

Task Order 110 – FP Data Mart Operations

FP Data Mart Operations Monthly SLA Metrics Report Deliverable 110.1.2c

Period Ending: 3/31/03



**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 March monthly report for Task Order 110 – FP 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
Sat - March 1	100%	
Sun - March 2	100%	
Mon - March 3	100%	
Tues - March 4	100%	
Wed - March 5	100%	
Thurs - March 6	100%	
Fri - March 7	100%	
Sat - March 8	100%	
Sun - March 9	100%	
Mon - March 10	100%	
Tues - March 11	100%	
Wed - March 12	100%	
Thurs - March 13	100%	
Fri - March 14	100%	
Sat - March 15	100%	
Sun - March 16	100%	
Mon - March 17	100%	
Tues - March 18	100%	
Wed - March 19	100%	
Thurs - March 20	100%	
Fri - March 21	100%	
Sat - March 22	100%	
Sun - March 23	100%	
Mon - March 24	100%	
Tues - March 25	100%	
Wed - March 26	100%	
Thurs - March 27	100%	
Fri - March 28	100%	
Sat - March 29	100%	
Sun - March 30	100%	



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Date	Availability (%)	Notes
Mon - March 31	100%	

FP Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for February with data feeds from NSLDS and PEPS.
- Completed monthly FP load for February and bi-monthly load for March from FMS.
- Enabled bi-weekly loading for FMS source data.
- 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.

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've received the new DEV/TEST NT server, and installed MicroStrategy 7i as well as performed web re-customization. Completed regression testing all data mart applications, and continuing to work with VDC to obtain new PROD NT servers. Once regression testing is complete and the new NT servers are available, we will migrate MicroStrategy 7i to PROD, which should solve the security issue, as well as make the data mart applications Section 508 compliant.

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 March FP monthly data load.
- Continue transition for upgrade to MicroStrategy 7i.



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Help Desk Monthly Throughput (FP)

Change Request

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

Data Request

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

Help Desk Request

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

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



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Help Desk Request Summary (FP)

Total Requests: 27

ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
229	Postponed	Change Request	Changes to Lender Capitalized Interest report	2. Medium	7/23/2002	
253	Assigned	Change Request	1.2.6 GA Fee Payments	2. Medium	7/30/2002	
254	Assigned	Change Request	1.2.6.1 GA Requested and Paid Fees	2. Medium	7/30/2002	
255	Assigned	Change Request	1.2.7 GA Fee Payments History Report	2. Medium	7/30/2002	
259	Postponed	Change Request	Drill to multiple templates in report - E32	3. Low	7/28/2001	
260	Postponed	Help Desk Request	Data Mart users lose access when NT patches are in	3. Low	7/18/2001	
261	Postponed	Change Request	Page-by area not working as expected	2. Medium	6/4/2001	
262	Postponed	Change Request	Search for Lender by name	1. High	6/4/2001	
263	Postponed	Help Desk Request	Login before projects are displayed	1. High	9/6/2001	
264	Postponed	Change Request	Subtotals appearing at top of Report	3. Low	2/21/2002	
265	Postponed	Change Request	We need to use dynamic quarter prompts	3. Low	2/22/2002	
266	Postponed	Help Desk Request	No Limit for login attempts	3. Low	3/4/2002	
268	Postponed	Help Desk Request	Automated Report to check for GA Access Violation	2. Medium	6/17/2002	
269	Postponed	Help Desk Request	Drilling Problem	1. High	7/15/2002	
284	Postponed	Change Request	Alert users about most recent load date	2. Medium	8/20/2002	
336	Closed	Help Desk Request	GA Requested and Paid Fields	1. High	11/22/2002	3/5/2003
389	Assigned	Help Desk Request	GA Monthly / Quarterly Report	1. High	2/25/2003	
392	Closed	Help Desk Request	FP Data Mart Data Extract from FMS - QA Process	1. High	3/3/2003	4/1/2003
393	Closed	Help Desk Request	Reset David Macoubrie's ID's	1. High	3/3/2003	3/3/2003
394	Closed	Help Desk Request	Reset Ben McPherson's ID	1. High	3/3/2003	3/3/2003
395	Closed	Change Request	Reset Owen Koo's User ID's	1. High	3/5/2003	3/5/2003
400	Closed	Change Request	Schedule FMS loads to FP on a bi-weekly basis	2. Medium	3/11/2003	3/11/2003
404	Assigned	Help Desk Request	Implementation of Bi-Monthly FP / FMS QA Process	2. Medium	3/18/2003	
406	Closed	Help Desk Request	Create GA ID's	1. High	3/21/2003	3/24/2003
407	Closed	Help Desk Request	Reset IDs for Kathy Bliss	1. High	3/24/2003	3/24/2003
408	Closed	Help Desk Request	Reset Mercedes Zajicek's ID	1. High	3/24/2003	3/24/2003
409	Closed	Help Desk Request	Reset Tony Magro's ID	1. High	3/25/2003	3/25/2003



