Production Readiness Review

December 2000

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Project Introduction, Overview, Scope

Introduction

As part of the SFA Modernization effort, SFA is expanding the accessibility of SFA information through new capabilities. Establishing an Intranet is a key service offering for SFA employees to help them find, use, and share information; subsequently achieve the three goals of the PBO. These goals are: increased employee satisfaction, increased customer satisfaction, and reduced unit cost. SFANet is a tool designed specifically for SFA employees, providing information and resources to help SFA employees perform their daily activities. SFANet addresses the issue of employee satisfaction by providing forms, information, and services that are targeted to the needs of SFA employees. SFANet provides employees a wealth of tools and conveniences right at their fingertips. The ability to access a mass of information in a limited time will help employees assisting customers with various needs and information, resulting in improved customer satisfaction. In addition to SFANet addressing the issues of customer and employee satisfaction, it will also help to reduce unit cost by effectively combating the wasted time, effort and materials lost while randomly searching for information. In addition, SFANet will generate new opportunities for collaboration and productivity. There are many tangible benefits to acquiring an Intranet system. The reduction of paper costs from moving processes online is a clear example. Other tangible benefits include:

- Easy to use, just point and click
- Saves time, better information faster
- Scalable
- Puts users in control of their data
- On-line feedback tools
- On-line help tools
- On-line course registration

Overview

As part of the overall Modernization program, the office of Student Financial Assistance seeks to provide its employees with a way to identify, search for, and share information. Communication within the organization is key to successfully informing and educating employees regarding programs, initiatives, and events surrounding SFA. An Intranet is an ideal communication vehicle to provide information that applies specifically to the needs of SFA employees.

Scope

The scope of this project is to help achieve employee satisfaction, customer satisfaction and to reduce unit cost within SFA using SFANet. SFANet helps employees become more involved with and knowledgeable about the information within SFA and the Department of Education. The Intranet uses search capability to provide quicker access to information and offers forms that can be downloaded. In addition to easy access and the ability to search a wealth of information, SFANet includes the capability to "publish" content to web pages. The content management piece of SFANet deploys updated content for channels within the SFA.

Schedule

	Duration	Begin Date	End Date
Intranet Roll- Out Plan	74 Days	9/4/00	12/14/00
VDC Paperwork – IFAP/Schools Portal	58 Days	9/19/00	12/7/00
Interwoven – Application Development	65 Days	9/14/00	12/13/00
Interwoven – IFAP/Schools Portal	27 Days	9/14/00	10/20/00
Interwoven – Intranet	29 Days	9/14/00	10/24/00
Interwoven Implementation	19 Days	11/15/00	12/11/00
Interwoven – Testing	5 Days	10/23/00	10/27/00
Acceptance of Test Findings	1 Day	10/30/00	10/30/00
Content Management Process	74 Days	9/4/00	12/14/00
Content Management Process – Intranet	54 Days	10/2/00	12/14/00
Content Management Process – IFAP/Schools Portal	21 Days	9/4/00	10/2/00
Intranet Rollout Plan	58 Days	9/14/00	12/4/00
Application Development	32 Days	10/6/00	11/20/00
Autonomy (Search) Development	11 Days	11/6/00	11/20/00
Application Development Training	16 Days	10/27/00	11/17/00
Develop Intranet Standards Documentation	1 Day	9/14/00	9/14/00
Environment Setup	17 Days	11/10/00	12/4/00
Testing	25 Days	10/30/00	12/1/00
Training Materials	28 Days	9/18/00	10/25/00

Testing Procedures

1.1 **System Test**

1.1.1 **Unit Testing.** This testing was conducted to find errors in the code for SFANet. Beacon Technologies completed this testing prior to November 17.

1.1.2 **Component Testing.** Beacon Technologies conducted this testing from November 16 – November 17. This testing was conducted in the Sun development environment by the developers.

1.1.3 **Integration Testing.** Beacon also conducted this testing in the development environment from November 16 – November 17, and in the production environment after migration was complete. Integration testing focused on the Interwoven and Autonomy applications and their interaction with the application code. Interwoven templates were tested for adding content to SFANet. Autonomy was tested to ensure consistent search results with IFAP and Schools index files, and unique search results for information found on the Intranet itself.

1.1.4 **Front to Back Analysis.** The Modernization Partner testing team conducted this testing using test scripts designed to test specific areas of the application. This testing was based on actual use scenarios, and was conducted in the development environment. Front to back analysis was conducted from November 20 – November 22.

1.1.5 **User Acceptance Testing.** SFANet users conducted User Acceptance Testing beginning on November 20. This testing was conducted in the production environment with scripts provided by the Modernization Partner testing team.

1.2 **Error Resolution.** Errors found throughout the testing process were documented using the procedures outlined in the Intranet Testing Plan. A System Investigation Request (SIR) Form was completed each time an error was encountered. These forms were forwarded to the development team for resolution. A SIR Log was used to document and track all SIR Form issues.

1.3 **SFA Acceptance.** Upon successful completion of all testing, SFA will sign a Letter of Acceptance (Appendix G,) indicating that SFANet, Release 2.0 meets all of the specifications set forth in the task order. When the Letter of Acceptance is signed, the task order will be considered closed.

Testing

Script Functionality	Testers					
	John Olumoya	Idoya Oscariz	Coretta Thompson	Carole Kuriatnikova	Lisa Cain	Francis Tang
Navigation						
Home Page	✓	✓	✓	✓ **	✓	✓
Reference	✓	✓	✓	✓	✓	✓
Forms	✓	✓	✓	✓	✓	✓
Search & Feedback						
Search	✓	✓	✓	✓ *	✓ *	✓
Feedback	✓	✓	DNC	✓	✓	✓
Stars	✓	✓	DNC	✓	✓	✓
Business Units						
Communications	✓	✓	✓	✓	✓	✓
Human Resources	✓	✓	✓	✓	✓	✓
CIO	✓	✓	✓	✓	✓	✓
CFO	✓	✓	✓	✓	✓	✓
Analysis	✓	✓	✓	✓	✓	✓
Acquisitions	✓	✓	✓	✓	✓	✓
Ombudsman	✓	✓	✓	✓	✓	✓
Channels						
Students	✓	✓	✓	✓	✓	✓
Schools	✓	✓	✓	✓	✓	✓
Enterprise Services						
SFA University	✓	✓	✓	✓	✓	✓
Employee Services	✓	✓	✓	✓	✓	✓
Intragiga						
Intragiga***	✓	✓	DNC	✓	✓	✓

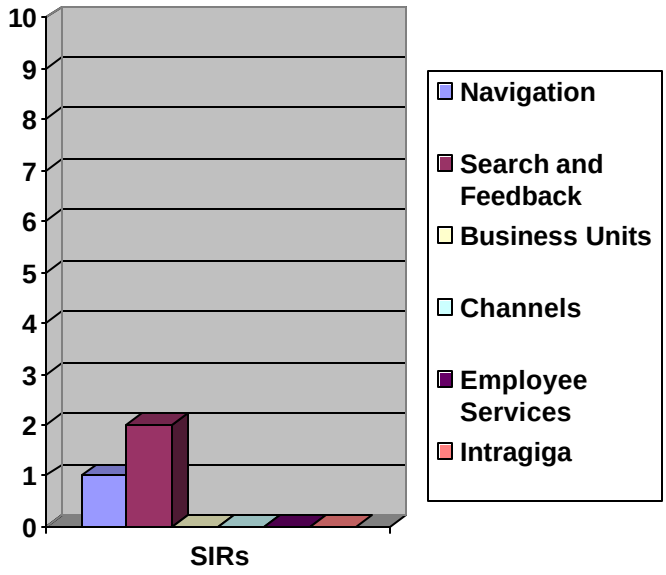
*SIR on Search capability that the search findings were slightly different than the search "Expected Results" on the test script. This is due to the variation in the search engine due to spidering of the sites on different days.

** Appearance of "trash boxes" in the left hand corner of the screen – Only experienced by one tester – attributed to personal computer system.

*** Outside original scope.

DNC – Did Not Complete test

SFANet Testing SIRs



Module	Number of SIRs
Navigation	1
Search & Feedback	2
Business Units	0
Channels	0
Employee Services	0
Intragiga	0

The Navigation SIR was a problem on the individual testers computer, not with SFANet and the Search and Feedback SIR was created due to variation in search results from the testing results and the test script. The search SIRs were attributed to the search spidering the sites at different times on different days.

VDC Readiness Report

VDC Documentation Checklist				
Document	**Status**	**Date**	**VDC sign-off**	**Official sign-off**
Responsibility Matrix	Complete w/Dave Lass	12/6/00		
Escalation List	Complete w/Dave Lass	12/6/00	Dave Lass	
Callout List	Complete w/Dave Lass	12/6/00		
Due Diligence	Complete w/Dave Lass	12/6/00		
Memorandum of Understanding	Complete w/Dave Lass	12/6/00		
Installation checklist	Complete w/Dave Lass	12/6/00		
Run Book	VDC will create	TBD	Dave Lass	
Troubleshooting Document	Complete w/Dave Lass	12/6/00		
Physical Diagram	Complete	11/1/00	Dave Lass	
Logical Diagram	Complete	11/1/00	Dave Lass	

Security Sign-off

Date: 12/08/00

Re: Intranet site

I am pleased to report that the new SFA Intranet system is ready to be moved into production as of 12/08/00

The components used in creating the system have been tested to be moved into production. The COTS solution implemented included Autonomy, Interwoven, Oracle, and Viador.

I recommend that the system be accepted and moved into production.

_____
Karen Freeman
Primary System Security Officer

_____
Lisa Cain
Secondary System Security Officer

_____
Andy Boots
CIO System Security Officer

Enterprise Architecture Review

The following products are being implemented in the Intranet architecture:

Software	Hardware
Teamsite 4.2	Sun
Autonomy 2.1.0	HP
IBM HTTP Server 1.3.6.3	

Based on my review of the enterprise architecture, I recommend that the system be accepted and moved into production.

_____ _____

Wayne Wright Date
Deputy CIO of IT Management

_____ _____

Ganesh Reddy Date
Information Technology Manager

Training Overview

Introduction to Content Management
"Introduction to Content Management" provides an overview of SFA's content management process and basic lessons on its primary tool, Interwoven TeamSite. Participants attend an introductory module, called "Content Management Basics," followed by the appropriate application-specific module Intranet, specifically), to learn the process, techniques, and tools for managing content with Interwoven's TeamSite application. These course offerings educate content managers and content shop personnel about their roles, tasks, work flow process, and the capabilities of Interwoven's TeamSite. Training sessions are supplemented by post-implementation support, which provides on-site assistance in the first critical weeks of use, ensuring comfort with the Interwoven tool and its new workflow process.

This Training was completed and delivered to the client as deliverable 9.3.6 but was not delivered due to client request.

Applications Maintenance and Help Desk Readiness

Help Desk
The purpose and objective of the help desk is to assist the SFA community in correcting issues they experience while using the Intranet. The SFA help desk would be the first line of communication for the SFA community when experiencing difficulties with the application. SFA will support the tier 1 level of the Intranet help desk and the Modernization Partner Operations team will support tier 2. Help desk support is further outlined in deliverable 34.1.1.

