

Task Order 110 – FP Data Mart Operations

FP Data Mart Operations Monthly SLA Metrics Report Deliverable 110.1.1f

Period Ending: 11/30/02



**F E D E R A L
S T U D E N T A I D**

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Introduction

This is the November monthly report for Task Order 110 Data Mart Operations. The purpose of this task order is to provide the capability to sustain the FP Data Mart. The report information will be provided separately for each system.

FP Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Fri - November 1	100%	
Sat - November 2	100%	
Sun - November 3	100%	
Mon - November 4	100%	
Tues - November 5	100%	
Wed - November 6	100%	
Thurs - November 7	100%	
Fri - November 8	100%	
Sat - November 9	100%	
Sun - November 10	100%	
Mon - November 11	100%	
Tues - November 12	100%	
Wed - November 13	100%	
Thurs - November 14	100%	
Fri - November 15	100%	
Sat - November 16	100%	
Sun - November 17	100%	
Mon - November 18	100%	
Tues - November 19	100%	
Wed - November 20	100%	
Thurs - November 21	100%	
Fri - November 22	100%	
Sat - November 23	100%	
Sun - November 24	100%	
Mon - November 25	100%	
Tues - November 26	100%	
Wed - November 27	100%	
Thurs - November 28	100%	



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Date	Availability (%)	Notes
Fri - November 29	100%	
Sat - November 30	100%	

FP Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for October with data feeds from FFEL, NSLDS, PEPS, and FMS.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

Issues or Anticipated/Current Problems

- Security Issue regarding data filters within MicroStrategy. The solution to this issue is to upgrade to a newer version of MicroStrategy. We're currently working to resolve the outstanding MicroStrategy licensing issue that is preventing us from upgrading to the latest version (7.2.1; also known as 7i). Per FSA direction, it was decided not to upgrade immediately to an intermediate release (7.1.5), but to wait until the licensing issue is resolved to move to 7.2.1 (a.k.a. 7i).

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP requests.
- Complete November FP monthly data load.
- Continue transition for upgrade to MicroStrategy 7i. Once the licensing issue stated above is resolved, we can proceed to upgrade to 7.2.1 (also known as 7i).



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Help Desk Monthly Throughput (FP)

Change Request

Category	High	Medium	Low	Total
Carry Forward	1	7	0	8
New	1	0	0	1
Closed	1	2	0	3
End of Month Balance	1	5	0	6

Data Request

Category	High	Medium	Low	Total
Carry Forward	0	3	0	3
New	0	0	0	0
Closed	0	2	0	2
End of Month Balance	0	1	0	1

Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	1	0	0	1
New	4	0	0	4
Closed	3	0	0	3
End of Month Balance	2	0	0	2

Note: SIRs in POSTPONED status are not reflected in these numbers



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Help Desk Request Summary (FP)

Total Requests: 17

ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
253	Assigned	Change Request	1.2.6 GA Fee Payments	2. Medium	7/30/02	
254	Assigned	Change Request	1.2.6.1 GA Requested and Paid Fees	2. Medium	7/30/02	
255	Assigned	Change Request	1.2.7 GA Fee Payments History Report	2. Medium	7/30/02	
267	Closed	Change Request	Correct/add parent Lender name, city and state	2. Medium	6/3/02	11/7/02
282	Assigned	Data Request	Needs to insert manual VFA performance data	2. Medium	8/20/02	
283	Assigned	Change Request	Add Graphs to FP Rel 2 Reports	2. Medium	8/20/02	
287	Closed	Data Request	GA Closed School and False Certification Claim	2. Medium	8/26/02	11/3/02
291	Closed	Change Request	Modify Trigger Rate Metrics	1. High	8/28/02	11/3/02
299	Ready for Approval	Change Request	Modify the Select Quarter prompt	2. Medium	9/12/02	
312	Closed	Change Request	School Change in Loan Status Report	2. Medium	10/9/02	11/3/02
320	Closed	Data Request	Web Trends Reports	2. Medium	10/24/02	11/26/02
322	Assigned	Help Desk Request	Possible Lender errors when creating report	1. High	10/25/02	
327	Closed	Help Desk Request	Remove Melody Crosby from FMDM access	1. High	11/6/02	11/6/02
328	Closed	Help Desk Request	Create ID for Paul Stutzman	1. High	11/6/02	11/6/02
329	Closed	Help Desk Request	Create Sherri Moten ID	1. High	11/6/02	11/6/02
332	Assigned	Change Request	Apply corrections to the FMS annual report	1. High	11/20/02	
336	Assigned	Help Desk Request	GA Requested and Paid Fields	1. High	11/22/02	



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Financial Partners Data Mart Requests

ID: MPOps00000229
report

Title: Changes to Lender Capitalized Interest

State: Postponed

Priority: 2. Medium

Open: 7/23/2002 3:56:58PM

Target Date:

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Tina Liu, 202-962-0726

Description:

I need to make a minor change to the Lender Capitalized Interest report. Is there way we can drill to a total for each quarter (i.e., remove the loan type)? I've tried but with no luck.

