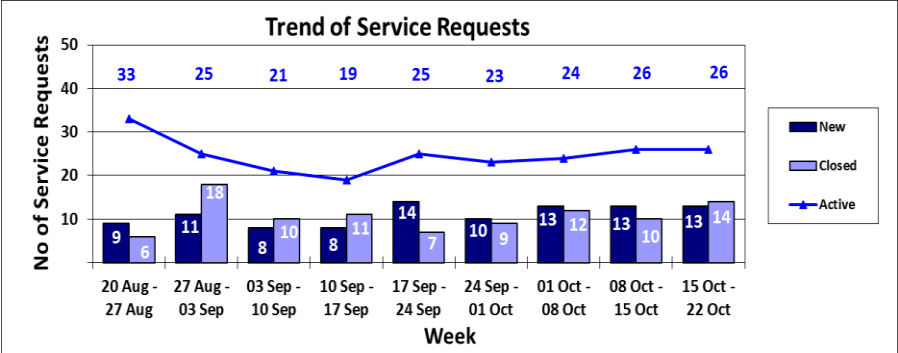
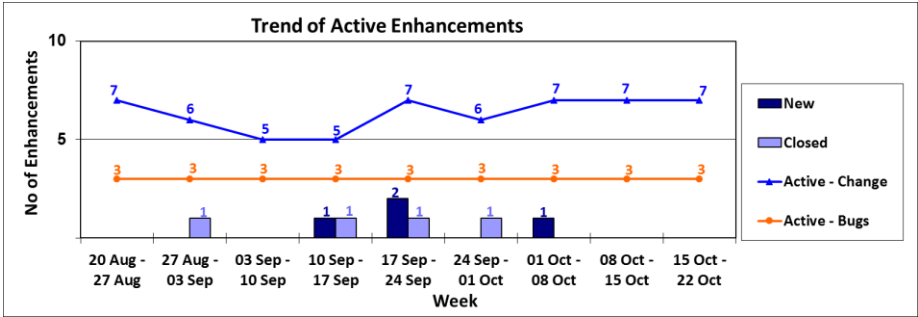
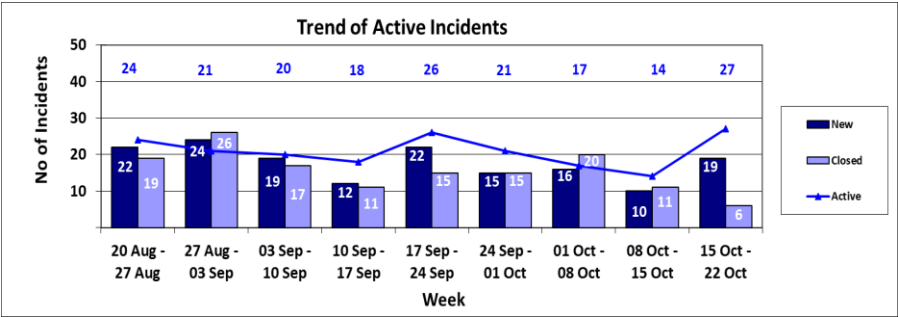
***Received DMB approval for Nov'17 enhancements. Awaiting RB***

#	Issue / Risks	Description	Owner	Start Date	Due Date	Progress Status
1	<b>Genius slowness issue</b>	Global Genius Job Locking delaying the batch status update in Amanda	Sudipto	30-Jul-14	06-Apr-18	<ul style="list-style-type: none"> <li>New design plan shared with CIAM AGCS. Feasible technical solution implemented in Test environment &amp; GGI submission process modified between GG &amp; AEGIS</li> <li>Unit testing performed from Amanda and WINS and confirmed redesign to work as expected. CORES was not tested due to unavailability of environments. There is a challenge in promoting the GG changes to SIT due to R4 priorities</li> <li>Testing performed successfully with GGI submission from FO application(Amanda UK, Azur &amp; WINS-IF) and Global Genius .No locking observed in Genius. Proposal to be shared with AGCS IT and DRB for review</li> </ul>
2	<b>Issue while opening the Excel file in UNION</b>	Unable to open downloaded Excel file in UNION due to unnecessary prompt for Windows security credentials	Neelabh	25-Aug-17	20-Nov-17	<ul style="list-style-type: none"> <li>Suggested temporary workaround to the User</li> <li>The issue occurs due to inbuilt security feature being associated with MS Office version 2010</li> <li>Problem ticket, <b>PRB40980</b> raised to identify permanent solution</li> <li>Raised IPM-12147013 with AMOS to apply the server config changes in SIT</li> <li>Amos updated that the requested config file is not present in server. IT to provide different config file</li> </ul>
3	<b>VTOM Batch failures</b>	Frequent batch failures in FR local applications which impacting the data availability	Venkata	16-Oct-17	TBD	<ul style="list-style-type: none"> <li>Root cause identified as parallel running Database back-up and production batches</li> <li>Batch rescheduling plan proposed to Application owners and awaiting approval</li> </ul>

#	Issue Description	Priority	Root Cause	Actions Taken	Current Status
1	<b>Missing MFL/EML, Secondary Modifiers &amp; AOC1 in Renewed programs causing pricing differences during renewal</b>	High	Requirement gap in Business Enhancement ENH109816 implemented in August 2016	<ul style="list-style-type: none"> <li>As workaround, NATCAT team is using MERGE functionality instead REPLACE</li> <li>REQ317804 raised to compare previous &amp; current year location data with help of IT through database extract.</li> <li>IT review comments provided to OBT for BRS. Awaiting final BRS.</li> </ul>	<ul style="list-style-type: none"> <li>Received Business feedback on DE programs. Awaiting Business feedback for FR &amp; UK programs</li> <li>Due to ongoing UAT support for Aug'17 Release, testing of data corrections for DE to be resumed from next week</li> <li>Mailed two solution approaches to Business. Awaiting feedback to proceed fix with finalized approach</li> </ul>
2	<b>Authorize Error causing 'Send to Genius' errors during cancellation of coverages on unauthorized policies</b>	Medium	AEGIS Interface does not have the functionality to cancel coverages for unauthorised policies in GENIUS	<ul style="list-style-type: none"> <li>BRS available on ENH111290 to handle policy and coverage cancellation if unauthorized policies exist</li> </ul>	<ul style="list-style-type: none"> <li>FRS Signed Off. Development completed</li> <li>Received confirmation from Business and Release board. Scoped for Nov'17 release. <b><i>SIT impacted due to post upgrade issues on PT01 environment</i></b></li> </ul>

- **FOAM NA Maintenance**
  - **Summary**
  - **Key Trends**
  - **Weekly Scorecard**
  - **Enhancements**
  - **Issues / Concerns**

Category	Commentary
Incident Management	<ul style="list-style-type: none"> <li>• <b>COSMOS-BIH Interface</b> : COSMOS server restarted twice to release the DB lock created by BIH <ul style="list-style-type: none"> <li>○ Affected Canada claims were being manually inserted into COSMOS, still 41 claims are pending for insertion</li> <li>○ New Change to move database trigger logic into stored procedure is approved by business users and the change is in UAT</li> </ul> </li> <li>• <b>ACD OCT'17 Closeout has been completed</b> : Five job failures reported during closeout and team is working on the closeout reports which to be shared with the stake holders by 10/23/2017</li> </ul>
FS Services / Business Enhancements	<ul style="list-style-type: none"> <li>• <b>Oct'17 Release</b> – 2 Enhancements planned across NA Applications. One item in PB Sybase was deployed in LIVE on 07<sup>th</sup> Oct 2017 and other item in Lotus Notes will be deployed on 27<sup>th</sup> Oct 2017</li> <li>• <b>Nov'17 Release</b> – 1 Enhancement planned across NA Applications in PB Sybase, the planned LIVE deployment date is 04<sup>th</sup> Nov 2017</li> </ul>
Continuous Improvements	<ul style="list-style-type: none"> <li>• <b>Examiner code Standard Change</b> - Stored procedure implemented in production, 3 successful Implementation completed. Examiner code setup process transitioned to Access management team . Access management team has executed three successful run of examiner code setup process</li> <li>• <b>BIH-COSMOS interface issue</b> – Change to move the interface logic from trigger to stored procedure to stop the BIH-COSMOS locking issue is in progress</li> <li>• <b>ACDD0150 Job Failure</b> – Analysis in progress to stop the ACDD0150 job failure permanently</li> </ul>
Service Acceptance	<ul style="list-style-type: none"> <li>• <b>Aplus , Cosmos , Cosmos – BIH, ACD Canadian Transition</b> - Transition of Aplus Read only changes completed , Cosmos BIH Transition Completed, Cosmos Completed. Team is working on B04 and C06 documents ACD changes for Canadian Global genius changes planned for next week</li> <li>• AM Team will update B04 and B05 and share with AGCS internals for review</li> </ul>



**Key Updates (Incidents & Service Requests) :**

- **Batch failures reported during this week:** 7 Incidents in PB & Sybase reported due to a Job failures
  - **ACDDW015** – 1 Job failures reported due to NULL values in policy details. This issue was handled under INC584971
  - **ACDD0150** – 2 Job failures reported due to NULL values in Collection Invoice details. This issue was handled under INC586050
  - **ACDM5700** – 1 Job failures reported due to invalid report file format. This issue was handled under INC586067

- **Error in Claims Notification Report:** Report showing wrong data after server upgrade due to datatype incompatibility. Further analysis in progress
- **COSMOS Replication Errors:** All 63 replication errors were fixed and COSMOS/ACD database in Sync with no errors
- **COSMOS CAT Codes Issue:** New CAT codes created in ACD not synced with COSMOS for claims creation. Team manually inserted them in COSMOS and analyzing on the issue
- **AON 2018 Database:** Team working on new database creation for AON 2018. Will be deployed in LIVE by Nov 03, 2017



KPI Assignment Group	Incidents				Enhancements				Service Requests			
	Inflow	Closed	Active	>4 Weeks	Active Bugs	Active IT Changes	Active Business Changes	Closed	Inflow	Closed	Active	>4 Weeks
FOAM - NA Java and Misc	0	0	2	0	0	1	0	0	0	0	0	0
FOAM - NA Lotus Notes	1	1	2	0	3	0	0	0	1	2	3	0
FOAM - NA PB Sybase	11	3	17	0	0	1	2	0	11	12	19	2
FOAM – NA AIM Quote	0	1	0	0	0	0	0	0	0	0	0	0
FOAM – NA BIH	1	0	1	0	0	3	0	0	0	0	0	0
FAIM US - Finance Apps	6	1	5	0	0	0	0	0	1	0	4	3
Total	19	6	27	0	3	5	2	0	13	14	26	5

- Backlog Updates:**
- No Aging Incidents >4 week

Following table shows in progress enhancements for FOAM NA applications

#	Assignment Group	Design	Build	SIT	UAT	Deployment	Total
1	FOAM - NA Java and Misc	0	0	0	1	0	1
2	FOAM - NA Lotus Notes	0	1	0	0	0	1
3	FOAM - NA PB Sybase	2	0	0	0	0	2
4	FOAM - NA AIM Quote	0	0	0	0	0	0
5	FOAM - NA BIH	0	0	2	1	0	3
6	FAIM US - Finance Apps	0	0	0	0	0	0
Total		2	1	2	2	0	7

## Key Updates:

### Lotus Notes :

- **ENH112657 - Claim Status Agent Failed: Bug fix-** UAT in progress, LIVE deployment on Oct 27, 2017

### PB Sybase :

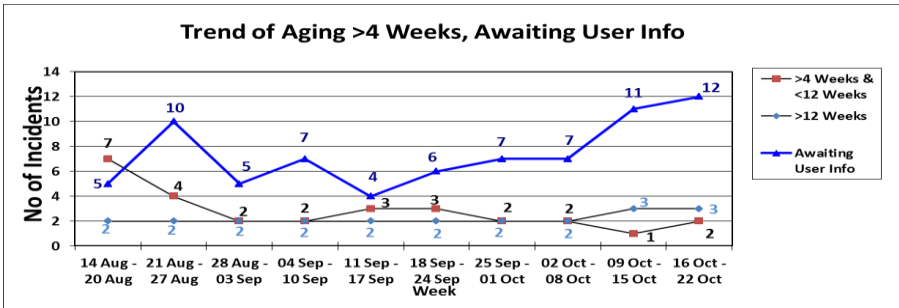
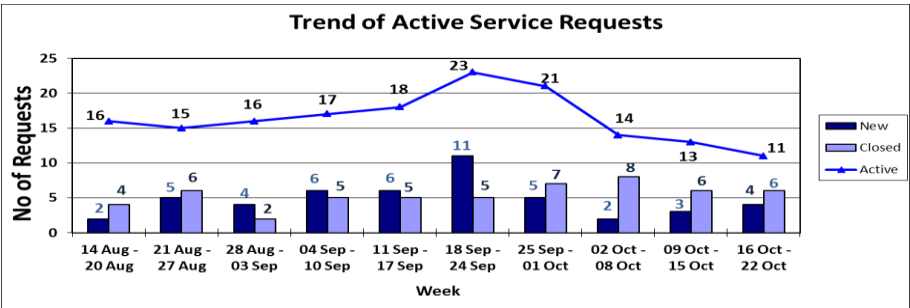
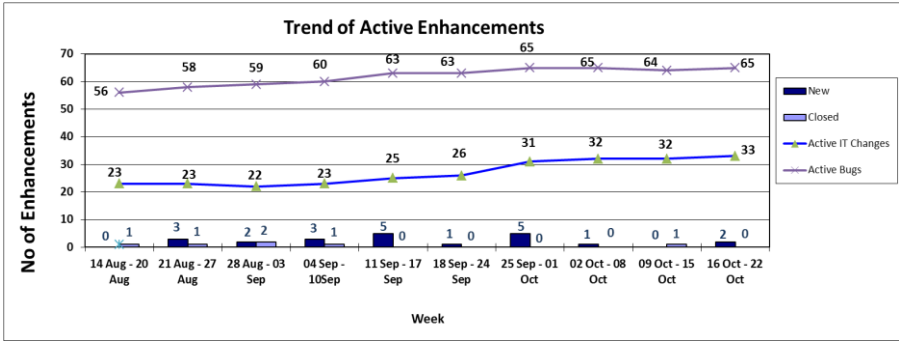
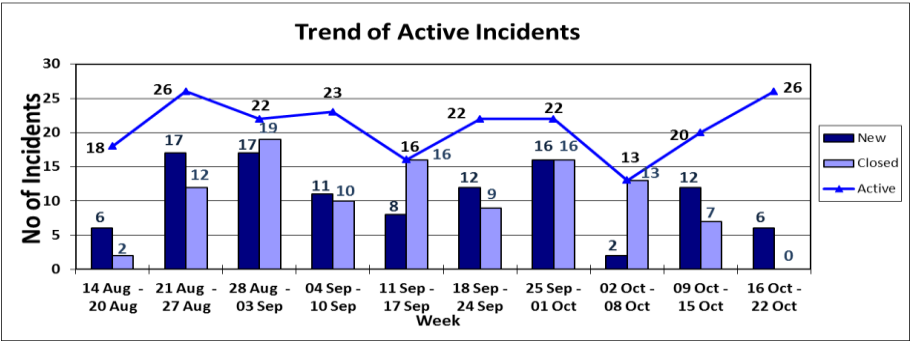
- **ENH112872 - BIH Acknowledgement Table separation in COSMOS:** Deployed in LIVE on Oct 07, 2017
- **ENH113244-BIH-COSMOS Batch Processing:** UAT in Progress. Planned for LIVE deployment on Nov 04, 2017



#	Issue / Risks	Description	Owner	Due Date	Progress Status

- **CIAM Maintenance**
  - **Summary**
  - **Key Trends**
  - **Weekly Scorecard**
  - **Enhancements**
  - **Issues / Concerns**

Category	Commentary
Incident Management	<ul style="list-style-type: none"> <li>• <b>Genius 1 post go Live DCC issues (INC585116)</b> : 10 FTP issues raised for Genius 1 interfaces. Resolved 8 issues. Team analysing 2 open issues for GPS &amp; CORONET systems</li> <li>• <b>G1 Reconciliation issue (INC583479)</b> : Currency rate issue resolved. Resolution verification delayed post DCC Migration FTP issues; Awaiting all issues to be fixed before next reconciliation run to confirm</li> <li>• <b>Inwards file not received for Canada (INC581923)</b>: Cash amount of 4447.17 CAD missing in Genius, coordinating with ACTS &amp; AIM cash management team to process the missing cash. Multiple follow ups &amp; requested for closure confirmation as no action pending</li> <li>• <b>Aging</b> : 5 Incidents : 3- Awaiting Xuber feedback, 1-Awaiting Implementation, 1-Data fix in progress</li> </ul>
FS Services	<ul style="list-style-type: none"> <li>• <b>October Minor Release</b> : 5 Enhancements planned; 3 UAT testing in progress; 2 Sign off received</li> <li>• <b>R1 2018 Release</b> : 2 Enhancements planned; UAT Sign off Received</li> </ul>
Continuous Improvements	<ul style="list-style-type: none"> <li>• <b>Password Reset Utility</b> – New design approach Meeting scheduled with AGCS Lead designers for new design approach has resulted in a positive feedback. Further discussions in progress to get the stakeholders involved</li> <li>• <b>5 New Service Improvements</b> – Progress details to be updated and discussed with AGCS</li> </ul>
Service Acceptance	<ul style="list-style-type: none"> <li>• <b>ADT</b> : SHS and AMM documents received. Handover session completed; secondary support to be planned as functionality is turned Off in Live</li> <li>• <b>Elias Migration</b> : SHS documents received and document verification completed; Further KT to be scheduled post deployment of pending enhancements; SHA to be prepared after the knowledge transition.</li> <li>• <b>NA Corporate III &amp; ATP</b> : Handover sessions to be resumed. Currently ATP and BUI changes still in progress. Migration changes handover to be planned with project</li> </ul>



**Key Observations :**

- ADT, Underwriting, Payments, G1 DCC migration. Incident active count increased as majority of incidents (19) are in Awaiting state
- Aging count increased by 1. Awaiting implementation. Implementation delayed due to approaching month end week and system downtime requirement

**Additional Updates :**

- **Deduction Group showing Negate amounts(INC581491):** Data fix approach discussion in progress with the OPS governance team ; Possible issue with the migrated data, 81 records are identified. Awaiting response from OPS Governance(Multiple follow ups already sent)
- **AGCDOCPROC job not running in production(INC583565) :** Issue found with some specific transactions; Job is active post frequent restart. RCA in progress

Following table shows in progress enhancements for CIAM applications

## Type : IT and Bug Enhancements

#	Assignment Group	Unscheduled	Pipeline	Design	Build	SIT	UAT	Deployment	Total
1	CIAM – AEGIS / ITP	2	2	0	0	0	0	0	4
2	CIAM – GENIUS	51	1	15	17	0	7	0	91
3	CIAM – NA I-Series	3	0	0	0	0	0	0	3

### Key Updates:

#### Genius:

- **33 Enhancements (17-Build, 15-Design, 1-Pipeline )** - 16 BRS ; 7 Technical Specification ;2 (Coding /UTP/ DTS promotion in progress) ; 8 Ready for SIT
- Weekly updates on the above Plan to AGCS in progress

### Enhancement Created Last week:

- **ENH113296:IT Driven:**B2B\_GGI transactions created for Overriding commission journals do not have the error message queue populated
- **ENH113301:Permanent Fix:** Update Settlement Act and Offset Account field for GB2 revenue code

KPI Assignment Group	Incidents				Enhancements			Service Requests			
	Inflow	Closed	Active	>30 Days	Active Bugs	Active IT Changes	Closed	Inflow	Closed	Active	>30 Days
CIAM – AEGIS	0	0	0	0	2	2	0	1	0	1	0
CIAM – GENIUS	6	0	25	5	62	29	0	2	3	8	6
CIAM – NA I-Series	0	0	1	0	1	2	0	1	3	2	0
Total	6	0	26	5	65	33	0	4	6	11	6

## Backlog Incidents:

- **Trial imbalance (INC553947):** Manually monitoring transactions every week. Raised issue with Xuber as P1; Permanent Fix planned for October Minor, Xuber has delivered the fix ; Awaiting MIS teams confirmation on the fix; Data fix to be planned for LIVE deployment on 24th October
- **Imbalance in B1 and B2 screen for account DE0055 FR55 001 \*RISU for USD (INC556644 ):** Manually monitoring transactions every month. Raised issue with Xuber as P2; [Targeted timeline for data fix is before Year End freeze from Xuber side](#). Permanent fix planned under ENH112461 – October Minor
- **Different accounts are listed for the same broker in the ABV report(INC571500):**Raised issue with Xuber as P3; Xuber to fix auto renewal functionality; [Xuber to confirm the issue](#)
- **Elias Migration fix to remove duplicate claim transactions(INC576304) :** [Programmed data fix in progress](#) to post contra transactions for duplicates. Data fix build in progress

## New Aging Incident:

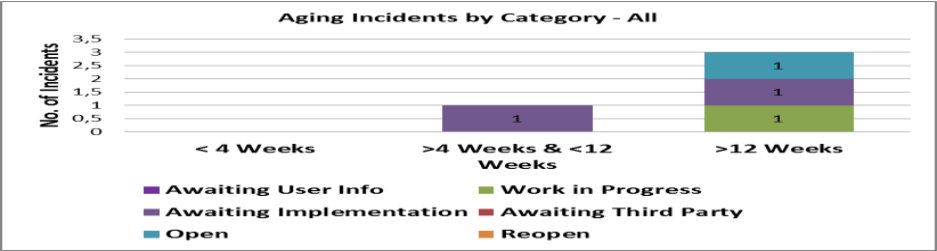
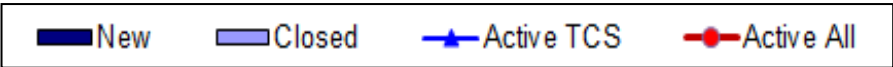
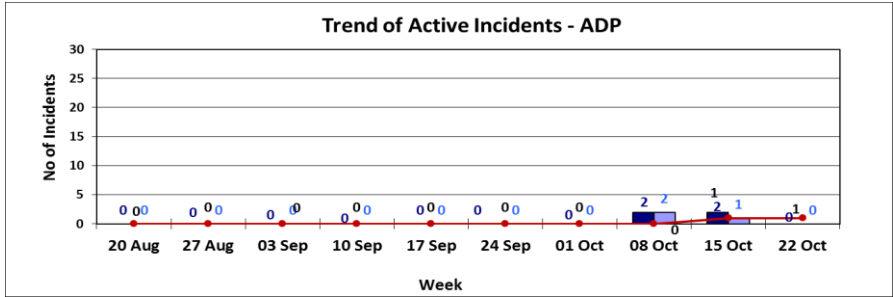
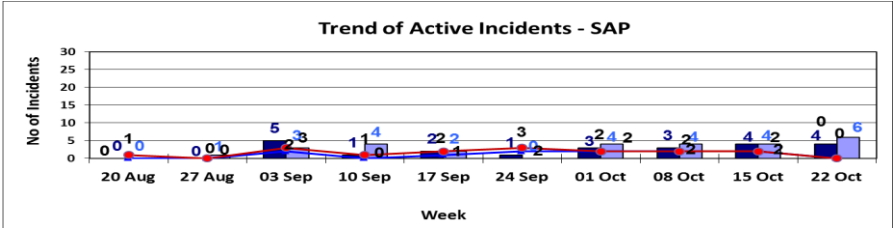
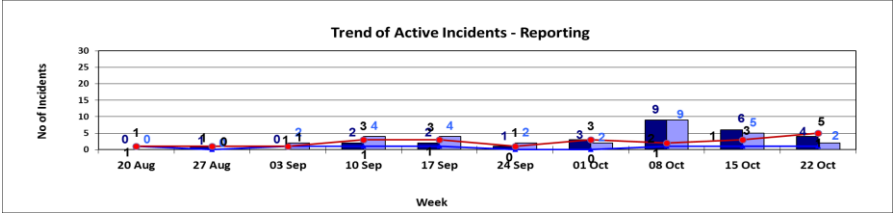
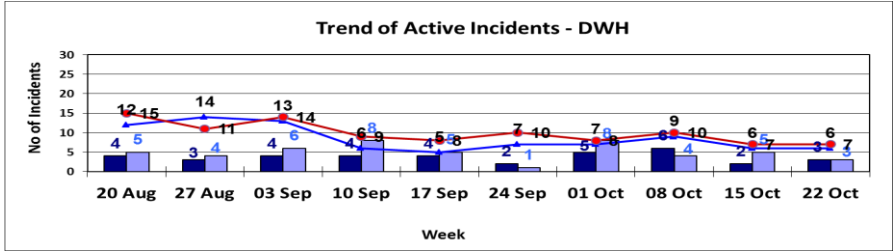
- **Elias Recurring Data fix \_Re-Print AVC certificates for renewed policies to include insured object(INC580143):** Change request raised for Live deployment. Downtime required for implementation of the data fix

#	Issue / Risks	Description	Start date	Due Date	Progress Status
1	<b>Genius slowness issue</b>	Global Genius Job Locking delaying the batch status update in Amanda	30-Jul-14	06-Apr-18	<ul style="list-style-type: none"> <li>New design plan shared with AGCS. Feasible technical solution implemented in Test environment &amp; GGI submission process modified between GG &amp; AEGIS</li> <li>Testing performed successfully with GGI submission from FO application(Amanda UK, Azur and WINS-IF) and Global Genius . No locking observed either in Genius nor in interactive session. Shared with release board to include in R2 Scope. Finalized approach solution post AGCS IT review. Need to approach Design Board (On Hold as key members on planned holiday till last week of Oct'17)</li> </ul>
2	<b>SEPA Manager Jboss Upgrade 2.02.01</b>	SEPA Manager included as part of Jboss upgrade roadmap for 2017	04-May-17	31-Oct-17	<ul style="list-style-type: none"> <li>AGCS discussed with Enowa for code change to fix application issue due to compatibility of new upgraded Jboss server. Code solution provided from Redhat and shared with Enowa for changes. Awaiting new package from Enowa.</li> <li>Changes has been successfully deployed to UAT in Genius and new SEPA UAT environment. No defects reported and requested business to start UAT testing. Awaiting Signoff</li> </ul>

- **FAIM Maintenance**
  - **Summary**
  - **Key Trends**
  - **Scorecard**
  - **Enhancements**
  - **Issues / Concerns**



Category	Commentary
Incident Management / Refresh Process	<ul style="list-style-type: none"> <li><b>DWH:</b> 16<sup>th</sup> Oct Full refresh has been cancelled due to duplicate issue in satellite S_TECH_BKG_RI_GEN in Data store loader. Clean up has been done and duplicate issue has been fixed in DSL to resolve the issue.</li> <li><b>SAP: INC585271</b>(Bex reporting failure in BGP): Analyzed that the issue is due to BWA. Coordinated with AZT to restart the BWA, issue resolved and all reports are working fine</li> <li><b>Reporting:</b> Audit table in Cognos is not fetching data from 7<sup>th</sup> Oct'17(after Exadata Migration).The issue has been raised with the SMO Platform Support team and RCA is in progress</li> <li><b>NA: INC585248</b>((SA_ACDD0001 Job failure due to unavailability of Reinsco data in SA Tables) - RIN'S (R197, R198 &amp; R199) were added in to tables after receiving the data from Users.</li> </ul>
FS Services / Business Enhancements	<ul style="list-style-type: none"> <li><b>SAP: ENH113195:</b> Batch input session having warning messages. Business is processing the sessions manually to post the month end 'Forex Revaluation'. This is time consuming(~1.5 PDs/Month). Fix implemented to avoid unwanted fields per GL account. SIT in Progress</li> <li><b>SDLCV14283</b>(SAP JAPAN Implementation): Team is supporting Japan UAT issues in Substitution for SCB indicator &amp; Payment process</li> </ul>
Continuous Improvements	<ul style="list-style-type: none"> <li>FI Substitution to replace daily long running job ( ~3000 seconds) that updates French line item texts. Fix implemented – Build complete, UAT in Progress</li> <li>Automation of Flat file uploads in SAP BW – UAT in progress. LIVE deployment planned before Oct ME. Benefits: Quarterly, 20 REQs will be arrested and ~10 hours IT effort will be reduced.</li> </ul>
Service Acceptance	<p><b>EIM:</b> DSL hand-over has been delayed. Had a detailed discussion with AGCS on the topic and have come up with following action items :</p> <ul style="list-style-type: none"> <li>DSL team will start KT again (revision on already covered topic), with appropriate KT donor and KT Plan</li> <li>DSL team will prepare training documents to share with AM team</li> <li>Start KT in Nov first week</li> <li>Publish regular status report and notify any deviation on immediate basis</li> </ul>



**Aging:** 4 aging incidents (> 4 weeks): 3 (DWH TCS), 1(DWH Int)

**DWH:**

- INC570678:** NASTG job in OWB failed in Production due to the constraint key violation – Deployed successfully in Production
- INC581273:** The calculation for UPR and DAC is wrong: Root cause analysis is in progress

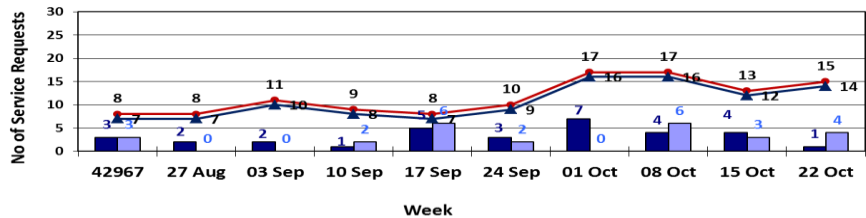
**SAP:**

- INC585666**(Document cannot be reversed) – Suggested to reset the cleared document and reverse it again. Awaiting user confirmation

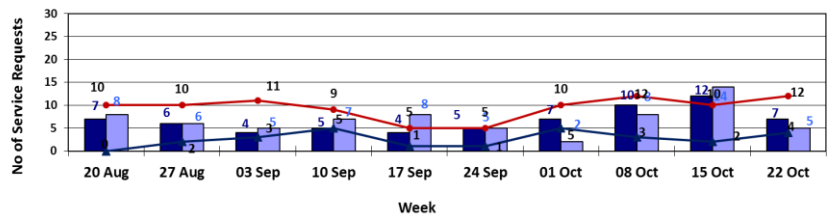
**Reporting:**

- INC582195:** Issue while entering the “Calendar Reporting period” while SON report is ran in COGNOS-Awaiting UAT deployment.

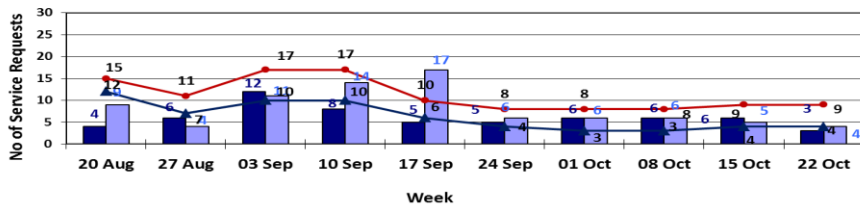
Trend of Service Requests - DWH



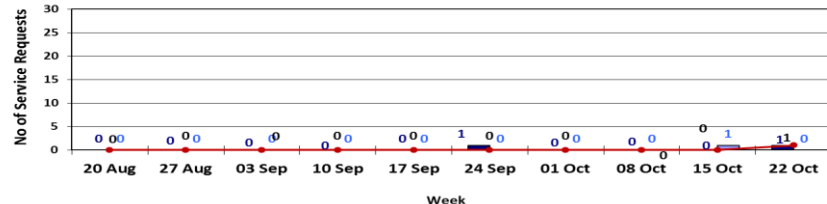
Trend of Service Requests - Reporting



Trend of Service Requests - SAP



Trend of Service Requests - ADP



■ New   ■ Closed   ● Active All   ▲ Active TCS   ■ Active-Bugs

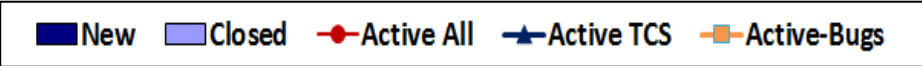
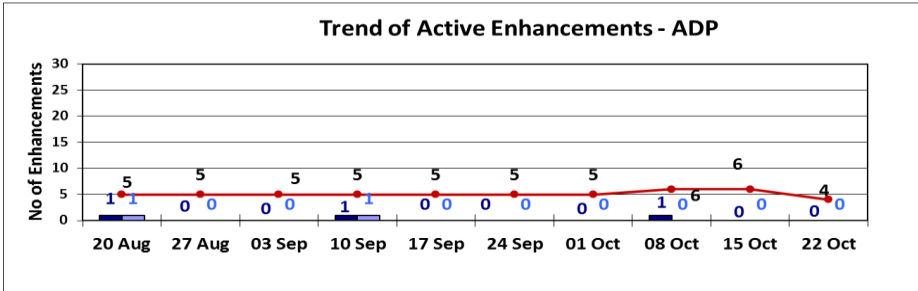
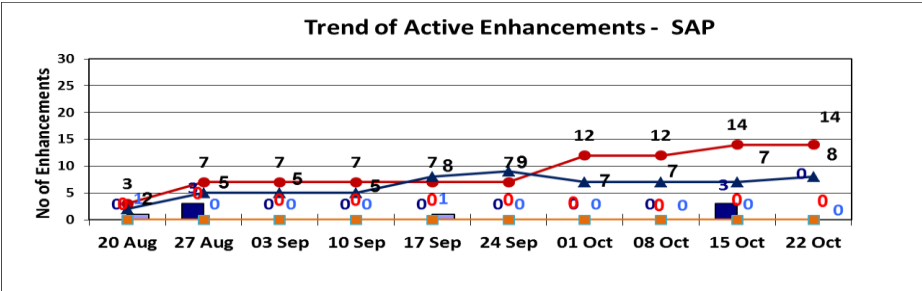
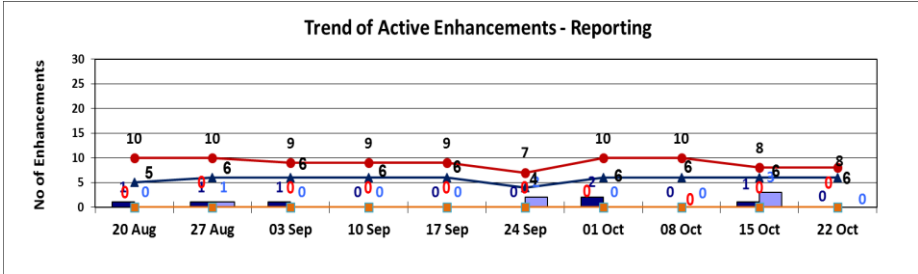
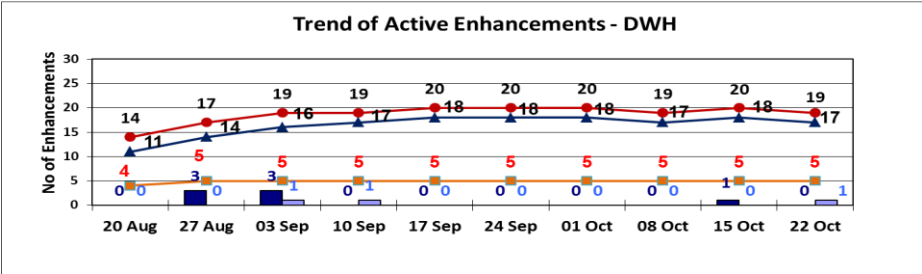
■ New   ■ Closed   ▲ Active TCS   ● Active All

