

Task Order 113 – CM Data Mart Operations

CM Data Mart Operations Monthly SLA Metrics Report Deliverable 113.1.1g

Period Ending: 4/30/03



**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 April monthly report for Task Order 113 - CM Data Mart Operations. The purpose of this task order is to provide the capability to sustain the CM Data Mart. The report information will be provided separately for each system.

CM 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%	

CM Data Mart Operations Status

Work Accomplished During This Period

- Completed transition for upgrade to MicroStrategy 7i.
- Completed aggregations for January data in the Production Environment.
- Complete reconciliation for February Manual Transactions in the Production Environment.
- Completed aggregations for February data in the Production Environment.
- Completed reconciliation for March for IF010s, IF020s, Grecs, and Manual Transactions in the Production Environment.
- Completed aggregations for March data in the Production Environment.
- Begin loading April data in the Production Environment.
- Completed load and reconciliation of Demographic data for March in Production environment.
- Completed catch-up for June, July, August, and September in the Test environment.
- Added new transaction Ids to d_txn_map table.
- Provided daily monitoring of CM 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 CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

Issues or Anticipated/Current Problems

- None

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of CM Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open CM SIR requests.
- Load/Reconcile data for April for IF010, IF020, G-Records, and Manual Transactions.
- Load monthly Demographic data for April in Production environment.



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- Run full aggregation in Production for April data (aggregations with Demographic data).
- Continue catch-up process for Aggregate tables in Test Environment, and will then migrate data to Production Environment.

Help Desk Monthly Throughput (CM)

Data Request (1 Time)

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

Data Request (Multiple)

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

Help Desk Request

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

System Change Request

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

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



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Help Desk Request Summary (CM)

Total Requests: 18

ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
098	Postponed	Help Desk	Create Report procedure/job aid for PAR	1. ASAP	5/23/2002	
103	Postponed	System Change Request	Exporting to Excel	4. Within 90 Days	5/23/2002	
105	Postponed	System Change Request	Ad Hoc Custom Error Message	4. Within 90 Days	5/23/2002	
132	Postponed	Data Request (Multiple)	Create Operations FMS 600 Report	3. Within 15 Business Days	6/18/2002	
133	Postponed	Help Desk	Modify CFO Accounting FMS 600 Report	3. Within 15 Business Days	6/18/2002	
275	Postponed	Data Request (1 Time)	Loans in deferment or bankruptcy	3. Within 15 Business Days	8/9/2002	
116	Rejected	Help Desk	Need to add Accounts to D_FMS_ACCT Table	1. ASAP	6/6/2002	
378	Assigned	System Change Request	ReLoad FY03 Demographic Data for Oct & Nov	4. Within 90 Days	2/11/2003	
397	Assigned	Help Desk	Review status of SSN reports for Release in Prod	2. Within 5 Business Days	3/7/2003	
412	Assigned	System Change Request	Expand CMDM Table D_School Attributes	4. Within 90 Days	3/27/2003	
418	Assigned	Data Request (Multiple)	Mega record Year 9 (2002-2003) Ongoing	3. Within 15 Business Days	4/8/2003	
425	Assigned	Help Desk	Web Error when printing multi-page report	2. Within 5 Business Days	4/16/2003	
195	Ready_for_Test	Data Request (Multiple)	TROR Reports returning incorrect numbers	3. Within 15 Business Days	7/16/2002	
396	Closed	Data Request (1 Time)	Year 7 & 8 Mega Request	3. Within 15 Business Days	3/7/2003	4/11/2003
403	Closed	Data Request (1 Time)	February Consolidation loans extract (50,000 IDs)	2. Within 5 Business Days	3/14/2003	4/2/2003
405	Closed	Data Request (1 Time)	Repayment Habits of Unsub Stafford Borrowers	2. Within 5 Business Days	3/20/2003	4/11/2003
413	Closed	Help Desk	DataMart Attribute Analysis	2. Within 5 Business Days	3/28/2003	4/25/2003
424	Closed	System Change Request	Fix Transaction Type/Map ID relationship in MSTR	2. Within 5 Business Days	4/16/2003	4/27/2003



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Help Desk Request Details (CM)

Total Requests: 18

ID: MPOps00000098 **Title:** Create Report procedure/job aid for PAR
State: Postponed **Priority:** 1. ASAP

Date Opened: 5/23/2002 4:00:00A **Target Date:** 6/30/2002 4:00:00A
Requestor: Jayasri Kuppusamy, 202-9 **Assigned:** Eric Merkel, 202-962-0881

Description:

SIR #414
 Create Report procedure document/job aid for Portfolio Analysis Report

Activity Log:

ID: MPOps00000103 **Title:** Exporting to Excel
State: Postponed **Priority:** 4. Within 90 Day

Date Opened: 5/23/2002 4:00:00A **Target Date:** 9/23/2002 4:00:00A
Requestor: David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #203
 On all reports when you export to excel numbers that begin with zeros lose the zeros. For example the SSN 003287489 will appear as 3287489 once the report is exported to Excel. After exporting if you change the excel formatting to "Special/SSN" the 0's will appear, however for something like CRC code that starts with 0's you would have to change the formatting to text and then hand enter in the missing 0's

Activity Log:

===== State: Assigned by:abradley at 6/11/02 6:54:18 PM =====

Al-

At 6/4/02 Power Users meeting it was agreed that this issue is on hold pending upgrade to MSTR 7i. 7i has Windows like formatting available on the Web.