Activity Log:

===== State: Postponed by:tliu at 8/7/02 11:05:12 AM =====

Susan wants us to postpone this request since MSTR 7i release will have support to this drill capability without any modification on the report.

===== State: Assigned by:tliu at 7/23/02 1:24:04 PM =====

Sent email to Susan:

There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type. The metric will not show up on the report, but you will be able to drill to it. Which way you prefer?

Note that if we want to remove "Loan Type" from the report, new template needs to be created.

===== State: Opened by:tliu at 7/23/02 12:01:37 PM =====

Sent email to Susan:



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There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type. The metric will not show up on the report, but you will be able to drill to it.

Which way you prefer?

ID: MPOps00000253

Title: 1.2.6 GA Fee Payments

State: Assigned

Priority: 2. Medium

Open: 7/30/2002 7:29:17PM

Target Date: 9/9/2002 4:00:00AM

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description:

Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

Activity Log:

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====



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Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

=====
State: Assigned by:mmandrella at 10/14/02 4:55:28 PM
=====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

=====
State: Assigned by:mmandrella at 10/1/02 4:27:29 PM
=====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

=====
State: Assigned by:smconaghie at 9/17/02 12:41:53 PM
=====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

=====
State: Assigned by:tliu at 8/23/02 3:27:02 PM
=====

Reassigned to Mark.

=====
State: Assigned by:tliu at 8/23/02 11:53:33 AM
=====

Verified the Portfolio balance and it seems working fine. Communicated via email with Ben Chiu:

I checked GA 706 for FY01, it seems they add up the same, the value is: \$325,031,666.

Can you please verify it again and let me know what difference you found?

Thanks
Tina

--- "Chiu, Ben" <Ben.Chiu@ed.gov> wrote:
> Hi Tina
>
> I agree. It should be the same as adding the



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> Federal, Operating and
> Restricted funds ending balances from the annual
> report to get the
> portofolio balance. I believe I used GA706 when I
> checked the figures.
>
> Ben
>
> -----Original Message-----
> From: Tina Liu [mailto:sli_tina@yahoo.com]
> Sent: Thursday, August 22, 2002 10:57 AM
> To: ben.chiu@ed.gov
> Cc: Mark Mandrella; Al Bradley
> Subject: GA Fee Payments: Portfolio balances
>
>
> Hi Ben,
>
> Thank you for attending the meeting today. I
> checked the calculation of Portfolio balances in the
> report <GA Fee Payments>, it seems it should be the
> same as adding up principal, interest, and other
> ending balances all together from Form 2000 annual
> report. Can you give us an example GA ID for this
> problem?
>
> Thanks
> Tina

===== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:

1. We need to use INVOICE_NUM from table ap_invoices_all to aggregate on requested and paid fees for a specific fiscal year. Can FMS send us the exact format of INVOICE_NUM for all types of invoices?
2. How FMS determine the actual invoice type (VFA, LPIF, AMF, etc.) for a manual invoice entry?



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3. What is the relationship between table ffelga_soa_reports and ap_invoice_payments_all? Suppose we add up all types of payments for an individual GA during fiscal year 2001 from table ap_invoice_payments_all, can we get the same amount from table ffelga_soa_reports?

==== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

==== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth Kundapur sent the SQL statements behind the scene.

==== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email to Todd Kaywood on 8/2/02, asking for SQL query behind generating the following

FMS reports (quote from Ben Chiu's email):

>For Total Fees Paid, I ran the "SFA GA SOA Detail Report". For the AMF and LPIF payments, I ran "SFA GA SOA NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".

ID: MPOps00000254

Title: 1.2.6.1 GA Requested and Paid Fees

State: Assigned

Priority: 2. Medium

Open: 7/30/2002 7:30:32PM

Target Date: 9/9/2002 4:00:00AM

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong. Requested LPIF does not match FMS



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Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was calculated in the year paid not the year earned.

Activity Log:

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.



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=====
State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM
=====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

=====
State: Assigned by:tliu at 8/23/02 3:27:52 PM
=====

Reassigned to Mark.

=====
State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM
=====

Updated the description with Ben McPherson's comments.

=====
State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM
=====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the FMS report(s) and the data mart report.

=====
State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM
=====

Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben

Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).

ID: MPOps00000255

Title: 1.2.7 GA Fee Payments History Report

State: Assigned

Priority: 2. Medium

Open: 7/30/2002 7:32:26PM

Target Date: 9/9/2002 4:00:00AM

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

Activity Log:



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=====
State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM
=====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

=====
State: Assigned by:smconaghie at 10/29/2002 2:57:00 PM
=====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

=====
State: Assigned by:mmandrella at 10/24/02 3:18:06 PM
=====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

=====
State: Assigned by:mmandrella at 10/14/02 4:57:49 PM
=====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

=====
State: Assigned by:mmandrella at 10/1/02 4:26:21 PM
=====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

=====
State: Assigned by:smconaghie at 9/17/02 12:42:30 PM
=====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

=====
State: Assigned by:tliu at 8/23/02 3:30:31 PM
=====



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Reassigned to Mark.