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Financial Partners Data Mart Requests

Total Requests: 27

ID: MPOps00000229	Title: Changes to Lender Capitalized Interest report
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:

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



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Open: 7/30/2002 7:29:17PM
Requestor: Ben Chiu, 415-556-4136

Target Date:

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:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

==== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

==== 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:smcconaghie 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:smcconaghie 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
> Federal, Operating and
> Restricted funds ending balances from the annual
> report to get the
> portfolio
balance. I believe I used GA706 when I

> checked the figures.



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>
> 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.)



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for a manual invoice entry?

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:	
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 Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was



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calculated in the year paid not the year earned.

[Activity Log:](#)

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== 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:smcconaghie 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.



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===== 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.

===== State: Assigned by:smconaghie 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:**

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:

===== State: Assigned by:smconaghie at 1/7/2003 1:23:31 PM =====



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1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== 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:smcconaghie 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:smcconaghie at 9/17/02 12:42:30 PM =====



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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 =====

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 **Title:** Data Mart users lose access when NT patches are in

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:

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.



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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

State: Postponed **Priority:** 1. High

Open: 6/4/2001 4:25:18PM **Target Date:**

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



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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

Priority: 1. High

Open: 9/6/2001 4:26:34PM

Target Date:

Requestor: Tina Liu, 202-962-0726

Assigned to: Tina Liu, 202-962-0726

Description:

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 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



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2/22/2002 (Tina Liu): Opened the issue and assigned to Tina. This is postponed due to a bug with MicroStrategy 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: MPOps00000268

Title: Automated Report to check for GA Access

Violation

State: Postponed

Priority: 2. Medium

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

Target Date:

Requestor: Tina Liu, 202-962-0726

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.



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Activity Log:

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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 installing 7i.

ID: MPOps00000284 **Title:** Alert users about most recent load date

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

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

Requestor: Nettie Harding, 202-377-3307

Target Date:

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: MPOps00000336 **Title:** GA Requested and Paid Fields

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

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

Requestor: Mike Duffin, 312-886-4459

Target Date:

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:

=====
State: Assigned by:mko at 3/7/03 12:24:29 PM

03/07/03 (M. Ko)

Original problem with this SIR (duplicate records) has been cleaned up (~Week of 01/07/03). New problem with report is the same as MPOps 254.

02/27/03 (M. Ko)

The Invoice Date from FMS stores transactional Receipt Dates (and not actual Payment dates). Net Effect: SQL Joins based on the Invoice Date are rotating amounts into the wrong Fiscal Quarters.

1/7/03 (S. McConaghie) - Michael removed all duplicate records. FY02 data is accurate. FY01 data matches between FP and FMS, but according to the GA, there is approx. a \$22M difference. Mike Duffin will need to follow up with GA user to isolate source of discrepancy.



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===== State: Assigned by:mko at 2/27/03 11:48:10 AM =====

02/27/03 (M. Ko)

The Invoice Date from FMS stores transactional Receipt Dates (and not actual Payment dates). Net Effect: SQL Joins based on the Invoice Date are rotating amounts into the wrong Fiscal Quarters.

1/7/03 (S. McConaghie) - Michael removed all duplicate records. FY02 data is accurate. FY01 data matches between FP and FMS, but according to the GA, there is approx. a \$22M difference. Mike Duffin will need to follow up with GA user to isolate source of discrepancy.

===== State: Assigned by:smcconaghie at 1/7/2003 2:00:28 PM =====

1/7/03 (S. McConaghie) - Michael removed all duplicate records. FY02 data is accurate. FY01 data matches between FP and FMS, but according to the GA, there is approx. a \$22M difference. Mike Duffin will need to follow up with GA user to isolate source of discrepancy.

