

# **EXHIBIT G**

CATHERINE LEE HYDE April 1, 2008  
HIGHLY CONFIDENTIAL

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
SAN FRANCISCO DIVISION

ORACLE CORPORATION, ET AL, \*  
Plaintiffs, \*  
VS. \* CASE NO. 07-CV-01658 (MJJ)  
SAP AG, ET AL, \*  
Defendants. \*

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HIGHLY CONFIDENTIAL

ORAL AND VIDEOTAPED 30(b)(6) DEPOSITION OF  
CATHERINE LEE HYDE  
APRIL 1, 2008

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REPORTED BY:

CAROL JENKINS, CSR, RPR, CRR

CERTIFICATE NO. 2660

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Q. (By Mr. Howard) Ms. Hyde, do you recognize what's been marked as Exhibit 87?

17:13:26 20

17:13:28 21

A. Yes.

17:13:28 22

Q. What do you recognize it to be?

17:13:30 23

A. It's an individual master fix.

17:13:37 24

17:13:41 25

Q. An individual master fix view? How would you describe it?

17:13:42 1 A. It's what you would see if you opened up the  
17:13:46 2 individual master fix.

17:13:48 3 Q. And so this is what you would see if you -- if  
17:13:51 4 you opened up the 8828 fix in the SAS database?

17:13:55 5 A. SAS Enterprise, yes.

17:13:56 6 Q. SAS Enterprise. All right. There -- I'm going  
17:14:06 7 to ask you about some of the fields on here and then ask  
17:14:09 8 about the fix itself.

17:14:12 9 There's a field fix owner. What does that  
17:14:17 10 field mean?

17:14:18 11 A. Typically, that's the person who opened it.

17:14:25 12 Q. Is that also the person who creates the fix or  
17:14:29 13 not necessarily?

17:14:32 14 A. What do you mean by create?

17:14:34 15 Q. Well, Sharon Piper is listed here as the fix  
17:14:39 16 owner. Is she also the person who would have created  
17:14:42 17 this fix, the 8828 fix?

17:14:43 18 A. As in develop?

17:14:44 19 Q. Yes.

17:14:45 20 A. No.

17:14:50 21 Q. And is the active date the date that Sharon  
17:14:54 22 Piper opened this fix in SAS?

17:14:58 23 A. Yes.

17:14:58 24 Q. And what's TN interested parties?

17:15:05 25 A. It's -- if you do an info pump from Lotus

17:15:09 1 Notes, it would send it to the fix owner and to whoever  
17:15:11 2 is identified in the TN interested parties.

17:15:19 3 Q. Now, here it says -- a couple of rows below  
17:15:24 4 that, it says source various. Do you see that?

17:15:26 5 A. Yes.

17:15:27 6 Q. What does that mean?

17:15:30 7 A. Not much.

17:15:32 8 Q. What -- what are the -- what is that field  
17:15:36 9 intended to -- to represent?

17:15:37 10 A. Normally, when I think of source, I think of  
17:15:47 11 the government agency, but I looked and this was  
17:15:51 12 reported by a client.

17:15:53 13 MR. McDONELL: Counsel, based on a quick  
17:15:55 14 look of the electronic version of the SAS database, it  
17:15:58 15 appears there is data missing from the hard copy that's  
17:16:03 16 now Exhibit 87.

17:16:05 17 MR. HOWARD: Okay. Well, please let me  
17:16:06 18 know if you think that that missing data is a problem  
17:16:10 19 for any of my questions.

17:16:13 20 MR. McDONELL: I can't -- I can't commit  
17:16:15 21 that I'll be able to do that for sure on the fly, so I  
17:16:18 22 have to reserve my rights as we discussed on the record  
17:16:23 23 in connection with Ms. Williams' testimony.

17:16:31 24 Q. (By Mr. Howard) Which client, according to  
17:16:33 25 your review of Exhibit 87, reported the issue that

17:16:38 1 became the fix 8828?

17:16:41 2 A. There's a note by me, and it says it was  
17:16:44 3 reported by Advance Auto.

17:16:48 4 Q. And are you looking on the second page of  
17:16:54 5 Exhibit 87 underneath the source heading?

17:16:56 6 A. Yes.

17:16:56 7 Q. And this says attach requirement  
17:16:59 8 specifications?

17:17:00 9 A. Yes.

17:17:00 10 Q. And then there's a date stamp, February 27,  
17:17:06 11 2007, your name, and it says issue reported by Advance  
17:17:10 12 Auto? Is that where you're referring to?

17:17:11 13 A. Yes.

17:17:11 14 Q. Now, were you involved in the development of  
17:17:23 15 the 8828 fix?

17:17:36 16 A. Yes.

17:17:36 17 Q. And where did you look in the -- in Exhibit 87  
17:17:54 18 in order to answer that question?

17:17:57 19 A. Under the title Development under fix notes.

17:18:07 20 Q. And is that the entry which says modified view,  
17:18:20 21 fed tax data VW, to include married file single?

17:18:26 22 A. Yes.

17:18:26 23 Q. And does that entry under the development  
17:18:29 24 heading represent the -- represent the description of --  
17:18:39 25 of the fix that's the 8828 fix?

17:18:46 1 MR. McDONELL: Vague and ambiguous.

17:18:49 2 A. In a general way, yes.

17:18:50 3 Q. (By Mr. Howard) Above that, further up on that

17:18:51 4 same page, there's a note. It appears also to be from

17:18:55 5 you that begins reviewed 751 environments. Do you see

17:18:59 6 that?

17:18:59 7 A. Yes.

17:19:00 8 Q. What is that note intended to say?

17:19:03 9 A. I looked at the 751 environments to see who it

17:19:08 10 impacted.

17:19:11 11 Q. And what did you conclude?

17:19:15 12 A. That it was only missing in 751 commercial

17:19:18 13 environments.

17:19:19 14 Q. And that's consistent with your conclusion

17:19:23 15 after reviewing just the client list under the 8828 fix

17:19:27 16 and the bundle generation report?

17:19:30 17 A. Yes.

17:19:45 18 Q. On the third page of Exhibit 87, there's a

17:19:47 19 heading Test Plan. Do you see that?

17:19:51 20 A. Yes.

17:19:57 21 Q. What is the test plan portion of the record

17:20:03 22 for?

17:20:04 23 A. It's generally written by a QA engineer, and

17:20:11 24 it's what they're going to do to make sure that the fix

17:20:15 25 works.

17:20:16 1 Q. And here there's a line that says for release,  
17:20:25 2 751; test status, complete; test owner, Sara Lu. And  
17:20:31 3 then there's comments, HR751CSS; is that right?

17:20:35 4 A. Yes.

17:20:35 5 Q. What does that tell us?

17:20:39 6 A. She tested in HR751CSS.

17:20:47 7 Q. So referring back to -- referring back to  
17:21:00 8 Exhibit 82 on back to that page ending 328, which is  
17:21:11 9 where we find this 8828 fix, do we now know from looking  
17:21:26 10 at Exhibit 87 that the 8828 fix was only tested in the  
17:21:34 11 HR751CSS environment?

17:21:38 12 A. At the individual fix level, that would be what  
17:21:43 13 I would take from this.

17:21:45 14 Q. And then -- and then at the -- at the bundle  
17:21:51 15 level after it's -- after the bundle has been generated,  
17:21:55 16 would there be additional testing in any client specific  
17:22:00 17 environments before the 8828 fix is delivered to a  
17:22:04 18 client?

17:22:06 19 A. There would be a bundle test, and it would  
17:22:09 20 include testing that.

17:22:11 21 Q. In what environment would the bundle test  
17:22:15 22 occur?

17:22:18 23 A. For 751? There's an SBH environment which is  
17:22:24 24 St. Barnabus Hospital. Telapex has that environment.  
17:22:29 25 EDE, Empire District, has their own environment. The



17:22:33 1 others were in HR751CSS.

17:22:39 2 Q. Is there any way to know whether, in fact, the  
17:22:42 3 8828 fix was tested at the bundle level in those  
17:22:47 4 individual environments that you just listed?

17:22:51 5 A. There may be.

17:22:54 6 Q. How would you find out?

17:22:55 7 A. I would look back at the -- there's a folder,  
17:23:04 8 it's under consultant docs and templates, and they log  
17:23:07 9 all of the things that they do for bundle testing under  
17:23:11 10 the actual bundle folder. They have another one under  
17:23:15 11 there.

17:23:15 12 Q. Okay.

17:23:16 13 A. It may be under work documents.

17:23:20 14 Q. And -- and that's a document, if I understand  
17:23:22 15 you, for each bundle that indicates how that bundle was  
17:23:28 16 tested?

17:23:29 17 A. It's typically by client.

17:23:33 18 Q. So does that mean you'd have to look in every  
17:23:40 19 client to know whether any particular bundle was tested  
17:23:42 20 in that client's local environment?

17:23:48 21 A. No.

17:23:48 22 Q. How would you -- what's the most efficient way  
17:23:52 23 of finding out whether a bundle has been tested in the  
17:23:57 24 individual client environment for the client who  
17:24:00 25 receives that bundle?

17:24:04 1 A. They would create a Word document for client,  
17:24:08 2 and it would be just, for example, it would be  
17:24:13 3 TEL-TN-PY07 March or -- yes, PY07 March. And then in  
17:24:20 4 that work documents under the top level folder of PY07  
17:24:26 5 March, there would be that folder name TEL-TN-PY07  
17:24:32 6 March.

17:24:48 7 Q. Would that document be in a client specific  
17:24:51 8 folder or a general folder?

17:24:55 9 A. Under PY07 March, there would be a client  
17:24:59 10 specific folder underneath that.

17:25:02 11 Q. Right. So in order to know for any particular  
17:25:05 12 client whether that bundle was tested in their  
17:25:09 13 environment, you'd have to go into each individual  
17:25:11 14 client folder and look for this document you've  
17:25:13 15 described?

17:25:14 16 A. I believe so, yes.

17:25:16 17 Q. Is there any -- is there any document that in  
17:25:19 18 summary form tells us whether a bundle was tested in  
17:25:25 19 specific client environments?

17:25:27 20 A. Project plan.

17:25:28 21 Q. Project plan. Anywhere else that we could look  
17:25:38 22 to see whether a bundle was tested in individual client  
17:25:42 23 environments?

17:25:44 24 A. Not that I can think of.

17:26:03 25 Q. Now, you identified a couple of the

17:26:44 1 environments with CSS in the name, the HG751CSS and  
17:26:51 2 HR751CSS?

17:26:52 3 A. Yes.

17:26:53 4 Q. And is there an HR702CSS?

17:26:56 5 A. There was.

17:27:03 6 Q. Does it no longer exist?

17:27:04 7 A. It's probably still there, but it's not in use.

17:27:07 8 Q. How were -- how were the -- how was the

17:27:17 9 HR751CSS environment created?

17:27:21 10 A. After tax update 05D for the extended support  
17:27:28 11 clients, we changed over to critical support. And at  
17:27:33 12 that time, that environment was just really renamed from  
17:27:37 13 05D to CSS.

17:27:39 14 Q. And what was the purpose of -- of renaming it  
17:27:48 15 in that way?

17:27:49 16 A. That was when we stopped doing retrofit updates  
17:27:58 17 as a practice.

17:28:03 18 Q. Why was the environment renamed from the 2005D  
17:28:09 19 environment to the CSS environment?

17:28:11 20 A. 05D no longer had any meaning.

17:28:22 21 Q. Did the environment that's now known as  
17:28:27 22 HR751CSS, did that originally come from a particular  
17:28:33 23 client's software?

17:28:35 24 A. Based on research and best guess, based on  
17:28:41 25 research, what I believe it was either Safeway or

17:28:44 1 Washington Gas Light.

17:28:53 2 Q. And do you know when the -- do you know when  
17:29:04 3 the environment now known as HR751CSS was first created?

17:29:11 4 A. 2002.

17:29:11 5 Q. Do you know who created it?

17:29:15 6 A. No.

17:29:16 7 Q. Why was it created?

17:29:21 8 A. To support extended support clients that were  
17:29:26 9 on release 702.

17:29:31 10 Q. So if I understand, since the -- since the --  
17:30:01 11 well, let me start over.

17:30:03 12 What was the name of the environment  
17:30:06 13 that's now known as HR751CSS when it was first created  
17:30:10 14 in 2002 to support 702 clients?

17:30:18 15 A. Best guess is HR751DMO.

17:30:23 16 Q. And what was the -- when was the first time  
17:30:43 17 that that environment, HR751DMO, was used to support a  
17:30:50 18 702 extended support client?

17:30:54 19 A. Prior to my arrival at TomorrowNow.