ID: MPOps00000259

Title: Drill to multiple templates in report - E32

State: Postponed

Priority: 3. Low

Open: 7/28/2001 4:03:57PM

Target Date:

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Tina Liu, 202-962-0726

Description:

Drill to multiple templates for "Consolidation Load Fee Payment Analysis Report

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:06:13 PM =====

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy

8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement.

Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because

we do not know if the Phase II will be using MSTR 7.2 or not.

ID: MPOps00000260
patches are in

Title: Data Mart users lose access when NT

State: Postponed

Priority: 3. Low

Open: 7/18/2001 4:19:05PM

Target Date:

Requestor: Lisa Phillips, 202-962-0724

Assigned to: Tina Liu, 202-962-0726

Description:



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Data Mart users lose access to Microstrategy reports when patches are installed on the NT server.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:20:25 PM =====

7/18/2001 (Keisha Contee) Annie logged problem on the Microstrategy web site. Microstrategy suggested we upgrade to version 7.1.1 and the problem would be resolved. We are currently running version 7.1.1. Annie will continue to investigate the issue.

11/26/01 (Bob Audet) We tried to add groups in 2-tier mode with server down. Still does not work. Reassigned to Bob.

12/14/01 (Bob Audet) Recommend further research. May want to postpone until next upgrade at DOE.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Reassigned to Mark.

1/23/2002 (Tina Liu) Reassigned to Tina.

ID: MPOps00000261 **Title:** Page-by area not working as expected

State: Postponed **Priority:** 2. Medium

Open: 6/4/2001 4:21:54PM **Target Date:**

Requestor: Tina Liu, 202-962-0726 **Assigned to:**

Description:

This was logged as a problem with MicroStrategy. The MicroStrategy case number is: 130845. During testing,

we fixed the report that had the problem, however there is the possibility that a user may modify their version

of a report to re-create this problem.

Activity Log:

ID: MPOps00000262 **Title:** Search for Lender by name



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State: Postponed
Open: 6/4/2001 4:25:18PM
Requestor: Tina Liu, 202-962-0726

Priority: 1. High
Target Date:

Assigned to: Tina Liu, 202-962-0726

Description:

The users wanted to be able to lookup by a lender name instead of a lender id. Annie put in most of the ability to do this, but then ran into a problem with MicroStrategy. She logged a MicroStrategy case number: 128596.

Annie was able to allow a user to lookup a lender by typing in a one-word name, but the problem comes in when trying to search when multiple words are given.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:26:21 PM =====

6/7/2001 (Annie Barton) Paul requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

7/10/2001 (Annie Barton) Defect in Microstrategy. Need to wait for new release to fix the problem.

8/4/2001(Annie Barton) Susan Haenel-Beck requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

11/29/01 (Bob Audet) Called MicroStrategy Technical Support and they fixed confirmed the issue for release 7.2 Beta 1. I recommend that we wait until general availability of 7.2 in Q1 of 2002.

1/2/2002 (Tina Liu) Reassigned to Tina.

ID: MPOps00000263

Title: Login before projects are displayed

State: Postponed
Open: 9/6/2001 4:26:34PM
Requestor: Tina Liu, 202-962-0726

Priority: 1. High
Target Date:

Assigned to: Tina Liu, 202-962-0726

Description:



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For security purposes it is better if the user logs in first and then chooses the appropriate project. This method

will only display the projects the user can access. With situation, when the users' password expires, they are

not prompted to change it and locked out of the project.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:27:42 PM =====

9/6/2001 (Annie Barton) Awaiting a new release in Microstrategy to implement this new procedure.

11/26/2001 (Bob Audet) This issue is linked to issue #229, Assigned to Bob.

11/29/01 (Bob Audet) Emailed the FP Power Users to decide if this issue should be closed since a workaround

from Issue #229 was provided and the issue subsequently closed.

12/03/01 (Bob Audet) Moved to 'Needs Clarification' because the FP Power Users need to decide whether this

issue can be closed since it is similar to Issue #229 that was closed.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/11/2002 (Tina Liu) Sent email to Nettie Harding for action update.

1/18/2002 (Tina Liu) called Nettie to clarify the status and then called Tech support, logging two issues: 155688

for desktop password expiration reminder and 155689 for web login twice. Tech support for issue 155689

provided a resolution: log in as Administrator, click on a project -> preferences -> Project defaults -> Project

display and change the Project list selection from "Show all the projects connected to the Web Server before the

user logs in" to "Log in, then show the projects accessible by the supplied login". This setting will not hold after

user logs out and then relogin after a while. Reset the target date to 2/1/2002.

