

***FSA Integration Partner***  
**United States Department of Education**  
**Federal Student Aid**



# **eZ-Audit Transition to Operations Plan**

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**Final**

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## **Preface**

The Transition to Operations Plan (TTOP) process guide is intended for use as a reference guide for those individuals within Federal Student Aid (FSA) with a need to manage transitioning activities from a development group to a support or maintenance group.

The processes used within this guide are consistent with the requirements of the FSA Modernization Blueprint.

## **1.0 INTRODUCTION**

### **1.1 Transition to Operations Summary**

The purpose of Transition to Operations is to ensure that a solution support organization is trained and in place when the Integration Partner Task Order #116 completes on December 31, 2003.

Transition to Operations activities include:

- Identifying coordination personnel from the current eZ-Audit team who will assist the solution support organization.
- Performing knowledge transfer to the solution support personnel.
- Transferring pending System Investigation Requests (SIR), Change Requests (CR), and cutting over to daily maintenance responsibilities in an orderly fashion.

The TTOP supports the following goals:

- The solution support organization has the capacity to provide the required support upon assumption of responsibility for the solution products.
- Continuity of support of solution products is seamless to the acquiring organization during transition from the current eZ-Audit team to the solution support organization.
- Configuration management activities are maintained throughout the transition.

### **1.2 Purpose**

The Transition to Operations Plan is used as a guide throughout the Transition. The purpose is to chart, at a high level, what transition activities need to occur to ensure effective maintenance of the acquired system.

### **1.3 Guide Content**

#### Transition Areas and Activities

This section highlights the area and activities that must be transitioned to the solution support organization. For each area/activity this document will provide a description of the area/activity, any supporting documentation that will be used in the transition, the sequencing in the transition process, the duration of the transition, and a high level roster of all personnel taking part in the transition of that area/activity.

#### Transition Timeline

This section shows a graphical representation of all high level activities and during the transition process.

## **2.0 TRANSITION AREAS AND ACTIVITIES**

### **2.1 Functional Overview**

#### **2.1.1 Definition/Description**

In order to improve Title IV fiscal program integrity, an electronic financial and compliance audit system was created. This system is called eZ-Audit. The eZ-Audit project web-enables the receipt, scoring and workflow management of the FSA audit and compliance reporting and analysis function. The Functional Overview will give an in depth description of the eZ-Audit system from an end user's perspective. The overview will consist of functional walkthroughs of the eZ-Audit application on a user by user basis, demos of the eZ-Audit system, and the ability for those who participate in the walkthrough to interface with the application in a controlled test environment.

#### **2.1.2 Supporting Documentation**

- eZ-Audit Overview
- eZ-Audit Use Cases
- eZ-Audit Test Scripts
- eZ-Audit Institution help documents
- eZ-Audit Case Team help documents
- eZ-Audit FAQ

#### **2.1.3 Sequencing**

This will be the first activity in the eZ-Audit Transition Process.

#### **2.1.4 Duration**

The duration will be 1 week.

#### **2.1.5 Transition Personnel**

eZ-Audit team members  
Transition partner team members

### **2.2 System Investigation Request (SIR) Tracking**

#### **2.2.1 Definition/Description**

For all instances where the FSA eZ-Audit Help Desk reports that the application produces an unexpected error or a result that differs from documented system design, the error is captured and resolved as a System Investigation Request (SIR). SIRs are logged and tracked in a central repository, or SIR database, using Rational ClearQuest. The production team will address SIRs based on the following defined priorities.

#### **2.2.2 Supporting Documentation**

- System Investigation Request Tracking Process Description

#### **2.2.3 Sequencing**

This will be the second area transitioned off to the functional team.

#### **2.2.4 Duration**

The duration will be 1 week.

### **2.2.5 Transition Personnel**

eZ-Audit functional lead  
Transition partner functional team members

## **2.3 Requirement Tracking and Management**

### **2.3.1 Definition/Description**

The eZ-Audit application was built and tested based on detailed functional and technical requirements developed in the early phase of the project. During the development of Release 1.0 and 1.01, the project team utilized a Change Control Board (CCB) to maintain these requirements and ensure management of project scope. CCB responsibilities included reviewing requests to add, remove, or modify requirements. During the Stabilization phase of the project, the support team captures requests to enhance existing functionality and documents them for future consideration. All eZ-Audit requirements are maintained in a database using Rational Requisite Pro.

