

Doc No	Date of Effect (if provided)	Month	Year	Authority	Approved/Withdrawn/Provided	SRTD/CDV Version Number	Requester	Date Issued	Change Manager	Implementation Requested By	Flag Change to Security From	Details of Change	Affect Single Premise?	Date Sent to all Premises (if affected)	Accepted & Applied or Pending	Priority	Date Sent to Outputs	Response Time to Security (to Capula)	Status	Date Completed	Date Implemented on CRM Environments (As Informed by Capula)					R12 Dev	R12 Test	Processing Time
																					Dev	Test	Train	Prod				
LG1427	317	April	2010	SoTCC	Yes	SoTCC-RS Trailer Advice SoTCC-RS Consumer Advice Non CD	Ann Marie Bell	06 April 2010	Darren Buttery	ASAP	No	Changes to service requests as per SRTD documents provided	No	N/A	Accepted	Low	08 April 2010	2	Implemented	08 April 2010	08 April 2010	08 April 2010	08 April 2010	0				
LG1428	322	April	2010	SoTCC	Yes	SoTCC-NM Dog Fostling Clean Up SoTCC-NM Fly Fostling SoTCC-NM Fly Tipping Clean Up SoTCC-NM Graffiti Clean Up SoTCC-NM Grass/Wedge Cutting SoTCC-NM Litter Bins SoTCC-NM Open to Access SoTCC-NM Open Spaces SoTCC-NM Planted Areas SoTCC-NM Refuse Out Early SoTCC-NM RTA/Road Hazard SoTCC-NM Rubbish on Private Land SoTCC-NM Untidy Property/Land SoTCC-NM Street Cleaning SoTCC-NM Spraying/Drugs SoTCC-NM Tree Service SoTCC-Non Weeds	Ann Marie Bell	06 April 2010	Darren Buttery	16 April 2010	No	Changes to list of values affecting the listed service requests	Yes	N/A	Accepted	Low	08 April 2010	2	Implemented	08 April 2010	08 April 2010	08 April 2010	08 April 2010	0				
LG1429	N/A	April	2010	NBC	N/A	N/A	Sandra Polles	07 April 2010	Darren Buttery	09 April 2010	No	*****	Yes	N/A	Accepted	High	08 April 2010	1	Implemented	09 April 2010	09 April 2010	09 April 2010	09 April 2010	1				
LG1430	321	April	2010	SoTCC	Yes	SoTCC-STS Pests Domestic SoTCC-STS Pests Business	Ann Marie Bell	06 April 2010	Darren Buttery	13 April 2010	No	Changes to service requests as per the SRTD documents provided	Yes	N/A	Accepted	Medium	08 April 2010	2	Implemented	13 April 2010	13 April 2010	13 April 2010	13 April 2010	5				
LG1431	323	April	2010	SoTCC	No	SCP-Add Business SCP-Add Person to Business SCP-Add Property SCP-Add Street	Ann Marie Bell	06 April 2010	Darren Buttery	ASAP	No	Changes to the service requests to include duplicate checking	No		Pending	Low		-40274	Outstanding					0				
LG1432	N/A	April	2010	ESBC	N/A	N/A	Sara Davies	12 April 2010	Darren Buttery	ASAP	No	Change of business name from County Tyre Holdings to BRIS (British International Tyre Suppliers, Customer number 3655995	Yes	N/A	Accepted	Low	12 April 2010	0	Implemented	13 April 2010	13 April 2010	13 April 2010	13 April 2010	1				
LG1433	N/A	April	2010	ESBC	N/A	N/A	Sara Davies	12 April 2010	Darren Buttery	ASAP	No	Removal of the ESBC-HS Risk Rating from the ESBC Food Inspections and ESBC Health and Safety Responsibilities	Yes	N/A	Accepted	High	12 April 2010	0	Implemented	13 April 2010	13 April 2010	13 April 2010	13 April 2010	1				
LG1434	N/A	April	2010	SBC	Yes	SBC-HSG New Housing Advice SBC-HSW New Safety Comp SBC-UC New General Enquiry	Lynne Morris	08 April 2010	Darren Buttery	ASAP	No	Migration of service requests from Dev onto Prod as per the SRTD documents provided	Yes	N/A	Accepted	Low	13 April 2010	5	Implemented	14 April 2010	14 April 2010	14 April 2010	14 April 2010	1				
LG1435	326	April	2010	SoTCC	Yes	SoTCC-STS Pests Domestic	Ann Marie Bell	12 April 2010	Darren Buttery	15 April 2010	No	Changes to service request as per SRTD document provided	Yes	N/A	Accepted	High	13 April 2010	1	Implemented	13 April 2010	13 April 2010	13 April 2010	13 April 2010	0				
LG1436	N/A	April	2010	ESBC	N/A	N/A	Sara Davies	12 April 2010	Darren Buttery	ASAP	No	Make the following health and safety reports available to the ESBC Food Inspections responsibility: SCP-HS LAE1 Premise Type Totals SCP-HS LAE1 Service Request SCP-HS HS Premises Due SCP-HS HS Premises Inspected SCP-HS Premises by Group	Yes	N/A	Accepted	Low	13 April 2010	1	Implemented	13 April 2010	13 April 2010	13 April 2010	13 April 2010	0				