1/22/02 (Tina Liu): The preference setting on production server was actually successful after rechecking it

today. But the dev web server reported error: "Error Saving Personal Preferences. Your project default



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preferences could not be saved. Your permissions on the Web folder or in its contents may be incorrect".

MSTR Tech Support provided two tech notes "TN5600-7X0-0304" and "N5600-7X0-0142" to tackle this issue.

Sent email to Benson Hwang for the security property setting of file AdminOptions.xml on dev server. Benson

changed the setting to allow changes, now it works on dev server as well.

1/29/02 (Tina Liu): The login and projects setting works fine with MSTR Web 7.1.2 version but is not stable for

the 7.1 version. For the password expiration problem, MSTR Tech support is still investigating on it. For now,

run scripts in MSTR Command center to gather user profiles and run a java program accenture.modpartner.datamart.FileTransform to change the format of the user profile files to be sorted in

ascending order based on the password expiration time and put properties of the same user into one row, which

may later be exported to an Excel file and sent to Willie Sutton. The first file generated on today has already

been sent to Willie to review.

1/30/2002 (Tina Liu): MSTR Tech Support sent email confirming that the password expiration problem has been

fixed for MSTR Web release 7.2, which is scheduled to come in late Q1/2002 or early Q2/2002.

Change the

status to be postponed until the next upgrade to MSTR 7.2.

2/11/2002 (Tina Liu): Figured out the unstable setting problem is indeed a dual-web server issue. When the

setting was changed, it was only applied to one of the web servers, this is why we may observe different

behavior for the default page. Set to use "Login.asp" for both web servers. The password expiration problem

will still occur. Needs to remind users to use "Projects.asp" to change password when it is reset by the

administrator to force change of password at next login.

ID: MPOps00000264

Title: Subtotals appearing at top of Report

State: Postponed

Priority: 3. Low

Open: 2/21/2002 5:28:10PM

Target Date:

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Lisa Phillips, 202-962-0724

Description:



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When running the Part II and Part III reports from the web the totals are displayed at the bottom of each lender.

When moving the "Quarter Ending Date" from the columns to rows, the subtotals now appear at the top of each lender.

[Activity Log:](#)

===== State: Opened by:lphillips at 7/31/02 12:31:00 PM =====

2/21 (LP): In a meeting with the power users it was discussed that we move the Qtrs from the column to the rows in template to fix the problem.

2/21(LP): Could not move the Qtrs from the column to rows. Error still occurs. This is a problem with MSTR 7.1 but has been identified for the next release: This note is from their support site:

Defects and enhancements addressed in MicroStrategy 7 7.1.3
MicroStrategy Agent 7.1.1 TS Case 141024 Subtotals are always displayed at the top if attributes are sorted

ID: MPOps00000265 **Title:** We need to use dynamic quarter prompts

State: Postponed **Priority:** 3. Low

Open: 2/22/2002 5:31:04PM **Target Date:**

Requestor: Tina Liu, 202-962-0726

Assigned to: Tina Liu, 202-962-0726

Description:

Some quarter prompts in FP data mart use a pre-selected element list with the ending quarter of September 2001

(or December 2001) should be changed to be dynamic prompts that will include only those valid quarters that appear in the related fact source table(s).

[Activity Log:](#)

===== State: Opened by:lphillips at 7/31/02 12:32:08 PM =====

2/22/2002 (Tina Liu): Opened the issue and assigned to Tina. This is postponed due to a bug with MicroStrategy



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Web 7.1 (it does not support set qualification type of filter). Should be fixed in 7i release on March-April time

ID: MPOps00000266

Title: No Limit for login attempts

State: Postponed

Priority: 3. Low

Open: 3/4/2002 5:32:12PM

Target Date:

Requestor: Tina Liu, 202-962-0726

Assigned to: Tina Liu, 202-962-0726

Description:

There is no limit to the number of invalid access attempts that may occur for a given user on the CMDM (or any datamart).

Case entered with Microstrategy (#160279)

Activity Log:

ID: MPOps00000267
and state

Title: Correct/add parent Lender name, city

State: Closed

Priority: 2. Medium

Open: 6/3/2002 4:33:40PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Scott McConaghie, 202-962-0722

Description:

This SIR is related to SIR 291. We need to use the table sent by Nettie to add/correct parent lender name, city and state information so that they can be used for SIR 291-related reports.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:34:51 PM =====

6/25/02 (T.Liu): Parent names have been corrected. Need more work on city and state information. Since our

ID: MPOps00000268
Access Violation

Title: Automated Report to check for GA

State: Postponed

Priority: 2. Medium

Open: 6/17/2002 4:35:03PM

Target Date:

Requestor: Tina Liu, 202-962-0726



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Assigned to: Tina Liu, 202-962-0726

Description:

Schedule an automated report that will indicate if GA user access (GA users can see only their own GA's data) has been broken. The report should run at least once a week, possibly every day. Use Microstrategy alert feature if it is available in the next release.

