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# **Deliverable 116.3.2c**

## **Task Order 116 (Modification 2)**

### **eZ-Audit Production Stabilization**

### **Performance Report**

**FSA Project Sponsor: Kay Jacks**

**FSA Project Lead: Randy Wolff / Ti Baker**

**Modernization Partner Project Lead: Brian Cannavan**

August 29, 2003

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# Overall Status



**Green**

- Task Order
  - TO 116 optional deliverables 116.5.1, 116.5.2, 116.5.3, and 116.5.4 were exercised by FSA
- Funding
  - FSA exercised options to fund Deploy and Support through December 31, 2003
- System Stabilization
  - Stabilization SIRs continue to be addressed (see report included in this presentation)
- OMB Review and Mandatory status of eZ-Audit
  - OMB and ACE met on Thursday, May 1, 2003 – OMB expressed support of eZ-Audit
  - eZ-Audit was made mandatory as of June 16, 2003

<b>Project Funding</b>	<b>Dollar Amount</b>
Contract Mod Amount(s)	\$ 827,732.56– Mod 2 plus three optional deliverables and Mod 4 plus four deliverables.
Contract Options Yet to be Funded	\$0
Total \$\$ on Current Contract	\$3,262,795.48
	<b>Note: Period of Performance for approved \$\$ Ends 12/31/03</b>

# Overall Status



## Major Accomplishments Aug 1, 2003 – Aug 29, 2003

- Contract
  - Accenture submitted Modification 4 to the Task Order and FSA approved it.
  - Mod 4 has added 4 deliverables (116.5.1-4)
  - Mod 4 will run from 9/1/2003 through 12/31/2003
- Scope
  - System stabilization effort remained a priority
  - Continued to adhere to strict CCB processes to ensure enhancements are captured, managed and documented appropriately for eZ-Audit.
- Release 1.01 of eZ-Audit
  - Successfully deployed Release 1.01 of eZ-Audit on August 3, 2003
- Stabilization of Release 1.01 of eZ-Audit
  - Addressed Production SIRs (see enclosed SIR report)
- Miscellaneous Tasks
  - Updated Configuration Management Plan and delivered to FSA
  - Updated Continuity of Support Plan and delivered to FSA

## Upcoming Activities - September 2003

- Continue to address all Production SIRs (including those resulting from the new R1.01)
- Deliver the eZ-Audit Transition to Operations Plan (due 9/12/2003).
- Deliver the eZ-Audit Application Support Manual (due 9/30/2003).
- Complete project administration tasks to prepare for the final phase of the effort, Transition to Operations Support
- Continue to work on eZ-Audit enhancements as time permits.

# Project Scorecard



Category	Status	Trend	Status Comments
Task Order			<ul style="list-style-type: none"> <li>Formal funding and task order approval received – current funding expires December 31, 2003</li> </ul>
Scope			<ul style="list-style-type: none"> <li>Task Order (#116) Mod 2 provides for production stabilization support. Scope well defined and discussed with FSA project managers. Team continues to adhere to strict CCB process to manage Release 1.01 scope.</li> </ul>
Schedule			<ul style="list-style-type: none"> <li>Deliverable 116.3.1 Production Stabilization Support – delivered on time - May 23, 2003</li> <li>Deliverable 116.3.2a Peak Cycle Processing Performance Report – delivered early – June 26, 2003</li> <li>Deliverable 116.3.2b Peak Cycle Processing Performance Report – deliver early – June 29, 2003</li> <li>Deliverable 116.3.2b Peak Cycle Processing Performance Report – deliver on time – August 29, 2003</li> </ul>
Cost			<ul style="list-style-type: none"> <li>Task Order 116- Work being performed within formally agreed to ( planned ) budget allowance.</li> </ul>

High Risk – Significantly impacts Project schedule/cost ex) 4+ weeks over schedule 10% over cost	Moderate Risk – Minor schedule/cost slippage and/or manageable issues ex) 2-4 weeks over schedule 5-10% over cost	Low Risk – On schedule, on budget and no significant issues ex) 0-2 weeks over schedule 0-5% over cost
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Better	Worse	Same

\* Per current plan

# Major Risks



<i>Risk</i>	<i>On Point</i>	<i>Mitigating Actions</i>	<i>Impact on Cost and/or Schedule</i>	<i>Status</i>
<p><b>CLOSED- May 23</b></p> <p><b>Ability to secure final approval by OMB for the eZ-Audit system</b></p> <p><i>(following the 6 month provisional approval that expires: September 30, 2003)</i></p>	<p>Randy Wolff</p>	<p>Integration Partner will:</p> <ul style="list-style-type: none"> <li>▪ Work with FSA to provide data and system information as requested</li> </ul> <p>FSA will:</p> <ul style="list-style-type: none"> <li>▪ Develop necessary Federal Notices and communications</li> <li>▪ Identify and engage all stakeholders</li> </ul>	<p><b>Impact: High</b></p> <p><b>Likelihood: Med</b></p>	<ul style="list-style-type: none"> <li>▪ OMB and ACE met to discuss potential conflict with A-133 requirements – OMB expressed support of eZ-Audit (Jeff Baker attending meeting on behalf of FSA)</li> <li>▪ Jeff Baker and John Kolotos of FSA are taking the lead on this effort. John Kolotos has been working with OMB to develop the formal Federal Notice for eZ-Audit. We have been informed that this formal notice will secure pilot approval beyond the current September 30, 2003 pilot approval deadline.</li> <li>▪ Due to actions described above, Randy Wolff recommended that this issue be closed as of May 15, 2003</li> </ul>