LG1437	327	April	2010	SoTCC	Yes	SoTCC-NM Fly Tipping Clean Up	Ann Marie Bell	12 April 2010	Darren Buttery	30 April 2010	No	Changes to service request as per SRTD document provided	Yes	N/A	Accepted	Low	13 April 2010	1	Implemented	20 April 2010	20 April 2010	20 April 2010	20 April 2010	7				
LG1438	N/A	April	2010	NBC	N/A	N/A	Sandra Polles	14 April 2010	Darren Buttery	14 April 2010	No	Creation of two new reports to report on garden and domestic bins that have been requested or replaced.	Yes	N/A	Accepted	High	14 April 2010	0	Implemented	14 April 2010	14 April 2010	14 April 2010	14 April 2010	0				
LG1439	320	April	2010	SoTCC	N/A	N/A	Ann Marie Bell	13 April 2010	Darren Buttery	10 May 2010	No	Changes to the pest control income report as specified	Yes	N/A	Accepted	Low	14 April 2010	1	Implemented	20 April 2010	20 April 2010	20 April 2010	20 April 2010	6				
LG1440	328	April	2010	SoTCC	Yes	SoTCC-PS-OOH Unwanted Vehicles	Ann Marie Bell	13 April 2010	Darren Buttery	ASAP	No	Change to the service request as per the SRTD document provided	Yes	N/A	Accepted	Low	14 April 2010	1	Implemented	15 April 2010	15 April 2010	15 April 2010	15 April 2010	1				
LG1441	N/A	April	2010	ESBC	N/A	N/A	Sara Davies	14 April 2010	Darren Buttery	ASAP	No	Changes to the letter template associated with the ESBC-FPN service requests as per the revised template provided	Yes	N/A	Accepted	High	14 April 2010	0	Implemented	15 April 2010	15 April 2010	15 April 2010	15 April 2010	1				
LG1442	N/A	April	2010	ESBC	Yes	ESBC-FI Results of Sample ESBC-FI Welfare Burial/Funeral ESBC-FI Welfare Burial Follow-up	Sara Davies	14 April 2010	Darren Buttery	ASAP	No	Changes to service requests as per SRTD documents provided	Yes	N/A	Accepted	Low	14 April 2010	0	Implemented	21 April 2010	21 April 2010	21 April 2010	21 April 2010	7				
LG1443	N/A	April	2010	ESBC	N/A	N/A	Sara Davies	14 April 2010	Darren Buttery	ASAP	No	Remove the following service requests: ESBC-HS General Action ESBC-HS Business Ceased Trading ESBC-HS Corp Accident Report	Yes	N/A	Accepted	Low	14 April 2010	0	Implemented	14 April 2010	14 April 2010	14 April 2010	14 April 2010	0				
LG1444	N/A	April	2010	NBC	N/A	N/A	Sandra Polles	14 April 2010	Darren Buttery	ASAP	No	Bulk closure of the following service requests up to and including 26.03.2010: NBC-WM-6000 NBC-WM-6005 NBC-Wm Replacement Garden Bin	Yes	N/A	Accepted	Low	14 April 2010	0	Implemented	15 April 2010	15 April 2010	15 April 2010	15 April 2010	1				
LG1445	N/A	April	2010	TBC	Yes	TBC-TU-Tell Us TBC-CP-Initial Concerns	Tracey Yeomans	12 April 2010	Darren Buttery	ASAP	No	Changes to service requests as per SRTD document	Yes	N/A	Accepted	Low	15 April 2010	3	Implemented	16 April 2010	16 April 2010	16 April 2010	16 April 2010	1				
LG1446	N/A	April	2010	TBC	Yes	TBC-CS-Equivalities Reporting	Tracey Yeomans	12 April 2010	Darren Buttery	ASAP	No	Creation of a new service request as per the SRTD document	Yes	N/A	Accepted	Low	15 April 2010	3	Implemented	04 June 2010	04 June 2010	04 June 2010	04 June 2010	50				
LG1447	N/A	April	2010	ESBC	N/A	N/A	Sara Davies	15 April 2010	Darren Buttery	ASAP	No	Amendment to the pest control mail merge document as per the revised template provided	Yes	N/A	Accepted	Low	15 April 2010	0	Implemented	15 April 2010	15 April 2010	15 April 2010	15 April 2010	1				
LG1448	329	April	2010	SoTCC	N/A	SoTCC-STS Bulky Items SoTCC-STS Electrical Goods	Ann Marie Bell	15 April 2010	Darren Buttery	30 April 2010	No	Amendments to the SoTCC_LOCALITIES list of values affecting the two service requests referred to.	Yes	N/A	Accepted	Low	15 April 2010	0	Implemented	16 April 2010	16 April 2010	16 April 2010	16 April 2010	1				
LG1449	331	April	2010	SoTCC	Yes	SoTCC-CW Domestic Refuse	Ann Marie Bell	15 April 2010	Darren Buttery	10 May 2010	No	Amendments to the list of values SOTCC_DR_PROB_TYPE to remove option of partial collection as detailed in the SRTD	Yes	N/A	Accepted	Low	16 April 2010	1	Implemented	16 April 2010	16 April 2010	16 April 2010	16 April 2010	0				
LG1450	324	April	2010	SoTCC	Yes	SoTCC-CSS Banded Vehicles SoTCC-Csa Allotment Emergency SoTCC-CSS Allotment Invoice Eng SoTCC-CSS Allotment New App SoTCC-CSS Allotment Over 60s Disc SoTCC-CSS Allotment Site Issue SoTCC-CSS Car Park Defects SoTCC-CSS Fly Tipping SoTCC-CSS-Graffiti Removal SoTCC-CSS Misused Bin SoTCC-CSS Parking Bay Dis SoTCC-CSS Parking Challenge SoTCC-CSS Parking Schemes SoTCC-CSS Parking Machines SoTCC-CSS Personal Adjustment SoTCC-CSS Safe 4 Life Requests SoTCC-CSS Traffic Gaining SoTCC-CSS Travellers SoTCC-CSS Unwanted Vehicles	Ann Marie Bell	12 April 2010	Darren Buttery	10 May 2010	No	Changes to service requests as per SRTD documents provided	Yes	N/A	Accepted	Low	16 April 2010	4	Implemented	16 April 2010	16 April 2010	16 April 2010	16 April 2010	0				
LG1451	325	April	2010	SoTCC	N/A	N/A	Ann Marie Bell	12 April 2010	Darren Buttery	10 May 2010	No	Creation of a new service request status for use by the SoTCC Back Office Responsibility. The new status is to be called 'Request Passed to Service Area for Processing'	Yes	N/A	Accepted	Low	16 April 2010	4	Implemented	20 April 2010	20 April 2010	20 April 2010	20 April 2010	4				
LG1452	N/A	April	2010	ESBC	Yes	ESBC-Out of Office Actions ESBC-PO Planning ESBC-PO Premise Licence	Ursula Rayner	16 April 2010	Darren Buttery	ASAP	No	Updates to the pollution officers log as detailed in the revised SRTD documents Set the task to send the notification to the officer selected from the list of values Set the officer attribute to mandatory to enable the above to work correctly	Yes	N/A	Accepted	Low	16 April 2010	0	Outstanding					-40284				
LG1453	332	April	2010	SoTCC	Yes	N/A	Ann Marie Bell	19 April 2010	Darren Buttery	ASAP	No	Merge address records for Ecclestone Place with those of the correctly named Ecclestone Place	Yes	N/A	Accepted	Low	19 April 2010	0	Implemented	21 April 2010	21 April 2010	21 April 2010	21 April 2010	2				
LG1454	N/A	April	2010	SBC	Yes	SBC-PL-6056 SBC-PL-6059 SBC-PL-6063 SBC-PL-6068 SBC-PL-6069 SBC-PL-6071	Bob Crockett	20 April 2010	Darren Buttery	ASAP	No	Changes to service request owner as per SRTD documents provided	Yes	N/A	Accepted	Low	21 April 2010	1	Implemented	21 April 2010	21 April 2010	21 April 2010	21 April 2010	0				
LG1455	N/A	April	2010	NBC	N/A	N/A	Sandra Polles	20 April 2010	Darren Buttery	ASAP	No	Bulk closure of open requests for service request type NBC-WM-Replacement Garden Bin for the period 29.03.2010 to 13.04.2010	Yes	N/A	Accepted	Low	21 April 2010	1	Implemented	22 April 2010	22 April 2010	22 April 2010	22 April 2010	1				
LG1456	N/A	April	2010	ESBC	N/A	N/A	Stephanie Stanistreet	21 April 2010	Darren Buttery	ASAP	No	Creation of a new report for ESBC detailing currently registered premises for food inspections. Technical specification and code packages prepared and submitted by Stephanie Stanistreet on behalf of ESBC.	Yes	N/A	Accepted	Low	21 April 2010	0	Implemented	22 April 2010	22 April 2010	22 April 2010	22 April 2010	1				
LG1457	299	April	2010	SMDC	Yes	SMDC-ASB-Anti Social Behaviour	Erica Kiernan	22 April 2010	Darren Buttery	ASAP	No	Change to list of values associated with the service request as per the SRTD document provided	Yes	N/A	Accepted	Low	22 April 2010	0	Implemented	22 April 2010	22 April 2010	22 April 2010	22 April 2010	0				
LG1458	300	April	2010	SMDC	N/A	SMDC-Change of address into area	N/A	22 April 2010	Darren Buttery	ASAP	No	Removal of mail-merge task to prevent printing of letters and documents associated with this service request	Yes	N/A	Accepted	Low	22 April 2010	0	Implemented	22 April 2010	22 April 2010	22 April 2010	22 April 2010	0				
LG1459	335	April	2010	SoTCC	N/A	N/A	Ann Marie Bell	22 April 2010	Darren Buttery	15 May 2010	No	Creation of a new concurrent report that identifies all SoTCC back office users and the responsibilities linked to their accounts	Yes	N/A	Accepted	Low	22 April 2010	0	Implemented	23 April 2010	23 April 2010	23 April 2010	23 April 2010	1				
LG1460	N/A	April	2010	NBC	N/A	N/A	Sandra Polles	23 April 2010	Darren Buttery	ASAP	No	To move the NBC-WM-Replacement Garden Bin service request out of the NBC-WM universal work queue and into the NBC-Group universal work queue so it is with all other waste management service requests.	Yes	N/A	Accepted	Low	26 April 2010	3	Outstanding									
LG1461	N/A	April	2010	ESBC	N/A	N/A	Sara Davies	26 April 2010	Darren Buttery	ASAP	No	Changes to the SCP-FI All Premises by Risk report to include all unwanted premises	Yes	N/A	Accepted	Low	27 April 2010	1	Implemented	04 May 2010	04 May 2010	04 May 2010	04 May 2010	#####				
LG1462	303	April	2010	SMDC	N/A	SMDC-EH Food Complaints SMDC-EH Food Poisoning SMDC-EH Food Premises Complaints SMDC-EH Training Courses	Erica Kiernan	28 April 2010	Darren Buttery	ASAP	No	Changes to service requests and creation of a new group called SMDC-Food	Yes	N/A	Accepted	Low	29 April 2010	1	Implemented	29 April 2010	29 April 2010	29 April 2010	29 April 2010	29 April 2010	0			
LG1463	304	April	2010	SMDC	Yes	SMDC-EH Advice to Food Business	Erica Kiernan	30 April 2010	Darren Buttery	ASAP	No	Changes to service request as per SRTD document provided	Yes	N/A	Accepted	Low	30 April 2010	0	Implemented	04 May 2010	04 May 2010	04 May 2010	04 May 2010	4				
LG1464	N/A	April	2010	ESBC	Yes	ESBC-PC Req for Dom Pest Service	Sara Davies	30 April 2010	Darren Buttery	ASAP	No	Changes to service request as per SRTD document provided. Additionally, amendments to mail-merge document to reflect changes in service request	Yes	N/A	Accepted	High	30 April 2010	0	Implemented	04 May 2010	04 May 2010	04 May 2010	04 May 2010	4				
LG1465	N/A	May	2010	ESBC	Yes	ESBC-HS Risk Rating 672 and bulk update	Sara Davies	06 April 2010	Darren Buttery	ASAP	No	Changes in legislation result in a new risk rating calculation for HBS and also requirement for a bulk change to LAC groups from 1st April 2010. Dev Request ESBC06.	Yes	N/A	Accepted	High	04 May 2010	28	Implemented	07 May 2010	07 May 2010	07 May 2010	07 May 2010	3				
LG1466	N/A	May	2010	SMDC	N/A	N/A	Charm Peak	11 May 2010	Darren Buttery	ASAP	No	Create a new user account for Richard Humphreys assigned to the SMDC Customer Services Advisor responsibility	Yes	N/A	Accepted	High	12 May 2010	1	Implemented	12 May 2010	12 May 2010	12 May 2010	12 May 2010	0				
LG1467	N/A	May	2010	NBC	N/A	N/A	David Ellington	12 May 2010	Darren Buttery	ASAP	No	Data load to populate party interests with details of street scene area	Yes	N/A	Accepted	Low	12 May 2010	0	Implemented	12 May 2010	12 May 2010	12 May 2010	12 May 2010	0				
LG1468	N/A	May	2010	SBC	N/A	N/A	Lynne Morris	05 May 2010	Darren Buttery	ASAP	No	Grant access to the SBC Streetscene work queue on CRM production to David Allan	Yes	N/A	Accepted	High	12 May 2010	7	Implemented	12 May 2010	12 May 2010	12 May 2010	12 May 2010	0				

End No	Priority Reference (if provided)	Month	Year	Authority	Update SOTCC/LOV Protocol	Service Request to LOV Name	SOTCC/LOV Version Number	Lead In	Only Listed	Change Manager	Information Requested By	Flag Change to Security Form	Details of Change	Affects Single Premise?	Date sent to all Premises (if attached)	Accepted, Rejected or Pending	Priority	Date sent to Council	Response Time to be notified in Capital	Status	Date Completed	Due	Test	Train	Prod	Rollout	Rollout	Processing Time		
LG1469	330	May	2010	SOTCC	Yes	SOTCC-NM-Dead Animals SOTCC-NM-Dog Fouling Clean Up SOTCC-NM-Fly Posting SOTCC-NM-Grass/Hedge Cutting SOTCC-NM-Litter Bins SOTCC-NM-Parks and Open Spaces SOTCC-NM-Planted Areas SOTCC-NM-Road Traffic Accidents (RTA) SOTCC-NM-Street Cleaning SOTCC-NM-Springs and Drags SOTCC-NM-Trees SOTCC-NM-Weeds SOTCC-NM-Neighbourhood General SOTCC-NM-Refuse Out Early SOTCC-NM-Open to Access SOTCC-NM-Rubbish on Private Land SOTCC-NM-Unlidy Land/Property SOTCC-NM-Fly Tipping Clean Up SOTCC-NM-Gravel Clean Up	version 2.4 version 2.5 version 2.4 version 2.4 version 2.5 version 2.4 version 2.5 version 2.5 version 2.5 version 2.5 version 2.5 version 2.4 version 2.4 version 2.4 version 2.4 version 3.0 version 2.6	Ann Marie Bell	13 May 2010	Darren Buttery	ASAP	No	Additions to the list of values SOTCC_LOCATION_2010 version 1.0 affecting the mentioned service requests. Additionally, alterations to the service requests to remove attributes relating to N14 data	Yes	N/A	Accepted	Low	13 May 2010	0	Implemented	14 May 2010		14 May 2010			14 May 2010			14 April 2010	1
LG1470	N/A	May	2010	ESBC	N/A	N/A	N/A	Sara Davies	14 May 2010	Darren Buttery	ASAP	No	Changes to the SCP-FI Premises by Risk Report and SCP-HS Premises by Risk Report to include details of the officer that completed the last inspection	Yes	N/A	Accepted	Low	17 May 2010	3	Implemented	02 June 2010		02 June 2010			02 June 2010		02 June 2010	16	
LG1471	N/A	May	2010	NBC	Yes	NBC-WM Replacement Garden Bin	version 1.2	Sandra Polles	14 May 2010	Darren Buttery	21 May 2010	No	Changes to the service request as per the SRTD document provided. Additionally, amendment to the routing for the service request so that it goes to the generic mailbox	Yes	N/A	Accepted	Medium	17 May 2010	3	Outstanding									-40315	
LG1472	N/A	May	2010	ESBC	Yes	ESBC-EN-FPN Request for Info ESBC-EN-FPN Fixed Penalty Notice ESBC-EN-FPN General Action	version 0.1 version 0.1 version 0.1	Sara Davies	14 May 2010	Darren Buttery	31 May 2010	No	Creation of new service requests as per the SRTD documents provided	Yes	N/A	Accepted	Medium	17 May 2010	3	Implemented	02 June 2010		02 June 2010		02 June 2010		02 June 2010		02 June 2010	16
LG1473	N/A	N/A	2010	SBC	Yes	SBC-HS New Housing Advice	version 1.0	Lynne Morris	12 May 2010	Darren Buttery	ASAP	NO	Alterations to service requests as per revised SRTD documents	Yes	N/A	Accepted	Low	12 May 2010	0	Implemented	14 May 2010		14 May 2010	14 May 2010	14 May 2010		20 May 2010		2	
LG1474	N/A	336	2010	SOTCC	Yes	SOTCC-CSS-Parking Challenge	version 1.3	Ann Marie Bell	17 May 2010	Darren Buttery	21 May 2010	No	Changes to service request as per revised SRTD document provided	Yes	N/A	Accepted	High	18 May 2010	1	Implemented	20 May 2010		20 May 2010				20 May 2010		2	
LG1475	N/A	337	2010	SOTCC	Yes	N/A	N/A	Ann Marie Bell	17 May 2010	Darren Buttery	07 June 2010	No	Amendments to the SOTCC Pest Control job ticket report to fix duplicate/triplicate entries from appearing. This requires and amendment to one of the tables that the report reads from	Yes	N/A	Accepted	Low	18 May 2010	1	Implemented	20 May 2010		20 May 2010				20 May 2010		2	
LG1476	N/A	N/A	2010	ESBC	Yes	ESBC-FI Intervention	version 0.5	Sara Davies	17 May 2010	Darren Buttery	ASAP	No	Changes to the service request as per the SRTD document provided. This is to make specific attributes mandatory	Yes	N/A	Accepted	Low	18 May 2010	1	Implemented	20 May 2010		20 May 2010		20 May 2010		20 May 2010		2	
LG1477	N/A	N/A	2010	NBC	Yes	NBC-WM 6005 Request for Domestic Waste Bin	version 1.1	Sandra Polles	18 May 2010	Darren Buttery	ASAP	No	Changes to the service request as per the SRTD document provided	Yes	N/A	Accepted	Low	18 May 2010	0	Implemented	20 May 2010		20 May 2010				20 May 2010		2	
LG1478	N/A	May	2010	NBC	N/A	N/A	N/A	Sandra Polles	18 May 2010	Darren Buttery	ASAP	No	Manually close the following service request type NBC-WM-524A (Assisted Box/Bag Collections - Recycling) from the Acumen user list	Yes	N/A	Accepted	Low	18 May 2010	0	Implemented	20 May 2010		20 May 2010				20 May 2010		2	
LG1479	305	May	2010	SMDC	N/A	N/A	N/A	Erica Kieran	17 May 2010	Darren Buttery	ASAP	No	Changes to various service requests (table provided with details) to set the notification style to standard and to amend notification e-mail addresses	Yes	N/A	Accepted	Low	18 May 2010	1	Implemented	26 May 2010		26 May 2010	26 May 2010	26 May 2010	26 May 2010	26 May 2010	26 May 2010	8	
LG1480	N/A	May	2010	SBC	N/A	N/A	N/A	Lynne Morris	17 May 2010	Darren Buttery	ASAP	No	Addition of SBC officers into the food and safety, private sector housing and environmental protection groups	Yes	N/A	Accepted	Low	18 May 2010	1	Implemented	20 May 2010		20 May 2010				20 May 2010		2	
LG1481	333	May	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	19 May 2010	Darren Buttery	ASAP	No	Build a new concurrent report for the pest control back office function with the following parameters: Customer type Total number of service request types for each customer type Total cost	Yes	N/A	Accepted	Low	20 May 2010	1	Implemented	07 June 2010	03 June 2010	07 June 2010	07 June 2010				07 June 2010	18	