===== State: Assigned by:mko at 1/7/03 9:33:17 AM =====

12/10/02 (S. McConaghie) - Pending further testing. There is currently a data issue with duplicate records. Michael is confirming that all duplicates have been removed.

01/07/03 (M. Ko) - Three notes:

1.0 The GA Requested and Paid Fees is now available for review in the Financial Partner (Test) environment for Power User Review.

2.0 FP team has thoroughly audited the report's source data; the report is now generating accurate AMF and LPIF figures for FY'02. However, there appears to be a delta between Dan's FY'01 figures and the FMS data we received for FY'01.

3.0 Duplicate data exists within the report's source table. Strong potential of duplicate data existing across other Production tables. We need to implement a repeatable, automated process of cleaning up existing data loads an /or auditing Informatica jobs.

===== State: Assigned by:smcconaghie at 12/10/2002 2:56:42 PM =====

12/10/02 (S. McConaghie) - Pending further testing. There is currently a data issue with duplicate records. Michael is confirming that all duplicates have been removed.

ID: MPOps00000389

Title: GA Monthly / Quarterly Report

State: Assigned

Priority: 1. High

Open: 2/25/2003 3:52:30PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

The GA Monthly / Quarterly Report's monthly Principal, Interest, and Other Amounts do not accurately match Monthly / Quarterly captured by non-MicroStrategy reports from FMS.

Systematic approach will be taken to determine whether:



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- 1) MicroStrategy and / or Informatica is out-of-synch with FMS;
- 2) FMS reports are out-of-synch with FMS.

Activity Log:

<u>ID:</u> MPOps00000392	<u>Title:</u> FP Data Mart Data Extract from FMS - QA Process
<u>State:</u> Closed	<u>Priority:</u> 1. High
<u>Open:</u> 3/3/2003 5:06:29PM	<u>Target Date:</u>
<u>Requestor:</u> Willie Sutton, 202-377-3320	<u>Assigned to:</u> Michael Ko, 202-962-0726

Description:

Establish a process to perform a Quality Assurance check on the FP Data Mart data extract from FMS. This is to insure the integrity of the data and thus satisfy a requirement set forth by the COO.

Activity Log:

===== State: Assigned by:mko at 4/1/03 11:48:57 AM =====

Closed on 04/01. Associated with MPOps00000404 (Implementation of the FP QA Process).

<u>ID:</u> MPOps00000393	<u>Title:</u> Reset David Macoubrie's ID's
<u>State:</u> Closed	<u>Priority:</u> 1. High
<u>Open:</u> 3/3/2003 6:28:53PM	<u>Target Date:</u> 3/3/2003 5:00:00AM
<u>Requestor:</u> Willie Sutton, 202-377-3320	<u>Assigned to:</u> Mark Mandrella, 202-962-0721

Description:

Please reset the GA FP Data Mart access password for:

USER: David Macoubrie

USERID: macoubrie.pub/macoubrie.res

PHONE: 401-479-6844

EMAIL: davem@nslp.org

Please notify the user and advise me when the password has been reset.

Activity Log:

<u>ID:</u> MPOps00000394	<u>Title:</u> Reset Ben McPherson's ID
<u>State:</u> Closed	<u>Priority:</u> 1. High
<u>Open:</u> 3/3/2003 9:05:41PM	<u>Target Date:</u> 3/3/2003 5:00:00AM
<u>Requestor:</u> Willie Sutton, 202-377-3320	<u>Assigned to:</u> Mark Mandrella, 202-962-0721

Description:

Please reset the FP Data Mart access password for:



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USER: Ben McPherson

USERID: epbmcperson

PHONE: 401-479-6844

EMAIL: ben.mcperson@ed.gov

Please notify the user and advise me when the password has been reset.

[Activity Log:](#)

ID:	MPOps00000395	Title:	Reset Owen Koo's User ID's
State:	Closed	Priority:	1. High
Open:	3/5/2003 2:45:12PM	Target Date:	3/5/2003 5:00:00AM
Requestor:	Willie Sutton, 202-377-3320	Assigned to:	Mark Mandrella, 202-962-0721
Description:			

Please reset the GA FP Data Mart access password for:

USER: Owen Koo

USERID: koo.pub/koo.res

PHONE: 518-473-2287

EMAIL: owen.koo@hescc.com

Please advise the user and notify me when the password has been reset.

