



We Help Put America Through School

eZ-Audit Deliverable 116.6.4b

Production Support Performance Report - February

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Overall Status



Major Accomplishments (for period)

- Logged, analyzed, and resolved System Investigation Reports (SIRs), including Severity Level 1 SIRs
 - Logged 10 Severity Level 1 SIRs during February
 - Resolved 9 Severity Level 1 SIRs during February
- Developed workarounds for SIRs as resolutions were determined and implemented
- Carried out multiple Production Support Requests (PSRs) based on client requests for specific actions by Production Support Team resources
- Established request submission, tracking and reporting processes for PSRs
- Conducted a series of Integration Meetings with the Development Team to resolve high-complexity Severity 1 SIRs
- Conducted Oracle Migration Test activities, including creation and execution of Test Plan and Test Scripts
- Provided regular status updates to Client eZ-Audit Leadership on existing SIRs and PSRs logged during February
- Resolved Issues associated with Daily PEPs File transfer failure cause by the recent data center upgrade from Websphere 4.0 to 5.0

Upcoming Activities (next period)

- Continue to maintain priority focus on resolving all Severity Level 1 SIRs
- Continue work on Severity Level 2 and 3 SIRs
- Conduct Oracle Migration Support during the VDC's required 3/14 Database Migration
- Refine reports to present the most relevant information in optimal manner to eZ-Audit leadership
- Prepare deliverable

Major Risks



<i>Risk</i>	<i>On Point</i>	<i>Mitigating Actions</i>	<i>Impact on Cost and/or Schedule</i>	<i>Status</i>
None to report for this period				

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>
Require System Access for Production Support Team Technical Analyst	Steve Jarboe	2/15/04	Impact: Low	eZ-Audit Production access has been requested for Technical Analyst

Upcoming Events and Key Milestones



DATE	EVENTS AND KEY MILESTONES
3/14/04	<p>VDC Oracle Database Migration: The VDC will be migrating the eZ-Audit Oracle Database to a new Server. The Production Support team has tested this migration and will support the activities on 3/14 to ensure that the migration is successful and does not impact eZ-Audit’s availability of performance.</p>
3/31/04	<p>Deliverable 116.6.5: March Production Support Performance Report due</p>



Appendices

- **System Availability Report**
- **SIR & PSR Tracking Report**
- **Production Issues**
- **Enhancement Actions & Decisions**

System Availability Report



Availability for the period is 100%

Summary SIR Activity Report



This table shows a summary of key SIR data from February

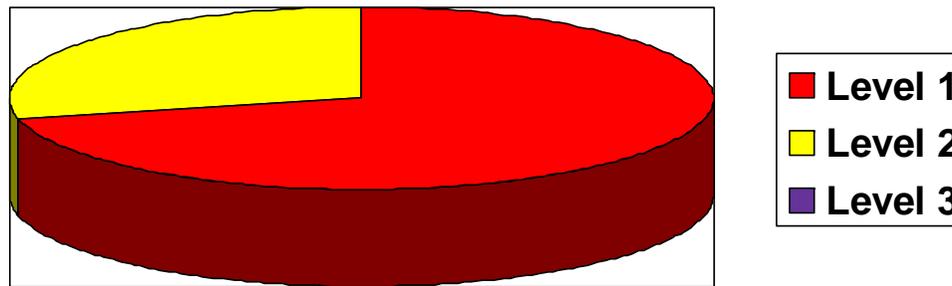
SIRs Logged	14
SIRs Resolved	14
PSRs Logged*	6
PSRs Resolved	3
Total	37

****PSR: Production Support Request***

Summary SIR Activity Report

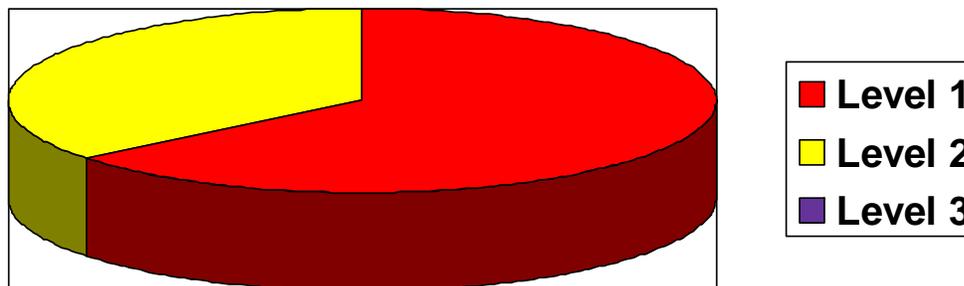


• SIRs Logged in February



** Total of 14 SIRs Logged*

• SIRs Resolved February



** Total of 14 SIRs Resolved*

Detailed SIR Tracking Report



This table shows the 9 Severity Level 1 SIRs that were resolved in February, including the dates they were logged and resolved

Severity Level 1 SIRs	Date Logged	Date Resolved*
998: Unable to access FS Determination in Production	12/22/03	2/24/04
1012: Unable to access Score Calculation link on Financial Statement QC Page	1/20/04	2/13/04
1019: The ACN calculation for the ending year of the audit is incorrect	1/29/04	2/25/04
1022: Incorrect Return email: Registration Issues	1/29/04	2/6/04
1025: Fordham University 6/30/02 submission is missing	1/30/04	2/16/04
1038: When user attempts to save data for a LOC, only the dates are saved	2/5/04	2/19/04
1044: Schools are still listed as a consolidated submission although PEPs indicates they no longer belong to a school group	2/12/04	2/25/04
1052: Unable to access Financial Statement QC Page and other pages in Production after new EAR implementation	1/16/04	2/17/04
1131: Rasmussen Colleges do not have link for Create Annual Submission	2/24/04	2/25/04

*Average resolution time was 20 days

Detailed SIR Tracking Report (contd.)