17:31:03 20 Q. Well, who were the two employees that preceded  
17:31:06 21 you at TomorrowNow?

17:31:07 22 A. Andrew Nelson and Sharon Piper.

17:31:18 23 Q. And do you know which as between the two of  
17:31:20 24 them created HR751DMO?

17:31:24 25 A. Since Sharon is not that technical, I have to

17:31:28 1 assume Andrew.

17:31:29 2 Q. Is it fair to say that Andrew Nelson created  
17:31:38 3 the extended support retrofit model that TomorrowNow  
17:31:42 4 used through 2005?

17:31:43 5 MR. McDONELL: Vague and ambiguous.

17:31:47 6 A. In its earliest forms, yes.

17:31:51 7 Q. (By Mr. Howard) Which client software was used  
17:31:59 8 to create the HG751CSS environment?

17:32:08 9 A. I -- I looked for, and I -- I knew it earlier  
17:32:12 10 today, but it's just escaping me right now. But we  
17:32:17 11 could probably look back in SAS and see the clients at  
17:32:22 12 that time.

17:32:22 13 Q. Let me know when it comes to you. I'm sure it  
17:32:26 14 will as we go through.

17:32:28 15 And do you know which client software was  
17:32:30 16 used to create HR702CSS?

17:32:35 17 A. That would have been Safeway or Washington Gas  
17:32:38 18 Light. You said HR, right?

17:32:40 19 Q. HR702CSS.

17:32:43 20 A. Correct.

17:32:48 21 Q. Do you know what the environment now known as  
17:32:54 22 HG751CSS was named when it was first created?

17:32:59 23 A. When it was first created, it would have been  
17:33:05 24 in 2003. And by then, I had implemented the naming  
17:33:08 25 convention that indicated what tax update was applied,

17:33:13 1 which I think that would have been 03D. Whatever the  
17:33:22 2 PeopleSoft release retirement tax update was is what it  
17:33:28 3 would have been named.

17:33:31 4 Q. So HG75103D?

17:33:36 5 A. I think so. They were supported longer than  
17:33:44 6 commercial by PeopleSoft.

17:33:53 7 Q. So look, if you would, at Exhibit 75. Do you  
17:34:44 8 recognize Exhibit 75 as a list of the Backtrack  
17:34:52 9 environments sorted by environment name?

17:34:57 10 A. It could be. This is not the normal view I  
17:35:00 11 would view it in, but I could take --

17:35:02 12 Q. Let's turn to page 4 of Exhibit 75 where there  
17:35:09 13 should start in ascending order the HG environments.  
17:35:21 14 Looking at that, does that help you determine with any  
17:35:24 15 more certainty what the original name was of the  
17:35:29 16 environment now known as HG751CSS?

17:35:33 17 A. No, not really. It could have been HG751DMO.  
17:35:39 18 It's the default name when you do an install.

17:35:54 19 Q. But there's no HG751DMO listed here, true?

17:35:59 20 A. True.

17:36:00 21 Q. But if I understand you, it's possible it had  
17:36:05 22 that name and then was renamed and never recorded in  
17:36:10 23 Backtrack?

17:36:11 24 A. If we renamed it right away after the install,  
17:36:14 25 no, it wouldn't.

17:36:18 1 Q. And who created the first version of the  
17:36:29 2 environment now known as HG751CSS?

17:36:32 3 A. I would have been involved in creating that  
17:36:42 4 particular environment.

17:36:50 5 Q. How was it created?

17:36:56 6 A. From CDs.

17:36:58 7 Q. Was anything done to it after the copy was  
17:37:02 8 created from the CDs?

17:37:06 9 MR. McDONELL: Vague and ambiguous.

17:37:07 10 A. Yes.

17:37:07 11 Q. (By Mr. Howard) What was done to it?

17:37:08 12 A. We did a payroll fix master.

17:37:12 13 Q. How did you do the payroll fix master to the  
17:37:17 14 initial copy of HG751CSS?

17:37:21 15 A. We had college students who downloaded fixes  
17:37:27 16 off of Customer Connection, and then we applied it for  
17:37:34 17 them.

17:37:34 18 Q. Who's -- which customer's login credential was  
17:37:40 19 used to download the fixes off Customer Connection that  
17:37:43 20 were then applied to the environment now known as  
17:37:45 21 HG751CSS?

17:37:46 22 A. I would have to look back at SAS and see which  
17:37:51 23 customer we were servicing at that time.

17:37:53 24 Q. And then is it fair to say that HG751CSS was  
17:38:17 25 copied multiple times over the years as new retrofit

17:38:23 1 updates were created to support the HG751 customers?

17:38:29 2 MR. McDONELL: Vague and ambiguous,  
17:38:31 3 compound.

17:38:31 4 A. Copied? No. Restored and a new thing applied.

17:38:36 5 Q. (By Mr. Howard) Okay. Yeah. That was  
17:38:39 6 imprecise. So why don't -- why don't you describe to me  
17:38:43 7 how that environment would be used over time to develop  
17:38:49 8 additional updates for HG751.

17:38:53 9 A. Do you mean when it's CSS or --

17:38:57 10 Q. Well, what I'd like to do is go back to its  
17:39:00 11 first iteration, and if that's HG75103D.

17:39:08 12 A. On here, it looks like it's 03C.

17:39:14 13 Q. Okay. So, and have you remembered which  
17:39:21 14 customer software was used?

17:39:23 15 A. No, not yet.

17:39:24 16 Q. So you create HG75103C using some customer  
17:39:33 17 software. Some college students download from Customer  
17:39:42 18 Connection updates for HG751, and -- and you apply those  
17:39:46 19 to fix master the environment?

17:39:49 20 A. Payroll fixes, yes.

17:39:54 21 Q. Then how is that -- then how is that  
17:39:58 22 environment used over time to create the retrofit  
17:40:02 23 updates for the HG751 customers? Let me -- let me ask  
17:40:12 24 it a different way.

17:40:13 25 How is the HG75103C environment then used



17:40:19 1 to create retrofit updates?

17:40:24 2 A. Let's just say I don't remember exactly when  
17:40:28 3 PeopleSoft retired that release. So I can tell you how  
17:40:32 4 we used it prior to 03C for sure. If you have 03B and  
17:40:41 5 you compare it to 03C, we would know what was changed,  
17:40:46 6 and we would determine if we could put that into the 702  
17:40:50 7 release for HG.

17:40:57 8 Q. So was HG75103C being used to support HG702  
17:41:03 9 customers?

17:41:08 10 A. Yes.

17:41:08 11 Q. And each time a new update was created, would  
17:41:15 12 new downloads be applied to the environment?

17:41:20 13 A. The tax update?

17:41:23 14 Q. Yes.

17:41:24 15 A. Yes.

17:41:27 16 Q. Which customer's login credential was used to  
17:41:30 17 obtain the download that was -- the download that was  
17:41:34 18 used to apply to the HG751 environment?

17:41:40 19 A. I don't know.

17:41:43 20 Q. Why are there multiple HG75103, 04 and 05  
17:42:02 21 environments listed here on Exhibit 75?

17:42:07 22 A. You mean like 05A, 05B?

17:42:10 23 Q. Correct.

17:42:11 24 A. That's -- we were still having clients that  
17:42:17 25 were paying maintenance, and these were now receiving a

17:42:21 1 retrofit.

17:42:24 2 Q. Who was receiving the retrofit?

17:42:32 3 A. Extended support clients.

17:42:33 4 Q. On which release?

17:42:35 5 A. 751 and 702.

17:42:39 6 Q. All right. What's listed here as HG75103C, as

17:42:56 7 I understood your testimony, that environment was used

17:42:59 8 to develop a retrofit update for the HG702 clients?

17:43:05 9 A. Until PeopleSoft retired that release.

17:43:09 10 Q. And that release meaning HG751?

17:43:12 11 A. 751 education and government.

17:43:15 12 Q. All right. And at the point where PeopleSoft

17:43:18 13 retired HG751, it was no longer possible to download

17:43:24 14 HG751 updates to use to create a retrofit for 702?

17:43:29 15 A. That's correct.

17:43:32 16 Q. And then how were -- and then so let me ask

17:43:42 17 again: What is the purpose of the other HG751

17:43:50 18 environments that are listed here on Exhibit 75?

17:43:56 19 A. Other?

17:43:59 20 Q. Well, let's pick one. How is HG75104B used?

17:44:06 21 A. We would have created a tax update for a

17:44:11 22 maintenance paying client from an 8SP1 version.

17:44:22 23 Q. Okay. So whereas with the first HG751

17:44:32 24 environment, that was used to create a retrofit

17:44:35 25 backwards to 702. Later HG751 environments were used to

17:44:44 1 create retrofits for 751 clients?

17:44:50 2 MR. McDONELL: Compound, vague and  
17:44:51 3 ambiguous.

17:44:51 4 A. Can you restate that?

17:44:53 5 Q. (By Mr. Howard) Maybe you can just explain.

17:44:58 6 How -- how would the HG75104B environment have been used  
17:45:02 7 to deliver a retrofit tax update?

17:45:07 8 A. 04B? At that -- I -- I'm pretty sure that's  
17:45:16 9 past the retirement release date. So at that point, we  
17:45:19 10 would have been supporting them from an 8SP1 release.  
17:45:23 11 We would compare the last tax update to the current one.  
17:45:28 12 Any differences, we would determine if they were for  
17:45:32 13 education and government, and we would work them in  
17:45:36 14 there.

17:45:40 15 Q. Are all of the HG751 environments listed here,  
17:45:45 16 did they all originate from the initial HG75103C  
17:45:52 17 environment?

17:45:53 18 MR. McDONELL: Vague and ambiguous.

17:45:59 19 A. All the ones on this particular page, I would  
17:46:04 20 say yes.

17:46:08 21 Q. (By Mr. Howard) And then the last one listed  
17:46:16 22 here that has this same naming convention is HG75105D;  
17:46:21 23 is that right?

17:46:24 24 A. That's the last one in that series, yes.

17:46:29 25 Q. Then the next one below that is HG751ANC. Do

17:46:37 1 you know what that environment is?

17:46:39 2 A. Yes.

17:46:39 3 Q. What is it?

17:46:39 4 A. It's the Municipality of Anchorage's

17:46:46 5 environment.

17:46:46 6 Q. Do you know how that environment was used?

17:46:51 7 A. That was, I think, our first critical support

17:46:55 8 client. And it would have been for any fix that they

17:47:05 9 wanted. It would have been Alaska or federal.

17:47:08 10 Q. Was that HG751ANC environment used in any way

17:47:13 11 to support other customers?

17:47:15 12 A. No. It was -- the last update applied to it

17:47:20 13 was far, far before any of the other extended support

17:47:23 14 clients.

17:47:24 15 Q. What do you mean before any of the other

17:47:27 16 extended support clients?

17:47:30 17 A. The extended support clients were still getting

17:47:33 18 tax updates. Municipality of Anchorage, they went off

17:47:37 19 maintenance before that environment, and they weren't --

17:47:41 20 they were only getting federal in Alaska. They didn't

17:47:45 21 care about anything else.

17:47:46 22 Q. Was the HG751ANC environment ever used to

17:47:51 23 develop fixes that were delivered to other customers?

17:47:55 24 A. No.

17:47:57 25 Q. Which 8.1 environment was used to create the

17:48:56 1 retrofits that are reflected by these various HG751  
17:49:03 2 environments?

17:49:04 3 MR. McDONELL: Assumes facts not in  
17:49:09 4 evidence.

17:49:09 5 A. It would be some of the ones on the next page  
17:49:22 6 that start HR810 and end in the year and the alpha  
17:49:29 7 character.

17:49:31 8 Q. (By Mr. Howard) The last one being HR81007A?

17:49:41 9 A. Yes. Although, that one may not have been  
17:49:43 10 used.

17:49:45 11 Q. And so is it -- is it the case, then, that  
17:49:59 12 HR8.1 environments were used to create retrofit updates  
17:50:03 13 for the HG751 clients?

17:50:07 14 A. Extended support, yes.

17:50:11 15 Q. And looking at the list of HR8.1 environments,  
17:50:23 16 it appears that the first one is HR801FM. Do you see  
17:50:27 17 that on page 4 of Exhibit 75?

17:50:35 18 A. Yes.

17:50:35 19 Q. Do you know what environment that is?

17:50:39 20 A. I -- I asked some of my co-workers, and we  
17:50:43 21 couldn't -- I don't think we could really identify that  
17:50:46 22 one.

17:50:46 23 Q. So is the first HR8.1 environment on Exhibit 75  
17:50:55 24 that -- that you can identify as being used in the  
17:50:56 25 retrofit process the HR81003C environment?

17:51:01 1 A. I believe so.