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality.
 The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.

===== State: Opened by:dmarker at 5/23/02 2:26:15 PM =====

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality.
 The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.



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ID: MPOps00000105 **Title:** Ad Hoc Custom Error Message
State: Postponed **Priority:** 4. Within 90 Day

Date Opened: 5/23/2002 4:00:00A **Target Date:** 7/31/2002 4:00:00A
Requestor: David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #351

If the user selects a combination of attributes that are not in the same table an error message appears. This error message needs to be customized to be more user friendly

Activity Log:

===== State: Assigned by:dmarker at 5/24/02 9:57:42 AM =====

This SIR was mistakenly put as Ready for Test. It has not been worked on yet and is a low priority SIR so it will not be worked on for some time

ID: MPOps00000132 **Title:** Create Operations FMS 600 Report
State: Postponed **Priority:** 3. Within 15 Bus

Date Opened: 6/18/2002 4:00:00A **Target Date:** 7/2/2002 4:00:00AM
Requestor: Eric Merkel, 202-962-0881 **Assigned:** Eric Merkel, 202-962-0881

Description:

Copy the FMS600 reports (monthly/weekly) located under CFO Accounting folder to Operations folder and modify to allow easier use during reconciliation (ie remove transaction detail, and add IF020 summary)

Activity Log:

ID: MPOps00000133 **Title:** Modify CFO Accounting FMS 600 Report
State: Postponed **Priority:** 3. Within 15 Bus

Date Opened: 6/18/2002 4:00:00A **Target Date:** 7/2/2002 4:00:00AM
Requestor: Eric Merkel, 202-962-0881 **Assigned:** Eric Merkel, 202-962-0881

Description:

Modify the FMS 600 reports available to power users (monthly and weekly located under CFO Accounting folder) by adding IF020 transactions

Activity Log:

ID: MPOps00000275 **Title:** Loans in deferment or bankruptcy
State: Postponed **Priority:** 3. Within 15 Bus



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Date Opened: 8/9/2002 4:00:00AM **Target Date:**
Requestor Allen Prodgers, 202-377-3 **Assigned:**

Description:

The request comes from default management. For the months of 10/96 through 9/01 they want the number of loans entering (effective date):

unemployment deferment
economic hardship
and bankruptcy

They also want it broken down by type and control.

Waiting to hear from the requester. Expect a two week delay.

I've attached a sample of the format which you can use as a guide.

Activity Log:

<u>ID</u>	MPOps00000116	<u>Title:</u>	Need to add Accounts to D_FMS_ACCT Ta
<u>State:</u>	Rejected	<u>Priority:</u>	1. ASAP

<u>Date Opened:</u>	6/6/2002 4:00:00AM	<u>Target Date:</u>	6/7/2002 4:00:00AM
<u>Requestor</u>	David Marker, 202-962-06	<u>Assigned:</u>	Al Bradley, 202-962-0661

Description:

Need to add Acct_Description column to the D_TXN_MAP table, populate the column with the values from the D_FMS_ACCT table description column, then delete the D_FMS_ACCT table, and finally remove any references to the D_FMS_ACCT table from the Microstrategy reports.

Be sure to do in all environments: dev, test (CMDM and CONV), and prod.

ALSO the following three descriptions were missing in the D_FMS_ACCT table.

101052 Cash Disbursements - ALC005
101072 Cash Disbursements - ALC007
101073 Cash Collections - ALC007

Activity Log:

===== State: Ready_for_Test by:dpan at 6/6/02 3:13:14 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.

Table definition and data have been migrated to test, ready for test.

===== State: Assigned by:emerke at 6/6/02 2:50:44 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.



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ID: MPOps00000378 **Title:** ReLoad FY03 Demographic Data for Oct &
State: Assigned **Priority:** 4. Within 90 Day

Date Opened: 2/11/2003 5:00:00A **Target Date:** 3/14/2003 5:00:00A
Requestor: Andy Cho, 202-377-3493 **Assigned:** Mark Mandrella, 202-962-0721

Description:

The f_loan and a_demog_month_1 will be reloaded to reflect the updated cohort year mappings. The plan is to use the new cohort year mapping for all of FY03. December reload has been completed. Oct & Nov will be done as part of the aggregations ongoing in the test environment.

