

## PRE PRODUCTION SUPPORT TICKETS

HelpDesk Ticket Number	SLA Severity	Status	Issue Summary	Comments	Date Submitted
9177	Medium	Active	One Error in Treatment Episode of NFETC not appears in NEFSH	This was resolved by updating the vocabulary. Will review the error message with PBI 9195.	9/20/18 2:09 PM
9189	Medium	Resolved	TreatmentEpisode: Data link Error 'Cannot find matching ProviderClient'	Not correctly following validation rules	9/21/18 11:32 AM
9213	Medium	Active	Testing Window Question on Hours of Availability		9/24/2018 9:19 AM
9237	Medium	Resolved	Error accessing report builder data source from outside Fei	Defect 9234 was created	9/24/2018 3:37 PM

## OUTSTANDING TICKETS

HelpDesk Ticket Number	SLA Severity	Status	Issue Summary	Comments	Date Submitted
9131	High	Active	Submission Screen Gets and Error and Stays blank with Acute Care data - SFTP	Triage Meeting with developers	9/18/2018 11:00 AM
9154	Medium	Active	Treatment Episode file Errors	PBI 9240 created for review	9/19/2018 4:31 PM
9155	Medium	Resolved	Treatment Episode data set mapping errors	Data issue fixed in UAT environment. Defect 9194 opened for permanent fix	9/19/2018 4:35 PM
9156	High	Closed	Diagnosis Codes - Possibly Missing?	Defect 9163 has been created for this.	9/19/2018 4:39 PM
9164	Medium	Active	Unknown Error Processing File Waitlist file 'Http failure response'	Triage Meeting with developers	9/20/2018 9:31 AM

9167	Medium	Active	Error when searching for submission 'Http failure response'	Triage Meeting with developers	9/20/2018 10:52 AM
9175	Medium	Resolved	Report Question Report Question - narrow data results to 1 day	Defect 9209	9/20/18 12:52 PM