### **2.3.2 Supporting Documentation**

- CCB and Enhancement Request Overview

### **2.3.3 Sequencing**

This will be the third area transitioned off to the functional team.

### **2.3.4 Duration**

The duration will be 1 week.

### **2.3.5 Transition Personnel**

eZ-Audit functional team lead  
Transition partner functional team members

## **2.4 Defection Correction Process**

### **2.4.1 Definition/Description**

Once a SIR has been identified and logged into the SIR tracking system, the operations team will focus on correcting the problem. The technical team will identify the problem from a technical standpoint and will either fix the problem themselves or, if the fix falls outside of their responsibilities, refer it to the appropriate team for resolution. Once the problem has been corrected, the functional team will be responsible for testing the SIR and validating that it is indeed fixed.

### **2.4.2 Supporting Documentation**

#### **2.4.2.1 Technical Documentation**

- eZ-Audit Application Architecture
- eZ-Audit Technical Architecture
- eZ-Audit Data Dictionary
- eZ-Audit Entity Relationship Diagram
- eZ-Audit Configuration Management Plan

#### **2.4.2.2 Functional Documentation**

- SIR Test Tracking Log

### **2.4.3 Sequencing**

This will be the second area transitioned off to the technical team and the fourth area transitioned off to the functional team.

### **2.4.4 Duration**

The duration will be 3 weeks for the technical team and 2 weeks for the functional team.

### **2.4.5 Transition Personnel**

eZ-Audit team members  
Transition partner team members

## **2.5 Application Maintenance Process**

### **2.5.1 Definition/Description**

The maintenance of the eZ-Audit application is broken down into two specific areas: daily maintenance and weekly maintenance. Daily maintenance of the eZ-Audit system consists of interfaces that are run between the eZ-Audit application and other systems. These interfaces ensure that up-to-date and consistent information is preserved in eZ-Audit and the other systems. Weekly maintenance relates to the upload of new code to the eZ-Audit application to either fix bugs or add enhancements. These code migrations are done only during the weekly maintenance window and when the proper Change Requests (CR) have been filled out.

### **2.5.2 Supporting Documentation**

- ECM Tool and Process Orientation Training Briefing
- PEPS Integration Setup and Interval Data
- PEPS Integration School File
  - PEPS Integration Clearinghouse File

### **2.5.3 Sequencing**

This will be the third area transitioned off to the technical team.

### **2.5.4 Duration**

The duration will be 1 week.

### **2.5.5 Transition Personnel**

eZ-Audit technical team members  
Transition partner technical team members

## **2.6 Status Reporting**

### **2.6.1 Definition/Description**

The current eZ-Audit support team provides bi-weekly reports to the FSA business owners regarding the status of the eZ-Audit system. This report covers many subjects regarding the eZ-Audit application including the following: overall status, the project scorecard, major risks, project dependencies, upcoming events and milestones, application availability, SIR tracking, overall production issues, and requirements management.

### **2.6.2 Supporting Documentation**

- eZ-Audit Status Reporting Overview

### **2.6.3 Sequencing**

This will be the fourth area transitioned off to the technical team and the fifth area transitioned off to the functional team.

### **2.6.4 Duration**

The duration will be 1 week.

### **2.6.5 Transition Personnel**

eZ-Audit project manager  
Transition partner project manager

## **2.7 System Support Tools**

### **2.7.1 Definition/Description**

The purpose of this section is to provide a high level understanding of the tools required to run the eZ-Audit application. These tools will be used throughout the transition phase so the documentation associated with this area will be referred to in each of the individual Process Areas.

### **2.7.2 Supporting Documentation**

- eZ-Audit System Tool Matrix
- eZ-Audit System Tool Access Rights Matrix

### **2.7.3 Sequencing**

This transition will be ongoing through all other transition phases except status reporting because the tools used are interspersed throughout the various areas.

### **2.7.4 Duration**

The duration will be 5 weeks.

### **2.7.5 Transition Personnel**

eZ-Audit team members  
Transition partner team members

### 3.0 TRANSITION TIMELINE

#### 3.1 Introduction

The transition of the eZ-Audit application from the Integration Partner Team to the Transition Partner team will happen during the months of November and December. During this transition time the activities described in this document will facilitate the Transition Team taking full ownership of eZ-Audit operations. The following timeline lays out exactly when each activity will occur.

## Transition Timeline

Total duration	→
Functional Team	→
Technical Team	→