# Government & Program Dependencies



<i>Dependency</i>	<i>On Point</i>	<i>Target Date</i>	<i>Impact on Cost and/or Schedule</i>	<i>Status Comments</i>
<b>CLOSED - Decision to deem eZ-Audit mandatory for all schools</b>	Kay Jacks	4/1/03	Cost and Schedule Impacts for stabilization should be negligible	<ul style="list-style-type: none"> <li>▪ FSA has determined that eZ-Audit will become mandatory on June 16, 2003</li> <li>▪ John Kolotos is drafting formal federal notices to disseminate to schools</li> <li>▪ Official policy notices and communications must be sent to all schools.</li> </ul>



# Upcoming Events and Key Milestones

<b>DATE</b>	<b>EVENTS AND KEY MILESTONES</b>
April 1, 2003	eZ-Audit Release 1.0 went live
April 15, 2003	First formal CCB of the Production Stabilization phase of work
May 7, 2003	CCB sign-off on Release 1.01 requirements
May 8, 2003 through May 22, 2003	Release 1.01 design sessions conducted
June 16, 2003	eZ-Audit mandatory for all Schools
August 3, 2003	eZ-Audit Release 1.01 went live



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## **Appendices**

- **System Availability Report**
- **SIR Tracking Report**
- **Detailed SIR Report**
- **Production Issues**
- **CCB Actions & Decisions**

# System Availability Report



From July 29 through August 29, 2003, the eZ-Audit system availability remained 100%, with the exception of the regularly scheduled maintenance windows on Sundays from 5am – 11am.

# SIR Tracking Report



This table demonstrates the amount of time required to respond to and resolve all Level 1 SIRs from July 29, 2003 to August 29, 2003.

## Level 1 SIRs

SIR #	Date Logged	Date Resolved
884 - Unexpected error message occurred after selecting the 'Save & Proceed' button from the 'Completeness Checklist' page	8/4/03 3:18 PM	8/5/03 11:15 AM
887 - The system does not update deficiency calculation codes and is using an error rate of 'greater then 10%' for findings	8/6/03 4:17 PM	8/7/03 12:19 PM
889 - User wasn't able to proceed while trying to confirm a sent date for a zone letter	8/7/03 12:11 PM	8/11/03 2:07 PM
891 - Unable to confirm information on file after saving new auditor information	8/11/03 3:43 PM	8/12/03 3:52 PM
900 - Certain institutional users can't view historical submissions	8/20/03 12:11 PM	8/27/03 5:48 PM

**Average Resolution Time for Level 1 SIRs**  
**Remaining Level 1 SIRs**

**3 business days**  
**0**

# Detailed SIR Report



These tables demonstrate the amount of time required to respond to and resolve all Level 2 – Level 4 SIRs from July 29, 2003 to August 29, 2003.

## Level 2 SIRs

# of SIRs Logged	Resolved	Remaining	Other	Average Resolution Time
10	7	2	1	4 days

2 Remaining SIRs  
 User can not delete files on the 'File Upload' Page  
 User unable to save a specific answer on the Checklist Page  
 Rejected SIR  
 Unable to view Non-Profit Financial Worksheet (Could Not Recreate)

## Level 3 SIRs

# of SIRs Logged	Resolved	Remaining	Other	Average Resolution Time
6	4	2	0	2 days

3 Remaining SIRs  
 Institution is receiving duplicate notifications  
 Error message displayed when a note containing > 3500 characters is saved

## Level 4 SIRs

# of SIRs Logged	Resolved	Remaining	Other	Average Resolution Time
6	3	3	0	7 days

3 Remaining SIRs  
 Add Sort on Screener Queue  
 Modify dropdown list values  
 Add "Distribution to Shareholders" to Proprietary Income Statement

# Production Issues



No Production Issues for July 29,2003 – August 29, 2003

# CCB Actions & Decisions



## CCB Decisions

- 1) Continued to review Change Requests for R 1.01 Enhancements.
- 2) Accepted and logged 6 Enhancement Requests as Severity 4 (Enhancement SIRs), of which 3 have been resolved.
- 3) Un-postponed a SIR from R 1.01 System Test relating to leading zeros being dropped from the TIN number.