Al to run script to add cf20 records into a_demog_month_borr for Oct & Nov when the f_loans are restored.

2/24/02: Al to run PBO > 100k query for October.

Activity Log:

ID: MPOps00000397 **Title:** Review status of SSN reports for Release in
State: Assigned **Priority:** 2. Within 5 Busi

Date Opened: 3/7/2003 5:00:00AM **Target Date:** 3/13/2003 5:00:00A
Requestor: Jay Main, 301-212-8061 **Assigned:** Al Bradley, 202-962-0661

Description:

There is a problem with the SQL generated for the SSN reports in Prod. The reports in Test are working. Al to investigate differences between Test and Prod.

Activity Log:

==== State: Assigned by:abradley at 3/14/2003 9:00:22 AM =====

3/14/03: Per the 3/11/03 Power User meeting, the fms load month prompt will be added to the 6 SSN reports to speed up performance. Without this prompt, reports are doing full table scans on f_txn by fms posted date. This prompt cuts report time from over 6 hrs to approximately 2 hours. This report will be released the week of March 17.

3/14/03: SQL has been corrected.

The review of these reports was prompted by a request to confirm that the reports were ready fopr Prod. After running in Prod, Al bradley discovered a sql code error.

==== State: Opened by:abradley at 3/7/2003 2:14:44 PM =====

The review of these reports was prompted by a request to confirm that the reports were ready fopr Prod. After running in Prod, Al bradley discovered a sql



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code error.

ID: MPOps00000412 **Title:** Expand CMDM Table D_School Attributes
State: Assigned **Priority:** 4. Within 90 Day

Date Opened: 3/27/2003 5:00:00A **Target Date:**
Requestor: Jay Main, 301-212-8061 **Assigned:** Mark Mandrella, 202-962-0721

Description:
 Current DLSS Fice School table passed to CMDM contains data fields for school address and city. These fields need to be filtered thru Informatica an built onto table D_School. MicroStrategy schema to be modified to include query capability.

Activity Log:

===== State: Assigned by:abradley at 4/25/2003 11:15:51 AM =====

4/25/03

Attributes will be added to MSTR 4/27. However data load test in Informatica is in progress.

Additional fice_school elements were identified by A. Prodgers.

FICE_DLS_NBR CHAR(6) Y
 FICE_OE_REGION_CD CHAR NUMBER Y
 FICE_DEFER_ELIG_IND CHAR(1) Y
 FICE_DL_PART_CD NUMBER Y

Need to alter the D_SCHOOL table in prod to add the following fields:

Address1 - varchar2(35)
 Address2 - varchar2(35)
 City - varchar2(25)

===== State: Assigned by:mmandrella at 4/1/2003 10:42:08 AM =====

Need to alter the D_SCHOOL table in prod to add the following fields:

Address1 - varchar2(35)
 Address2 - varchar2(35)
 City - varchar2(25)

ID: MPOps00000418 **Title:** Mega record Year 9 (2002-2003) Ongoing
State: Assigned **Priority:** 3. Within 15 Bus

Date Opened: 4/8/2003 4:00:00AM **Target Date:**
Requestor: Allen Prodgers, 202-377-3 **Assigned:** Dorothy Pan, 202-962-0725

Description:

Produce an extract of the financial records that are needed to support Mega records. This will be for Year 9 loans. These loans are identified with an "03" in the year portion of the loan id. The period for the extract is from April, 2003 through March, 2004.



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Starting with April, 2004 Servicing will want a monthly extract of the current month.

Activity Log:

<u>ID</u>	MPOps00000425	<u>Title:</u>	Web Error when printing multi-page report
<u>State:</u>	Assigned	<u>Priority:</u>	2. Within 5 Busi
<u>Date Opened:</u>	4/16/2003 4:00:00A	<u>Target Date:</u>	4/23/2003 4:00:00A
<u>Requestor</u>	Al Bradley, 202-962-0661	<u>Assigned:</u>	Al Bradley, 202-962-0661

Description:

When Next Block of Pages multiple times, receive page cannot be displayed error message.

Activity Log:

<u>ID</u>	MPOps00000195	<u>Title:</u>	TROR Reports returning incorrect numbers
<u>State:</u>	Ready_for_Test	<u>Priority:</u>	3. Within 15 Bus
<u>Date Opened:</u>	7/16/2002 4:00:00A	<u>Target Date:</u>	3/16/2003 5:00:00A
<u>Requestor</u>	Eric Merkel, 202-962-0881	<u>Assigned:</u>	Al Bradley, 202-962-0661

Description:

TROR reports (IA - Dollars, IA - Numbers) returning incorrect results when comparing subsequent quarters

Activity Log:

===== State: Ready_for_Test by:abradley at 5/5/2003 10:41:10 AM =====

5/3/03: Numbers metrics corrected 4/27/03. Discovered additional problem with Dollars beg balance metric when doing testing(Al to research), leave SIR open pending resolution.