This table shows the 8 Severity Level 1 SIRs that remain to be resolved

SIR #	Date Logged	Comments
975: Resolution Due Date displaying incorrect value on In Process FS Report	11/21/03	Assigned to Developer
1001: User receiving system edit checks upon send to CTL when only reason for flagging is Change in Auditor	12/30/03	Assigned to Developer
1018: Report 11 times out in the Production Environment	1/28/04	Assigned to Developer - near resolution
1023: Schools are receiving "incomplete" notification after resubmission	1/30/04	Assigned to Developer - near resolution
1026: Waiver Resolution: System does not refresh after "Determination" is Saved	2/2/04	Assigned to Developer - near resolution
1034: Unable to access "For Profit Financial Statements Worksheet in Accordance with 34 CFR 668.15"	2/5/04	Assigned to Developer
1037: FA receives an error message when "Other LOC" link is clicked	2/5/04	Assigned to Developer
1041: User is unable to view textboxes and dropdown boxes when attempting to make off-cycle request for LOC	2/10/04	Assigned to Developer

Detailed SIR Tracking Report (contd.)



This table shows the amount of time required to respond to and resolve all Severity Level 2 SIRs this month

Level 2 SIRs

# of SIRs Logged	Resolved	Remaining	Other	Average Resolution Time
4	1	3	0	1 day

***4 additional Severity Level 2 SIRs logged in prior to this month were resolved in February**

***3 SIRs logged before February were marked as duplicates**

Remaining Severity Level 2 SIRs and date opened:

1127: Non-Profit Worksheet 34 CFR 668.17 is calculating primary reserve strength factor incorrectly 2/24/04

1029: Save button is displayed when a Waiver submission which is not assigned to you is selected 2/5/04

1024: User receives error message when changing temp. password on initial Log In 1/30/04

1014: Update drop-down boxes for "Administrative Stay Reason" 1/23/04

1011: PEPS Total and Consecutive Years data discrepancy

973: DDIF - "Revision Begin Date" and "Assign Date" have incorrect values 11/20/03

972: DDIF - Add Ins Name and OPEID to the Printer Friendly Version of the Page 11/20/03

971: FSA user unable to view "opinion type" on read-only FS Info Page 11/19/03

Detailed SIR Tracking Report (contd.)



- No Level 3 SIRs were logged this month
- 1 Level 3 SIR that was logged prior to February was resolved

Remaining Severity Level 3 SIRs and date logged:

- 992: Reset Button not functioning on ACD page 12/10/03
- 991: Unable to "stop" compliance audit administrative stay/no res date update 12/10/03
- 990: Profile Page-
Error displayed if attempting to save with no first name, last name, or phone # 12/10/03
- 974: School attachments not retained for Incomplete Submissions 11/21/03
- 906: Error message occurred when user tried to add a note containing more than 3500 Characters 12/28/03
- 265: Inconsistent time formats appear on the Notes page 1/15/03 (Re-Opened on 2/12/04)

Production Support Request Activity Report



This table reflects the PSR activity carried out this month

# of PSRs Logged	Resolved	Remaining	Other	Average Resolution Time
6	3	3	0	10 days

Remaining PSRs and date logged:

1132: Historical Submission for Rasmussen Colleges which are no longer in School Group need to be *2/25/04*

1046: Strand College of Hair Design 12/31/03 submission needs to be removed *2/13/04*

1098: Add users to Microstrategy for Reports *2/19/04*

Production Issues



Issue: PEPS File Transfer Failure

- Description: The post-Webshpere 5.0 upgrade transfer of the daily PEPS file from EAI to eZ-Audit failed each day after the upgrade due to a Permissions issue with the Data Center's Server.
- Status: Issue was initially mitigated by manually transferring the PEPS file until the permissions issue was fully resolved on 2/10/04. Upon resolving this issue, a further delay was caused by a misunderstanding about the status of the resolution and the need to continue some manual processing of the file. Confusion was compounded by the fact that upon fixing the initial permissions issue, the VDC created a new permissions issue by accidentally/arbitrarily revoking permissions issues for the MQM folder. These permissions will be restored but the effective manual workaround is now in place.

Issue: Back-out of an eZ-Audit ECM Change Request

- Description: After implementing ECM Change Request # 7041, it became apparent that the change had the unintended impact of disabling some critical links within the eZ-Audit system.
- Status: The Production Support Team worked with the VDC to immediately back-out the change and restore all links within the system. The back-out was performed at 6:00am in the morning and was conducted by rebooting the clone servers separately to avoid interruption to eZ-Audit availability.

Enhancement Actions and Decisions



Enhancement Tasks

- None to report for this period