Key Updates (Requests):

**DWH: REQ374427:**INC573947:Items appearing on Cognos report that are cleared in Global Genius-Identified the design flaw in SAP Allocation (504)introduced as part of Canada Migration and provided to the user-Build is completed & unit testing is in progress

**SAP: REQ391993**(Error SAP IN FB60 WHT for Brazil ( SAP message 491458 / 2017)-INC581175 ) – waiting for solution from SAP

**Reporting: REQ390904:** The Month-End Downloads (Business Analysis & Claims Analysis) for the month of October in Global Genius & Genius 2 is submitted and will be scheduled to run.



**Key Updates (Enhancements):**

**DWH:**

- **ENH111663** - No value available for the field Subrogation Status in the "Claims Detail Report" – Missing filed is added – Awaiting UAT Sign off.
- **ENH112378**: Include FRQ revenue code premium amounts in GG\_ADH – Deployed successfully to Live and closed

**SAP:**

- **ENH112955** (Query Pruning - Performance improvement for LI Reporting queries) - Build completed. UAT in progress, ETA – OCT ME . Query is split into efficient partitions by pruning settings to increase the performance
- **ENH112970** (Improve rollup performance) - Build and Unit testing in progress. Analyzed that rollup takes high runtime due to more no. of read access to the custom tables. So, secondary index has to be created for FAGLFLEX table

**ADP:**

- **ENH112594** (Enhancement to E2 Transformation) - Full pattern length should be considered for all cashflow types - Annuities, Claims & Premium Provisions to avoid Manual work & improve data-quality in order to calculate discounted reserves - SIT Signedoff, UAT deployment completed

KPI Assignment Group	Incidents				Enhancements				Service Requests			
	Inflow	Closed	Active	>4 weeks	Active Bugs	Active IT Changes	Active Business Changes	Closed	Inflow	Closed	Active	>4 weeks
FAIM – DWH	0	1	6	4	5	10	3	1	0	0	8	5
FAIM – REPORTING	4	2	5	0	0	3	5	0	7	5	12	4
FAIM – SAP	4	6	0	0	0	6	8	0	3	4	9	4
FAIM – ADP	1	0	1	0	0	0	4	0	1	0	1	0
FAIM – NA STAGE	3	2	1	0	0	1	0	0	1	4	7	3
TOTAL	12	11	13	4	5	20	20	1	12	13	37	16

## Backlog updates:

### DWH:

- **INC567677:** Original Currency amounts in MIS/SAPREC shows incorrect values - **RCA:** Observed a bug in the code and the proposed fix is having dependency on the NA project. Discussed with project team and the action Item on AM team is to find the root cause which is currently in progress *Planned for Live deployment before Nov'17 Close*
- **INC575779:** Payee country blank in Claims transaction table - **RCA:** Issue identified in Claims transaction report having blank Payee country due to missing details related to IM\_SL\_01.GG\_OTHERNAMESADDRESS. *UAT Deployment completed and awaiting sign off*
- **INC570678:** ( NASTG job in OWB failed in Production due to the constraint key violation) **RCA:** Different set of records in parent & child table led to constraint violation. Solution provided to delete records in child table. *UAT sign-off received and needs to be planned for Live deployment*

#	Assignment Group	CAB Pipeline	Non CAB Pipeline	Design	Build	SIT	UAT	Deployment	Total
1	FAIM – DWH	3	4	6	4	0	1	0	18
2	FAIM – REPORTING	4	3	0	0	0	1	0	8
3	FAIM – SAP	5	0	3	3	0	3	0	14
4	FAIM – ADP	1	0	1	0	0	2	0	4
5	FAIM – NA STAGE	0	0	0	0	0	1	0	1

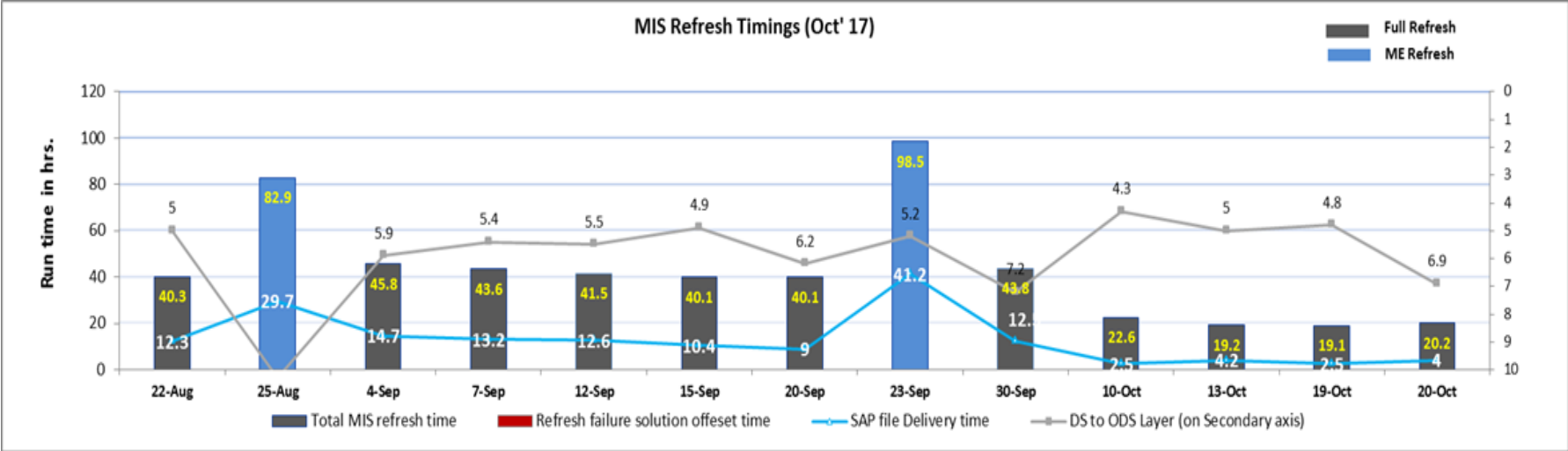
## DWH:

- **ENH113040:** Difference in reserved amounts when compared Adhoc and Standard Claims Detail report – Build and Unit testing in progress.
- **ENH113042:** Different section/ Sub-Lob are available for claims when compared Ad-hoc and Claims detail report (Lite) - Build and Unit testing in progress.
- **ENH113083:** MLR Ad Hoc report, few claims missing ( Ex Claim Numbers:1056483,431993,112105,113809) – SIT sign off received and CHG79309 has been raised for UAT Deployment.
- **ENH113064:** MLR Ad Hoc is duplicating claims (Claim numbers:1537833,1642133,1470637) – SIT sign off received and CHG79309 has been raised for UAT Deployment.

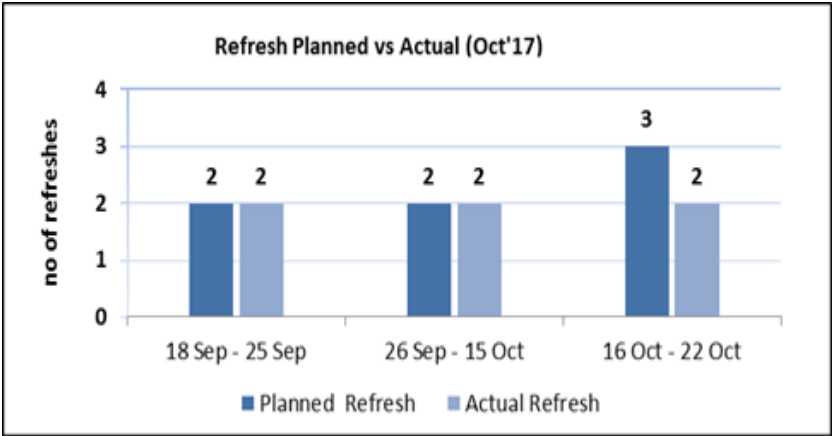
## SAP:

- **ENH113276:** (New Data Flow development for Semantic Partitioned Objects) – Analysis and Design in progress.

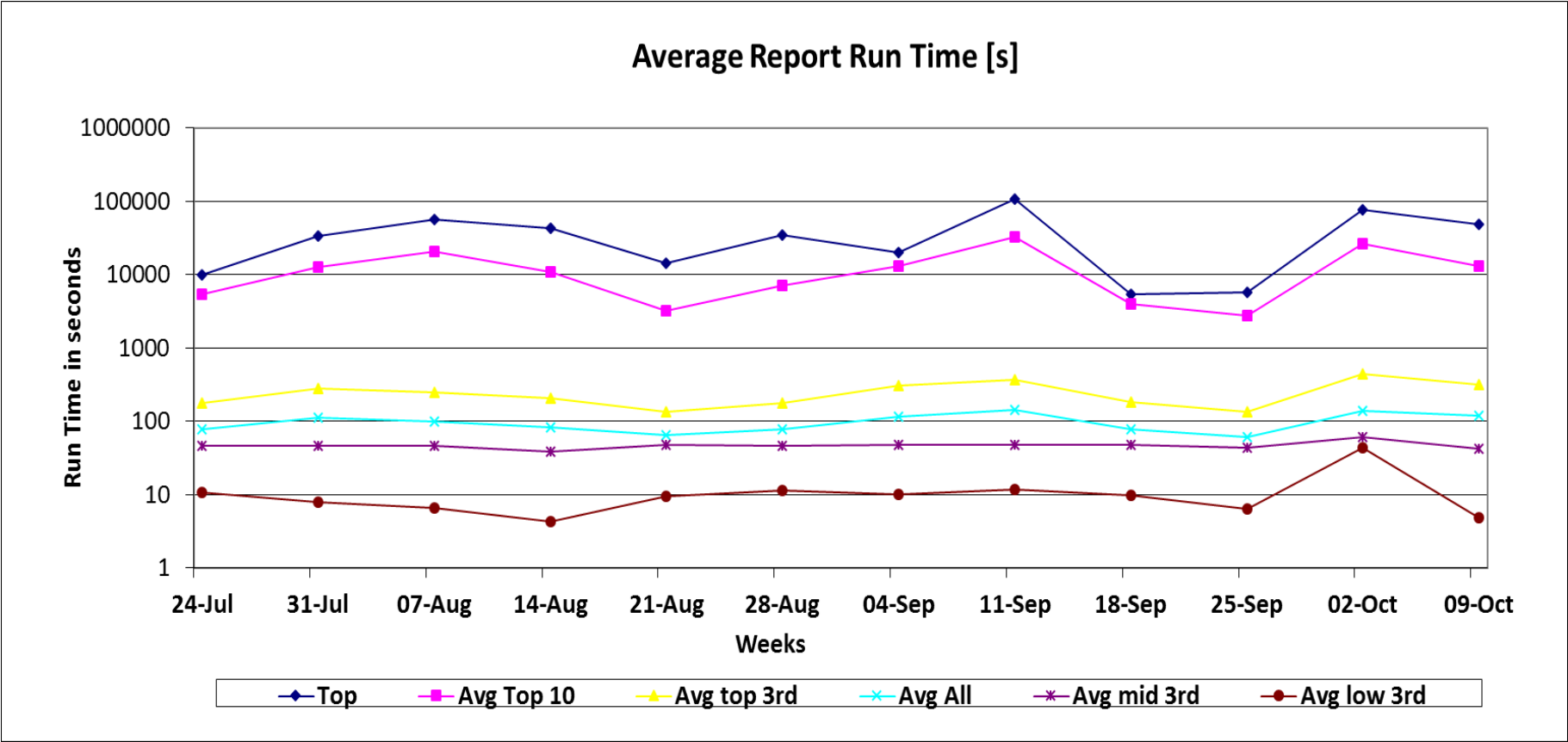
#	Issue / Risks	Description	Owner	Due Date	Progress Status
1	<b>Change access in SAP PROD for IT team</b>	IT team has access to change certain master data and Procurement related transactions in SAP production system	Dasarada R	31-Oct	<ul style="list-style-type: none"> <li>Copied roles from Prod into AGK for testing. Identified few problem roles</li> <li>SIT Testing in Progress</li> </ul>
2	<b>DSL Job Failure in Production environment</b>	Duplicate records in ZKG3 file of GUS system in DSL layer due to HDR_timestamp issue	Pallavi A	TBD	<ul style="list-style-type: none"> <li>AM - Manually deploying the scripts to correct the data before triggering the MIS refresh.</li> <li>Temporary fix provided by the project team will not work if there are more than 2 records and AM team is working on the script to make it dynamic.</li> <li>EIM Project team is currently working on the Permanent Fix</li> </ul>
3	<b>Exadata Access</b>	No access to Exadata production databases	Danish R	TBD	<ul style="list-style-type: none"> <li>DWH Team has raised REQ389994 for Prod DB read access. Ticket is with SM-DBA's.</li> </ul>



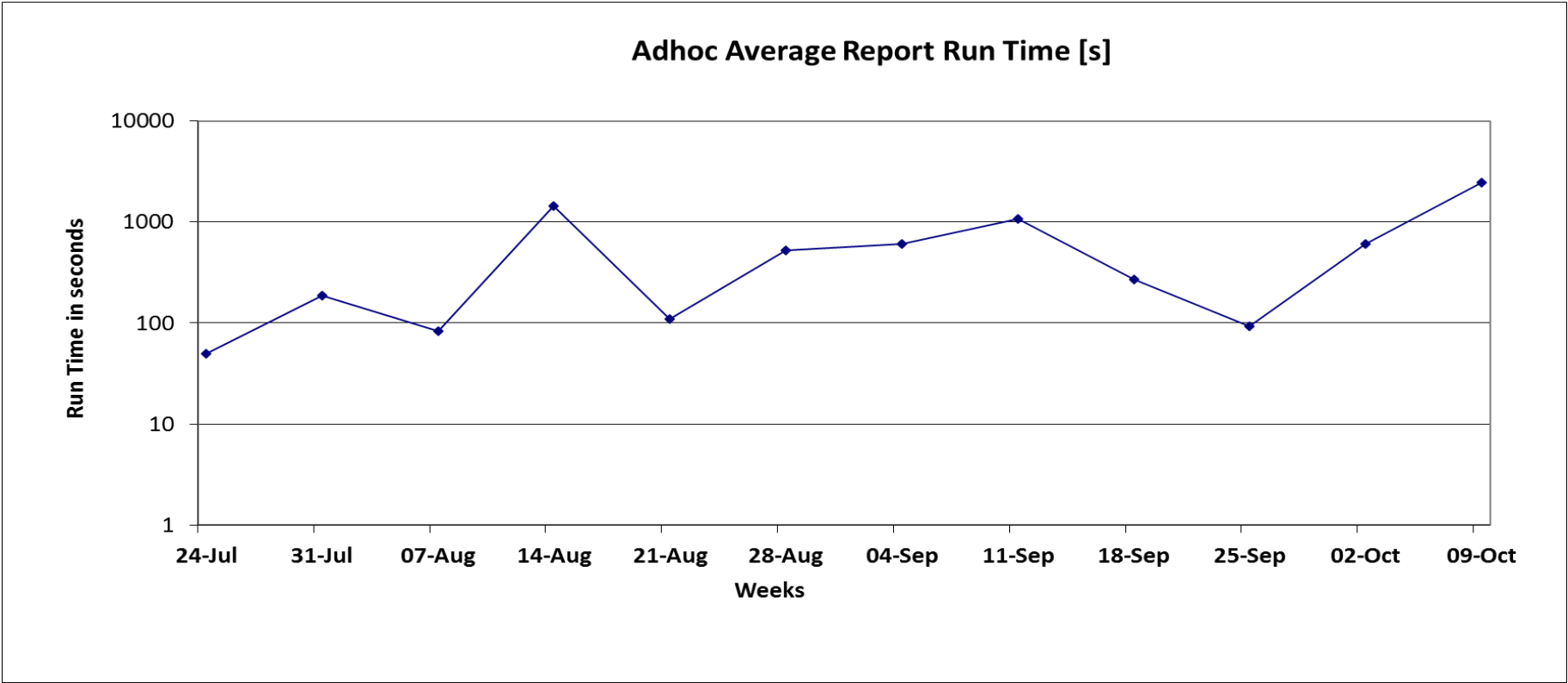
- Planned-3 refresh,Actual-2 refresh



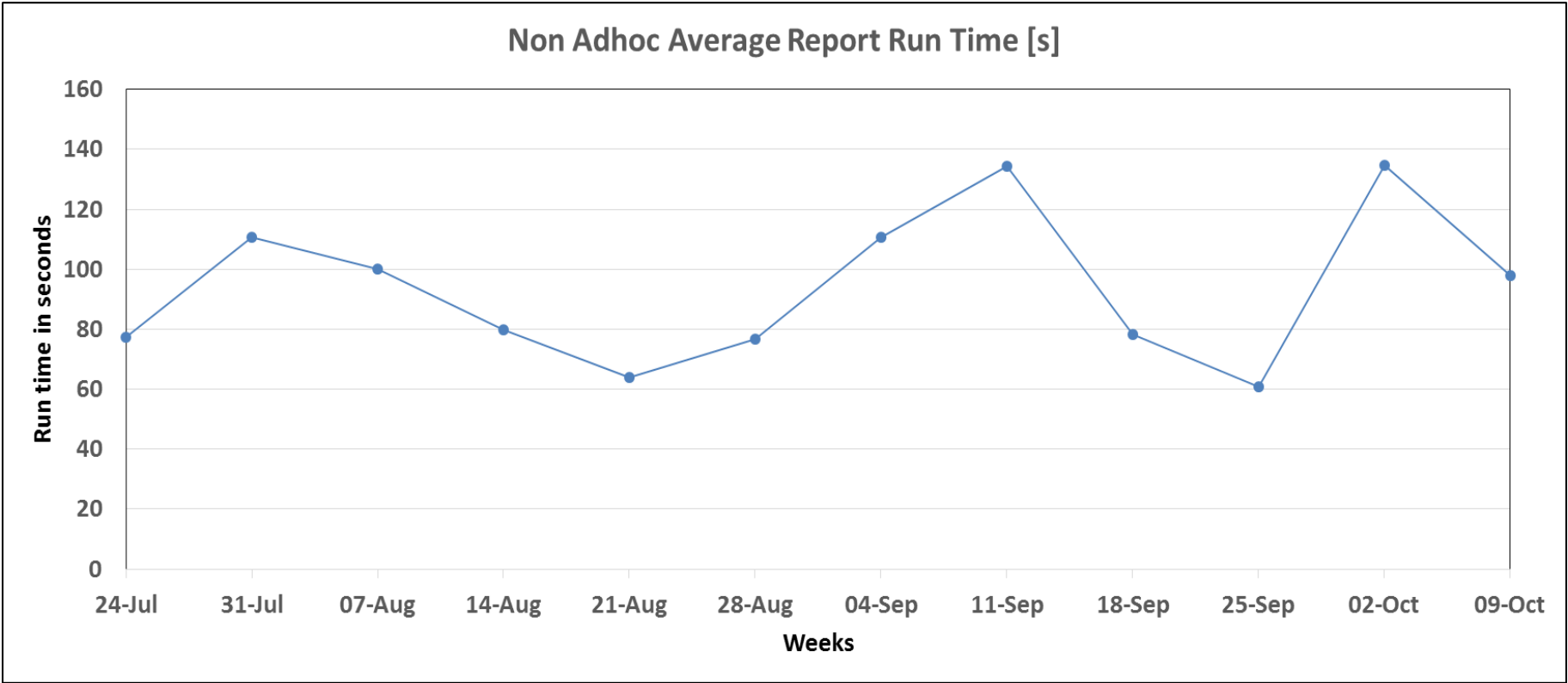




• Graphs statistics missing this week *due to unavailability of current data in Cognos Audit table*



- Graphs statistics missing this week *due to unavailability of current data in Cognos Audit table*



- Graphs statistics missing this week *due to unavailability of current data in Cognos Audit table*

Thank You