17:51:02 2 Q. And do you know which client software was used  
17:51:08 3 to create that environment?

17:51:11 4 A. It could have been any one of our current  
17:51:14 5 clients at that time.

17:51:17 6 Q. Any one of your HR8.1 clients at that time?

17:51:20 7 A. No. It could have been a 702 or a 751 client.

17:51:24 8 As they were paying maintenance, they would have had the  
17:51:27 9 CDs and access to anything related to it.

17:51:32 10 Q. Is there any way to find out which customers'  
17:51:36 11 CDs were used to create that HR8.1 environment?

17:51:42 12 A. Not that I'm aware of.

17:51:43 13 Q. Do you know who created the HR81003C  
17:51:48 14 environment?

17:51:49 15 A. John Baugh and I did.

17:51:53 16 Q. And similar to the HG751 environments, is it  
17:52:00 17 the case that starting with HR81003C through HR81007A  
17:52:08 18 that those are all -- those all originated from the same  
17:52:17 19 environment that's reflected by HR81003C?

17:52:26 20 A. Yes.

17:52:26 21 Q. And is it the case that with each successive  
17:52:32 22 iteration of the HR81003 environment beginning with  
17:52:37 23 003C, that download -- downloaded updates would be  
17:52:42 24 obtained from Customer Connection and applied to the  
17:52:45 25 environment?

17:52:46 1 A. Tax update.

17:52:47 2 Q. Which customer's login credential was used to  
17:52:57 3 obtain the downloaded tax updates that were applied to  
17:53:00 4 each successive version of the HR81003 environment?

17:53:04 5 A. I can only say the one that I used, and that  
17:53:07 6 would be Bear Stearns. But I think that was pretty  
17:53:11 7 commonly used.

17:53:13 8 Q. Of the one -- of the -- of the HR81003  
17:53:17 9 environments listed here, for how many of them were you  
17:53:20 10 responsible for updating with the new tax update from  
17:53:26 11 Customer Connection using the Bear Stearns ID?

17:53:29 12 A. I couldn't tell you how many I did. I did some  
17:53:32 13 of them.

17:53:33 14 Q. Half, more than half?

17:53:40 15 A. It depended on who was up late at night when it  
17:53:43 16 came out.

17:53:46 17 Q. And by that, you mean when PeopleSoft issued  
17:53:50 18 that particular tax update and posted it on Customer  
17:53:54 19 Connection?

17:53:54 20 A. Correct.

17:53:59 21 Q. What's the latest release that was used to  
17:54:29 22 create -- by latest I mean in -- in -- by version.  
17:54:32 23 What's the latest version that was used to create a  
17:54:37 24 retrofit update for a TomorrowNow customer?

17:54:40 25 A. 81.

17:54:49 1 Q. And which earlier releases were used to deliver  
17:55:04 2 retrofit updates using the 8.1 environments? So, for --  
17:55:14 3 for example, you said the HR81 releases were used to  
17:55:20 4 develop retrofit updates for the HG751 customers?

17:55:24 5 A. Correct.

17:55:29 6 Q. Were the 81 releases used to create retrofit  
17:55:32 7 updates for the HR751 customers?

17:55:37 8 A. Yes.

17:55:37 9 Q. Were the HR81 environments used to create  
17:55:42 10 retrofit updates for the HR702 customers?

17:55:48 11 A. In a way.

17:55:50 12 Q. What do you mean by that?

17:55:52 13 A. We would first do the retrofit for 75, and then  
17:55:57 14 we would actually compare our prior 75 to our current  
17:56:02 15 75.

17:56:04 16 Q. How would that result in a -- in a update for  
17:56:11 17 HR702?

17:56:12 18 A. As you get further away from the release you're  
17:56:17 19 retrofitting from, there's no way to do some of the  
17:56:20 20 things that they do in the higher release. So the  
17:56:24 21 closer the code, the more likely you can actually make  
17:56:28 22 it fit. But to compare 702 to 8SP1 wouldn't get you  
17:56:35 23 anywhere.

17:56:35 24 Q. All right. So if I understand, you would do  
17:56:38 25 the comparison between the updated HR81 environment and



17:56:44 1 the most recent HR751 environment?

17:56:55 2 A. I -- you would do the most recent 8SP1 to the  
17:56:59 3 prior 8SP1 and see the differences. And you'd apply  
17:57:04 4 those to HR751 and HG751. HR8 covers both ENG and  
17:57:15 5 commercial.

17:57:18 6 Q. And then you would -- then you would compare  
17:57:21 7 the updated 751 environment to the prior 751  
17:57:26 8 environment?

17:57:29 9 A. Yes. Actually, we'd just compare the tax  
17:57:31 10 updates that we had done previously or whatever has  
17:57:36 11 changed. We can -- that's what we would use Araxis  
17:57:40 12 Merge for to see what we changed in one release. If  
17:57:43 13 you'd put them side by side, I know exactly what I just  
17:57:46 14 changed.

17:57:52 15 Q. So you take a Bear Stearns login credential and  
17:57:59 16 download the newly posted update for 8.1, right?

17:58:07 17 A. Yes.

17:58:08 18 Q. And you then compare that 8.1 environment to  
17:58:13 19 the prior 8.1 environment?

17:58:18 20 A. Just the objects that have changed.

17:58:22 21 Q. And how do you determine which objects have  
17:58:24 22 changed?

17:58:24 23 A. They're in the tax update.

17:58:31 24 Q. Once you've done that comparison of the objects  
17:58:33 25 that have changed, is there any other comparison that's

17:58:37 1 done before you apply those same changes to the 75 --  
17:58:42 2 751 environment?

17:58:44 3 A. We would look at the documentation that was  
17:58:47 4 delivered with the tax update.

17:58:53 5 Q. And then you make the equivalent changes in the  
17:58:59 6 most recent 751 environment?

17:59:03 7 A. Yes, which becomes the current 751.

17:59:09 8 Q. And then you use Araxis Merge how in the 751  
17:59:15 9 environment?

17:59:16 10 A. What I just changed? I compare it to what was  
17:59:19 11 there before. And if that code can be used in the next  
17:59:26 12 release, the change, we'll attempt to make it work.

17:59:32 13 Q. Now, there's -- on Exhibit 75, there are some  
17:59:45 14 environments with different extensions such as DMO. For  
17:59:51 15 example, at the end of that list of HR8.1 environments  
17:59:55 16 we were looking at, there's an HR810DMO environment in  
18:00:01 17 the fourth page of Exhibit 75?

18:00:03 18 A. I see it.

18:00:06 19 Q. Do you know what these DMO environments are  
18:00:08 20 for?

18:00:11 21 A. No. I -- I'm pretty sure I looked that one up  
18:00:13 22 in Backtrack, but I don't recall anything very  
18:00:20 23 informative out of it.

18:00:20 24 Q. Then there are some 8.31 environments?

18:00:27 25 A. Yes.

18:00:27 1 Q. What are the 8.31 environments for?

18:00:32 2 A. Which one?

18:00:33 3 Q. Well, the -- there's -- on that same page a  
18:00:38 4 little bit further down, there's HR831DAT, HR831DMO. Do  
18:00:46 5 you know what those are for?

18:00:47 6 A. I probably looked up the DMO. I just can't  
18:00:50 7 recall. But -- but I looked at pretty much everything  
18:00:54 8 on a list in Backtrack. But the 831DAT is when we're  
18:01:00 9 doing critical support for 831, we want clean data, no  
18:01:06 10 other data except for what we're changing for the tax  
18:01:09 11 update. We would use this database. It's not a  
18:01:13 12 complete environment, it's just a database, and it's  
18:01:15 13 really emptied out each time. We would put the data in  
18:01:19 14 there and export it to be clean. It's like minimum --

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1 SUBSCRIBED AND SWORN TO by the undersigned  
2 on this the 7th day of April, 2008.

3  
4 Carol Jenkins  
CAROL JENKINS, CSR

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CATHERINE LEE HYDE April 2, 2008

HIGHLY CONFIDENTIAL

UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
SAN FRANCISCO DIVISION

ORACLE CORPORATION, ET AL, \*  
Plaintiffs, \*  
VS. \* CASE NO. 07-CV-01658 (MJJ)  
SAP AG, ET AL, \*  
Defendants. \*

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APRIL 2, 2008

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REPORTED BY:  
CAROL JENKINS, CSR, RPR, CRR  
CERTIFICATE NO. 2660

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Q. (By Mr. Howard) When would D702DATM be used for a critical support update?

A. After we've created individual fixes, we could load them in there and then export them all out as one

08:02:25 1 big group. But it may have come from the individual  
08:02:27 2 client environment, and it would be used for grouping  
08:02:29 3 them.  
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11:00:24 2 Q. (By Mr. Howard) How was -- how were -- how was

11:00:26 3 it -- how was it done that PeopleSoft authored objects

11:00:30 4 were copied by TomorrowNow?

11:00:34 5 A. We would have logged into Customer Connection

11:00:37 6 and downloaded the tax update.

11:00:39 7 Q. And was the -- was the -- were the code objects

11:00:43 8 that were copied in that fashion, then, modified by

11:00:48 9 TomorrowNow?

11:00:51 10 A. Not those particular objects, but the ones that

11:00:54 11 we were trying to retrofit to, yes.

11:00:56 12 Q. And would those be the target objects?

11:00:59 13 A. Yes.

11:00:59 14 Q. All right. So you would look at the source

11:01:02 15 objects, the ones issued by PeopleSoft, and then modify

11:01:09 16 the target objects to achieve the same functionality as

11:01:13 17 reflected in the source objects?

11:01:15 18 A. Or as close as we could get to it, yes.

11:01:21 19 Q. And what code -- what kind of code would be

11:01:27 20 modified in the target objects as part of that process?

11:01:35 21 MR. McDONELL: Assumes facts.

11:01:37 22 A. Any object possibly that was in the original

11:01:41 23 tax update.

11:01:42 24 Q. (By Mr. Howard) Were any of the actual source

11:02:01 25 objects that were copied by downloading from Customer



11:02:06 1 Connection themselves edited by TomorrowNow?

11:02:09 2 MR. McDONELL: Vague and ambiguous.

11:02:12 3 A. There are situations where the program would be  
11:02:18 4 completely new, and we would have taken that as the  
11:02:20 5 original source and modified it to work in the  
11:02:23 6 particular environment.

11:02:24 7 Q. (By Mr. Howard) And can you give me an example  
11:02:29 8 of when that would occur?

11:02:31 9 A. A completely new SQR for a report, it won't run  
11:02:35 10 as is in a 751 or 702 environment. We would modify it  
11:02:41 11 to make it work with the tables that exist in 751 or 702  
11:02:46 12 or any of the limitations of 751 or 702.

11:02:54 13 Q. So you would copy that SQR by downloading it  
11:02:57 14 from Customer Connection, you would identify that it's a  
11:03:02 15 completely new SQR, and then modify it to work in the  
11:03:07 16 earlier releases that you were supporting in the  
11:03:09 17 extended support model?

11:03:11 18 A. Yes. As long as it was valid for that release,  
11:03:13 19 yes.

11:03:15 20 Q. And would the same be true for other forms of  
11:03:17 21 code, such as COBOL?

11:03:19 22 A. No.

11:03:19 23 Q. Are there any other objects other than SQRs  
11:03:22 24 that would have been modified by TomorrowNow and applied  
11:03:27 25 in the way you've just described?

11:03:29 1 A. No.

11:03:29 2 Q. It would only be SQRs?

11:03:31 3 A. Yes.

11:03:32 4 Q. How often did that occur that there would be a  
11:03:35 5 completely new SQR published by PeopleSoft that  
11:03:40 6 TomorrowNow would need to copy and modify and apply for  
11:03:42 7 its earlier release customers?

11:03:44 8 A. Not very often.

11:03:48 9 Q. More than 20 times?

11:03:51 10 A. No.

11:03:52 11 Q. Can you remember a specific instance of an SQR  
11:03:55 12 where -- where you had to copy it and modify it?

11:03:58 13 A. Canadian. Canadian, new Canadian requirement  
11:04:03 14 for 702. We would have taken the 8SP1 version and made  
11:04:10 15 it work for 702.

11:04:12 16 Q. Do you recall when that SQR was published?

11:04:16 17 A. No, but I think there were like two, but I  
11:04:21 18 couldn't -- it may have been before this, so...

11:04:25 19 Q. Before this document?

11:04:26 20 A. Yes.

11:04:26 21 Q. Before April 1st, 2005?

11:04:28 22 A. Yes.

11:04:32 23 Q. On -- on the Bates page 714360, Exhibit 89,  
11:04:54 24 there's a reference to data files.

11:04:56 25 Do you see that?

11:05:01 1 A. Yes.

11:05:01 2 Q. Are those the same types of data files that you  
11:05:04 3 were describing were used in connection with DATM  
11:05:09 4 databases on Exhibit 75?

11:05:10 5 MR. McDONELL: Vague and ambiguous.

11:05:11 6 A. Yes.

11:05:12 7 Q. (By Mr. Howard) And then there's a reference  
11:05:22 8 to -- on the same page 714360 to the Araxis Merge  
11:05:29 9 comparison tool.

11:05:30 10 Do you see that?

11:05:30 11 A. Yes.

11:05:30 12 Q. And there's a screen shot below that paragraph?

11:05:34 13 A. Yes.

11:05:35 14 Q. What is the screen shot intended to represent?

11:05:40 15 A. It's showing a comparison of the 8SP1 COBOL at  
11:05:45 16 05A to the prior code line 04F.

11:05:49 17 Q. So how would the Araxis Merge tool be used as  
11:05:55 18 it's reflected here by the screen shot to develop a  
11:05:59 19 retrofit update?

11:06:03 20 A. We can see what changed.

11:06:06 21 Q. And then what do you do with that information?

11:06:09 22 A. I would go and look at the release that I want  
11:06:12 23 to update. I can actually make a tri compare, and it  
11:06:17 24 may or may not be anything that I would include.

11:06:23 25 Q. When you say a tri compare, you would have

11:06:26 1 three screens next to each other instead of the two  
11:06:28 2 reflected here?  
11:06:29 3 A. Next page.  
11:06:30 4 Q. Such as what's reflected on the next page of  
11:06:32 5 the exhibit, 714361?  
11:06:34 6 A. Correct.  
11:06:35 7 Q. And what would be the point of doing tri  
11:06:37 8 compare?  
11:06:38 9 A. I would see if the code even had any value  
11:06:42 10 right away. If -- you can barely see, but on the right  
11:06:48 11 side there's all the differences in that between these  
11:06:54 12 three. I mean, it's just blocked up. Which would mean  
11:06:56 13 the functionality chances of it being the same is slim  
11:07:01 14 to none.  
11:07:03 15 Q. You're looking now at the three-way comparison?  
11:07:07 16 A. Yes.  
11:07:07 17 Q. And you're looking at the right-hand screen in  
11:07:10 18 that three-way comparison?  
11:07:12 19 A. Right-hand side of that third screen, there's a  
11:07:14 20 bunch of blocks. They're kind shaded in.  
11:07:21 21 Q. Beginning with 02SQLSTMT?  
11:07:33 22 A. It's on -- it's right here (indicating).  
11:07:37 23 Q. Oh, on the very edge of that?  
11:07:39 24 A. All those little blocks are the differences  
11:07:41 25 between the third one and the second one, which means

11:07:45 1 the functionality between those two programs being the  
11:07:48 2 same is slim to none.

11:07:52 3 Q. So it -- it is very hard to see, but on this  
11:07:56 4 page 714361, if I understand you, the row on the  
11:08:03 5 right-hand side of the three-way comparison that's  
11:08:08 6 numbered 547 and then it says 03 filler, is that one  
11:08:12 7 where there's one of these blocks on the far right-hand  
11:08:15 8 side?

11:08:15 9 A. No. What you're looking at here, the small  
11:08:19 10 section we're seeing, which is a very small subset of  
11:08:23 11 the entire program, is the same. But as you go down  
11:08:26 12 into the program, the functionality is probably worlds  
11:08:31 13 apart. So even though it looks like you can make the  
11:08:35 14 change, this isn't a clear indication.

11:08:38 15 Q. So, I'm sorry, where is it, then, on this tri  
11:08:42 16 compare screen that's indicating a difference in  
11:08:44 17 functionality?

11:08:45 18 A. Between 751 and 8SP1?

11:08:50 19 Q. Right.

11:08:50 20 A. The fact that all those blocks are on the side.  
11:08:52 21 Those are differences between the releases. On this  
11:08:57 22 one, if you look, there's one, two, three, four. There  
11:09:05 23 were four changes made between whatever versions these  
11:09:12 24 are. And then over here, that would be all the  
11:09:15 25 differences between 751 and 8SP1 for that particular

11:09:19 1 program.

11:09:19 2 Q. When you're pointing to over here, you're  
11:09:21 3 pointing to the right-hand side?

11:09:22 4 A. The very far --

11:09:24 5 Q. Of the comparison?

11:09:26 6 A. It's a bar -- it's an information bar. What  
11:09:28 7 they do is, they have little ticks for every change, and  
11:09:31 8 it can be a big chunk of change.

11:09:36 9 Q. So what's the first tick that you see on the  
11:09:38 10 right-hand side of the three-way comparison screen shot?

11:09:41 11 A. The first -- if you look at -- oh, that's just  
11:09:44 12 where the -- you're looking in the program. But there's  
11:09:47 13 a bunch of stuff above it that's different, and then  
11:09:50 14 tons of stuff below it that's different. This may be  
11:09:53 15 the only thing that's really the same within the whole  
11:09:56 16 program.

11:09:57 17 Q. What is it that's the same within the program?  
11:10:00 18 What specifically are you looking at?

11:10:01 19 A. The third window and the second window.

11:10:05 20 Q. Right. And where is it specifically that you  
11:10:07 21 see there's an indication of similarity between the 8SP1  
11:10:14 22 and the 751? Is there a row number that you're looking  
11:10:19 23 at?

11:10:19 24 A. 541 to 565 are the same.

11:10:31 25 Q. And where is it on the screen shot that shows

11:10:34 1 you that those rows are the same?

11:10:37 2 A. There's nothing highlighted there.

11:10:40 3 Q. Okay. And -- okay. And then if we look at the

11:10:46 4 middle screen, the 593 row is highlighted.

11:10:52 5 Does that indicate a change?

11:10:55 6 A. Yes. Between the first one and the second one.

11:10:58 7 Q. I see. So -- so there's a beginning -- an

11:11:02 8 indicator of the beginning of the change, an indicator

11:11:05 9 of the end of the change?

11:11:06 10 A. It highlights the whole line.

11:11:11 11 Q. Does this middle screen tell us that everything

11:11:14 12 between 593 to 600 is changed?

11:11:18 13 A. No.

11:11:18 14 Q. Just what's in 593 and just what's in 600 is

11:11:22 15 changed?

11:11:22 16 A. Yes.

11:11:23 17 Q. And that change is between the -- the

11:11:29 18 preupdated version of SP1 and the newly updated version

11:11:32 19 of SP1?

11:11:34 20 A. Yes.

11:11:34 21 Q. So you identify these changes, and you -- you

11:11:40 22 make a determination as to whether you can replicate

11:11:44 23 them or attempt to replicate them in the earlier

11:11:47 24 release?

11:11:49 25 A. Yes.

11:11:49 1 Q. And then is -- is -- is Araxis Merge used in  
11:11:56 2 any other way after you make that determination?

11:11:58 3 A. The Araxis Merge would be used during the  
11:12:01 4 development phase after it was replicated.

11:12:04 5 Q. For what purpose?

11:12:05 6 A. To compare what the change was and to determine  
11:12:08 7 if we could put it into the earlier release.

11:12:10 8 Q. All right. So you use Araxis Merge to --  
11:12:36 9 initially to identify what the changes are between the  
11:12:39 10 various environments, right?

11:12:44 11 A. The objects, yes. SQR COBOL.

11:12:47 12 Q. Right. Which are part of the environments?

11:12:50 13 A. Yes.

11:12:50 14 Q. And then as we've talked about, you attempt to  
11:12:55 15 replicate that change in one of the REP environments for  
11:13:01 16 that earlier release?

11:13:02 17 A. Correct.

11:13:04 18 Q. And once you've replicated that change, do I  
11:13:09 19 understand that you then use Araxis Merge again?

11:13:15 20 A. You could. You could use it before and after  
11:13:18 21 replication. It might help the person replicating  
11:13:23 22 determine what data needs to be entered to replicate the  
11:13:27 23 issue.

11:13:28 24 Q. I see. So you'd sort of continuously be using  
11:13:33 25 Araxis Merge to identify where these changes occur as



11:13:36 1 you're attempting to replicate the issue in the earlier  
11:13:39 2 environment?

11:13:39 3 A. It would help certain individuals, not all of  
11:13:42 4 them.

11:13:43 5 Q. Who would it help versus not help?

11:13:45 6 A. A technical person.

11:13:48 7 Q. So there's a group of less technical people who  
11:13:54 8 would be relying more on Araxis Merge to do the  
11:13:56 9 replication and development of the retrofit updates?

11:14:01 10 A. There would be a more technical group using  
11:14:05 11 Araxis Merge than the less technical people. They  
11:14:08 12 wouldn't know what they were looking at.

11:14:13 13 Q. Okay. That resonates.

11:14:28 14 So Araxis Merge is used, it sounds like,  
11:14:35 15 throughout the initial identification, replication and  
11:14:38 16 development process by certain people as part of  
11:14:42 17 developing the retrofit tax update?

11:14:45 18 A. That's fair.

11:14:46 19 MR. McDONELL: Vague and ambiguous.

11:14:47 20 Q. (By Mr. Howard) Is Araxis Merge used for any  
11:14:50 21 other purpose?

11:14:53 22 A. If we encounter an issue after delivering  
11:14:56 23 something, we might compare it to the prior version to  
11:15:00 24 see what we broke or if that would have caused the  
11:15:05 25 particular situation.

11:15:08 1 Q. So in that event, you encounter an issue after  
11:15:16 2 delivery, what is it that Araxis Merge would be  
11:15:22 3 comparing?

11:15:23 4 A. The original SQR to the new one or the original  
11:15:27 5 COBOL to the new one.

11:15:31 6 Q. And when you -- when you use the term "original  
11:15:34 7 SQR" or "original COBOL," are you referring to the code  
11:15:40 8 that's in the immediately preceding environment for that  
11:15:45 9 release?

11:15:47 10 A. Yes.

11:15:47 11 Q. And are those objects stored somewhere other  
11:15:52 12 than in the environment itself?

11:15:58 13 A. They could be.

11:16:00 14 Q. Where would they be?

11:16:03 15 A. We -- originally, I think we moved items to a  
11:16:06 16 before and after folder outside of the environment, but  
11:16:09 17 I think that was discontinued after a while.

11:16:13 18 Q. And do you know when it was discontinued?

11:16:15 19 A. No. I just remember it was -- just didn't  
11:16:19 20 really help with anything.

11:16:20 21 Q. So at a certain -- for some period of time,  
11:16:24 22 there would be a folder for each release that would  
11:16:28 23 contain the various SQRs and COBOLs that are being  
11:16:32 24 created to -- as part of the tax update delivery?

11:16:37 25 A. Modified. We would probably have a before and

11:16:41 1 after folder.

11:16:42 2 Q. Do you know where that before and after folder  
11:16:44 3 is located?

11:16:44 4 A. I would think it would be under TN development  
11:16:48 5 checked out.

11:16:50 6 Q. And then at a certain point, the TN development  
11:16:57 7 checked out folder was discontinued in use?

11:17:01 8 A. Yes. I don't believe it's been used in a long  
11:17:03 9 time.

11:17:03 10 Q. All right. And from that point forward, the  
11:17:07 11 various SQRs and COBOLs that would be modified would  
11:17:11 12 simply be kept within the most recently updated  
11:17:15 13 environment?

11:17:18 14 A. Or they would be copied into what would  
11:17:20 15 eventually become the update folder, and they would be  
11:17:24 16 modified there.

11:17:25 17 If they weren't modified, they would just  
11:17:27 18 be deleted from that folder.

11:17:28 19 Q. You referred to an update folder. What is  
11:17:36 20 that?

11:17:36 21 A. It's the tax update folder. There's a  
11:17:42 22 structure on page 7 of the document.

11:17:50 23 Q. You're referring now to Bates page 714359 of  
11:17:55 24 Exhibit 89?

11:17:59 25 A. Yes.

11:18:00 1 Q. And there's a folder structure reflected here?

11:18:03 2 A. Yes. The one that starts TN-2005B-751C would  
11:18:12 3 be an example of a tax update folder structure.

11:18:17 4 Q. All right. And within that folder structure,  
11:18:19 5 there are separate folders for data, right?

11:18:24 6 A. Yes.

11:18:25 7 Q. Scripts?

11:18:27 8 A. Yes.

11:18:27 9 Q. SQRs?

11:18:32 10 A. Yes.

11:18:32 11 Q. SRC?

11:18:34 12 A. That's actually one folder. Source COBOL base  
11:18:38 13 is the path, and only objects would be stored under  
11:18:40 14 base.

11:18:41 15 Q. All right. And the objects stored in the base  
11:18:46 16 folder would be COBOL objects?

11:18:48 17 A. Correct.

11:18:50 18 Q. And so just going back now to the example of a  
11:19:03 19 problem arising after delivery. If a problem arose in  
11:19:09 20 the delivery of the 751C 2005C tax update, do I  
11:19:19 21 understand that you would then go back to this 2005B  
11:19:24 22 folder, retrieve the objects, and compare them to the  
11:19:30 23 2005C objects using Araxis Merge to try and troubleshoot  
11:19:34 24 the source of the problem?

11:19:35 25 MR. McDONELL: Vague and ambiguous.

11:19:36 1 A. No.

11:19:37 2 MR. McDONELL: Compound.

11:19:38 3 A. They wouldn't have been stored there.

11:19:39 4 Q. (By Mr. Howard) Why not?

11:19:42 5 A. In the B? The B would have only been what was

11:19:45 6 changed during tax update B.

11:19:52 7 Q. So where would you go to get the source objects

11:19:56 8 for the Araxis Merge comparison if the problem arose in

11:19:59 9 the delivery of 2000 -- 751C 2005C?

11:20:04 10 A. In order to support our clients, we would have

11:20:07 11 the most recent version, for example, 05C and 05B

11:20:15 12 active, the environments.

11:20:17 13 Q. The environments themselves?

11:20:18 14 A. Yes. We could compare those two.

11:20:20 15 Q. And so would Araxis Merge be used just to

11:20:24 16 compare one -- one environment to the other?

11:20:26 17 A. The program. The program between the two

11:20:31 18 environments.

11:20:33 19 Q. What do you mean by "the program"?

11:20:34 20 A. You said if there was an error in an SQR, we

11:20:39 21 would actually just look at that SQR within those two

11:20:41 22 environments.

11:20:42 23 Q. Oh, I get it. So -- so within Araxis Merge,

11:20:47 24 you can -- in some fashion, you can ask it to simply

11:20:52 25 compare the SQR from the 2005B environment to the 2005C

11:20:58 1 environment?

11:21:05 2 A. Yes.

11:21:05 3

11:21:09 4

11:21:14 5

11:21:17 6

11:21:18 7

11:21:23 8

11:21:26 9

11:21:26 10

11:21:27 11

11:21:33 12

11:21:36 13

11:21:42 14

11:21:47 15

11:21:49 16

11:21:55 17

11:21:59 18

11:21:59 19

11:22:05 20

11:22:13 21

11:22:17 22

11:22:18 23

11:22:18 24

11:22:20 25

11:50:44 1 (Lunch recess.)

12:26:39 2 THE VIDEOGRAPHER: This is the beginning  
12:26:56 3 of tape No. 3, Volume 2, in the deposition of Catherine  
12:27:00 4 Hyde. The time is 12:27. We're on the record.

12:27:03 5 Q. (By Mr. Howard) Ms. Hyde, I'm going to refer  
12:27:05 6 you to what's been previously marked as Exhibit 33, and  
12:27:07 7 I've put it in front of you there. You may recall some  
12:27:11 8 testimony with Ms. Williams about this exhibit  
12:27:14 9 yesterday.

12:27:14 10 Do you recognize what's been marked as  
12:27:16 11 Exhibit 33?

12:27:17 12 A. It looks like it comes from SAS.

12:27:26 13 Q. And are you familiar with part of SAS that --  
12:27:32 14 which is what I believe this is from, that would contain  
12:27:35 15 master fixes and master bundles?

12:27:39 16 A. Yes.

12:27:39 17 Q. Is there a difference, to your understanding,  
12:27:43 18 between a bundle and a master bundle?

12:27:49 19 A. No.

12:27:49 20 Q. In your experience, those terms are used  
12:27:52 21 interchangeably at TomorrowNow?

12:27:54 22 A. We would only call it a bundle. It's just a  
12:27:58 23 way of making it a top-level folder in SAS.

12:28:01 24 Q. Okay. So based on your experience with SAS,  
12:28:09 25 there shouldn't be any difference between master bundles

12:28:12 1 and bundles?

12:28:13 2 A. No.

12:28:19 3 Q. Then looking at Exhibit 33, is Exhibit 33 then  
12:28:28 4 a list of bundles?

12:28:40 5 A. Some of them are.

12:28:42 6 Q. Okay. By looking at this, how can you tell  
12:28:49 7 whether an entry is a bundle or not?

12:28:53 8 A. Our bundles have the naming convention TN-PY  
12:28:59 9 and then the two-year identifier with a three-character  
12:29:03 10 month.

12:29:05 11 Q. Okay. And so all of the entries in Exhibit 33  
12:29:12 12 that begin with the TN are -- are those all bundles?

12:29:24 13 MR. McDONELL: Vague and ambiguous.

12:29:25 14 A. TN-PY.

12:29:27 15 Q. (By Mr. Howard) TN-PY. Okay. And for those  
12:29:37 16 entries, the TN-PY entries, do those indicate a  
12:29:49 17 collection, then, of more than one master fix?

12:29:56 18 A. One or more.

12:29:59 19 Q. Are there bundles that contain only one fix?

12:30:05 20 A. Under the master -- if you want to call it  
12:30:08 21 master bundle, we list all possible fixes for a bundle.  
12:30:13 22 But to a particular client, they may only get one, or  
12:30:17 23 none.

12:30:17 24 Q. Okay. So did I just hear you make a  
12:30:20 25 distinction between a master bundle as that which would



12:30:25 1 contain all possible fixes, and a bundle which is what a  
12:30:29 2 client would receive as potentially a subset of all of  
12:30:38 3 those fixes?

12:30:38 4 A. I believe so yes.

12:30:39 5 Q. And so are the TN-PY entries on Exhibit 33,  
12:30:44 6 would those be considered master bundles?

12:30:49 7 MR. McDONELL: Vague and ambiguous.

12:30:53 8 A. Those IDs, just for example this year, if the  
12:30:59 9 last bundle is -- that we have opened is for July, I  
12:31:05 10 don't even know if we have one in there, but we would  
12:31:08 11 put everything that we don't know what to do with yet in  
12:31:10 12 July, and then we could possibly move it out. So it's  
12:31:13 13 almost like a -- it's your work list of things you need  
12:31:19 14 to do.

12:31:20 15 Q. (By Mr. Howard) Right. And for each of the --  
12:31:23 16 each of the regulatory bundles listed on Exhibit 33,  
12:31:30 17 starting with TN-PY04AUG, would those all be the -- the  
12:31:37 18 more comprehensive work list items --

12:31:41 19 MR. McDONELL: Object.

12:31:42 20 Q. (By Mr. Howard) -- that are being reflected  
12:31:43 21 here?

12:31:43 22 MR. McDONELL: Object to the form of the  
12:31:45 23 question.

12:31:45 24 A. Without anything else, I'd guess that they  
12:31:49 25 were. I can't see where this original came from, but

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12:31:57 1 the fact that it doesn't have the client identifier  
12:31:59 2 tells me it's the generic work list.

12:32:02 3 Q. (By Mr. Howard) All right. And then in the --  
12:32:07 4 is, then, that -- the master bundle that would be  
12:32:10 5 reflected here, for example, TN1 -- TN-PY04AUG, is that  
12:32:16 6 then applied to the services for particular clients to  
12:32:23 7 create a bundle for delivery to that particular client?

12:32:27 8 MR. McDONELL: Object to the form of the  
12:32:28 9 question.

12:32:30 10 A. I don't -- can you rephrase that?

12:32:32 11 Q. (By Mr. Howard) How would you -- how would you  
12:32:35 12 choose which of the master fixes from a master bundle  
12:32:41 13 such as TN-PY04AUG would be sent to a particular client  
12:32:46 14 in a client-specific bundle?

12:32:50 15 MR. McDONELL: Vague and ambiguous.

12:32:53 16 A. I mean, it's a long -- it's a complicated  
12:32:58 17 process. It's -- you get the information from a  
12:33:01 18 regulatory agency, you research it, you have to find out  
12:33:08 19 if it's applicable to your client or to no clients.

12:33:15 20 Q. (By Mr. Howard) Does that process -- when does  
12:33:18 21 that process start?

12:33:21 22 MR. McDONELL: It's vague and ambiguous.

12:33:23 23 A. As soon as we get notification from an agency  
12:33:26 24 or we've done research and we find out something is  
12:33:30 25 changing.

12:33:31 1 Q. (By Mr. Howard) Now, there are some -- there  
12:33:39 2 are some -- on Exhibit 33, in the far left-hand column  
12:33:43 3 headed "Fix ID," there are some fix IDs that are not  
12:33:49 4 what you described as the master bundle naming  
12:33:53 5 convention for regulatory updates, right?

12:33:57 6 A. Right.

12:33:59 7 Q. And let me ask you about some of them.

12:34:02 8 The first one is 001 Test 2006 Q3.

12:34:06 9 Do you see that one on the first page,  
12:34:08 10 under the Fix ID column?

12:34:10 11 A. Yes.

12:34:11 12 Q. Do you know what that refers to?

12:34:15 13 A. Apparently they were testing something in SAS  
12:34:19 14 to make sure that it was doing what they wanted it to  
12:34:23 15 do.

12:34:23 16 Q. And are you just reading the -- what's listed  
12:34:29 17 in the fix name column to come up with that answer?

12:34:33 18 A. I -- they test -- any time we made a change to  
12:34:36 19 SAS, we ran test cases to make sure that we weren't  
12:34:41 20 going to cause chaos.

12:34:45 21 Q. Do you recall a change to SAS in Q3 of 2006  
12:34:50 22 that would have required testing of the sort reflected  
12:34:54 23 by this first fix ID?

12:34:55 24 A. I don't recall the specific dates, but I know  
12:34:58 25 that we updated it.

12:34:59 1 Q. At around that time in the third quarter of  
12:35:02 2 2006?

12:35:02 3 A. That's how they would name it. They would call  
12:35:04 4 them Q1, Q2, Q3 updates if they did stuff.

12:35:09 5 Q. And how often did it occur that there was  
12:35:12 6 testing done in SAS after an update to SAS?

12:35:18 7 A. I would think every time they were going to  
12:35:21 8 make an update. This one apparently had something to do  
12:35:26 9 with bundles.

12:35:29 10 Q. You don't know what would be included, if  
12:35:31 11 anything, within the 001 test 2006 Q3 ID?

12:35:35 12 A. I have an idea based on the date. A  
12:35:38 13 significant change was made to the actual master fix and  
12:35:46 14 bundles, the sections and folders that are available  
12:35:49 15 within one.

12:36:01 16 Q. How would that change be tested with a fix ID  
12:36:09 17 such as the one indicated here?

12:36:12 18 A. They were probably testing the form.

12:36:15 19 Q. Would it include actual fixes within it as part  
12:36:19 20 of the test?

12:36:20 21 A. It could, or it could be fake ones.

12:36:24 22 Q. What do you mean by fake ones?

12:36:26 23 A. Made up for the test.

12:36:27 24 Q. How would a fix be made up for the test?

12:36:30 25 A. Just open a fix. Anybody can open -- well, not

12:36:35 1 anybody; but a fix can be opened and created, and they  
12:36:40 2 probably wouldn't have given it any of our standard  
12:36:42 3 naming conventions.

12:36:44 4 Q. Would that fix have objects included within it?

12:36:49 5 A. It would be a dummy fix.

12:36:49 6 Q. So --

12:36:55 7 A. That's -- this is your -- I don't know for sure  
12:36:57 8 that that's what they would do, but that's what I assume  
12:37:00 9 they would do knowing how we do business. And I was --  
12:37:08 10 I was -- I saw prior SAS tests, and that's generally  
12:37:13 11 what they would do.

12:37:14 12 Q. So in a fake fix that's created, does that fake  
12:37:18 13 fix have objects within it or not?

12:37:23 14 MR. McDONELL: Object to the form of that  
12:37:25 15 question.

12:37:25 16 A. Objects like Word documents or --

12:37:29 17 Q. (By Mr. Howard) Anything. What -- what --  
12:37:30 18 what's included within the fake fix?

12:37:33 19 MR. McDONELL: Same objection.

12:37:34 20 A. Fake fix 1 is the ID. I don't know.

12:37:37 21 Q. (By Mr. Howard) Right.

12:37:37 22 A. Just --

12:37:38 23 Q. But in order to test it, does it -- do -- does  
12:37:42 24 TomorrowNow put objects of any kind within the fix?

12:37:47 25 A. I wouldn't think so.

12:37:49 1 Q. You think it's just an empty form?

12:37:52 2 A. Yes.

12:37:52 3 Q. And the next one listed as 0501053303, is that

12:38:00 4 also a test?

12:38:03 5 A. Yes. That's probably the fake fix.

12:38:05 6 Q. Ah. Then there's a -- there's a series of fix

12:38:11 7 IDs that begin with 2002E-702C and run through

12:38:17 8 2005D-760S.

12:38:28 9 A. Yes.

12:38:29 10 Q. What do those indicate?

12:38:32 11 MR. McDONELL: Compound.

12:38:33 12 A. Those are the extended support clients' tax

12:38:37 13 updates.

12:38:37 14 Q. (By Mr. Howard) Those are all the tax updates

12:38:39 15 that were sent out over time to extended support clients

12:38:43 16 on the various releases?

12:38:48 17 A. Yes.

12:38:48 18 Q. And do you believe that that list is a

12:38:55 19 comprehensive list of all of the tax updates sent to

12:38:58 20 TomorrowNow extended support clients?

12:39:00 21 MR. McDONELL: Lack of foundation.

12:39:08 22 A. I have no reason to believe it's not.

12:39:10 23 Q. (By Mr. Howard) So if I count those up, I

12:39:13 24 count 72 extended support fixes from 2002E-702C through

12:39:28 25 2005D-760S.

12:39:31 1 Does that sound about right?

12:39:32 2 MR. McDONELL: The document speaks for

12:39:34 3 itself.

12:39:35 4 A. I didn't count them, but...

12:39:39 5 Q. (By Mr. Howard) Does that sound like about the

12:39:41 6 right number of -- of retrofit tax updates that were

12:39:46 7 sent out to TomorrowNow extended support customers?

12:39:48 8 MR. McDONELL: Vague and ambiguous; the

12:39:50 9 document speaks for itself.

12:39:52 10 A. I'd have to count them if you want an exact

12:39:54 11 number.

12:39:59 12 Q. (By Mr. Howard) Do you have any reason to

12:40:00 13 doubt that it's 72 in total retrofit tax updates sent to

12:40:05 14 TomorrowNow support customers?

12:40:06 15 A. No, unless you miscounted it.

12:40:08 16 Q. It's always possible.

12:40:09 17 MR. McDONELL: Or unless the document

12:40:11 18 wasn't printed accurately.

12:40:31 19 Q. (By Mr. Howard) Now, those updates -- and

12:40:39 20 assuming there's 72 of them between 2002E-702C and

12:40:45 21 2005D-760S, are those all for payroll customers?

12:40:54 22 A. Yes.

12:40:54 23 Q. Are there other extended support fixes that are

12:41:03 24 sent out to nonpayroll customers?

12:41:08 25 MR. McDONELL: Object to the form of the

12:41:09 1 question.

12:41:16 2 A. Possibly financials.

12:41:19 3 Q. (By Mr. Howard) Are -- are those -- are the

12:41:22 4 financials updates reflected here anywhere on

12:41:27 5 Exhibit 33?

12:41:28 6 A. The ones that say FDM in the product line.

12:41:50 7 Q. You're -- you're looking at the far right-hand

12:42:10 8 column headed "Product Line"?

12:42:13 9 A. Yes.

12:42:14 10 Q. And you see fixes that were delivered to

12:42:20 11 customers for the FDM?

12:42:30 12 A. I don't know if they were published because not

12:42:32 13 all of them say "available for client use."

12:42:34 14 Q. All right. So let's look at the first one

12:42:36 15 after 2005D-760S, and that one is listed with a fix ID

12:42:45 16 of MOA-TN-2003-FIS75G.

12:42:53 17 Do you see that one?

12:42:54 18 A. Yes.

12:42:54 19 Q. And that indicates it's on the FDM product

12:42:57 20 line?

12:42:57 21 A. The product line over there, yes.

12:42:59 22 Q. And under status, it says "available for client

12:43:02 23 use"?

12:43:03 24 A. Yes.

12:43:03 25 Q. And that indicates to you that it was delivered



12:43:06 1 to a client?

12:43:08 2 A. Yes.

12:43:09 3 Q. And --

12:43:14 4 A. You'd actually have to open it and make sure it

12:43:17 5 said published on the inside, also.

12:43:18 6 Q. That's how you would tell that it was sent to a

12:43:20 7 client?

12:43:26 8 A. Yes.

12:43:26 9 Q. Then there's -- there's a -- there's a two

12:43:33 10 lines below that, there's a fix ID TN-AP05OCT.

12:43:39 11 Do you see that one?

12:43:39 12 A. Yes.

12:43:39 13 Q. And do you know what that one's for?

12:43:41 14 A. 1099. It's the description.

12:43:48 15 Q. So is that a retrofit update for financials

12:43:52 16 customers for 1099?

12:43:56 17 A. If they're following the HR naming convention,

12:43:59 18 no.

12:44:01 19 Q. And do you know how that particular fix was

12:44:05 20 developed?

12:44:06 21 A. No.

12:44:06 22 Q. All right. So turning to -- if you could find

12:44:45 23 the fix ID 2005D-751C, which is six pages into

12:45:01 24 Exhibit 33.

12:45:15 25 A. Yes.

12:45:16 1 Q. Do you see that fix ID?

12:45:17 2 A. It's the second one from the bottom?

12:45:19 3 Q. Yes, it is.

12:45:20 4 And if you click on that, then it will

12:45:22 5 open up a view of that particular bundle in SAS?

12:45:27 6 A. No. It's a -- it's a folder view. It will

12:45:37 7 actually --

12:45:39 8 Q. It will expand?

12:45:40 9 A. -- expand, yes. That's the word I was looking

12:45:42 10 for.

12:45:42 11 Q. So if you click on that, it will expand and

12:45:45 12 give you additional detail about 2005D-751C?

12:45:48 13 A. If you open the fix? I think all that it will

12:45:52 14 say -- if you open this particular item, I think all it

12:45:56 15 will say is that it's tax update 2005D-751C, and there

12:46:01 16 won't be very much in there.

12:46:02 17 Q. Okay. Let me -- let's -- let's mark an

12:46:05 18 exhibit. Let's mark as Exhibit 90 a SAS screen shot

12:46:18 19 titled "Master bundle for fix ID 2005D-751C."

12:46:36 20 (Exh.90 marked.)

12:46:36 21 Q. (By Mr. Howard) Ms. Hyde, do you recognize

12:47:01 22 what's been marked as Exhibit 90?

12:47:04 23 A. Yes.

12:47:04 24 Q. What is it?

12:47:04 25 A. It's a master bundle, screen shots from the

12:47:10 1 fix.

12:47:10 2 Q. And it's for the fix 2005D-751C that we were  
12:47:15 3 just looking at on Exhibit 33?

12:47:17 4 A. Yes.

12:47:17 5 Q. And this is the view of that master bundle from  
12:47:21 6 within the SAS database?

12:47:24 7 A. Yes, it appears to be so.

12:47:25 8 Q. Okay.

12:47:27 9 MR. McDONELL: Subject to our discussions  
12:47:28 10 on the record about whether it's a screen shot or the  
12:47:31 11 actual data from that electronic file.

12:47:35 12 MR. HOWARD: And subject to the  
12:47:37 13 discussions that we had during the Baugh deposition on  
12:47:40 14 which I relied and went forward in creating these  
12:47:46 15 exhibits.

12:47:51 16 Q. (By Mr. Howard) Now, this master bundle  
12:47:54 17 indicates that a field of TN interested parties is TRT.

12:47:58 18 Do you see that?

12:47:59 19 A. Yes.

12:47:59 20 Q. Do you know what "TRT" stands for?

12:48:01 21 A. Tax retrofit team.

12:48:08 22 Q. Is there a -- and is that a distribution list?

12:48:11 23 A. Yes.

12:48:12 24 Q. Who would be included in the TRT distribution  
12:48:24 25 list in June of 2005?

12:48:29 1 A. Myself, Beth Lester, Sharon Piper. That might  
12:48:42 2 be it. I'm not sure.  
12:48:43 3 Q. Would Shelley Nelson also be part of it?  
12:48:46 4 A. Yes, I think so.  
12:48:46 5 Q. Would Andrew Nelson also be part of it?  
12:48:49 6 A. He could, but only as a copy.  
12:48:51 7 Q. Would George Lester be part of it?  
12:48:54 8 A. I don't know if George was there at that time.  
12:49:00 9 I'd have to look back to see who.  
12:49:07 10 Q. Are Beth Lester and George Lester related?  
12:49:10 11 A. Yes.  
12:49:10 12 Q. What's their relationship?  
12:49:11 13 A. They're married.  
12:49:12 14 Q. Is there a equivalent distribution list for the  
12:49:23 15 critical support team?  
12:49:24 16 MR. McDONELL: Vague and ambiguous.  
12:49:26 17 A. There may be.  
12:49:28 18 Q. (By Mr. Howard) You don't know?  
12:49:30 19 A. No.  
12:49:30 20 Q. All right. Here on Exhibit 90, there's a field  
12:49:35 21 status, and it says, "Completed, ready to post."  
12:49:43 22 Do you see that field?  
12:49:44 23 A. Oh, okay. Yes.  
12:49:45 24 Q. What does "completed, ready to post" mean?  
12:49:49 25 A. It means it's been developed, tested and it's

12:49:52 1 ready to go.

12:49:53 2 Q. Okay. And then under that, there's a field  
12:49:55 3 that says "source." And then there's three items listed  
12:49:59 4 there for source.

12:50:01 5 Do you see that?

12:50:01 6 A. Yes.

12:50:02 7 Q. And the first one is a PeopleSoft report ID.  
12:50:05 8 What is that?

12:50:08 9 A. It's the report ID associated with the tax  
12:50:11 10 update that this came from.

12:50:13 11 Q. What is the -- what is -- what does the report  
12:50:15 12 ID represent?

12:50:19 13 A. I believe it's the identifier. It's how they  
12:50:25 14 report. If they have a report ID for their tax update,  
12:50:29 15 that would be it.

12:50:29 16 Q. Is there any content associated with the report  
12:50:33 17 ID?

12:50:33 18 A. I think so.

12:50:34 19 Q. What is the content?

12:50:36 20 A. That would be like a -- it's a description of  
12:50:42 21 what's contained in that tax update.

12:50:47 22 Q. Anything else that's -- any other type of  
12:50:54 23 content associated with the report ID?

12:50:57 24 A. It could be. I haven't been in there in a long  
12:51:01 25 time. I don't know.

12:51:02 1 Q. And then there's a second source, a PeopleSoft  
12:51:06 2 update ID.

12:51:08 3 What's that?

12:51:09 4 A. That's actually where, as we would call ours,  
12:51:11 5 you know, 2005D-751C, they called theirs 609529.

12:51:18 6 Q. So is that the actual deliverable that's  
12:51:21 7 published by PeopleSoft?

12:51:25 8 A. Yes.

12:51:25 9 Q. And -- and it includes objects?

12:51:32 10 A. Yes.

12:51:32 11 Q. And included within those objects is code?

12:51:36 12 A. There can be, yes.

12:51:40 13 Q. Is there -- other than code, is there  
12:51:43 14 documentation associated with that update ID?

12:51:50 15 MR. McDONELL: Vague and ambiguous.

12:51:50 16 A. Yes.

12:51:50 17 Q. (By Mr. Howard) And what kind of documentation  
12:51:52 18 would be included?

12:51:52 19 A. Information on the changes.

12:51:54 20 Q. Such as instructions?

12:51:56 21 A. There's instructions typically, not always.

12:52:00 22 Q. Guides?

12:52:03 23 A. I think there's a guide that's a one-page  
12:52:06 24 typically.

12:52:07 25 Q. Notes?

12:52:08 1 MR. McDONELL: Vague and ambiguous.

12:52:09 2 A. There are often notes.

12:52:11 3 Q. (By Mr. Howard) And so within -- within the

12:52:13 4 PeopleSoft up -- PeopleSoft update ID, there's the

12:52:17 5 object itself that's providing the functionality for the

12:52:19 6 fix, and related documentation including notes, guides,

12:52:26 7 instructions, things of that nature?

12:52:28 8 MR. McDONELL: Vague and ambiguous,

12:52:29 9 compound, and asked and answered.

12:52:32 10 A. Yes.

12:52:32 11 Q. (By Mr. Howard) And then the third source is

12:52:35 12 PS Master res.

12:52:39 13 Do you know what that refers to?

12:52:40 14 A. Not really. Sharon Piper was always interested

12:52:43 15 in that number, and it never did anything for me.

12:52:47 16 Q. All right. And the second page, then, of

12:52:54 17 Exhibit 90 under "fix issues," there's an issue summary.

12:53:03 18 And who -- who inputs the text that we see

12:53:07 19 there in issue summary?

12:53:09 20 MR. McDONELL: Overbroad.

12:53:10 21 A. When the fix is originally opened, the fix

12:53:16 22 owner would have entered as much information as they

12:53:18 23 had.

12:53:20 24 Q. (By Mr. Howard) Is -- is that issue summary

12:53:25 25 text that we see there, is that -- would that be

12:53:31 1 generated through the Matrix process that we were  
12:53:34 2 talking about earlier?

12:53:34 3 MR. McDONELL: Vague and ambiguous.

12:53:36 4 A. No, I don't think so.

12:53:42 5 Q. (By Mr. Howard) And then below issue summary,  
12:53:43 6 there's a line that says "solution summary."

12:53:46 7 What is that?

12:53:47 8 A. It's just a brief description of what this is.

12:53:51 9 Q. In this case, it's the TomorrowNow tax update  
12:53:56 10 2005D-751C?

12:54:00 11 A. Yes.

12:54:00 12 Q. How is that -- how is the solution summary  
12:54:01 13 different from the issue summary?

12:54:02 14 A. I don't know. It's repetitive.

12:54:05 15 Q. Then at the bottom of that page, there's a  
12:54:11 16 heading "fix notes."

12:54:13 17 Do you see that?

12:54:13 18 A. Yes.

12:54:14 19 Q. And then on the next page, the second line says  
12:54:24 20 "PeopleSoft 8SP1 HRMS retrofit input/source files  
12:54:30 21 downloaded from PeopleSoft Customer Connection, Friday,  
12:54:34 22 August XX, 2005."

12:54:38 23 What is that line referring to?

12:54:40 24 A. I can't really tell. There's nothing there.

12:54:49 25 Q. Was it -- when -- in -- in the extended support



12:55:12 1 model, when it was time for PeopleSoft to issue a new  
12:55:16 2 update, was there a monitoring process that TomorrowNow  
12:55:20 3 would go through to identify when that update was posted  
12:55:25 4 to Customer Connection?

12:55:26 5 MR. McDONELL: Vague and ambiguous.

12:55:28 6 A. Manually, yes.

12:55:29 7 Q. (By Mr. Howard) How -- how would that work?

12:55:31 8 A. Somebody would log into Customer Connection and  
12:55:34 9 see if it had been posted.

12:55:36 10 Q. And there's a -- on the next page, there's a --  
12:55:39 11 under postdelivery support summary, it says, "Sharon,  
12:55:43 12 please check daily for any posted updates until PS  
12:55:46 13 delivers the next HRMS 8SP1 tax update."

12:55:51 14 Do you see that?

12:55:52 15 A. Yes.

12:55:52 16 Q. Do you know who wrote that note there?

12:55:59 17 A. Well, I'm guessing Andrew, since he put an  
12:56:06 18 example there, and I would --

12:56:08 19 MR. McDONELL: But guessing is not the  
12:56:10 20 objective here.

12:56:12 21 A. I couldn't say.

12:56:13 22 MR. McDONELL: I would just --

12:56:14 23 A. I couldn't say.

12:56:15 24 Q. (By Mr. Howard) Based on your familiarity with  
12:56:17 25 the master bundle view in SAS and your experience with

12:56:22 1 this type of record, can you infer from the language  
12:56:26 2 here under postdelivery support summary who would have  
12:56:30 3 written this note to Sharon to check daily for posted  
12:56:33 4 updates?

12:56:34 5 MR. McDONELL: Lack of foundation.

12:56:38 6 A. Either Shelley or Andrew or somebody in that  
12:56:40 7 role.

12:56:42 8 Q. (By Mr. Howard) Is it the case that somebody  
12:56:54 9 would check daily at TomorrowNow in advance of a new  
12:56:58 10 PeopleSoft tax update in order to download that update  
12:57:01 11 to create a retrofit tax update for the extended support  
12:57:06 12 customers?

12:57:06 13 MR. McDONELL: Vague, compound, vague as  
12:57:08 14 to time frame.

12:57:10 15 A. I would assume that Sharon was checking it  
12:57:13 16 daily to see if anything had come out.

12:57:16 17 Q. (By Mr. Howard) Would that occur regularly in  
12:57:20 18 advance of each PeopleSoft update coming out that  
12:57:22 19 somebody would monitor Customer Connection to determine  
12:57:26 20 when that PeopleSoft update was posted?

12:57:28 21 MR. McDONELL: Same objections.

12:57:29 22 A. This is not actually referencing an update.  
12:57:32 23 This is just making sure that she's watching to see if  
12:57:38 24 any fixes come out after the fact.

12:57:41 25 Q. (By Mr. Howard) Ah, okay. So here you've

12:57:46 1 developed a fix, but there needs to be a postdevelopment  
12:57:51 2 monitoring process in Customer Connection?

12:57:53 3 MR. McDONELL: Vague and ambiguous,  
12:57:56 4 compound.

12:57:56 5 A. After PeopleSoft delivers a tax update, they  
12:58:00 6 often have issues reported right away from their  
12:58:02 7 clients, and they'll publish fixes to those issues.

12:58:07 8 Q. (By Mr. Howard) So how would TomorrowNow deal  
12:58:11 9 with those later issued updates from PeopleSoft in the  
12:58:17 10 course of creating the retrofit update for its own  
12:58:20 11 clients?

12:58:20 12 MR. McDONELL: Overbroad.

12:58:23 13 A. Can you say that again?

12:58:24 14 Q. (By Mr. Howard) How would TomorrowNow deal  
12:58:28 15 with those later issued updates from PeopleSoft in the  
12:58:31 16 course of creating the retrofit update for its own  
12:58:35 17 clients?

12:58:35 18 MR. McDONELL: Same objection.

12:58:36 19 A. We'd just review it to make sure it didn't  
12:58:39 20 impact them. And if it did, we'd notify them that  
12:58:42 21 there's a possible issue.

12:58:43 22 Q. (By Mr. Howard) How long after PeopleSoft  
12:58:45 23 posted its tax update would TomorrowNow daily monitor  
12:58:52 24 Customer Connection for subsequent fixes posted by  
12:58:57 25 PeopleSoft?

12:58:58 1 MR. McDONELL: Overbroad, compound.

12:59:01 2 A. Probably until we finished our tax update.

12:59:04 3 Q. (By Mr. Howard) How long of a process would

12:59:06 4 that usually be to -- for TomorrowNow to create its own

12:59:09 5 retrofit update after PeopleSoft posted its own?

12:59:12 6 MR. McDONELL: Assumes facts.

12:59:14 7 A. From start to finish, for all releases, seven

12:59:17 8 to ten days.

12:59:55 9 MR. HOWARD: Let's mark as Exhibit 91 a

12:59:59 10 Enterprise SAS view of support by product line services.

13:00:35 11 (Exh.91 marked.)

13:00:35 12 A. Thank you.

13:00:36 13 Q. (By Mr. Howard) Ms. Hyde, are you familiar

13:00:39 14 with the services by engagement view in SAS under the

13:00:43 15 support product line tabs?

13:00:45 16 A. Yes.

13:00:46 17 Q. And do you recognize Exhibit 91?

13:00:54 18 A. Yes.

13:00:54 19 Q. What do you recognize it to be?

13:01:04 20 MR. McDONELL: Lack of foundation.

13:01:05 21 A. It looks like a view where it's partially

13:01:10 22 expanded.

13:01:12 23 Q. (By Mr. Howard) You recognize it to be a view

13:01:13 24 of the support product line tab services by engagement?

13:01:19 25 MR. McDONELL: Same objection.

13:01:21 1 A. It looks like it, yes.

13:01:25 2 Q. (By Mr. Howard) And it's been expanded to show

13:01:26 3 the services by engagement for extended support clients?

13:01:31 4 MR. McDONELL: Same objection.

13:01:38 5 A. Yes.

13:01:44 6 Q. (By Mr. Howard) What are the different

13:01:54 7 services that are reflected here in Exhibit 91 in the

13:02:00 8 expanded portion the exhibit for extended support

13:02:04 9 customers?

13:02:05 10 MR. McDONELL: Vague and ambiguous.

13:02:07 11 A. These are clients who were paying PeopleSoft

13:02:09 12 maintenance.

13:02:12 13 Q. (By Mr. Howard) For each client, what does the

13:02:15 14 start date indicate on Exhibit 91?

13:02:19 15 A. The beginning of their TomorrowNow support.

13:02:24 16 Q. And for each client, what does the end date

13:02:27 17 represent?

13:02:29 18 A. The end of that particular contract, I guess.

13:02:33 19 Q. In the first page of Exhibit 91, the first line

13:02:41 20 that's expanded as ext supp-HRMS7C, do you see that?

13:02:49 21 A. Yes.

13:02:49 22 Q. What does that refer to?

13:02:50 23 A. The 70 commercial environments.

13:02:58 24 Q. And you say 70? Is it 7 -- 70 or 702?

13:03:04 25 A. I think it would have been 702, but I'm not 100

13:03:09 1 percent sure.

13:03:09 2 Q. If you look two lines below that, there's al --  
13:03:12 3 there's a line that also says extended support  
13:03:18 4 HRMS7.02C.

13:03:20 5 Do you see that?

13:03:21 6 A. Yes.

13:03:21 7 Q. Does that help you understand what the first  
13:03:23 8 line extended support HRMS7C stands for?

13:03:28 9 A. It's just whoever entered it, that's the way  
13:03:30 10 they entered it.

13:03:31 11 Q. Okay. The -- oh, so I -- if I -- if I  
13:03:40 12 understand, the first entry here 7C may simply be a  
13:03:45 13 typo, and it's intended to represent 7.02C?

13:03:49 14 A. It could.

13:03:49 15 MR. McDONELL: Lacks foundation.

13:03:51 16 Q. (By Mr. Howard) Do you know whether Safeway  
13:03:52 17 store was a 7.0 client?

13:03:55 18 A. I'd have to open it up and look to see what it  
13:03:58 19 was.

13:03:58 20 Q. So you've referred at various points in your  
13:04:01 21 testimony to the creation of different environments from  
13:04:05 22 the software of either Safeway stores or Washington Gas  
13:04:08 23 Light Company?

13:04:09 24 A. Yes.

13:04:09 25 Q. And under this extended support HRMS7C tab,

13:04:15 1 those are the two clients represented, true?

13:04:17 2 A. Yes.

13:04:17 3 Q. And the -- for the first entity for Safeway

13:04:34 4 stores, there's a start date of 6/30/2002?

13:04:39 5 A. Yes.

13:04:39 6 Q. Does that indicate that Safeway stores was the

13:04:41 7 first HRMS7C client for TomorrowNow?

13:04:45 8 A. I would say that indicates the first contract.

13:04:51 9 Q. What's the -- how are you differentiating first

13:04:55 10 contract from first client?

13:04:58 11 A. It's the first client then.

13:05:00 12 Q. And then according to Exhibit 91, Washington

13:05:08 13 Gas Light Company became a client about a month later at

13:05:13 14 the end of July 2002?

13:05:15 15 A. Correct.

13:05:15 16 Q. And then why would there be multiple entries

13:05:21 17 for Safeway stores under this HRMS7C line?

13:05:29 18 A. They renewed their contract.

13:05:31 19 Q. So each time a customer would renew their

13:05:33 20 contract, that would be recorded in the services by

13:05:38 21 engagement portion of SAS as a new record?

13:05:45 22 A. As I see it, yes.

13:05:50 23 Q. Can you tell from Exhibit 91 which clients

13:06:11 24 received retrofit tax updates for the particular

13:06:18 25 releases indicated here?

13:06:22 1 MR. McDONELL: Vague and ambiguous.

13:06:26 2 A. No.

13:06:27 3 Q. (By Mr. Howard) Are there customers -- let's

13:06:47 4 turn the page and look at page 2 of Exhibit 91, and

13:06:55 5 let's look at extended support HRMS7.51C.

13:07:00 6 Do you see that one?

13:07:00 7 A. Yes.

13:07:00 8 Q. And there's quite a few clients listed there,

13:07:03 9 right?

13:07:08 10 A. Yes.

13:07:08 11 Q. Are those all of the clients that TomorrowNow

13:07:11 12 had on the extended support model for HRMS7.51C?

13:07:19 13 MR. McDONELL: Lack of foundation, vague

13:07:21 14 as to time.

13:07:29 15 A. Some of them I don't recognize, but I recognize

13:07:32 16 many of them.

13:07:33 17 Q. (By Mr. Howard) Well, are there clients that

13:07:38 18 would not be listed in SAS that would nevertheless have

13:07:42 19 been extended support clients for 7.51C?

13:07:47 20 MR. McDONELL: Vague and ambiguous.

13:07:48 21 A. I don't believe so.

13:07:52 22 Q. (By Mr. Howard) And would all these clients,

13:07:54 23 then, have received retrofit tax updates for 7.51C so

13:08:00 24 long as that update fell between the start date and the

13:08:05 25 end date indicated here?



13:08:06 1 MR. McDONELL: Vague and ambiguous.

13:08:07 2 A. That could be, yes.

13:08:09 3 Q. (By Mr. Howard) Well, is that the case?

13:08:12 4 MR. McDONELL: Same objection.

13:08:13 5 A. I mean, they have different start dates. I

13:08:17 6 don't know what we would had to do in the interim for

13:08:20 7 them. It would be based on what they were looking for.

13:08:24 8 Q. (By Mr. Howard) What do you mean by "what we

13:08:30 9 would have to do in the interim for them"?

13:08:32 10 A. ICF Consulting, I didn't even know -- the dates

13:08:48 11 look funny to me there. I don't know what happened in

13:08:50 12 between those.

13:08:56 13 Q. So if I understand, you -- what you see is that

13:09:05 14 your -- TomorrowNow's contract with ICF Consulting

13:09:08 15 started on April 15th, 2004, and initially ended a year

13:09:13 16 later on April 14th, 2005?

13:09:18 17 A. Yes.

13:09:19 18 Q. And then it doesn't show that contract being

13:09:22 19 renewed until December 1, 2005?

13:09:27 20 A. Yes.

13:09:27 21 Q. And so there's an intervening period between

13:09:30 22 April 14th, 2005 and December 1st, 2005 where, according

13:09:34 23 to SAS, there's no contract between TomorrowNow and ICF?

13:09:39 24 A. Yes.

13:09:39 25 Q. And do you know whether ICF received updates

13:09:45 1 that were created between April 14th, 2005 and  
13:09:50 2 December 1, 2005?

13:09:52 3 A. I don't know if they did or not. If they  
13:09:55 4 contracted at 12/1/2005 to receive those, then they  
13:10:02 5 would have.

13:10:02 6 Q. To receive the updates that were issued between  
13:10:04 7 April 14th, 2005 and December 1, 2005?

13:10:07 8 A. Yes.

13:10:08 9 Q. So going back to my question: Is it true that  
13:10:15 10 each of the customers listed here under extended support  
13:10:20 11 HRMS7.51C would have received retrofit tax updates for  
13:10:27 12 that release as long as at least that update was sent  
13:10:34 13 out by TomorrowNow between the start date and end date  
13:10:38 14 of that customer's contract with TomorrowNow?

13:10:41 15 MR. McDONELL: Vague and ambiguous.

13:10:45 16 A. Yes.

13:10:45 17 Q. (By Mr. Howard) And is the same true for each  
13:10:48 18 of the releases indicated here for extended support  
13:10:53 19 customers on Exhibit 91?

13:10:54 20 MR. McDONELL: Vague and ambiguous,  
13:10:55 21 overbroad, compound.

13:10:57 22 A. The only time it wouldn't be true is if they'd  
13:11:00 23 finished an upgrade early and didn't need it.

13:11:03 24 Q. (By Mr. Howard) And do you know if that was  
13:11:05 25 the case for any of the customers listed here on

13:11:07 1 Exhibit 91?

13:11:08 2 A. I know that it's occurred.

13:11:10 3 Q. Do you know -- and do you know of the specific

13:11:12 4 instances in which it's occurred?

13:11:16 5 A. No.

13:11:16 6 Q. I think you referred to a customer named

13:11:40 7 Telapex earlier today?

13:11:41 8 A. Yes.

13:11:41 9 Q. Was Telapex a TomorrowNow extended support

13:11:46 10 customer?

13:11:46 11 A. They could have been.

13:11:49 12 Q. Do you know whether they were or not?

13:11:57 13 A. I don't think they were.

13:11:58 14 Q. And are you familiar with a Providence Health

13:12:12 15 System?

13:12:12 16 A. Yes.

13:12:12 17 Q. Was Providence Health System an extended

13:12:15 18 support customer?

13:12:15 19 A. I don't believe so.

13:12:18 20 Q. Was Coors Brewing Company an extended support

13:12:23 21 customer?

13:12:25 22 A. I'm not sure.

13:12:28 23 Q. All right. Now, from the view that's reflected

13:12:57 24 in Exhibit 91, it's possible to click on any particular

13:13:04 25 customer name; is that right?

13:13:06 1 A. Yes.

13:13:06 2 Q. Let's mark as Exhibit 92 the SAS view of  
13:13:15 3 Advance Auto Parts, with a start date of 4/15/2003.

13:13:49 4 (Exh.92 marked.)

13:13:49 5 A. Thank you.

13:13:49 6 Q. (By Mr. Howard) Now, Ms. Hyde, is Exhibit 92  
13:13:52 7 what you would see in SAS if you click the Advance Auto  
13:13:57 8 Parts line with the start date of 4/15/2003 under the  
13:14:03 9 HRMS7.51C line in Exhibit 91?

13:14:10 10 MR. McDONELL: Lack of foundation.

13:14:12 11 A. It looks like it would be.

13:14:13 12 Q. (By Mr. Howard) And you're familiar with the  
13:14:17 13 record that's reflected in Exhibit 92 for a particular  
13:14:21 14 customer?

13:14:22 15 MR. McDONELL: Lack of foundation.

13:14:25 16 A. Yes.

13:14:27 17 Q. (By Mr. Howard) Similar views are created in  
13:14:30 18 the SAS database for each of TomorrowNow's customers?

13:14:34 19 MR. McDONELL: Overbroad, vague and  
13:14:35 20 ambiguous.

13:14:36 21 A. I would assume so yes.

13:14:38 22 Q. (By Mr. Howard) Is Exhibit 92 what you would  
13:14:42 23 refer to as the engagement record for Advance Auto  
13:14:51 24 Parts?

13:14:51 25 A. It could be, and I wouldn't -- I look at the

13:14:55 1 engagement records, but I don't -- I wouldn't -- I don't  
13:15:00 2 have it memorized.

13:15:01 3 Q. Okay.

13:15:03 4 A. It looks similar to what I remember, but...

13:15:06 5 Q. So this Advance Auto Parts record has a line  
13:15:15 6 where it says, "regs updates included."

13:15:20 7 Do you see that?

13:15:20 8 A. Yes.

13:15:21 9 Q. And then there's a series of items that begin  
13:15:25 10 with PY listed there?

13:15:28 11 A. Yes.

13:15:28 12 Q. What are those items?

13:15:30 13 A. It means payroll, the 2003C update, the 2003D  
13:15:38 14 update and so on.

13:15:42 15 Q. So taking the first one, the PY 2003C, what  
13:15:49 16 exactly is that referring to?

13:15:51 17 A. The tax update 03C.

13:15:54 18 Q. Created by whom?

13:15:56 19 A. It's a retrofit from whatever the most current  
13:16:00 20 release that PeopleSoft still supports.

13:16:03 21 Q. That's the TomorrowNow generated retrofit  
13:16:09 22 update for 2003C for 7.51C?

13:16:16 23 A. Yes.

13:16:16 24 Q. And does this field here, regs updates  
13:16:22 25 included, indicate that each of the retrofits listed

13:16:26 1 here were delivered to Advance Auto Parts?

13:16:30 2 A. No.

13:16:31 3 Q. What does reg updates included indicate?

13:16:34 4 A. It's what this contract includes.

13:16:37 5 Q. So pursuant to the contract between TomorrowNow

13:16:41 6 and Advance Auto Parts that has a start date of 4/15/03

13:16:46 7 and an end date 4/14/04, the regs updates included

13:16:52 8 listed here on Exhibit 92 are what TomorrowNow has

13:16:55 9 agreed to provide to Advance Auto Parts?

13:16:57 10 A. They're the planned deliverables.

13:16:59 11 Q. In addition to the planned deliverables, are

13:17:01 12 there other deliverables that TomorrowNow may be

13:17:04 13 providing to Advance Auto Parts during the contract

13:17:08 14 period indicated here?

13:17:11 15 A. There may be.

13:17:12 16 Q. What are the other types of deliverables that

13:17:15 17 TomorrowNow may be providing to Advance Auto Parts in

13:17:19 18 addition to the planned updates?

13:17:22 19 A. Any customer reported issues, resolutions for

13:17:26 20 those, urgent fixes.

13:17:33 21 Q. How many updates were sent out to extended

13:17:37 22 support clients in the course of a year separate from

13:17:44 23 the six retrofit tax updates that TomorrowNow provided?

13:17:47 24 MR. McDONELL: Vague and ambiguous, lack

13:17:49 25 of foundation.

13:17:53 1 A. There were some, but I couldn't tell you how  
13:17:56 2 many.

13:17:56 3 Q. (By Mr. Howard) Then there's a line down here  
13:18:00 4 further down. It says "First TomorrowNow update:  
13:18:05 5 2003C-751C."

13:18:06 6 What does that refer to?

13:18:07 7 A. That's our first deliverable to them.

13:18:10 8 Q. Is that the same thing as what's listed in regs  
13:18:14 9 updates included as PY-2003C?

13:18:20 10 A. If I could see their next contract, I'd want to  
13:18:23 11 know that that was the same.

13:18:26 12 Q. I'm sorry. I didn't follow you.

13:18:29 13 A. I would hope that this would be the same in the  
13:18:31 14 next contract.

13:18:32 15 Q. Which would be the same?

13:18:33 16 A. 2003C-751C, regardless of the fact that the  
13:18:38 17 regulatory updates included, are something else.

13:18:40 18 Q. I got ya. So in the case of Advance Auto  
13:18:45 19 Parts, where there is a series of successive contracts  
13:18:47 20 between Advance Auto Parts and TomorrowNow, each  
13:18:51 21 engagement record created with each new contract should  
13:18:54 22 always show what is the first TomorrowNow update that  
13:18:57 23 the customer received?

13:18:58 24 A. I would hope so.

13:18:59 25 MR. McDONELL: Assumes facts.

13:19:01 1 Q. (By Mr. Howard) And then in the regs updates  
13:19:02 2 included, you would expect to see the planned  
13:19:06 3 deliverables for the time period of that particular  
13:19:09 4 contract?

13:19:12 5 A. Yes.

13:19:12 6 Q. Who's responsible for creating the client  
13:19:52 7 engagement records such as Exhibit 92 for TomorrowNow?

13:19:56 8 MR. McDONELL: Objection, misstates the  
13:19:58 9 name of the document.

13:20:05 10 A. I would believe it to be somebody in  
13:20:06 11 management.

13:20:09 12 Q. (By Mr. Howard) And do you know who that would  
13:20:11 13 include?

13:20:12 14 MR. McDONELL: Same objection.

13:20:14 15 A. I think if you did a right mouse click on this  
13:20:21 16 and look at it, you'll see who created it.

13:20:42 17 Q. (By Mr. Howard) Is there a difference between  
13:20:53 18 a service record and an engagement record in SAS?

13:21:03 19 A. I'm sure there is.

13:21:05 20 Q. And do you know whether Exhibit 92 is a service  
13:21:07 21 record as opposed to an engagement record?

13:21:14 22 A. I think services are more of whether we're  
13:21:16 23 going to provide on-call support or not.

13:21:28 24 Q. Now, if you'd refer back to what we marked as  
13:21:38 25 Exhibit 90, which is the master bundle view for the



13:21:43 1 2005D-751C bundle.

13:21:56 2 Do you have that in front of you?

13:21:57 3 A. Yes.

13:21:57 4 Q. And if you turn to the third page, there's a  
13:22:10 5 line which says "Test plan/test case documentation." Do

13:22:14 6 you see that?

13:22:14 7 A. Yes.

13:22:15 8 Q. And then there's a -- what appears to be a zip  
13:22:19 9 file included in the record?

13:22:20 10 A. Yes.

13:22:20 11 Q. What is the test plan/test case documentation?

13:22:25 12 A. When they were testing a tax update, they would  
13:22:35 13 have documented it as they went. And this would be a  
13:22:37 14 combined -- a combination of all of the testing that was  
13:22:48 15 done for this particular release.

13:22:49 16 Q. So opening that zip file should -- should give  
13:22:53 17 us a record of all the testing that was done for the  
13:22:57 18 2005D-751C bundle?

13:23:01 19 A. Not all, but the majority I believe would be in  
13:23:04 20 there.

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CATHERINE LEE HYDE April 2, 2008

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SUBSCRIBED AND SWORN TO by the undersigned  
on this the 7th day of April, 2008.

Carol Jenkins

CAROL JENKINS, CSR

Certificate No. 2660

Date of Expiration: 12/31/08

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