

FSA Integration Partner
United States Department of Education
Federal Student Aid



eZ-Audit Application Support Manual

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1. INTRODUCTION

1.1 Scope and Objective

The purpose of this document is to outline the approach for operating the eZ-Audit Application at the Office of Federal Student Aid (FSA) within the U.S. Department of Education. This includes a description of all production and operations support tasks, procedures, and tools required to maintain the application.

1.2 Guide Content

Specifically, the manual includes:

- Description of project team Roles and Responsibilities
- Explanation of System Investigation Request (SIR) tracking and defect correction process
- Definition of Application Maintenance Processes
- Schedule of contact persons for Applications Maintenance Processes
- Description of system requirements tracking and management process
- Outline of status reporting recommendations
- Description of all tools used to support system operations

2. ROLES AND RESPONSIBILITIES

The purpose of this section is to provide a high level understanding of the organization required to run the eZ-Audit application.

2.1 FSA Operations Manager

- Ensure effective management of eZ-Audit budget
- Ensure effective management of eZ-Audit contracts
- Manage the FSA Help Desk to provide functional assistance and to log SIRs
- Provide final input on SIR level and priority assignment
- Coordinate all eZ-Audit communications
- Maintain and update the eZ-Audit help manuals
- Serve as emergency (off hours) point-of-contact for the VDC

2.2 FSA eZ-Audit Help Desk

- Provide functional assistance to eZ-Audit users
- Receive and document all SIRs using the eZ-Audit Stabilization Support SIR form
- Forward SIR forms to the Production Stabilization team
- Communicate SIR resolution to users
- Document and report requests for System enhancements

2.3 FSA eZ-Audit Administrator

- Add new Institution Administrator and FSA Users
- Support requests to modify existing user information
- Reset user passwords upon request
- Remove users upon request
- Create ad hoc reports as requested from Operations Manager

2.4 Operations Team Functional Analyst

- Review all SIRs
- Document and track SIRs using Rational ClearQuest
- Develop detailed test conditions for each SIR
- Execute tests to verify defect corrections
- Communicate SIR resolution with eZ-Audit Help Desk
- Track and manage new Requirements and Enhancement Requests
- Refer enhancement requests to the CCB

2.5 Operations Team Developer

- Correct system defects
- Test fixes in the development environment
- Coordinate with the VDC to migrate successfully tested code changes to Production
- Report progress on outstanding and resolved SIRs
- Refer enhancement requests to the Functional Analyst
- Applications:
 - o Websphere v5.0

- o IBM HTTP server
- o Oracle 8.i
- o MicroStrategy 7.i
- Skills:
 - o Java programming
 - o JSP programming
 - o SQL programming
 - o Struts Framework

3. SYSTEM INVESTIGATION REQUEST TRACKING AND DEFECTION CORRECTION PROCESS

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. Please refer to **Appendix B - eZ-Audit System Investigation Request Tracking Process Description** for details on the SIR process.

4. APPLICATION MAINTENANCE PROCESS

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 Request (CR) has been filled out.

4.1 Interface Schedule

Integration architecture was designed for eZ-Audit to import data into the eZ-Audit system from outside systems. The integration architecture includes an interface between the eZ-Audit system and the PEPS system, an import of the "Schools File" (flat text file) from the EAI Bus, and an import of FAC ACNs (flat text file) into the eZ-Audit system (See **Appendix C - eZ-Audit PEPS Integration Setup and Interval Data**, **Appendix D - eZ-Audit PEPS Integration School File**, and **Appendix E - eZ-Audit PEPS Integration Clearinghouse File** for a comprehensive description of each piece of the integration architecture).

The schedule for each of the interfaces and imports is as follows:

Interface	Type	Schedule
PEPS Interface	Batch process	Monday - Friday 9pm
School File Import	Batch process	Monday - Friday 8:45pm
FAC ACN Import	Manual process	Whenever the FAC ACN file is received

4.2 Schedule of Applications Maintenance

The eZ-Audit application has a weekly maintenance window to implement new functionality or update code to fix any "bugs." This Maintenance Window is from **5am-10am** every **Sunday**. In order to implement new functionality or update code during the maintenance window, a change

request must be made in the Enterprise Change Management (ECM) tool. To use the ECM tool, refer to **Appendix F – ECM Tool and Process Orientation/Training Briefing**.

When creating a change request, the submitter must specify the type of change being requested: Normal, Alert, Emergency, or Dynamic. The following table describes each individual type of change, when the change would be scheduled to go into production, the typical turnaround time, and the approvals required for each type of change.

Change Type	Description	When Scheduled	Typical Turnaround Time	Approvals Required
Normal	Most Changes	Maintenance Window	10,17, or 24 calendar days depending on risk	<ul style="list-style-type: none"> - Line Of Service Manager (LOS Mgr)/ Tech Approver (Data Center Operators who assign Resources and ensure that CRs are moved through the ECM Tool Process States) - Service Delivery Manager (SDM - Data Center Role with ultimate responsibility to coordinate change activities with their associated Teams) - Change Control Review Board (CCRB)/ Avail Mgr - Tacit Business Owner
Alert	Exceptions to normal turnaround times for unplanned, business critical changes	Maintenance window if possible	48 hours	<ul style="list-style-type: none"> - LOS Mgr/Tech Approver - SDM - CCRB/ Avail Mgr - *Data Center Mgr - *FSA CIO validates business need and waives SLA commitment - *Explicit FSA CIO approval
Emergency	Restoration to service and/or triggered by call to the Help Desk	ASAP – usually part of Service Response Team (SRT)	ASAP	<ul style="list-style-type: none"> - LOS Mgr/Tech Approver - SDM - CCRB/ Avail Mgr - Data Center Mgr - Verbal approval only - Change Request required w/in 48 hrs
Dynamic	Predetermined to have no impact on availability	Any time, preferably off peak	48 hours	<ul style="list-style-type: none"> - LOS Mgr/Tech Approver

* Only required if change is outside of maintenance window.

5. SCHEDULE OF CONTACT PERSONS FOR APPLICATIONS MAINTENANCE PROCESSES

5.1 eZ-Audit Point of Contact

For the Daily (Interface) and Weekly (Application) Maintenance of the eZ-Audit application the points of contact will be as follows:

Primary contact: Operations Team Developers
Schedule (8pm-5pm, M-F)

5.2 Operations Team Point of Contact

For the Operations team developers, the points of contact will be as follows:

Primary contact: CSC Help Desk; 877-366-3338 (option 3)
Schedule (24x7x365)

For all other individual eZ-Audit points of contact please refer to **Appendix A - eZ-Audit Contact List**.

6. SYSTEM REQUIREMENTS TRACKING AND MANAGEMENT PROCESS

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. During the Operations 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. Please refer to **Appendix G - eZ-Audit CCB and Enhancement Request Overview** for details on Requirements Management.

7. STATUS REPORTING OVERVIEW

The eZ-Audit Operations team provides bi-weekly and monthly reports to the FSA business owners regarding the status of the eZ-Audit system. These reports will allow the business owners the ability to review how the eZ-Audit system and is doing, and will inform them of any trends with the operation of the system. An overall description of the two report types follows and a template for each of these report types can be found in **Appendix H - eZ-Audit Bi-Weekly Status Template** and **Appendix I - eZ-Audit Monthly Status Template**.

7.1 Bi-Weekly Status Meetings

The Stabilization (and Operations) Support team will facilitate weekly status meetings with the FSA Operations Manager to provide status on the Stabilization (and Operations) effort. The weekly status meetings will provide the following information:

- Measurement of eZ-Audit system availability against the 97%, 24 x 7 x 365 target agreed to
- Identification and explanation of any system outages
- Overall SIR reporting (identified and resolved during the reporting period)

- Overall Enhancement reporting (identified and resolved during the reporting period)

7.2 Monthly Status Reports

The Stabilization (and Operations) Support team will deliver monthly reports to provide an overall status of the Stabilization (and Operations) effort. The monthly report will provide the following required sections:

- Overall Status, including accomplishments and upcoming tasks
- A list of any Risks or Dependencies
- Measurement of eZ-Audit system availability against the 97%, 24 x 7 x 365 target agreed to
- Identification and explanation of any system outages
- Measurement of time to respond to and resolve Level 1 (Critical) SIRs
- Overall SIR reporting (identified and resolved during the reporting period)

In addition, the Monthly report will also provide:

- CCB Actions and decisions for future releases as appropriate

8. TOOLS

8.1 Tool List

Many tools must be utilized in order to operate the eZ-Audit application. These tools can range from functional tools used to log defects in the system to development tools which help aid the correct of these bugs at the code level. Because of the complexity of the eZ-Audit application, there are many tools used during the operations phase of the system. These tools, a description of what they are used for and other miscellaneous tool information can be found in **Appendix J - eZ-Audit System Tool Matrix**.

8.2 Tool Access Rights List

The tools used to support the eZ-Audit application have various access needs in order to use them. In order to get these access rights, the intended user must fill out the proper paperwork and receive the appropriate ids and passwords for the tools. A list of all of the access needs for each tool needed for the eZ-Audit application can be found in **Appendix K - eZ-Audit System Tool Access Rights Matrix**.

9. APPENDICES

- A. eZ-Audit Contact List**
- B. eZ-Audit System Investigation Request Tracking Process Description**
- C. eZ-Audit PEPS Integration Setup and Interval Data**
- D. eZ-Audit PEPS Integration School File**
- E. eZ-Audit PEPS Integration Clearinghouse File**
- F. ECM Tool and Process Orientation/Training Briefing**
- G. eZ-Audit CCB and Enhancement Request Overview**
- H. eZ-Audit Bi-Weekly Status Template**
- I. eZ-Audit Monthly Status Template**
- J. eZ-Audit System Tool Matrix**
- K. eZ-Audit System Tool Access Rights Matrix**
- L. eZ-Audit Detailed Technical Design**
- M. eZ-Audit Data Dictionary**
- N. eZ-Audit Entity Relationship Diagram**
- O. eZ-Audit Configuration Management Plan**