



For recommendation #46, the following milestones are described and supporting documents have been listed:

1/31/2014	▫ Initiated the technology project, the scope of which included the SAP Work Order Manager and the Click Workforce Management Software
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The Barcelona Project, NFGDC's CIS Replacement Initiative, commenced in October 2013 with a project prep phase. This phase was designed to prepare for the actual project kick-off and relocation to the new project facility in January 2014.

Please see the following artifact(s):


 AMC Message Project Kick-off Jan 2014.pdf


 Barcelona message.docx

5/9/2016	▫ Completed production implementations of the SAP Work Order Manager and the Click Workforce Management Software
----------	--

The Barcelona Project (CIS Replacement) was approved for and implemented on 5/9/2016. This project completed the replacement of NFGDC's CIS Application, including the new SAP Work Manager and Click Applications. The implementation approvals are included as documentation.

Please see the following artifact(s):


 Impl Approval EMail - P Boyle.pdf


 Impl Approval EMail - R Haener.pdf

2/1/2019	▫ A technical upgrade project commenced, leveraging the assistance of a third party vendor
----------	--

The SAP Upgrade Project was initiated in January 2019. The consulting firm selected for the effort was Avertra. This project's scope was all SAP components, including SAP Work Manager and Click.

Please see the following artifact(s):

 SAP Upgrade Meeting Appt Jan 2019.pdf

 SAP Upgrade Project SOW Excerpts Jan 2019.docx

10/31/2019	□ Completed production implementations of the SAP Work Order Manager (moved from version 6.1 to version 6.5) and the Click Workforce Management Software (moved from version 2.1.10 to version 2.3)
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The SAP Upgrade Project was implemented over 2 cutover weekends. The implementation approvals are included as documentation.

Cutover 1 included:

**Description of Work:** CIS SAP Upgrade Project Cutover 1 includes the following:

1. OS and Database upgrades for ECC, CRM, BW, PI, Redwood, BOBJ/DQM, Click, Uperform
2. Application upgrades for Redwood, BOBJ/DQM and Uperform

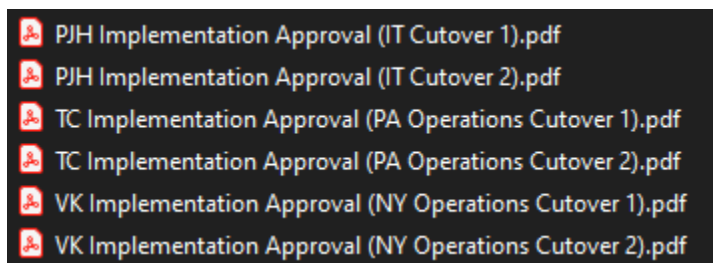
Please note, the OS/DB and application upgrades for OpenText and MWM will all occur in Cutover 2.

Cutover 2 included:

**Description of Work:** CIS SAP Upgrade Project Cutover 2 includes the following:

1. Application upgrades for ECC, CRM, BW, PI, Click and Uperform
2. Operating System, Database and Application upgrades for OpenText (to version 5.6.2) and MWM

Please see the following artifact(s):



7/15/2020	□ Gather and post relevant documentation from the technology project and the upgrade project described above
-----------	--

By filing all of the foregoing information, for the 1/31/2014, 5/9/2016, 2/1/2019 and 10/31/2019 deliverables, the 7/15/2020 implementation action step has been completed in full.

## Ken Martin

---

**From:** Anna Marie Cellino  
**Sent:** Tuesday, January 7, 2014 9:25 AM  
**To:** Outlook\_Everyone  
**Subject:** The Barcelona Project  
**Attachments:** Barcelona message.docx

This month marks the official launch of the largest business process and technology enablement project in the history of National Fuel Gas Distribution Corporation, The Barcelona Project. For more information on this initiative, I invite you to read the attached file. Thank you.

