

TO 101 – ERM Phase II

Deliverable 101.1.2a

Operational Status Report – June 30, 2002

System and Database Administration

- ◆ The ERM system has been fully operational and stable since January 12, 2002.
- ◆ There have been no occurrences of downtime.
- ◆ Key Maintenance activities:
 - Review input files
 - Monitor system logs and error reports
 - Monitor image storage devices.
- ◆ Key Database administration activities:
 - Monitor database growth
 - Review table structure and content
 - Monitor audit logs.

Upgrades and Required Patches to System and Database Components

- ◆ Status of systems OS patches and upgrades.
 - Service pack 6a has been installed.
 - NT version 4.0 has been installed.
 - Planned upgrade to MS Windows 2000 during FY 2003.

- ◆ Status of database patches and upgrades.
 - Service pack 3 has been installed.
 - Version MSSQL 7.0 has been installed.
 - Planned upgrade to MSSQL 2000 during FY 2003.

Performance Tuning Activities

- ◆ Currently in negotiations with our telecom provider to increase the size and redundancy of our internet connection.
- ◆ Monitor bandwidth utilization to ensure that service levels are maintained.
 - Monthly bandwidth utilization is at 30%.
- ◆ Develop an automated mechanism to monitor web server availability.

Backup and Restoration Services

- ◆ Conduct daily backups of all database tables, input directories, and images.
- ◆ Maintain backup tapes offsite on a 14 day rotation for disaster recovery.
- ◆ Develop recovery test plan and procedures.

ERM Solution Hosting at ASP Site

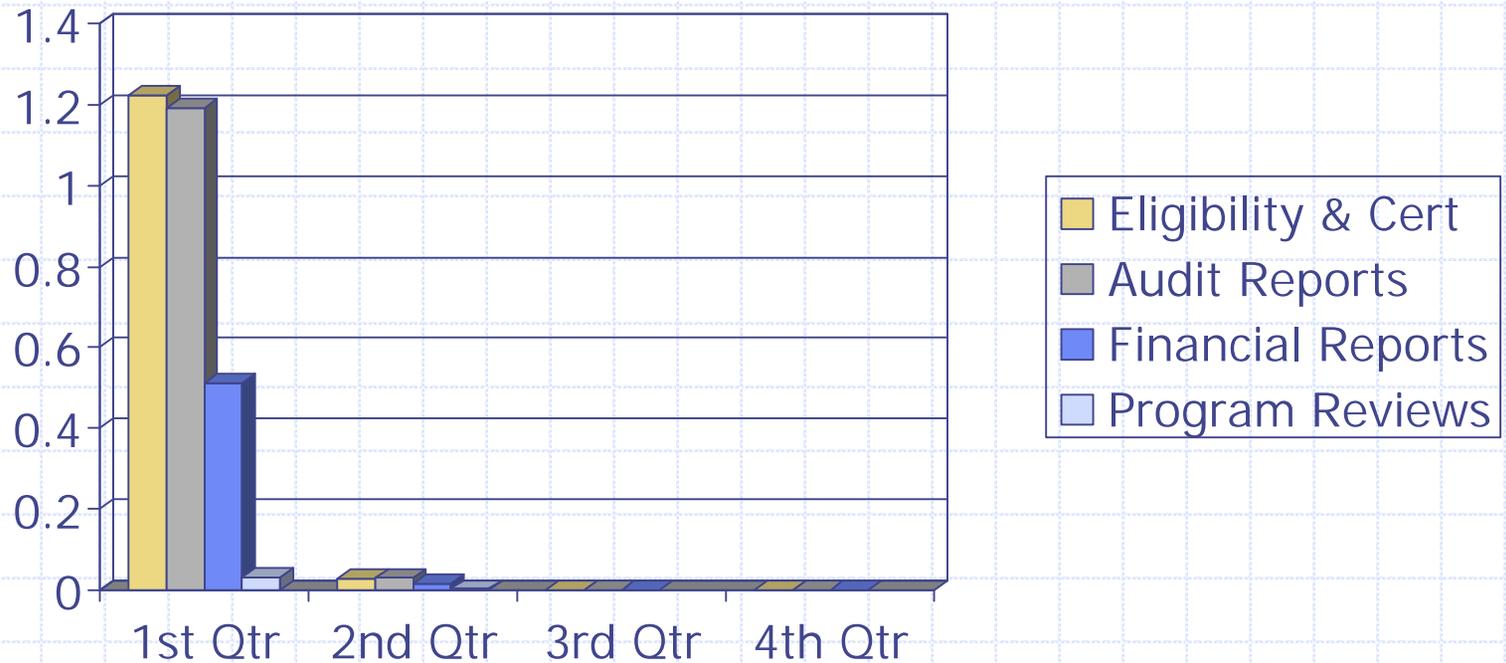
- ◆ The ERM solution and associated infrastructure is being moved to a hardened data center facility on July 13, 2002.

- ◆ Hosting volumes: *
 - 44 distinct document types,
 - 212,340 multi-page PDF documents,
 - 2,956,248 pages of scanned images,
 - 550 MB Acorde database,
 - 10 (9.1GB) optical disks,
 - 84.2 GB of electronic storage space in the SAN.

* Volume from inception of the project

Storage Services for scanned images

Millions



This graph depicts the total number of documents placed into the system from Oct 2001 thru June 2002.