3/09/03: Migration scheduled for 3/9/03 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Test by:abradley at 3/10/2003 10:01:26 AM =====

3/09/03: Migration scheduled for 3/9/02 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.



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Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Test by:abradley at 2/11/2003 9:47:34 AM =====

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Assigned by:emerkel at 7/16/02 12:01:34 PM =====

Dollar report corrected (metrics not set to outer join on report)

ID MPOps00000396 **Title:** Year 7 & 8 Mega Request
State: Closed **Priority:** 3. Within 15 Bus

Date Opened: 3/7/2003 5:00:00AM **Target Date:**
Requestor Allen Producers, 202-377-3 **Assigned:** Jay Main, 301-212-8061

Description:

Need to retrieve financial transactions for Direct loan years 7 and 8.
Year 7 has a year indicator in the loan id of 01 and begins in February, 2000. Year 8 has a year indicator of 02 and begins in February, 2001. All months from the begin month must be pulled from archive.

Activity Log:

ID MPOps00000403 **Title:** February Consolidation loans extract (50,00
State: Closed **Priority:** 2. Within 5 Busi

Date Opened: 3/14/2003 5:00:00A **Target Date:** 3/21/2003 5:00:00A
Requestor Andy Cho, 202-377-3493 **Assigned:** Al Bradley, 202-962-0661

Description:

Per our conversation yesterday, attached is a file containing 50,000 SSNs. Please bump it against CMDM database and provide all the loans (select only consolidation loans) with the following data elements:

- Loan Id
- Current loan status
- Original Loan Amount
- PBO
- IRB
- Consolidated
- repayment plan
- Days delinquent
- fixed monthly payment



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Activity Log:

ID: MPOps00000405 **Title:** Repayment Habits of Unsub Stafford Borro
State: Closed **Priority:** 2. Within 5 Busi

Date Opened: 3/20/2003 5:00:00A **Target Date:**
Requestor Russell Trujillo, 202-377- **Assigned:** Jay Main, 301-212-8061

Description:
See attached.

Activity Log:

===== State: Assigned by:jmain at 3/26/03 2:58:45 PM =====

3-25-2003. This type of request isn't available through MIS or DLSS production current databases. Databases reflect static information on current and previous month. Can do this query based on current Feb/Jan 2003 timeframe. Will call Daniel Pollard for further instructions.

ID: MPOps00000413 **Title:** DataMart Attribute Analysis
State: Closed **Priority:** 2. Within 5 Busi

Date Opened: 3/28/2003 5:00:00A **Target Date:** 4/5/2003 5:00:00AM
Requestor Andy Cho, 202-377-3493 **Assigned:** Al Bradley, 202-962-0661

Description:
Compare the elements available in the datamart tables to the attributes that have been created in MSTR. Requested by Sybil Phillips.

Activity Log:

===== State: Closed by:abradley at 4/25/2003 11:10:54 AM =====

Al Bradley (4/25)Elements identified by the analysis will be added to CMDM as component of SIR 412(scheduled to go into Prod 4/27).

Additional fice_school elements were identified by A. Prodgers.
They will be added as part of SIR 412.
FICE_DLS_NBR CHAR(6) Y
FICE_OE_REGION_CD CHAR NUMBER Y
FICE_DEFER_ELIG_IND CHAR(1) Y
FICE_DL_PART_CD NUMBER Y

===== State: Assigned by:abradley at 4/9/2003 1:30:14 PM =====

Additional fice_school elements were identified by A. Prodgers.
They will be added as part of SIR 412.



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FICE_DLS_NBR CHAR(6) Y
FICE_OE_REGION_CD CHAR NUMBER Y
FICE_DEFER_ELIG_IND CHAR(1) Y
FICE_DL_PART_CD NUMBER Y

ID: MPOps00000424 **Title:** Fix Transaction Type/Map ID relationship
State: Closed **Priority:** 2. Within 5 Busi

Date Opened: 4/16/2003 4:00:00A **Target Date:** 4/27/2003 4:00:00A
Requestor: Al Bradley, 202-962-0661 **Assigned:** Al Bradley, 202-962-0661

Description:

Parent Child relationship between Transaction Type and Trasnaction Map is not in place in Prod. This impacts several of the CFO reports that are pending release. The temp workaround is for the reports to use the Transaction Map ID filters rather than Transaction Type filters.

Activity Log:

===== State: Closed by:abradley at 4/28/2003 9:32:39 AM =====

4/47/03 Copied attribute from Test to Prod. Parent-Child relationship between Transaction Type and Transaction Map restored. CFO reports should now use Transaction Type filters.