[Activity Log:](#)

ID:	MPOps00000400	Title:	Schedule FMS loads to FP on a bi-weekly basis
State:	Closed	Priority:	2. Medium
Open:	3/11/2003 11:16:59P	Target Date:	
Requestor:	Willie Sutton, 202-377-3320	Assigned to:	Lisa Phillips, 202-962-0724
Description:			

Please schedule FMS data to be loaded bi-weekly (twice a month) into the FP Data Mart.

You can contact either Anna Allen or me, if you have questions.



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Activity Log:

==== State: Opened by:lphillips at 3/11/03 6:18:46 PM =====

HI Lisa,
I will schedule the FP Datamart Program Job now to run on a Fortnightly basis.(starting from the 15th)

Thanks,
Sanjay.

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

From: lisa.a.phillips@accenture.com [mailto:lisa.a.phillips@accenture.com]
Sent: Tuesday, March 11, 2003 4:01 PM
To: Sreeram.Manchem@ed.gov
Cc: Scott.A.Mcconaghie@accenture.com; michael.h.ko@accenture.com
Subject: FW: Bi-weekly loads for FPDM from FMS

Sanjay,
The FP Power users have requested that we load FMS data bi-weekly (twice a month) into the FP datamart. Going forward (starting with the 15th -or 14th of this Month) to run the DB link mid month and month end? Let me know if you foresee this as a problem
Thanks!
Lisa

.....
Lisa A. Phillips
Government Market Unit
Washington, DC (Reston, VA) Office

Octel: 94/71826
Client Site Dial: 202-962-0724
lisa.a.phillips@accenture.com

----- Forwarded by Lisa A. Phillips/Internal/Accenture on 03/11/2003 03:59 PM -----

"Sutton, Willie" <Willie.Sutton@ed.gov>

03/11/2003 03:51 PM



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To: Lisa A. Phillips/Internal/Accenture@Accenture, Mod
Partner Ops@Accenture
cc: "Allen, Anna" <Anna.Allen@ed.gov>, "Ware, Brenda"
<Brenda.Ware@ed.gov>
Subject: FW: Bi-monthly loads for FPDM from FMS

Reference email communiques below:

Please schedule FMS data to be loaded bi-weekly (twice a month) into the FP
Data Mart.

You can contact either Anna Allen or me, if you have questions.

W.M. Sutton

FSA/FP SSO

U.S. Department of Education

202-377-3320

willie.sutton@ed.gov

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

From: lisa.a.phillips@accenture.com [mailto:lisa.a.phillips@accenture.com]
Sent: Monday, March 10, 2003 2:05 PM



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To: anna.allen@ed.gov
Cc: Scott.A.Mcconaghie@accenture.com
Subject: RE: Bi-monthly loads for FPDM from FMS

Anna,
I just received confirmation from FMS that data can be loaded bi-monthly into FPDM, no problems. If you would like to proceed with having the FMS data populated in FPDM twice a month instead of monthly, please submit a formal request and we can get the ball rolling and start this month.
Thanks!
Lisa

.....
Lisa A. Phillips
Government Market Unit
Washington, DC (Reston, VA) Office

Octel: 94/71826
Client Site Dial: 202-962-0724
lisa.a.phillips@accenture.com

----- Forwarded by Lisa A. Phillips/Internal/Accenture on 03/10/2003 01:57 PM -----

"Manchem, Sreeram (Contractor)" <Sreeram.Manchem@ed.gov>

03/10/2003 01:52 PM

To: Lisa A. Phillips/Internal/Accenture@Accenture, "Manchem, Sreeram (Contractor)" <Sreeram.Manchem@ed.gov>
cc: Scott A. Mcconaghie/Internal/Accenture@Accenture, Michael H. Ko/Internal/Accenture@Accenture
Subject: RE: Bi-monthly loads for FPDM from FMS

Hi Lisa,
The FP Datamart Program can be automated to run every fortnightly .It should not be a problem at all. The SR Tables that gets populated on your end is basically data that can come in daily or weekly or monthly. It all depends on when the data is populated into the Oracle Base Tables .

Please let me know if you want me to go ahead and automate the FP Datamart



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Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the FP Data Mart access password for:

USER: Tony Magro

USERID: eptmagro

PHONE: 202-377-3326

EMAIL: tony.magro@ed.gov

Activity Log: