Task Order 110 –
FP Data Mart Operations

FP Data Mart Operations Monthly SLA Metrics Report
Deliverable 110.1.2d

Period Ending: 4/30/03

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Introduction

This is the April 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
Tues – April 1	100%	
Wed – April 2	100%	
Thurs – April 3	100%	
Fri – April 4	100%	
Sat - April 5	100%	
Sun - April 6	100%	
Mon - April 7	100%	
Tues - April 8	100%	
Wed - April 9	100%	
Thurs - April 10	100%	
Fri - April 11	100%	
Sat - April 12	98%	04/12, 02:50 – 0410 am, During a break-fix change to replace a faulty port on XP256 multiple websites (Students.gov, Analysis PDD, CFO DM, Credit Mgmt DM, Delinquent Loans DM, EAI, eCBS, FMS, FOTW, FP DM, FP Portal, IFAP, Intranet, Metadata, Ombudsman, Pin Site, Schools Portal, Students Portal) lost accessibility to the Oracle database. A rescan was performed to rediscover all I/O which cleared the problem. CSC & HP are investigating to determine RCA. AHD # 4263967
Sun - April 13	100%	
Mon - April 14	100%	
Tues - April 15	100%	
Wed - April 16	100%	
Thurs - April 17	100%	
Fri - April 18	100%	
Sat - April 19	100%	
Sun - April 20	100%	
Mon - April 21	100%	
Tues - April 22	100%	
Wed - April 23	100%	
Thurs - April 24	100%	
Fri - April 25	100%	

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Date	Availability (%)	Notes
Sat - April 26	100%	
Sun - April 27	100%	
Mon - April 28	100%	
Tues - April 29	100%	
Wed - April 30	100%	

FP Data Mart Operations Status

Work Accomplished During This Period

- Completed transition for upgrade to MicroStrategy 7i.
- Completed re-evaluation of all postponed SIRs after MicroStrategy upgrade.
- Completed monthly FP load for March with monthly data feeds from NSLDS, and PEPS.
- Completed bi-weekly loading for FMS 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

- None to report.

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 SIR requests.
- Complete April FP monthly data load and bi-weekly FMS loading.

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Help Desk Monthly Throughput (FP)

Category	High	Medium	Low	Total
Carry Forward	0	3	0	**3**
New	2	14	0	**16**
Closed	1	4	0	**5**
End of Month Balance	**1**	**13**	**0**	**14**

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	1	1	0	**2**
New	11	4	0	**15**
Closed	11	3	0	**14**
End of Month Balance	**1**	**2**	**0**	**3**

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

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Help Desk Request Summary (FP)

Total Requests: 48

ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
229	Assigned	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	Closed	Help Desk Request	Data Mart users lose access when NT patches are in	3. Low	7/18/2001	4/18/2003
261	Closed	Change Request	Page-by area not working as expected	2. Medium	6/4/2001	4/18/2003
262	Closed	Change Request	Search for Lender by name	1. High	6/4/2001	4/21/2003
263	Closed	Help Desk Request	Login before projects are displayed	1. High	9/6/2001	4/18/2003
264	Closed	Change Request	Subtotals appearing at top of Report	3. Low	2/21/2002	4/21/2003
265	Closed	Change Request	We need to use dynamic quarter prompts	3. Low	2/22/2002	4/18/2003
266	Closed	Help Desk Request	No Limit for login attempts	3. Low	3/4/2002	4/18/2003
268	Closed	Help Desk Request	Automated Report to check for GA Access Violation	2. Medium	6/17/2002	4/18/2003
269	Closed	Help Desk Request	Drilling Problem	1. High	7/15/2002	4/21/2003
284	Closed	Change Request	Alert users about most recent load date	2. Medium	8/20/2002	4/28/2003
332	Closed	Change Request	Apply corrections to the FMS annual report	1. High	11/20/2002	4/1/2003
392	Closed	Help Desk Request	FP Data Mart Data Extract from FMS - QA Process	1. High	3/3/2003	4/1/2003
404	Closed	Help Desk Request	Implementation of Bi-Monthly FP / FMS QA Process	2. Medium	3/18/2003	4/2/2003
414	Ready_for_ Production	Change Request	Final Adjustments to Forms 2000 for FY01	2. Medium	4/1/2003	
415	Closed	Change Request	FP GA Monthly / Quarterly Figures	2. Medium	4/2/2003	4/15/2003
416	Closed	Help Desk Request	Willie Needs ID and Request Count	1. High	4/2/2003	4/4/2003
417	Closed	Help Desk Request	Reset Jack Reynold's ID	1. High	4/7/2003	4/7/2003
419	Closed	Help Desk Request	Reset Kathie Lavoie's IDs	1. High	4/8/2003	4/8/2003
420	Closed	Help Desk Request	Reset Daniel Hurt's passwords	1. High	4/11/2003	4/11/2003
421	Closed	Help Desk Request	Create Account for Donna Hirth	1. High	4/14/2003	4/14/2003

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ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
422	Closed	Help Desk Request	Reset Mike Duffin's ID	1. High	4/16/2003	4/16/2003
423	Closed	Help Desk Request	Reset Anthony Lowery's User ID	1. High	4/16/2003	4/16/2003
426	Closed	Change Request	Lender 799 - Entire Report: Duplicate Prompts	2. Medium	4/18/2003	5/4/2003
427	Closed	Change Request	Lender Scorecard - States List	1. High	4/18/2003	4/25/2003
428	Closed	Help Desk Request	Reset Margit Miller's ID	1. High	4/22/2003	4/22/2003
429	Closed	Help Desk Request	Reset Darrell Mott's ID	1. High	4/22/2003	4/22/2003
431	Assigned	Help Desk Request	Lender 799 Reports - Part II, III, and IV	2. Medium	4/23/2003	
432	Assigned	Help Desk Request	Passwords Cannot be Changed	1. High	4/24/2003	
434	Closed	Help Desk Request	Lender Scorecard - Saving under 'My Documents'	2. Medium	4/25/2003	4/25/2003
435	Closed	Help Desk Request	FP MSTR -> Password (DOE Compliance)	1. High	4/25/2003	4/28/2003
438	Assigned	Help Desk Request	Lender Scorecard - State / LID Trigger	2. Medium	4/25/2003	
439	Assigned	Change Request	GA Monthly Summary Report	2. Medium	4/29/2003	
441	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/29/2003	
442	Assigned	Change Request	Missing data and prompts need updating	2. Medium	4/29/2003	
443	Assigned	Change Request	Change GA Prompts	2. Medium	4/29/2003	
444	Assigned	Change Request	GA Monthly Trigger Rate Report	2. Medium	4/29/2003	
445	Assigned	Change Request	Active Lender ED 799	2. Medium	4/29/2003	
446	Assigned	Change Request	Lender Scorecard Analysis Report	2. Medium	4/29/2003	
447	Assigned	Change Request	Active Lenders	2. Medium	4/29/2003	
448	Assigned	Change Request	Servicer Lender Portfolio Report	2. Medium	4/29/2003	
449	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/30/2003	
450	Assigned	Change Request	Lender Scorecard - Origination Fee Variance	1. High	4/30/2003	
451	Closed	Help Desk Request	NSLDS data in DEV environment	2. Medium	4/30/2003	4/30/2003

Financial Partners Data Mart Requests

Total Requests: 48

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

State: Assigned **Priority:** 2. Medium
Open: 7/23/2002 3:56:58PM **Target Date:**
Requestor: Susan Haenel-Beck, 917-767-6435
Assigned to: Michael Ko, 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
Open: 7/30/2002 7:29:17PM **Target Date:**
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: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 =====

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
> 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_NU
M 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?

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 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.

===== 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: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:**
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:smcconaghie at 1/7/2003 1:23:31 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 2:31:50 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 =====

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: Michael Ko, 202-962-0726

Description:

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

Activity Log:

===== State: Assigned by:mko at 4/21/2003 9:39:15 AM =====

04/21/2003 (MKO): Enhancement still has not been implemented with MSTR 7i. Per Susan, Haenel-Beck, this SIR should be postponed.