LG1482	334	May	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	19 May 2010	Darren Buttery	ASAP	No	Configuration of the service request so that the service request notification is e-mail to a generic mailbox (crm.bins@newcastlestaffs.gov.uk)	Yes	N/A	Accepted	Low	20 May 2010	1	Implemented	07 June 2010	03 June 2010	07 June 2010	07 June 2010	07 June 2010				07 June 2010	18
LG1483	N/A	May	2010	NBC	Yes	NBC-WM 6005 Request for Domestic Waste Bin	version 1.1	Sandra Polles	20 May 2010	Darren Buttery	ASAP	No	Configuration of the service request so that the service request notification is e-mail to a generic mailbox (crm.bins@newcastlestaffs.gov.uk)	Yes	N/A	Accepted	Low	20 May 2010	0	Implemented	26 May 2010		20 May 2010	26 May 2010	26 May 2010		20 May 2010		6	
LG1484	338	May	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	19 May 2010	Darren Buttery	07 June 2010	No	Amendment to the pest control form to include 3 new operatives (temp 1, temp 2 and temp 3)	Yes	N/A	Accepted	Low	20 May 2010	1	Implemented	20 May 2010		20 May 2010				20 May 2010		0	
LG1485	N/A	May	2010	ESBC	Yes	SCP-HS Migrated Risk Rating	1.2	Sara Davies	06 April 2010	S Stanistreet	ASAP	No	Changes in legislation result in a new risk rating calculation for H&S and also requirement for a bulk change to LAC groups from 1st April 2010. Dev Request ESBC006. This change release relates to the bulk upload of historic data.	Yes	N/A	Accepted	Low	26 May 2010	50	Implemented	28 May 2010		28 May 2010		26 May 2010	28 May 2010	28 May 2010	2		
LG1486	N/A	May	2010	ESBC	N/A	N/A	N/A	Sara Davies	24 May 2010	S Stanistreet	ASAP	No	Changes for EHO Admin to view service requests for Pollution Area due to staff sickness. Required urgently.	Yes	N/A	Accepted	High	24 May 2010	0	Implemented	24 May 2010					24 May 2010		0		
LG1487	N/A	May	2010	SBC	N/A	N/A	N/A	Treacy Noonans	24 May 2010	S Stanistreet	07 June 2010	No	Remove blank sheets from back office job tickets report	Yes	N/A	Accepted	Medium	24 May 2010	0	Outstanding									-40322	
LG1488	N/A	May	2010	ESBC	Yes	ESBC-PO Noise Complaint, ESBC-PO Noise Enforcement Action	version 0.5 version 0.1	Sara Davies	25 May 2010	S Stanistreet	01 June 2010	No	Amend the LDV called ESBC_PO_GA_FLT to include the following: 1. Noise Enforcement Action 2. Out of Office Action	Yes	N/A	Accepted	High	25 May 2010	0	Implemented	02 June 2010		02 June 2010	02 June 2010	02 June 2010	26 May 2010	26 May 2010		8	
LG1489	N/A	May	2010	ESBC	Yes	ESBC-PO General Action, ESBC-PO Enforcement Action, ESBC-PO Out of Office Action, ESBC-PO Noise Enforcement Action	ESBC-PO-Gen 1.4 ESBC-PO-Inf 0.2 ESBC-PO-O 0.8 ESBC-PO-Noise 0.1	Sara Davies	25 May 2010	S Stanistreet		No	Sack List Data load - spreadsheet supplied	Yes	N/A	Accepted	Low	26 May 2010	0	Implemented	27 May 2010		27 May 2010		27 May 2010	27 May 2010	27 May 2010	27 May 2010	1	
LG1490	N/A	May	2010	ESBC	N/A	N/A	N/A	Sara Davies	26 May 2010	S Stanistreet		No	Amend the Pest Control Job Ticket Report to always transfer the Subject Name attribute regardless of Service Request Type.	Yes	N/A	Accepted	Low	26 May 2010	0	Implemented	27 May 2010		27 May 2010		02 June 2010	27 May 2010	27 May 2010	27 May 2010	7	
LG1491	339	May	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	26 May 2010	S Stanistreet		No	New report requested of users who are locked out of the system	Yes	N/A	Accepted	Low	26 May 2010	0	Implemented	27 May 2010		27 May 2010		27 May 2010	27 May 2010	27 May 2010	1		
LG1492	340	May	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	26 May 2010	S Stanistreet		No	Please change name of business to "Troy Talents"	Yes	N/A	Accepted	Low	27 May 2010	0	Implemented	27 May 2010		27 May 2010		27 May 2010	27 May 2010	27 May 2010	1		
LG1493	N/A	May	2010	ESBC	N/A	N/A	N/A	Suzanne Dolman-Clarke	27 May 2010	S Stanistreet		No	FOI food hygiene report on businesses - spreadsheet output template supplied	Yes	N/A	Accepted	Medium	28 May 2010	1	Implemented	02 June 2010		02 June 2010		02 June 2010	02 June 2010	02 June 2010		0	
LG1494	N/A	May	2010	ESBC	N/A	N/A	N/A	Sara Davies	27 May 2010	S Stanistreet		No	Change of business name from Viks Homecare to Viks Homecare	Yes	N/A	Accepted	Low	28 May 2010	1	Implemented	28 May 2010		28 May 2010		28 May 2010	28 May 2010	28 May 2010		0	
LG1495	N/A	May	2010	ESBC	N/A	N/A	N/A	Erinna Page	27 May 2010	S Stanistreet		No	Requesting CSV files of business names and addresses for mail merge from existing reports	Yes	N/A	Accepted	Low	28 May 2010	0	Implemented	28 May 2010		28 May 2010		28 May 2010	28 May 2010	28 May 2010		0	
LG1496	N/A	May	2010	ESBC	N/A	N/A	N/A	Sara Davies	28 May 2010	S Stanistreet		No	Requesting update of party interest LOCALITY, NEIGHBOURHOOD_ZONE from spreadsheets and report	Yes	N/A	Accepted	Low	02 June 2010	0	Implemented	04 June 2010		04 June 2010		04 June 2010	04 June 2010	04 June 2010		0	
LG1497	342	June	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	02 June 2010	S Stanistreet		No	Requesting update of party interest LOCALITY, NEIGHBOURHOOD_ZONE from spreadsheets and report	Yes	N/A	Accepted	Low	02 June 2010	0	Implemented	02 June 2010		02 June 2010		02 June 2010	02 June 2010	02 June 2010		0	
LG1498	344	June	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	02 June 2010	S Stanistreet		No	Requesting update of party interest LOCALITY, NEIGHBOURHOOD_ZONE from spreadsheets and report	Yes	N/A	Accepted	Low	02 June 2010	0	Implemented	02 June 2010		02 June 2010		02 June 2010	02 June 2010	02 June 2010		0	
LG1499	345	June	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	02 June 2010	S Stanistreet		No	Create new status under Back office responsibility for SOTCC called "Under Investigation" and should apply to all SOTCC-NM service request types and keep all SIF open.	Yes	N/A	Accepted	Low	02 June 2010	0	Implemented	02 June 2010		02 June 2010		02 June 2010	02 June 2010	02 June 2010		0	
LG1500	N/A	June	2010	N/A	N/A	N/A	N/A	S Stanistreet	02 June 2010	S Stanistreet		No	Update all attribute 18 where it is currently blank because of the Register Business service request not updating this field previously. Also create new field to display date commenced trading.	no	02 June 2010	Accepted	Low	09 June 2010	7	Outstanding									-40338	
LG1501	347	June	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	02 June 2010	Darren Buttery	16 June 2010	No	Changes to the SOTCC Fly Tipping Report as per the revised template provided	no	N/A	Accepted	Low	02 June 2010	0	Implemented	02 June 2010		02 June 2010		02 June 2010	02 June 2010	02 June 2010		0	
LG1502	348	June	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	02 June 2010	Darren Buttery	ASAP	No	Creation of a new report called Lifetime Noise Complaints Report as per version 1.0 of the specification provided	Yes	N/A	Accepted	Low	02 June 2010	0	Implemented	03 June 2010		03 June 2010		03 June 2010	03 June 2010	03 June 2010		1	
LG1503	346	June	2010	SOTCC	N/A	N/A	N/A	Ann Marie Bell	02 June 2010	Darren Buttery	ASAP	No	Set up a new printer for use on all CRM environments	Yes	N/A	Pending	Low	02 June 2010	0	Awaiting info from partner									-40331	
LG1504	N/A	June	2010	CCDC	N/A	N/A	N/A	Petro Foster	02 June 2010	Darren Buttery	ASAP	No	Creation of two new service requests as per the SRTD documents provided	Yes	N/A	Accepted	Low	02 June 2010	0	Implemented	03 June 2010		03 June 2010		03 June 2010	03 June 2010		1		
LG1505	N/A	June	2010	ESBC	N/A	N/A	N/A	Sara Davies	03 June 2010	Darren Buttery	ASAP	No	Changes to the ESBC Complaint report for position control.	Yes	N/A	Accepted	High	03 June 2010	0	Implemented	03 June 2010		03 June 2010		03 June 2010	03 June 2010		0		
LG1506	N/A	June	2010	ESBC	N/A	N/A	N/A	Sara Davies	04 June 2010	Darren Buttery	ASAP	No	Changes to the SCP-FI Traders Due and SCP-HS Premises Due reports to include the name of the officer who carried out the last inspection based upon who it was last assigned to from the general food inspections list	Yes	N/A	Accepted	Low	04 June 2010	0	Outstanding								-40333		
LG1507	N/A	June	2010	ESBC	N/A	N/A	N/A	Sara Davies	04 June 2010	Darren Buttery	ASAP	No	Changes to the service request as per updated SRTD document provided	Yes	N/A	Accepted	Low	08 June 2010	4	Outstanding									-40337	
LG1508	N/A	June	2010	NBC	N/A	N/A	N/A	David Ellington	06 June 2010	Darren Buttery	ASAP	No	Bulk closure of the following service request types raised prior to 06/06/2010 NBC-WM Replacement Garden Bin	Yes	N/A	Accepted	Low	08 June 2010	2	Outstanding								-40337		
LG1509	N/A	June	2010	CCDC	Yes	CCDC-SC Waste Containers CCDC-SC Waste Collection	version 1.0 version 1.0	Petro Foster	07 June 2010	Darren Buttery	18 June 2010	No	Creation of two new service requests as per the SRTD documents provided</																	

Notes	Cost (approx Time)
	0:30:00
Ann Marie has reported an issue with the configuration of this change. One of the street values is missing from the list of values (Wynley Way). Details passed to Capula for correction 14.04.2010. Capula amended list of values to correct issue. Ann Marie informed 14.04.2010	0:30:00
Report created on Dev for checking by NRC. E-mail sent to Sandra Polles asking her to check the configuration and confirm whether this can be migrated across to Prod. 09.04.2010. Sandra Polles confirmed that changes are okay to be across to Prod 09.04.2010. Capula informed	0:30:00
	0:30:00
Change request sent initially to Capula to determine the impact of the changes on partners using these requests 08.04.2010. Capula has provided some details about how this could possibly work and its potential limitations. Details passed back to Ann Marie asking her to review the information that Rob Chewes provided and whether she wants to go ahead. Also pointed out that this would need the consent of all partners 15.04.2010. No responses received from any partners. Capula asked to copy changes across to Prod 04.06.2010. Upon starting implementation, Rob has identified a few potential problems with the way in which Stoke want this configuring. Details of the possible problems sent to Ann Marie 09.06.2010. Asked her to provide information about how she wants to proceed.	0:30:00
	0:30:00
	0:30:00
	0:45:00
	0:25:00
	0:30:00
	0:30:00
Rob Machin advises that this will need some of the code re-writing so that this will essentially mean that the old version of the report will not work anymore. Details sent to Ann Marie asking her to confirm whether or not this was her understanding and that she wants to go ahead with the change on that basis 15.04.2010. Ann Marie Bell confirmed okay to proceed 15.04.2010. Rob Machin has configured this initially on Dev for checking by SaitCC. Details sent to Ann Marie Bell 16.04.2010 asking her to check the configuration and confirm whether this can be migrated across to Prod. Ann Marie confirmed directly to Capula that can be migrated across to prod. Change completed 20.04.2010	0:25:00
	0:25:00
	0:25:00
	0:30:00
	0:25:00
	0:20:00
SRID documents and change request documentation completed on behalf of TBC. There is a problem with the ability to re-size the depth of CSS boxes to include additional text. This is a known issue that needs to be reported to Oracle to fix. It will also likely require Java experience to fix. As a short-term solution, blank attributes could be used to capture additional text, thereby increasing the amount of text by 256 characters for each additional attribute.	2:15:00
Configuration initially completed on Dev for checking by TBC. E-mail sent to Tracey Yeomans asking her to check the configuration and confirm whether this can now be copied across to Prod 18.04.2010. Tracey reports a problem with the url. Details passed to Rob Chewes to look into 22.04.2010. Followin checking, TBC has subsequently asked for minor alterations to the SR. These have been configured on Dev and the documentation updated. Details sent back to TBC 23.04.10 for checking prior to migration to Prod. No reply received from TBC. Reminder e-mail sent to T Yeomans about migrating this across to Prod 04.06.2010. Response from T Yeomans 04.06.2010 says okay to copy to Prod. Capula informed	1:15:00
	0:20:00
	0:30:00
	0:25:00
	1:10:00
	0:25:00
	0:30:00
	0:15:00
Ref: A11C21173-SP-2146	0:20:00
	0:20:00
	0:20:00
	0:20:00
	0:20:00
	0:25:00
	0:20:00
	0:20:00
	0:25:00
Ref: A11C21173-SP-2156 This change is now complete. The update has been run and the SR is active. Rob	
	0:15:00
	0:20:00