Activity Log:

==== State: Opened by:lphillips at 7/31/02 12:36:13 PM =====

7/15/02 (T.Liu): Has not found any easy solution to this request. It is not supported by current or new version of MSTR. Postponed for now.

ID: MPOps00000269

Title: Drilling Problem

State: Postponed

Priority: 1. High

Open: 7/15/2002 4:53:25PM

Target Date:

Requestor: Tina Liu, 202-962-0726

Assigned to: Tina Liu, 202-962-0726

Description:

MicroStrategy web 7.1 does not take drilling setting from report. In order to allow users to drill from Lender Scorecard summary report to individual lender scorecard report, we have to set web drilling setting to "allow drilling everywhere". Under this setting, users will be able to drill to some areas that should not be exposed to users or users will get server error when trying to drill. An example problem is for the report "Lender ED 799 Late". When user tried to drill on the metric, he got a new metric called "Max FQ Ending Date" in Julia format. We should never allow users to see this metric.

Activity Log:

==== State: Opened by:lphillips at 7/31/02 12:54:34 PM =====

7/15/02 (T.Liu): Opened the SIR. Since it is an known bug for web 7.1. We will need to revisit this issue after



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installing 7i.

ID: MPOps00000282
data

Title: Needs to insert manual VFA performance

State: Assigned

Priority: 2. Medium

Open: 8/20/2002 5:28:52PM

Target Date: 9/9/2002 4:00:00AM

Requestor: Lee Harris, 202-377-3097

Assigned to: Al Bradley, 202-962-0661

Description:

We need to have manual data inserted into F_VFA_PERF_RPT_NSLDS and F_VFA_PERF_RPT_FMS to cover the FY 2000-2002. For

FMS, we can get FY2001 and FY2002 data directly through the FMS ICD and Informatica mapping, but the way we calculate the

Collection Recovery Rate field in our data mart is different than what have been used in previous benchmark manual reports.

The difference lies in the usage of MR_27, which is either a monthly or quarterly based field. For NSLDS, data mart only

contains data corresponding to the extract date of 7/3/2002 and 7/28/2002. We need to get all the rest of the data from manual

benchmark reports.

Activity Log:

==== State: Assigned by:smconaghie at 11/26/2002 6:31:33 PM =====

11/26/02: (S. McConaghie) - Continuing to validate the Collections Recovery Rate metric. Al contacted Gary Hopkins to work

through issues between Quarterly Report, Collections website, and FP data. Al to meet with Nettie regarding source of

Quarterly Report, and determine discrepancy between us (FP) and the other two.

==== State: Assigned by:abradley at 11/25/2002 6:20:32 PM =====

11/23/02

Gary suggested that an analysis be performed on end of FY data (September 2002). There are still cases where FP does not match the Quarterly GA Collections Report or the Collections website. I am comparing the FP source files

to the Quarterly Report to identify the discrepancies.

11/12/02 (Al Bradley) Per Ora, datamart numbers should be consistent with the numbers published on the collections website.

Not sure if this is possible, since FP receives some of the collections info from a feed. Need to follow-up with Ora and Gary.



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10/28/02 (A. Bradley) - Al to set up meeting with Ora.

10/15/02 (S. McConaghie) - Continuing to validate the Collections Recovery Rate metric. Al collected data from multiple sources, and sent an aggregate of this data to Ora Chowbay for assistance in reconciliation.

==== State: Assigned by:abradley at 11/12/02 10:02:21 AM =====

11/12/02 (Al Bradley) Per Ora, datamart numbers should be consistent with the numbers published on the collections website.

Not sure if this is possible, since FP receives some of the collections info from a feed. Need to follow-up with Ora and Gary.

10/28/02 (A. Bradley) - Al to set up meeting with Ora.

10/15/02 (S. McConaghie) - Continuing to validate the Collections Recovery Rate metric. Al collected data from multiple sources, and sent an aggregate of this data to Ora Chowbay for assistance in reconciliation.

==== State: Assigned by:abradley at 10/28/2002 4:42:50 PM =====

10/28/02 (A. Bradley) - Al to set up meeting with Ora.

10/15/02 (S. McConaghie) - Continuing to validate the Collections Recovery Rate metric. Al collected data from multiple sources, and sent an aggregate of this data to Ora Chowbay for assistance in reconciliation.

==== State: Assigned by:smconaghie at 10/15/2002 1:23:49 PM =====

10/15/02 (S. McConaghie) - Continuing to validate the Collections Recovery Rate metric. Al collected data from multiple sources, and sent an aggregate of this data to Ora Chowbay for assistance in reconciliation.

==== State: Assigned by:abradley at 10/10/2002 11:40:22 AM =====

9/17/02 (S. McConaghie) - Trigger Rate problem corrected, Collections Recovery Rate being researched.