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.

===== 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: Closed
Open: 7/18/2001 4:19:05PM
Requestor: Lisa Phillips, 202-962-0724

Priority: 3. Low
Target Date:

Assigned to: Michael Ko, 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.

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: Closed
Open: 6/4/2001 4:21:54PM
Requestor: Tina Liu, 202-962-0726

Priority: 2. Medium
Target Date:

Assigned to: Michael Ko, 202-962-0726

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

Priority: 1. High
Target Date:

Assigned to: Michael Ko, 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: Closed

Priority: 1. High

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

Target Date:

Requestor: Tina Liu, 202-962-0726

Assigned to: Michael Ko, 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 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: Closed **Priority:** 3. Low
Open: 2/21/2002 5:28:10PM **Target Date:**
Requestor: Susan Haenel-Beck, 917-767-6435
Assigned to: Michael Ko, 202-962-0726

Description:

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: Assigned by:mko at 4/21/2003 8:52:27 AM =====

4/21/03 (MKO): Per Susan Haenel-Beck this is a Duplicate of MPOps00000229.

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

===== 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: Closed **Priority:** 3. Low
Open: 2/22/2002 5:31:04PM **Target Date:**
Requestor: Tina Liu, 202-962-0726
Assigned to: Michael Ko, 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 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: Closed **Priority:** 3. Low
Open: 3/4/2002 5:32:12PM **Target Date:**
Requestor: Tina Liu, 202-962-0726
Assigned to: Michael Ko, 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:

===== State: Assigned by:mko at 4/18/03 2:15:35 PM =====

No plans for MicroStrategy to implement this enhancement.

ID: MPOps00000268 **Title:** Automated Report to check for GA Access Violation

State: Closed **Priority:** 2. Medium
Open: 6/17/2002 4:35:03PM **Target Date:**
Requestor: Tina Liu, 202-962-0726
Assigned to: Michael Ko, 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: Closed | **Priority:** 1. High
Open: 7/15/2002 4:53:25PM | **Target Date:**
Requestor: Tina Liu, 202-962-0726
Assigned to: Michael Ko, 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 installing 7i.

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

State: Closed | **Priority:** 2. Medium
Open: 8/20/2002 8:33:47PM | **Target Date:**
Requestor: Nettie Harding, 202-377-3307
Assigned to: Michael Ko, 202-962-0726

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: MPOps00000332 | **Title:** Apply corrections to the FMS annual report

State: Closed | **Priority:** 1. High
Open: 11/20/2002 6:21:55 | **Target Date:**
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
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:smcconaghie at 12/10/2002 2:54:45 PM =====

4/1/03 (A. Bradley) - Nettie realized that the Ending Balances also required updates, so the spreadsheet has been revised. The
complete revisions will be tracked under a new SIR(414).

12/10/02 (S. McConaghie) - FY01 data that has already been received needs to be updated. Al has received the data from Nettie, and will move it to TEST by COB on 12/10, and notify Nettie to begin testing.

===== 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 environemnts. 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: MPOps00000392 **Title:** FP Data Mart Data Extract from FMS - QA Process

State: Closed **Priority:** 1. High
Open: 3/3/2003 5:06:29PM **Target Date:**
Requestor: Willie Sutton, 202-377-3320
Assigned to: 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).

ID: MPOps00000404 **Title:** Implementation of Bi-Monthly FP / FMS QA Process

State: Closed **Priority:** 2. Medium
Open: 3/18/2003 6:03:35PM **Target Date:**
Requestor: Michael Ko, 202-962-0726
Assigned to: Michael Ko, 202-962-0726

Description:

Implement a process to perform a Quality Assurance check on the FP Data Mart data extract from FMS (as established in MPOps00000392). This implementation is to ensure the integrity of the data transfer and thus satisfy a requirement set forth by the COO.

Activity Log:

ID: MPOps00000414
Title: Final Adjustments to Forms 2000 for FY01

State: Ready_for_Production
Priority: 2. Medium
Open: 4/1/2003 4:36:37PM
Target Date: 4/18/2003 4:00:00A
Requestor: Nettie Harding, 202-377-3307
Assigned to: Al Bradley, 202-962-0661

Description:

Changes to FY01 Form2000 records provided by Nettie. These changes can not be done in FMS so Al will execute a script to make the desired changes to the records.

Activity Log:

(nettie harding)
Verified that the changes were correct in test and ready to migrate to production

ID: MPOps00000415
Title: FP GA Monthly / Quarterly Figures

State: Closed
Priority: 2. Medium
Open: 4/2/2003 4:40:14PM
Target Date:
Requestor: Nettie Harding, 202-377-3307
Assigned to: Michael Ko, 202-962-0726

Description:

The monthly financial figures are not matching the FMS quarterly figures.

Activity Log:

ID: MPOps00000416
Title: Willie Needs ID and Request Count

State: Closed
Priority: 1. High
Open: 4/2/2003 4:33:20PM
Target Date: 4/2/2003 5:00:00AM
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721

Description:

Please provide a:

(1) list of FP Data Mart users

(2) number of technical assistance/calls by the FP Data Mart Help Desk handled March 1-31, 2003.

Activity Log:

ID: MPOps00000417
Title: Reset Jack Reynold's ID

State: Closed
Priority: 1. High
Open: 4/7/2003 4:17:06PM
Target Date: 4/7/2003 4:00:00AM
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the FP Data Mart access password for:

USER: Jack Reynolds

USERID: epjreynolds

PHONE: 292-377-3305

EMAIL: jack.reynolds@ed.gov
Activity Log:

ID: MPOps00000419

Title: Reset Kathie Lavoie's IDs

State: Closed
Open: 4/8/2003 4:07:42PM
Requestor: Willie Sutton, 202-377-3320

Priority: 1. High
Target Date: 4/8/2003 4:00:00AM

Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the GA FP Data Mart access password for:

USER: Kathie Aragones-Lavoie

USERID: lavoie.res/lavoie.pub

PHONE: 860-257-4001

EMAIL: karagon@mail.cslf.org
Activity Log:

ID: MPOps00000420

Title: Reset Daniel Hurt's passwords

State: Closed
Open: 4/11/2003 1:41:00PM
Requestor: Willie Sutton, 202-377-3320

Priority: 1. High
Target Date: 4/11/2003 4:00:00A

Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the GA FP Data Mart access password for:

USER: Daniel Hurt

USERID: hurt.pub/hurt.res

PHONE: 317-806-1238

EMAIL: dhurt@usafunds.org

The old password has been compromised and should not be reused. Please notify the use and advise me when the password
has been reset.

Activity Log:

ID: MPOps00000421 **Title:** Create Account for Donna Hirth

State: Closed **Priority:** 1. High
Open: 4/14/2003 7:00:32PM **Target Date:** 4/14/2003 4:00:00A
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: Donna L. Hirth

USERID: donna.hirth

PHONE: 312-886-8764

EMAIL: donna.hirth@ed.gov

DESCRIPTION: FSA/Office Automation Assistant, Chicago Region

Activity Log:

ID: MPOps00000422 **Title:** Reset Mike Duffin's ID

State: Closed **Priority:** 1. High
Open: 4/16/2003 1:18:21PM **Target Date:** 4/16/2003 4:00:00A
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721

Description:

Reset Mike Duffin's ID

Activity Log:

ID: MPOps00000423 **Title:** Reset Anthony Lowery's User ID

State: Closed **Priority:** 1. High
Open: 4/16/2003 5:20:56PM **Target Date:** 4/16/2003 4:00:00A

Requestor: Mark Mandrella, 202-962-0721

Assigned to: Mark Mandrella, 202-962-0721

Description:

Reset Anthony Lowery's User ID

Activity Log:

ID: MPOps00000426

Title: Lender 799 - Entire Report: Duplicate Prompts

State: Closed
Open: 4/18/2003 12:20:37P
Requestor: Anna Allen, 202-377-3312

Priority: 2. Medium
Target Date:

Assigned to: Michael Ko, 202-962-0726

Description:

When running the "Lender 799 - Entire Report" report from the Lender
799 Reports folder, there are now two LID prompts and two Quarter prompts.

Activity Log:

ID: MPOps00000427

Title: Lender Scorecard - States List

State: Closed
Open: 4/18/2003 7:56:55PM
Requestor: Anna Allen, 202-377-3312

Priority: 1. High
Target Date:

Assigned to: Michael Ko, 202-962-0726

Description:

Anthony Lowery is currently working on his pre-review of a lender in South Dakota. He's attempting to run the "Lender Scorecard" for that lender, but in the prompt for lender state, the states are listed alphabetically beginning with Alabama and ending in Nebraska. No states after Nebraska are showing, which means that he cannot select South Dakota. Anyone know why
this was changed? In the old days prior to the MicroStrategy update, all the states were listed and regardless of what individual
state was selected, all 30,000+ LIDs were listed.

Activity Log:

ID: MPOps00000428

Title: Reset Margit Miller's ID

State: Closed
Open: 4/22/2003 2:28:33PM
Requestor: Willie Sutton, 202-377-3320

Priority: 1. High
Target Date: 4/22/2003 4:00:00A

Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the FP Data Mart access password for:

USER: Margit Miller

USERID: miller.res / miller.pub

PHONE: 916-526-8130

EMAIL: mmiller@edfund.org
Activity Log:

ID: MPOps00000429
Title: Reset Darrell Mott's ID

State: Closed
Priority: 1. High
Open: 4/22/2003 2:35:09PM
Target Date: 4/22/2003 4:00:00A
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset he GA FP Data Mart access password for:

USER: Darrell Mott

USERID: mott.pub / mott.res

PHONE: 916-526-8479

EMAIL: dmott@edfund.org
Activity Log:

ID: MPOps00000431
Title: Lender 799 Reports - Part II, III, and IV

State: Assigned
Priority: 2. Medium
Open: 4/23/2003 1:04:41PM
Target Date:
Requestor: Susan Haenel-Beck, 917-767-6435
Assigned to: Michael Ko, 202-962-0726

Description:

A user used to be able to "drill out" the total lines completely. Apparently, one of the users is saying he cannot do this any more. (In reference to closed out SIR MPOps00000264).

REPORT TITLE: Subtotals appearing at top of Report
ISSUE(S): 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.
SEVERITY: Low
FIX STRATEGY: Defects and enhancements are addressed in the
MicroStrategy 7i Upgrade.
Activity Log:

ID: MPOps00000432 **Title:** Passwords Cannot be Changed

State: Assigned **Priority:** 1. High
Open: 4/24/2003 7:19:15PM **Target Date:** 5/6/2003 4:00:00AM
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721

Description:

Nettie Harding says Microstrategy is not letting her change her user password.

Activity Log:

===== State: Assigned by:mmandrella at 4/24/2003 3:45:17 PM =====

Nettie could not change her password, she said is kept giving an error message after she tried to change it on the website. Sometimes I got the error she described, sometimes I did not. But, even if the error message is gotten, the password has still changed - confusing everyone.

What I discovered was that if I tried to change the password to an ED-compliant password
(i.e. 8 characters, 3 of 4 options, etc), then the error message is received. If I try to change the password to something short and non-ED-compliant, then the password is changed without the error.

ID: MPOps00000434 **Title:** Lender Scorecard - Saving under 'My Documents'

State: Closed **Priority:** 2. Medium
Open: 4/25/2003 12:23:11P **Target Date:**
Requestor: Ben Chiu, 415-556-4136
Assigned to: Michael Ko, 202-962-0726

Description:

Users in our region cannot save their Data Mart reports when running Lender Scorecard reports. Should users be able to save these reports under "My Documents"?

Activity Log:

ID: MPOps00000435 **Title:** FP MSTR -> Password (DOE Compliance)

State: Closed **Priority:** 1. High
Open: 4/25/2003 12:47:33P **Target Date:**
Requestor: Nettie Harding, 202-377-3307
Assigned to: Michael Ko, 202-962-0726

Description:

(MK): Duplicate of SIR432.

(MM): I need you to get the web pages from the Microstrategy Web server that deal with changing the password in User Preferences. What I have discovered is the following:

When I go into the "Change Your Password" option under User Preferences, if I try to change the password to an ED-compliant
password, I get an error message saying the password is incorrect. However, the password is actually changed to whatever I

changed it to - I need to log out and log in with the new password to know this fact.

However, if I change the password
to a noncompliant password
('fp' for example),
then Microstrategy accepts the change with no errors.

What should be happening is this: the password should be able to be changed successfully only if the new password is ED-compliant. If one tries to change it to a noncompliant password, then the error should be displayed, without actually changing the password.

Activity Log:

ID: MPOps00000438

Title: Lender Scorecard - State / LID Trigger

State: Assigned
Open: 4/25/2003 3:10:19PM
Requestor: Ben Chiu, 415-556-4136

Priority: 2. Medium
Target Date:

Assigned to: Michael Ko, 202-962-0726

Description:

When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria. However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only
provided one state and LID pair that exhibits this.

Activity Log:

===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====

(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others
as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed
to be tested much more than we were able to last year.

On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data and design came form old excel and IDEA reports that we had developed in the past. There is
no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with designing the GA reports.

ID: MPOps00000439

Title: GA Monthly Summary Report

State: Assigned
Open: 4/29/2003 7:19:16PM
Requestor: Nettie Harding, 202-377-3307

Priority: 2. Medium
Target Date:

Assigned to: Michael Ko, 202-962-0726

Description:

Should have prompts for Fiscal Year, Fiscal Month and GA Name (see requirements metrix for 1.2.1). Also, the page by fiscal
month does not relate to the fiscal year period.

Activity Log:

Task Order 110 – FP Data Mart Operations

ID: MPOps00000441
Title: FMS-NSLDS Cross-Check

State: Assigned
Open: 4/29/2003 7:23:06PM
Requestor: Nettie Harding, 202-377-3307
Priority: 2. Medium
Target Date:
Assigned to: Michael Ko, 202-962-0726

Description:

Prompt includes GA IDs used in the test environment "500s". The prompt should be modified to include only those guarantors
with data.

Activity Log:

ID: MPOps00000442
Title: Missing data and prompts need updating

State: Assigned
Open: 4/29/2003 7:25:25PM
Requestor: Nettie Harding, 202-377-3307
Priority: 2. Medium
Target Date:
Assigned to: Michael Ko, 202-962-0726

Description:

The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:

Collections on Defaulted Loans
Default Dollars Paid to Lenders
Loan Volume Committment

Activity Log:

ID: MPOps00000443
Title: Change GA Prompts

State: Assigned
Open: 4/29/2003 7:35:28PM
Requestor: Nettie Harding, 202-377-3307
Priority: 2. Medium
Target Date:
Assigned to: Michael Ko, 202-962-0726

Description:

The prompt on the following reports need to be modified to only list those agencies that have data in the reports. This will exclude all of those "600" codes and many others. The reports that are affected are:

GA 1189 Entire Report
Part A - Reinsurance Request
Part B - Additional Reinsurance Requests
Part C - Change in Status Supplemental Reinsurance Requests
Part D - Full Refund of Reinsurance Claims
Part E - Refunds for Overpayments and Overbilling
Part F/J - Default/Bankruptcy/Wage Garnishment Collections
Part G - Activity on Accounts: Federal Tax Refund Offset
Part H - Rehabilitated Loans

Part I - Non-Payment Activity
SOA Billing Statement
SOA DDT
SOA FIscal Year to Date Activity Summary
SOA Summary of Final Transactions
Annual Report: Financial Fund Stmt
Part A: Guaranty Activity
Part C: Federal Receivable Age Category
Part C: Federal Receivable Information
Sources/Uses of Funds, Pending & Contingent Transactions
GA Closed School and False Certification Claim
GA Delinquency Aging
Activity Log:

ID: MPOps00000444
Title: GA Monthly Trigger Rate Report
State: Assigned
Priority: 2. Medium
Open: 4/29/2003 7:47:47PM
Target Date:
Requestor: Nettie Harding, 202-377-3307
Assigned to: Michael Ko, 202-962-0726
Description:

There are no trigger rates subsequent to 9/2002
Activity Log:

ID: MPOps00000445
Title: Active Lender ED 799
State: Assigned
Priority: 2. Medium
Open: 4/29/2003 7:49:53PM
Target Date:
Requestor: Nettie Harding, 202-377-3307
Assigned to: Michael Ko, 202-962-0726
Description:

Should have a fiscal quarter prompt and first column of report should reflect the date selected in the fiscal quarter prompt and subsequent columns should have the 7 quarters that preceed the selected quarter.

Report only has 6 quarters listed. Should be 8 quarters.
Activity Log:

ID: MPOps00000446
Title: Lender Scorecard Analysis Report
State: Assigned
Priority: 2. Medium
Open: 4/29/2003 7:55:11PM
Target Date:
Requestor: Nettie Harding, 202-377-3307
Assigned to: Michael Ko, 202-962-0726
Description:

Should include a total portfolio range in the prompt
Activity Log:

ID: MPOps00000447 **Title:** Active Lenders

State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:56:42PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

Change last fiscal quarter ID to a date
Activity Log:

ID: MPOps00000448 **Title:** Servicer Lender Portfolio Report

State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:57:29PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

This report should be have a percentage column similar to the Lender Servicer Portfolio Report.
Activity Log:

ID: MPOps00000449 **Title:** FMS-NSLDS Cross-Check

State: Assigned **Priority:** 2. Medium
Open: 4/30/2003 1:36:49PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

One of the columns is reporting an annual figure and the other is a cumulative figure. We need to go with the annual number
on both reports. The cumulative column will need to take the current year cumulative and subtract the prior year cumulative
to come up with the annual number.
Activity Log:

ID: MPOps00000450 **Title:** Lender Scorecard - Origination Fee Variance

State: Assigned **Priority:** 1. High
Open: 4/30/2003 6:00:53PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of $27,000.78 it is reporting $2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to clarify this issue.

Activity Log:

ID: MPOps00000451

Title: NSLDS data in DEV environment

State: Closed

Priority: 2. Medium

Open: 4/30/2003 7:16:55PM

Target Date:

Requestor: Jerry Wallace, 214-880-3087

Assigned to: Michael Ko, 202-962-0726

Description:

Lisa,

I justed wanted to make sure the NSLDS data is being loaded into the DEV
enviornment. The latest extract date that I can find when working with the
lender/servicer reports that are feed from NSLDS is an extract date in
September 2002. I have looked at the prompt and it doesn't appear to
limit
the selection of extract dates. I have used the same prompt in the Test
enviornment and can see all of the extract dates up to March 2003.

If it is being loaded in DEV, then I can't understand why I can't view it
in
DEV. In the TEST envirorment, I can't see the Schema objects, so it
difficult to develop any reports there.

Thanks,

Jerry

Activity Log:

===== State: Closed by:lphillips at 4/30/2003 3:19:09 PM =====

Hi Jerry,

I understand why you are having this problem; I misunderstood your question at first. There are three separate environments for FP which are Dev, Test, and Production. Every month we load only the Test and Production environments. If necessary, I can work with our DBA to run a DB Link to update the data in Dev to match that of the Test environment.

Michael,
Do you know why Jerry can see schema objects in Dev, and not in Test? Are these two separate repositories within MSTR?

Thanks,

Lisa

Jerry: Please log into FP (Test). I modified several privileges, and you should be able to view the schema objects.

Please let me know if you have any questions,

--Michael

Michael,

I have logged back in and I can now see the schema objects in Test. Thanks for your help. Jerry