Tier 1– SFA	Tier 2 - Modernization Partner Operations
✓ Log service requests ✓ Resolve straight forward requests	✓ Log service requests (not logged at tier 1) ✓ Track service requests ✓ Resolve straight forward requests (not resolved at tier 1) ✓ Forward complex requests to more specific level support ✓ Provide feedback to service requester ✓ Collect service metrics

Applications Management
Application management team will support SFANet with Application Maintenance, Application Enhancements, End User Education, and other ad hoc requests and designated in deliverable 34.1.1.

Independent Quality Assurance

No independent quality assurance verification and validation was completed.

Risk Summary

No formalized risk analysis was completed.

Version Control

Version control procedures were designated into two areas: 1.) Updating of Intranet content and 2.)New version of the Intranet application. The reason for this is that content of the Intranet is updated on a daily basis, whereas newer versions of the application may not be updated as frequently.

1) Daily changes to the Intranet were made on the "Sneak Preview" site while the new version of the Intranet was being prepared in the production environment. The changes were made directly to the "Sneak Preview" site by Idoya Oscariz and logged.
2) The production site will be updated prior to release by taking a snap shot of the "Sneak Preview" site so that all of the updated changes are incorporated into the new SFANet production site.

Application Readiness Review

The purpose of the Application Transition Acceptance Criteria is to ensure that specific criteria are met by a system which is being transitioned to Modernization Partner for on-going support. It consists of a set of processes and deliverables that ensure system operability and the existence of sufficient knowledge capital for optimal service delivery and support. The Application Transition Acceptance Criteria's overall objectives are as follows:

- Confirm that the system meets the established general principles.
- Highlight any risks that will affect application production operations and maintenance efforts.
- Ensure open lines of communication exist between the client, development team, and the Applications Management and Operations Team.
- Facilitate the application transition and acceptance to the Applications Management and Operations Team.
- Clarify client, development team and Applications Management and Operations Team expectations of functionality, capacity, performance, future enhancements and ongoing service levels.

Conclusion

The SFA Modernization effort enables customer groups to access SFA information via on-line technologies. SFANet offers SFA employees increased access to information that allows SFA to achieve the goals set forth as a Performance Based Organization; Increased Employee Satisfaction, Increased Customer Satisfaction, and Reduced Unit Cost. SFANet acts as a gateway to an integrated, user-friendly system that provides SFA employees with a central website for accessing information and other related SFA sites that are needed to conduct their daily business.

Questions

VDC Documentation Description

Responsibility Matrix

Description
Purpose: To identify all functions necessary to support an application running in the VDC and the party responsible for performing each function.

Method of Completion: Existing templates can be used as a starting point, but each line item must be negotiated with all involved parties. The sample listed below conforms to the Modernization Partner's model, however, for any given application, it may be necessary to add columns to accommodate additional participants.

Tips: Responsibility is indicated using the following codes:

P – Primary - Performs the function - Only one primary should be assigned to any activity.

A – Approval - It is assumed that some degree of concurrence is required for most activities. use of the approval code should be reserved for cases where formal approval is required.

S – Support - Supporting groups will participate in the activity led by the Primary. There should always be primary roles assigned to one participant in cases where supporting responsibility is indicated.

J – Joint - Joint should be reserved for activities where individuals will be performing heir work relatively independently. For instance, each participant will be maintaining their own incident log. This is a joint activity.

Escalation List

Description
Purpose: Instructions for the Application Support team or the Business Area to contact the VDC in the event of a problem. It lists the business managers in the event some activity impacting service delivery to the public must be planned or implemented (such as unscheduled down time) and the VDC management team in the event the Application Support team or the Business Area feel they need to escalate an issue within the CSC management team.

Method of Completion: The VDC will complete the section relating to the VDC contact numbers. Unless the system availability is planned only for normal business hours, this document must include phone numbers for off-hours. These can be home phone numbers, cell phones, beepers, or all three. The names should be listed in the order in which they should be contacted. If the first individual cannot be reached, the next person on the list will be contacted. The number of names listed is entirely up to the project, but there should be more than 2 for each area.

Tips: This is a living document. It should be reviewed periodically and at the time of new releases to determine whether any changes are required.

Callout List

Description
Purpose: This document is used by Operations Staff at the VDC to contact the appropriate technical support staff in the event system failure or problems occur. All technical support groups should appear here.

Method of Completion: The VDC will complete the section relating to the VDC contact numbers. Unless the system availability is planned only for normal business hours, this document must include phone numbers for off-hours. These can be home phone numbers, cell phones, beepers, or all three. The names should be listed in the order in which they should be contacted. If the first individual cannot be reached, or cannot resolve the problem, the next person on the list will be contacted. The number of names listed is entirely up to the project, but there should be more than 2 for each area.

Tips: This is a living document. It should be reviewed periodically and at the time of new releases to determine whether any changes are required.

Due Diligence Checklist

Description
Purpose: To precisely describe the maintenance activities to be performed by the VDC and to assure adequate preparation for receipt of the application by the VDC.

Method of Completion: The document should be reviewed with the VDC and concurrence reached. Back-up and archive requirements should be discussed with the business managers.

The document calls for information about the footprint and electrical requirements for the hardware. This information is only required if the hardware is being migrated to the VDC in addition to the software. If the VDC is purchasing and setting up the hardware, they will know this information.

Tips: The VDC does not have standard procedures that they follow for all applications. You must specify exactly what the VDC must do to operate the system.

Memorandum of Understanding

Description
Purpose: To establish service level targets for up-time, and to define system availability.

Method of Completion: This document is negotiated between the business area, application support team and the VDC. Service levels are dependent on the level of hardware, software redundancy and the soundness of the processes surrounding the environment.

Tips: This is a living document. After each incident of unscheduled downtime a Root Cause Analysis will be conducted and the results will be communicated to the Business area, SFA CIO, and the application support team.

Installation Checklist

Description
Purpose: For use in performing a complete system reinstall if required.

Method of Completion: This document should be created during the initial system installation in Development. All adjustments and changes that occur after installation should be documented and the installation instructions updated accordingly. Installation in the production area should follow the procedures created in order to verify that the instructions are accurate.

Tips: This is a living document. It should be reviewed at the time of new releases to determine whether any changes are required. It would also be prudent to periodically test the instructions as part of a system recover test plan.

Run Book

Description
Purpose: Internal VDC procedures for maintaining the application.

Method of Completion: The VDC will complete this document for review by the application team.

Tips: Applications member should review the document for completeness, and to assure that reports provided by the VDC will provide adequate feedback.

Troubleshooting Document (Diagnostics)

Description
Purpose: To support troubleshooting activities in an integrated environment by providing a description of all dependencies on other systems and among hardware items. This document may not be required for a stand-alone system.

Method of Completion: The document should be reviewed with the VDC and concurrence reached. Some of the hardware dependencies may need to be provided by the VDC and others may not be required since the VDC's Change Control Board performs configuration management. The application group should attempt to identify any expected occurrences and likely causes.

Tips: This is a living document. After each incident of unscheduled down-time some review of lessons learned should be conducted and this document should be updated as needed.

Physical and Logical Diagram

Description
Purpose: This document is used by Operations Staff at the VDC, applications maintenance staff, and business units to provide all parties with a common frame of reference.

Method of Completion: The Technical Architecture team can provide assistance with creating the physical diagram, and the VDC does not require network configuration information. The diagram should show relationships and dependencies on other systems.

Tips: This is a living document. It should be reviewed periodically and at the time of new releases to determine whether any changes are required.

SFANet Application Sign-Off

Date: 12/08/00

This certifies that SFANet Release 2.0 has been tested and is recommended for implementation.

Independent Quality Assurance Signature: _____

Mike Rockis
QA Program Manager

Security Officer Signature: _____

Security Officer

Executive Sponsor Signature: _____

Karen Freeman
Director of Communications

CIO Signature: _____

Stephen Hawald
Chief Information Officer