10/9/02 (A. Bradley)

The June 2002 FP numerators and denominators have been compared to the Quarterly GA Collections Report and the GA Recovery Rates published on the Web.



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Denominator: Four GAs are out of balance. Confirm that these should be manually updated in FP.

Numerator: Five GA's are out of balance when compared to the GA Quarterly report. Comparing the FP source to the Quarterly report to identify the differences.

=====
State: Assigned by:smconaghie at 9/17/02 12:47:31 PM
=====

9/17/02 (S. McConaghie) - Trigger Rate problem corrected, Collections Recovery Rate being researched.

=====
State: Assigned by:tliu at 8/22/02 11:42:03 AM
=====

Tried to schedule a meeting on Friday (8/23/02) at 11:00 AM or 1:00PM in Lee's office. Part of NSLDS manual data have been copy-pasted to a spreadsheet. The following problems still remain:

1. Get data from FMS for FY00
2. MR_27 issue
3. Get data from NSLDS for monthly "Net Guarantee" amount. Currently only quarter amount is available.
4. Get data from NSLDS for fiscal month 7 and 8 of FY02. Currently data mart contains extracts from 7/3/02 and 7/28/02 (need to verify that they correspond to fiscal month 9 and 10 of FY02).

=====
State: Opened by:tliu at 8/20/02 1:39:54 PM
=====

Contacted Lee Harris and got a bunch of reference spreadsheet files. Sent email to Gary Hopkins (Gary.Hopkins@ed.gov, 377-3208) asking about the MR_27 issue. Needs to set up a time to meet with him and Lee Harris.

ID: MPOps00000283

Title: Add Graphs to FP Rel 2 Reports

State: Assigned

Priority: 2. Medium

Open: 8/20/2002 6:13:48PM

Target Date:

Requestor: Lee Harris, 202-377-3097

Assigned to: Mark Mandrella, 202-962-0721

Description:



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Lee Harris wants line-graphs included in the GA VFA Performance Measures Reports (both NSLDS and FMS).

The line graphs should mirror the report grids: one line for each GA in the report (706, 725, 748, and 755). Also, one graph should be made for each metric.

I was provided handouts of graphs prepared by KPMG. The reports should mirror these.

Activity Log:

===== State: Assigned by:smconaghie at 10/15/2002 1:24:54 PM =====

10/15/02 (SMcConaghie) - No update

ID: MPOps00000284

Title: Alert users about most recent load date

State: Postponed

Priority: 2. Medium

Open: 8/20/2002 8:33:47PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to:

Description:

Users want to get an alert about the last load date from all four source systems: PEPS, FFEL, NSLDS, and FMS. Currently we

have a report <Data Mart Update Information> that is updated every month after FFEL load. We need to get rid of this report

when MSTR 7i is installed and use the alert feature provided by MSTR 7i.

Activity Log:

ID: MPOps00000287
Claim

Title: GA Closed School and False Certification

State: Closed

Priority: 2. Medium

Open: 8/26/2002 7:11:04PM

Target Date:

Requestor: Ben Chiu, 415-556-4136

Assigned to: Michael Ko, 202-962-0726

Description:

This report shows all closed schools and false cert claims as \$0 for all schools for GAs for all time period chosen. Also, this



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report does not seem to list all the schools for each GA. For example for GA 734 (NJ), the report shows only one school,

Rider University. The PEPS database provided by Nettie (Harding) shows there are over 20 schools with a closed school and false cert claim for this GA.

Activity Log:

===== State: Closed by:abradley at 11/4/2002 10:24:40 AM =====

"Changes made in Dev and Test. (Claims Incremental Paid) -> (Claims Paid). Pending Confirmation from Ben Chiu. Plans to push to Prod once receiving confirmation".

Migrated to Prod 11/3/02

===== State: Assigned by:lphillips at 10/24/02 9:45:14 AM =====

"Changes made in Dev and Test. (Claims Incremental Paid) -> (Claims Paid). Pending Confirmation from Ben Chiu. Plans to push to Prod once receiving confirmation".

===== State: Assigned by:smcconaghie at 10/15/2002 1:32:53 PM =====

10/15/02 (SMcConaghie) - Awaiting 1) Confirmation from Ben that Metric is correct. 2) Receive updated data from Chris Hill to populate DB table.

===== State: Assigned by:lphillips at 10/14/2002 1:39:39 PM =====

Ben/All:

To summarize our conversation, there are two items that need to be wrapped up before we can officially close SIR#218:

1.0 Ben: Please confirm with your team's understanding of the 'Claims Paid Incremental Amount' metric. The report currently captures the delta between the current month and the previous month, and displays this dollar figure in the report.

Per our conversation, the metric could be modified to capture the total month's Claims Paid instead, i.e. for any given month.

2.0 Nettie: I will like to ensure that our 'Eligible Schools' lookup table has the most current data available. I am requesting this month's extract of eligible schools from you, and



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preferably data from the last several months (i.e. since Tina Liu's transition from the FP Datamart team).

Thanks,

--Michael

==== State: Assigned by:lphillips at 10/7/2002 11:18:02 AM =====

The SIR is believed to have been correct from the start. An explanation was provided to Ben Chiu, the business owner of SIR#287, and is pending Ben's final approval. Ben, however, is OOO until 10/09/02. In response to whether we could close out the case, Nettie's reponse is as follows:

"This particular report was originally requested by Region 9 (Ben's supervisor). I don't want to close the SIR until I am sure that they agree with the results of the report. I realize this SIR is a high priority but we have to make sure the tests are approved and the end users are satisfied. We have a con call the afternoon of 10/9. I will discuss with Ben and other DMIT members. Sorry"

==== State: Assigned by:lphillips at 8/27/02 1:13:39 PM =====

Have looked into the Data issue and have determined that there is no missing data in the tables. Also recreated Report using the the "Claim Rate" attribute as opposed to the "NSLDS Claim Rate" attribute and data was returned. Could this be the problem? In addition, look into the Claims Paid Incremental Amount metric. This does not seem to be calculating total correctly.

ID: MPOs00000291 **Title:** Modify Trigger Rate Metrics

State: Closed **Priority:** 1. High

Open: 8/28/2002 3:36:01PM **Target Date:** 9/8/2002 4:00:00AM

Requestor: Anna Allen, 202-377-3312 **Assigned to:** Al Bradley, 202-962-0661

Description:

Format metrics as Percentage to 2 decimals.
Change name of Reinsurance Trigger Rate-Periodic to Reinsurance Trigger Rate-Monthly.
Change monthly metric to pickup value as reported on Periodic graph.



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Change FYTD metric to pickup value as reported on Cumulative graph.

Activity Log:

===== State: Ready_for_Production by:smcconaghie at 10/15/2002 1:33:43 PM =====

10/15/02 (S. McConaghie) - Paul & Nettie to validate. Once complete, Al to migrate to PROD.

===== State: Assigned by:abradley at 10/10/2002 11:28:27 AM =====

9/17/02 (S. McConaghie) - In TEST & ready for PROD.

10/9/02 (A Bradley) 10/8 DMIT agreed that the VFA trigger rate should use the same metric as the Monthly Trigger Rate.

The metric formula is ((Monthly Trigger Basis Amount/Loans in Repay).

===== State: Assigned by:smcconaghie at 9/17/02 12:48:18 PM =====

9/17/02 (S. McConaghie) - In TEST & ready for PROD.

ID: MPOps00000299 **Title:** Modify the Select Quarter prompt

State: Ready_for_Approval **Priority:** 2. Medium

Open: 9/12/2002 1:41:53PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307

Assigned to: Al Bradley, 202-962-0661

Description:

Filter or limit the quarters that appear in the prompt to dates that have fact data.

Activity Log:

===== State: Ready_for_Approval by:abradley at 11/12/02 9:59:07 AM =====

11/12/02 (A. Bradley) - Updated D_FY and D_FISCAL_QUARTER table structures to support automated prompt updates. Oracle

script will be executed each time a FY or Qtr is released. Script to be added to the FP Ops Guide.

10/28/02 (A. Bradley) - The current solution requires a manual update to the filters when a new quarter is released.

10/15/02 (S. McConaghie) - In TEST. Al continuing to work issue.

===== State: Assigned by:abradley at 10/28/2002 5:32:56 PM =====



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10/28/02 (A. Bradley) - The current solution requires a manual update to the filters when a new quarter is released.

10/15/02 (S. McConaghie) - In TEST. AI continuing to work issue.

===== State: Assigned by:smcconaghie at 10/15/2002 1:34:24 PM =====

10/15/02 (S. McConaghie) - In TEST. AI continuing to work issue.

===== State: Assigned by:smcconaghie at 9/17/02 12:51:04 PM =====

9/17/02 (S. McConaghie) - Ready to be migrated to TEST.

ID: MPOps00000312

Title: School Change in Loan Status Report

State: Closed

Priority: 2. Medium

Open: 10/9/2002 3:52:18PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: AI Bradley, 202-962-0661

Description:

The prompt truncates the "0"s of the school numbers. In all cases these numbers need to have a minimum of 6 digits.

Activity Log:

===== State: Closed by:abradley at 11/4/2002 10:27:22 AM =====

10/29/02 (S. McConaghie) - In TEST. School ID?s showing 4 characters instead of 6. AI added text column to report to add 2 leading zeros to numeric field. Nettie has validated this fix, and is ready for PROD.

Migrated to Prod 11/3/02.

===== State: Assigned by:smcconaghie at 10/15/2002 1:35:20 PM =====

10/15/02 (S. McConaghie) - School ID?s showing 4 characters instead of 6. Investigating adding 2 leading zeros to numeric field.