Anna Marie Cellino

**Please consider the environment before printing this email**

## Ken Martin

---

**From:** Patrick Boyle  
**Sent:** Wednesday, May 04, 2016 3:52 PM  
**To:** Ken Martin; Ronald Haener  
**Cc:** Kara Baker; Patricia Delavern  
**Subject:** RE: Implementation Approval 20130422-P-1 (Barcelona)

Ken, you have my approval to implement the new system.

Thank you.  
Pat

-----Original Message-----

From: Ken Martin  
Sent: Wednesday, May 04, 2016 3:10 PM  
To: Ronald Haener; Patrick Boyle  
Cc: Ken Martin; Kara Baker; Patricia Delavern  
Subject: Implementation Approval 20130422-P-1 (Barcelona)  
Importance: High

IS Request Number: 20130422-P-1 and attached.  
Description of Work: Implement CIS/ADS Replacement (Barcelona Project)  
Planned Date to Implement: 05/04/2016-05/09/2016  
Planned Down Time: All down time documented and communicated according to the Barcelona Cut-over Plan  
Recovery Plan: Checkpoint 10 scheduled for 5/7, Fix new version and continue

Ron and Pat,

In order to implement this request, I need a final OK from you documented in email form. Please reply to this message by 05/04/2016 indicating that you agree with the test results and the plan to implement, and have notified other business unit personnel of the change, where necessary. If you have any concerns or questions regarding the changes to be made, please contact me immediately at extension 7231.

Thank you!

Ken Martin, Jr.  
Manager, Application Development  
National Fuel Gas Distribution Corporation  
6363 Main Street  
Williamsville, NY 14221  
716-857-7231  
[martink@natfuel.com](mailto:martink@natfuel.com)

Please consider the environment before printing this email

## Ken Martin

---

**From:** Ronald Haener  
**Sent:** Wednesday, May 04, 2016 4:04 PM  
**To:** Ken Martin; Patrick Boyle  
**Cc:** Kara Baker; Patricia Delavern  
**Subject:** RE: Implementation Approval 20130422-P-1 (Barcelona)

Ken,

OK to implement.

Ron

Sent with Good ([www.good.com](http://www.good.com))

-----Original Message-----

**From:** Ken Martin  
**Sent:** Wednesday, May 04, 2016 03:10 PM Eastern Standard Time  
**To:** Ronald Haener; Patrick Boyle  
**Cc:** Ken Martin; Kara Baker; Patricia Delavern  
**Subject:** Implementation Approval 20130422-P-1 (Barcelona)

IS Request Number: 20130422-P-1 and attached.

Description of Work: Implement CIS/ADS Replacement (Barcelona Project)

Planned Date to Implement: 05/04/2016-05/09/2016

Planned Down Time: All down time documented and communicated according to the Barcelona Cut-over Plan

Recovery Plan: Checkpoint 10 scheduled for 5/7, Fix new version and continue

Ron and Pat,

In order to implement this request, I need a final OK from you documented in email form. Please reply to this message by 05/04/2016 indicating that you agree with the test results and the plan to implement, and have notified other business unit personnel of the change, where necessary. If you have any concerns or questions regarding the changes to be made, please contact me immediately at extension 7231.

Thank you!

Ken Martin, Jr.  
Manager, Application Development  
National Fuel Gas Distribution Corporation  
6363 Main Street  
Williamsville, NY 14221  
716-857-7231  
[martink@natfuel.com](mailto:martink@natfuel.com)

Please consider the environment before printing this email

## Kara Baker

---

**From:** Patrick Hurley  
**Sent:** Friday, October 11, 2019 11:58 AM  
**To:** Elma Bico; Jeremy Barber; Kara Baker; Vicki Kohl; Joanne Maciok; Tyler Collins  
**Cc:** Patrick Boyle; Dale Halvarson; Nathan Long; Brian Ballard; Brian Ketcheson; Jordan Good; Rebecca Hillery; Daniel Czechowicz; Annette Michaels; Randy Rucinski; William Snyder; Ronald Haener; Kevin Cartenuto; Paul Miliotto; Ken Martin; Giancarlo Reyes (Avertra)  
**Subject:** Planned Implementation of CIS SAP Upgrade Project Cutover 1

Approved

On Oct 11, 2019 11:51 AM, Kara Baker <BakerK@natfuel.com> wrote:

IS Request: 20182448-1

Implementation Dates: 10/18/2019 – 10/21/2019

Planned Down Time: 10/18/2019 at noon – 10/20/2019

Recovery Plan: Revert changes - fallback plan located in project folder

Description of Work: CIS SAP Upgrade Project Cutover 1 includes the following:

1. OS and Database upgrades for ECC, CRM, BW, PI, Redwood, BOBJ/DQM, Click, Uperform
2. Application upgrades for Redwood, BOBJ/DQM and Uperform

Please note, the OS/DB and application upgrades for OpenText and MWM will all occur in Cutover 2.

In addition, the following promotions will occur:

1. BOBJ – Changes to the reporting header associated with the BOBJ application upgrade.
2. OpenText – Changes to configuration to point to a new file share and updated CRM servers.
3. MWM – Change to configuration to work with updated ECC servers. As previously discussed, this will result in a long sync.

As a result of the upgrades above, the InfoNet links appearing on the Menu, Homepage and Reference Desk that direct users to SAP's ICWEB & Training Café will be updated. They will be revised to point to the new CRM and Uperform servers:

1. ICWEB will be changed to:  
[http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm\\_ui\\_start/default.htm?sap-client=100&sap-sessioncmd=open](http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=100&sap-sessioncmd=open) <[http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm\\_ui\\_start/default.htm?sap-client=100&sap-sessioncmd=open](http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=100&sap-sessioncmd=open)> (This one will work during Cutover once the CRM install is complete)

2. Training Café will be changed to: <http://sapupfpr10hq.corp.natfuel.com/gm/>  
<<http://sapupfpr10hq.corp.natfuel.com/gm/>> (This one works now)

Elma/Tyler/Vicki/Joanne/Jeremy/PJ,

The scope of Cutover 1 is detailed above.

Please reply to this message by 10/15/2019 if you agree with the plan to implement, and have notified other business unit personnel of the change, where necessary. The testing performed for this project is located in HPQC. If you have any concerns or questions regarding the changes to be made, please contact me immediately at x7640.

Thanks,

Kara

Please consider the environment before printing this email

Please consider the environment before printing this email

## Kara Baker

---

**From:** Patrick Hurley  
**Sent:** Tuesday, October 29, 2019 7:22 AM  
**To:** Kara Baker; Elma Bico; Vicki Kohl; Tyler Collins; Joanne Maciok; Jeremy Barber  
**Cc:** Annette Michaels; Paul Miliotto; Ken Martin; Giancarlo Reyes (Avertra); Patrick Boyle; Daniel Czechowicz; Ronald Haener; William Snyder; Dale Halvarson; Jordan Good; Nathan Long; Brian Ballard; Brian Ketcheson; Kevin Cartenuto; Randy Rucinski; William Erdman Jr.; Christopher Cej; Paul Hoffman  
**Subject:** RE: Planned Implementation of CIS SAP Upgrade Project Cutover 2

Approved

Thanks - PJ

---

**From:** Kara Baker  
**Sent:** Friday, October 25, 2019 3:34 PM  
**To:** Elma Bico <BicoE@natfuel.com>; Vicki Kohl <KohlV@natfuel.com>; Tyler Collins <CollinsT1@natfuel.com>; Joanne Maciok <MaciokJ@natfuel.com>; Jeremy Barber <BarberJ@natfuel.com>; Patrick Hurley <HurleyP@natfuel.com>  
**Cc:** Annette Michaels <MichaelsA@natfuel.com>; Paul Miliotto <MiliottoP@natfuel.com>; Ken Martin <MartinK@natfuel.com>; Giancarlo Reyes (Avertra) <ReyesG@natfuel.com>; Patrick Boyle <BoyleP@natfuel.com>; Daniel Czechowicz <CzechowiczD@natfuel.com>; Ronald Haener <HaenerR@natfuel.com>; William Snyder <SnyderW@natfuel.com>; Dale Halvarson <HalvarsonD@natfuel.com>; Jordan Good <GoodJ@natfuel.com>; Nathan Long <LongN@natfuel.com>; Brian Ballard <BallardB1@natfuel.com>; Brian Ketcheson <KetchesonB@natfuel.com>; Kevin Cartenuto <CartenutoK@natfuel.com>; Randy Rucinski <RucinskiR@natfuel.com>; William Erdman Jr. <ErdmanW@natfuel.com>; Christopher Cej <CejC@natfuel.com>; Paul Hoffman <HoffmanP@natfuel.com>  
**Subject:** Planned Implementation of CIS SAP Upgrade Project Cutover 2

\*\*\*\*\*  
\*\*\*\*\*  
\*\* Notice of Critical Report(s) involvement in the completion of this effort.  
\*\*\*\*\*  
\*\*\*\*\*

**IS Request:** 20182448-2

**Implementation Dates:** 11/2/2019 – 11/4/2019

**Planned Down Time:** 11/2/2019 at 4am – 11/4/2019

**Recovery Plan:** Revert changes - fallback plan located in project folder

**Description of Work:** CIS SAP Upgrade Project Cutover 2 includes the following:

1. Application upgrades for ECC, CRM, BW, PI, Click and Uperform
2. Operating System, Database and Application upgrades for OpenText (to version 5.6.2) and MWM

In addition, the following promotions will occur:

1. Mobile – Changes to the configuration to point to Production ECC. As previously discussed, this will involve a long sync.
2. Netweaver Transports – Changes associated with defects and configuration changes. These transports include updates to critical report 1862 – Monthly Report with Billing Items by GL and Adjustments.

Elma/Tyler/Vicki/Joanne/Jeremy/PJ,

The scope of Cutover 2 is detailed above.

Please reply to this message by 10/29/2019 if you agree with the plan to implement, and have notified other business unit personnel of the change, where necessary. The testing performed for this project is located in HPQC. If you have any concerns or questions regarding the changes to be made, please contact me immediately at x7640.

Thanks,  
Kara

**Please consider the environment before printing this email**

## Kara Baker

---

**Subject:** Invitation: NFG Upgrade Project: Initial Review @ Tue Jan 22, 2019 11:30am - 12:30pm (EST) (bakerk@natfuel.com)

**Start:** Tue 1/22/2019 11:30 AM  
**End:** Tue 1/22/2019 12:30 PM

**Recurrence:** (none)

**Meeting Status:** Accepted

**Organizer:** cmiller@avertra.com

**\*\*\*\*\* THIS IS AN EXTERNAL EMAIL, DO NOT OPEN LINKS OR ATTACHMENTS UNLESS YOU TRUST THE SENDER \*\*\*\*\***

[more details »](#)

### NFG Upgrade Project: Initial Review

When Tue Jan 22, 2019 11:30am – 12:30pm Eastern Time - New York

Joining info [meet.google.com/jsg-msin-avu](https://meet.google.com/jsg-msin-avu)

Or dial: +1 970-823-3446 PIN: 380533469#

Calendar bakerk@natfuel.com

Who cmiller@avertra.com - organizer

- bakerk@natfuel.com

#### Meeting Objectives:

- Align detailed R&Rs from a PM perspective
- Discuss Project Planning next steps
- Review Detailed Schedule

Going (bakerk@natfuel.com)? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account bakerk@natfuel.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More.](#)



invite.ics

## Kara Baker

---

**From:** Tyler Collins  
**Sent:** Monday, October 14, 2019 8:04 AM  
**To:** Kara Baker; Vicki Kohl; Jeremy Barber; Elma Bico; Joanne Maciok; Patrick Hurley  
**Cc:** Daniel Czechowicz; Annette Michaels; Paul Miliotto; Ken Martin; Giancarlo Reyes (Avertra); Patrick Boyle; Ronald Haener; William Snyder; Dale Halvarson; Randy Rucinski; Rebecca Hillery; Jordan Good; Nathan Long; Brian Ballard; Brian Ketcheson; Kevin Cartenuto  
**Subject:** RE: Planned Implementation of CIS SAP Upgrade Project Cutover 1

Okay to proceed.  
Thanks,  
Tyler

---

**From:** Kara Baker  
**Sent:** Friday, October 11, 2019 11:51 AM  
**To:** Vicki Kohl <KohlV@natfuel.com>; Tyler Collins <CollinsT1@natfuel.com>; Jeremy Barber <BarberJ@natfuel.com>; Elma Bico <BicoE@natfuel.com>; Joanne Maciok <MaciokJ@natfuel.com>; Patrick Hurley <HurleyP@natfuel.com>  
**Cc:** Daniel Czechowicz <CzechowiczD@natfuel.com>; Annette Michaels <MichaelsA@natfuel.com>; Paul Miliotto <MiliottoP@natfuel.com>; Ken Martin <MartinK@natfuel.com>; Giancarlo Reyes (Avertra) <ReyesG@natfuel.com>; Patrick Boyle <BoyleP@natfuel.com>; Ronald Haener <HaenerR@natfuel.com>; William Snyder <SnyderW@natfuel.com>; Dale Halvarson <HalvarsonD@natfuel.com>; Randy Rucinski <RucinskiR@natfuel.com>; Rebecca Hillery <HilleryR@natfuel.com>; Jordan Good <GoodJ@natfuel.com>; Nathan Long <LongN@natfuel.com>; Brian Ballard <BallardB1@natfuel.com>; Brian Ketcheson <KetchesonB@natfuel.com>; Kevin Cartenuto <CartenutoK@natfuel.com>  
**Subject:** Planned Implementation of CIS SAP Upgrade Project Cutover 1  
**Importance:** High

**IS Request:** 20182448-1

**Implementation Dates:** 10/18/2019 – 10/21/2019

**Planned Down Time:** 10/18/2019 at noon – 10/20/2019

**Recovery Plan:** Revert changes - fallback plan located in project folder

**Description of Work:** CIS SAP Upgrade Project Cutover 1 includes the following:

1. OS and Database upgrades for ECC, CRM, BW, PI, Redwood, BOBJ/DQM, Click, Uperform
2. Application upgrades for Redwood, BOBJ/DQM and Uperform

Please note, the OS/DB and application upgrades for OpenText and MWM will all occur in Cutover 2.

In addition, the following promotions will occur:

1. BOBJ – Changes to the reporting header associated with the BOBJ application upgrade.
2. OpenText – Changes to configuration to point to a new file share and updated CRM servers.
3. MWM – Change to configuration to work with updated ECC servers. As previously discussed, this will result in a long sync.

As a result of the upgrades above, the InfoNet links appearing on the Menu, Homepage and Reference Desk that direct users to SAP's ICWEB & Training Café will be updated. They will be revised to point to the new CRM and Uperform servers:

1. ICWEB will be changed to:  
[http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm\\_ui\\_start/default.htm?sap-client=100&sap-sessioncmd=open](http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=100&sap-sessioncmd=open) (This one will work during Cutover once the CRM install is complete)
2. Training Café will be changed to: <http://sapupfpr10hq.corp.natfuel.com/gm/> (This one works now)

Elma/Tyler/Vicki/Joanne/Jeremy/PJ,

The scope of Cutover 1 is detailed above.

Please reply to this message by 10/15/2019 if you agree with the plan to implement, and have notified other business unit personnel of the change, where necessary. The testing performed for this project is located in HPQC. If you have any concerns or questions regarding the changes to be made, please contact me immediately at x7640.

Thanks,  
Kara

**Please consider the environment before printing this email**

## Kara Baker

---

**From:** Tyler Collins  
**Sent:** Tuesday, October 29, 2019 8:06 AM  
**To:** Kara Baker; Elma Bico; Vicki Kohl; Joanne Maciok; Jeremy Barber; Patrick Hurley  
**Cc:** Annette Michaels; Paul Miliotto; Ken Martin; Giancarlo Reyes (Avertra); Patrick Boyle; Daniel Czechowicz; Ronald Haener; William Snyder; Dale Halvarson; Jordan Good; Nathan Long; Brian Ballard; Brian Ketcheson; Kevin Cartenuto; Randy Rucinski; William Erdman Jr.; Christopher Cej; Paul Hoffman  
**Subject:** RE: Planned Implementation of CIS SAP Upgrade Project Cutover 2

Approved.  
Thanks,  
Tyler

---

**From:** Kara Baker  
**Sent:** Friday, October 25, 2019 3:34 PM  
**To:** Elma Bico <BicoE@natfuel.com>; Vicki Kohl <KohlV@natfuel.com>; Tyler Collins <CollinsT1@natfuel.com>; Joanne Maciok <MaciokJ@natfuel.com>; Jeremy Barber <BarberJ@natfuel.com>; Patrick Hurley <HurleyP@natfuel.com>  
**Cc:** Annette Michaels <MichaelsA@natfuel.com>; Paul Miliotto <MiliottoP@natfuel.com>; Ken Martin <MartinK@natfuel.com>; Giancarlo Reyes (Avertra) <ReyesG@natfuel.com>; Patrick Boyle <BoyleP@natfuel.com>; Daniel Czechowicz <CzechowiczD@natfuel.com>; Ronald Haener <HaenerR@natfuel.com>; William Snyder <SnyderW@natfuel.com>; Dale Halvarson <HalvarsonD@natfuel.com>; Jordan Good <GoodJ@natfuel.com>; Nathan Long <LongN@natfuel.com>; Brian Ballard <BallardB1@natfuel.com>; Brian Ketcheson <KetchesonB@natfuel.com>; Kevin Cartenuto <CartenutoK@natfuel.com>; Randy Rucinski <RucinskiR@natfuel.com>; William Erdman Jr. <ErdmanW@natfuel.com>; Christopher Cej <CejC@natfuel.com>; Paul Hoffman <HoffmanP@natfuel.com>  
**Subject:** Planned Implementation of CIS SAP Upgrade Project Cutover 2

\*\*\*\*\*  
\*\*\*\*\*  
\*\* Notice of Critical Report(s) involvement in the completion of this effort.  
\*\*\*\*\*  
\*\*\*\*\*

**IS Request:** 20182448-2  
**Implementation Dates:** 11/2/2019 – 11/4/2019  
**Planned Down Time:** 11/2/2019 at 4am – 11/4/2019  
**Recovery Plan:** Revert changes - fallback plan located in project folder  
**Description of Work:** CIS SAP Upgrade Project Cutover 2 includes the following:

1. Application upgrades for ECC, CRM, BW, PI, Click and Uperform
2. Operating System, Database and Application upgrades for OpenText (to version 5.6.2) and MWM

In addition, the following promotions will occur:

1. Mobile – Changes to the configuration to point to Production ECC. As previously discussed, this will involve a long sync.
2. Netweaver Transports – Changes associated with defects and configuration changes. These transports include updates to critical report 1862 – Monthly Report with Billing Items by GL and Adjustments.

Elma/Tyler/Vicki/Joanne/Jeremy/PJ,

The scope of Cutover 2 is detailed above.

Please reply to this message by 10/29/2019 if you agree with the plan to implement, and have notified other business unit personnel of the change, where necessary. The testing performed for this project is located in HPQC. If you have any concerns or questions regarding the changes to be made, please contact me immediately at x7640.

Thanks,  
Kara

**Please consider the environment before printing this email**

## Kara Baker

---

**From:** Vicki Kohl  
**Sent:** Friday, October 11, 2019 12:42 PM  
**To:** Kara Baker; Tyler Collins; Jeremy Barber; Elma Bico; Joanne Maciok; Patrick Hurley  
**Cc:** Daniel Czechowicz; Annette Michaels; Paul Miliotto; Ken Martin; Giancarlo Reyes (Avertra); Patrick Boyle; Ronald Haener; William Snyder; Dale Halvarson; Randy Rucinski; Rebecca Hillery; Jordan Good; Nathan Long; Brian Ballard; Brian Ketcheson; Kevin Cartenuto  
**Subject:** RE: Planned Implementation of CIS SAP Upgrade Project Cutover 1

Agree.  
Vicki

---

**From:** Kara Baker  
**Sent:** Friday, October 11, 2019 11:51 AM  
**To:** Vicki Kohl <KohlV@natfuel.com>; Tyler Collins <CollinsT1@natfuel.com>; Jeremy Barber <BarberJ@natfuel.com>; Elma Bico <BicoE@natfuel.com>; Joanne Maciok <MaciokJ@natfuel.com>; Patrick Hurley <HurleyP@natfuel.com>  
**Cc:** Daniel Czechowicz <CzechowiczD@natfuel.com>; Annette Michaels <MichaelsA@natfuel.com>; Paul Miliotto <MiliottoP@natfuel.com>; Ken Martin <MartinK@natfuel.com>; Giancarlo Reyes (Avertra) <ReyesG@natfuel.com>; Patrick Boyle <BoyleP@natfuel.com>; Ronald Haener <HaenerR@natfuel.com>; William Snyder <SnyderW@natfuel.com>; Dale Halvarson <HalvarsonD@natfuel.com>; Randy Rucinski <RucinskiR@natfuel.com>; Rebecca Hillery <HilleryR@natfuel.com>; Jordan Good <GoodJ@natfuel.com>; Nathan Long <LongN@natfuel.com>; Brian Ballard <BallardB1@natfuel.com>; Brian Ketcheson <KetchesonB@natfuel.com>; Kevin Cartenuto <CartenutoK@natfuel.com>  
**Subject:** Planned Implementation of CIS SAP Upgrade Project Cutover 1  
**Importance:** High

**IS Request:** 20182448-1

**Implementation Dates:** 10/18/2019 – 10/21/2019

**Planned Down Time:** 10/18/2019 at noon – 10/20/2019

**Recovery Plan:** Revert changes - fallback plan located in project folder

**Description of Work:** CIS SAP Upgrade Project Cutover 1 includes the following:

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Please note, the OS/DB and application upgrades for OpenText and MWM will all occur in Cutover 2.

In addition, the following promotions will occur:

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3. MWM – Change to configuration to work with updated ECC servers. As previously discussed, this will result in a long sync.

As a result of the upgrades above, the InfoNet links appearing on the Menu, Homepage and Reference Desk that direct users to SAP's ICWEB & Training Café will be updated. They will be revised to point to the new CRM and Uperform servers:

1. ICWEB will be changed to:  
[http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm\\_ui\\_start/default.htm?sap-client=100&sap-sessioncmd=open](http://sapcrmpr10hq.corp.natfuel.com:8101/sap/bc/bsp/sap/crm_ui_start/default.htm?sap-client=100&sap-sessioncmd=open) (This one will work during Cutover once the CRM install is complete)
2. Training Café will be changed to: <http://sapupfpr10hq.corp.natfuel.com/gm/> (This one works now)

Elma/Tyler/Vicki/Joanne/Jeremy/PJ,

The scope of Cutover 1 is detailed above.

Please reply to this message by 10/15/2019 if you agree with the plan to implement, and have notified other business unit personnel of the change, where necessary. The testing performed for this project is located in HPQC. If you have any concerns or questions regarding the changes to be made, please contact me immediately at x7640.

Thanks,  
Kara

**Please consider the environment before printing this email**

## Kara Baker

---

**From:** Vicki Kohl  
**Sent:** Monday, October 28, 2019 5:57 PM  
**To:** Kara Baker; Elma Bico; Tyler Collins; Joanne Maciok; Jeremy Barber; Patrick Hurley  
**Cc:** Annette Michaels; Paul Miliotto; Ken Martin; Giancarlo Reyes (Avertra); Patrick Boyle; Daniel Czechowicz; Ronald Haener; William Snyder; Dale Halvarson; Jordan Good; Nathan Long; Brian Ballard; Brian Ketcheson; Kevin Cartenuto; Randy Rucinski; William Erdman Jr.; Christopher Cej; Paul Hoffman  
**Subject:** RE: Planned Implementation of CIS SAP Upgrade Project Cutover 2

Approved.  
Vicki

-----Original Message-----

From: Kara Baker  
Sent: Friday, October 25, 2019 3:34 PM  
To: Elma Bico <BicoE@natfuel.com>; Vicki Kohl <KohlV@natfuel.com>; Tyler Collins <CollinsT1@natfuel.com>; Joanne Maciok <MaciokJ@natfuel.com>; Jeremy Barber <BarberJ@natfuel.com>; Patrick Hurley <HurleyP@natfuel.com>  
Cc: Annette Michaels <MichaelsA@natfuel.com>; Paul Miliotto <MiliottoP@natfuel.com>; Ken Martin <MartinK@natfuel.com>; Giancarlo Reyes (Avertra) <ReyesG@natfuel.com>; Patrick Boyle <BoyleP@natfuel.com>; Daniel Czechowicz <CzechowiczD@natfuel.com>; Ronald Haener <HaenerR@natfuel.com>; William Snyder <SnyderW@natfuel.com>; Dale Halvarson <HalvarsonD@natfuel.com>; Jordan Good <GoodJ@natfuel.com>; Nathan Long <LongN@natfuel.com>; Brian Ballard <BallardB1@natfuel.com>; Brian Ketcheson <KetchesonB@natfuel.com>; Kevin Cartenuto <CartenutoK@natfuel.com>; Randy Rucinski <RucinskiR@natfuel.com>; William Erdman Jr. <ErdmanW@natfuel.com>; Christopher Cej <CejC@natfuel.com>; Paul Hoffman <HoffmanP@natfuel.com>  
Subject: Planned Implementation of CIS SAP Upgrade Project Cutover 2

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\*\* Notice of Critical Report(s) involvement in the completion of this effort.

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IS Request: 20182448-2

Implementation Dates: 11/2/2019 – 11/4/2019

Planned Down Time: 11/2/2019 at 4am – 11/4/2019

Recovery Plan: Revert changes - fallback plan located in project folder

Description of Work: CIS SAP Upgrade Project Cutover 2 includes the following:

1. Application upgrades for ECC, CRM, BW, PI, Click and Uperform
2. Operating System, Database and Application upgrades for OpenText (to version 5.6.2) and MWM

In addition, the following promotions will occur:

1. Mobile – Changes to the configuration to point to Production ECC. As previously discussed, this will involve a long sync.
2. Netweaver Transports – Changes associated with defects and configuration changes. These transports include updates to critical report 1862 – Monthly Report with Billing Items by GL and Adjustments.

Elma/Tyler/Vicki/Joanne/Jeremy/PJ,

The scope of Cutover 2 is detailed above.

Please reply to this message by 10/29/2019 if you agree with the plan to implement, and have notified other business unit personnel of the change, where necessary. The testing performed for this project is located in HPQC. If you have any concerns or questions regarding the changes to be made, please contact me immediately at x7640.

Thanks,

Kara

Please consider the environment before printing this email