===== State: Assigned by:abradley at 10/10/2002 11:59:33 AM =====

10/9/02 AI Bradley - The School ID in both the fact table (f_ffel_loan) and the school lookup table (lkp_sch) were loaded as



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numbers, so the leading zeros are truncated. One possible solution is to add the six digit id as a new column to the school lookup.

ID: MPOps00000320

Title: Web Trends Reports

State: Closed

Priority: 2. Medium

Open: 10/24/2002 5:23:17

Target Date:

Requestor: Willie Sutton, 202-377-3320

Assigned to: Mark Mandrella, 202-962-0721

Description:

Willie wants the Web Trends reports that show the number of hits by week for FY 02 and FY 03 to the FPDM site.

Activity Log:

===== State: Closed by:smcconaghie at 11/26/2002 6:29:45 PM =====

SIR can be closed - per Willie at Bi-Weekly Power User meeting on 11/26/02

===== State: Assigned by:mmandrella at 10/24/02 1:28:56 PM =====

Contacted the VDC about the Web Trends reports, and learned that Mike Gonzalez is the person responsible for compiling these reports. Relayed Willie's request to him.

ID: MPOps00000322

Title: Possible Lender errors when creating report

report

State: Assigned

Priority: 1. High

Open: 10/25/2002 4:15:45

Target Date:

Requestor: Willie Sutton, 202-377-3320

Assigned to: Michael Ko, 202-962-0726

Description:

I logged onto DataMart and tried to create a 799 quarterly report for a specific lender. I chose the lender out of the "available" list and moved it over to the box that showed the lender that I'd

selected to create a report on. Instead of giving me a report for lender 807807, it gave me a report for 800325 (the first lender in the "available" list). I chose a different lender 806746, and the same thing happened.

Please let me know

if my question isn't clear.

Than



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ks
!

Stephanie M.
Wilson

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[Activity Log:](#)

ID: MPOps00000327
access

Title: Remove Melody Crosby from FMDM

State: Closed
Open: 11/6/2002 3:33:46PM
Requestor: Willie Sutton, 202-377-3320

Priority: 1. High
Target Date: 11/6/2002 5:00:00A

Assigned to: Mark Mandrella, 202-962-0721

Description:

Please remove Melody Crosby from the FPDM access list.

[Activity Log:](#)

ID: MPOps00000328
State: Closed
Open: 11/6/2002 3:45:07PM
Requestor: Willie Sutton, 202-377-3320

Title: Create ID for Paul Stutzman

Priority: 1. High
Target Date: 11/7/2002 5:00:00A



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Assigned to: Mark Mandrella, 202-962-0721

Description:

Please establish FP Data Mart access for:

USER NAME: Paul G. Stutzman

USERID: paul.stutzman

PHONE: 202-377-3612

EMAIL: paul.stutzman@ed.gov <mailto:paul.stutzman@ed.gov>

DESCRIPTION: Contractor - Indus Corp. Program Analysis Division, UCP.

Title IV Program Data Analysis.

Activity Log:

ID: MPOps00000329

Title: Create Sherri Moten ID

State: Closed

Priority: 1. High

Open: 11/6/2002 3:53:30PM

Target Date: 11/7/2002 5:00:00A

Requestor: Willie Sutton, 202-377-3320

Assigned to: Mark Mandrella, 202-962-0721

Description:

Please establish an FP Data Mart access account for:

USER NAME: Sherri Moten

USERID: sherri.moten

PHONE: 202-377-3329

EMAIL: sherri.moten@ed.gov <mailto:sherri.moten@ed.gov>

DESCRIPTION: FMS, UCP-052A3

Activity Log:

ID: MPOps00000332
report

Title: Apply corrections to the FMS annual

State: Assigned

Priority: 1. High

Open: 11/20/2002 6:21:55

Target Date: 12/8/2002 5:00:00A

Requestor: Nettie Harding, 202-377-3307

Assigned to: Al Bradley, 202-962-0661

Description:

Adjustments that were made by several guarantors to the original Form 2000 annual report submissions needs to be applied to



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the Data Mart data so that it is current and accurate. FMS has no mechanism of applying the adjustments to their system, therefore, this data needs to be manually applied to Data Mart.

Activity Log:

===== State: Assigned by:abradley at 11/26/2002 10:51:05 AM =====

The recommended approach is to write a script to update the desired metrics in the source file (sr_ffelga_annual_reports) in the dev, test and prod environments. After the source files are corrected the informatica process for loading table

f_fm2000_annl should be executed for FY2001 by GA if possible.

ID: MPOps00000336

Title: GA Requested and Paid Fields

State: Assigned

Priority: 1. High

Open: 11/22/2002 12:05:00

Target Date:

Requestor: Mike Duffin, 312-886-4459

Assigned to: Michael Ko, 202-962-0726

Description:

It appears that the report is doubling the AMF and the LPIF for FY 2002. For example, the dollar amount for USAF should be approximately \$47 million. The report shows \$95 million.

Activity Log: