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eZ-Audit Deliverable 116.6.7 Production Support Performance Report – May

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Overall Status



Major Accomplishments (for period)

- Implemented eZ-Audit Release 2.0 into Production on 5/23
- Conducted daily post-release 2.0 stabilization triage meetings
- Logged, analyzed, and resolved System Investigation Reports (SIRs), including Severity Level 1 SIRs
 - Resolved 7 Severity Level 1 SIRs
 - Resolved 22 Severity Level 2 SIRs
- Resolved 15 Production Support Requests (PSRs) based on client requests
- Updated eZ-Audit Rules of Behavior and Help Manuals in Production
- Provided regular status updates to Client eZ-Audit Leadership on existing SIRs and PSRs
- Completed Oracle Migration activities, including failover testing on 5/2
- Implemented updated technical architecture to support Release 2.0
- Coordinated Sunday Maintenance Window activities with the Virtual Data Center, submitting and managing multiple Enterprise Change Management (ECM) requests
- Gained expedited ClearCase and eZ-Audit Database Access for Dept. of Ed employees, requested by FSA Project Lead
- Achieved restoration of the Staging Environment by the VDC to ensure that pre-migration code can be appropriately validated prior to migration to Production
- Conducted VDC CSS (Load Balancer) Testing effort, including weekly conference calls
- Participated in VDC Webshphere upgrade planning and testing activities, including weekly conference calls

Upcoming Activities (next period)

- Continue to maintain priority focus on resolving Severity Level 1 SIRs, particularly Release Stabilization
- Prepare and implement 6/13 Patch Release, in addition to weekly bug-fix code implementations
- Continue work on other high-priority SIRs & PSRs
- Prepare Deliverable 116.7.5: Production Stabilization Performance Report – June
- Prepare for final CSS (Load Balancer) Testing on 6/13
- Prepare for Disaster Recovery Testing

Major Risks



<i>Risk</i>	<i>On Point</i>	<i>Mitigating Actions</i>	<i>Impact on Cost and/or Schedule</i>	<i>Status</i>
CSS (Load Balancer) Testing	Steve Jarboe, ITA, VDC	Participating in Pre-testing activities including weekly preparatory conference calls		Scheduled to be implemented and tested in Production on 6/13
Disaster Recovery Testing	Barbara Johnson, Steve Jarboe	Reviewing disaster recovery procedures		Testing Scheduled for 7/16

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>
None to report for this period				

Upcoming Events and Key Milestones



DATE	EVENTS AND KEY MILESTONES
6/13/04	Post-Release 2.0 Patch Release: Multiple minor fixes and enhancements are scheduled to go into production per Pre-Release 2.0 agreement
6/13/04	CSS (Load Balancer) Testing: The VDC is implementing the CSS Load Balancer product and requires eZ-Audit as well as other application teams to test it
6/25/04	Deliverable 116.7.5: Production Stabilization Performance Report – June
7/26/04	Disaster Recovery Testing: FSA CIO Security requires this testing



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 May

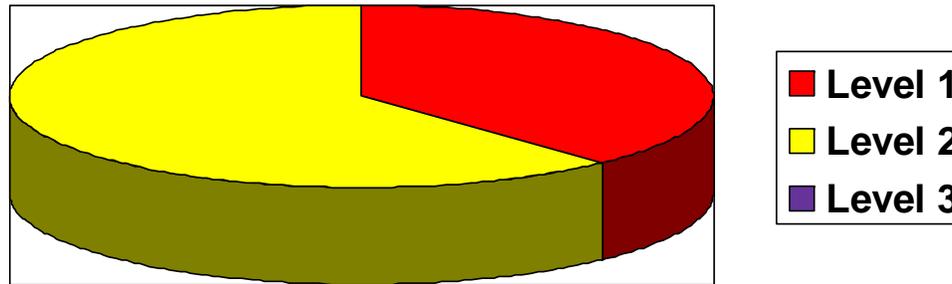
SIRs Logged	21
SIRs Resolved	33
PSRs Logged*	32
PSRs Resolved	15

SIR: System Investigation Report
PSR: Production Support Request

Summary SIR Activity Report

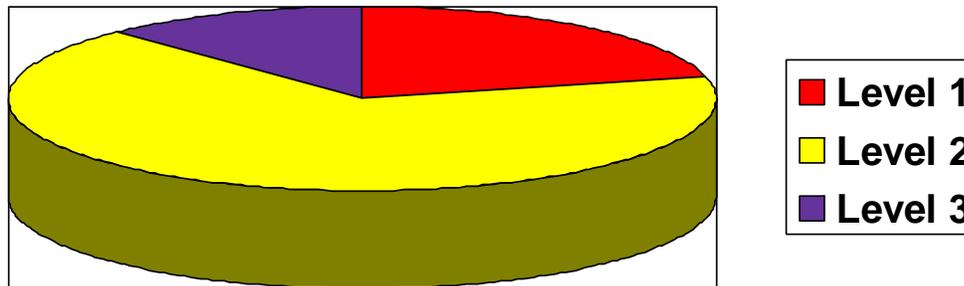


• SIRs Logged in May



** Total of 21 SIRs Logged*

• SIRs Resolved in May



** Total of 33 SIRs Resolved*

Detailed SIR Tracking Report



This table shows the 8 Severity Level 1 SIRs that were resolved in May, including the dates they were logged and resolved:

Severity Level 1 SIRs	Date Logged	Date Resolved*
1353: Non-Profit Schools Unable to Submit (Billion-plus SIR)	5/10	5/14
1366: Reset Ed Users' Passwords after 120 days	4/19	5/10
1459: School group changes in PEPS are not being reflected in eZ-Audit	4/23	5/5
1744: Report 4: Shows duplicate listings for Schools	5/10	5/17
1745: Report 6: Shows duplicate listings for schools	5/10	5/17
1749: Unable to access Non-Profit WS 668.171 for submissions that are screened complete	5/11	5/21
1793: School Group Report (12) is not displaying data	5/24	5/25

****Average Resolution Time: 9 Days***

Detailed SIR Tracking Report (contd.)



This table shows the 3 Severity Level 1 SIRs that remain to be resolved:

Severity Level 1 SIRs	Date Logged	Comments
1811: The "LOC Number" field is not accepting a letter character	5/26	Assigned to Developer
1741: Report 11 Times out	5/7	Assigned to Developer (Workaround Report in Production)
1806: Report 5: "Compliance Audits Summary" Times Out	5/25	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 that were logged this month:

# of SIRs Logged	Resolved*	Remaining	Other**	Average Resolution Time
13	22	6	2	53 days

***9 Severity Level 2 SIRs logged prior to this month were resolved in May**

****2 Severity Level 2 SIRs were rejected**

Remaining Severity Level 2 SIRs* and date logged:

1808: R1.2 Unaudited FS- Compliance Audit appears in QC (5/26)

1708: Central Bible College: Incorrect Total and Consecutive years in Zone (5/17)

1802: Continental School of Beauty: Inconsistent Deficiency Indicator on Submission Summary and Code Findings Page (5/22)

1798: Income Recognition is flag for Revenue Recognition (5/24)

1797: Incorrect queue appears after LPS is accepted (5/24)

1751: Report 1 Closeout Audit: Missing prompts and data columns (5/12)

Detailed SIR Tracking Report (contd.)



This table shows the amount of time required to respond to and resolve all Severity Level 3 SIRs that were logged this month:

# of SIRs Logged	Resolved	Remaining	Other*	Average Resolution Time
0	4	2	1	42 days

****1 Severity Level SIR was rejected**

Remaining Severity Level 3 SIRs and date logged*:

- 990: Profile Page - Error displayed if attempting to save with no first name, last name, or phone number (12/10/03)
- 992: Reset Button not functioning on ACD page (12/10/03)
- 265: Inconsistent time formats appear on the Notes page (1/15/03)

Production Support Request Activity Report



This table reflects activity on the PSRs that were logged this month this month:

# of PSRs Logged	Resolved	Remaining	Other	Average Resolution Time
32	15	17	0	9 days

Remaining PSRs and date logged:

- 1655: Restore Initial data for Cecil Community College's 2003 submission (5/3)
- 1656: Westwood College of Technology: Needs link to submit 2003 Stub (5/3)
- 1657: Submission Summary Page: Switched FS and CA completeness status (5/3)
- 1710: Asher School of Business- Unable to Save DDIF and ACD information (5/7)
- 1743: Asher School of Bus- Unable to save DDIF/ACD information (5/10)
- 1772: Baton Rouge: CA link missing in left Nav (5/13)
- 1776: Cobb Beauty College: Unable to upload file (5/15)
- 1777: Styles & Profiles Beauty College: Incorrect audit closed date on ACD (5/17)
- 1789: Northern Illinois University - Receives inactivity message upon login (5/21)
- 1790: Siena College- Automatically logged out of the system and data was not saved (5/21)
- 1791: Lincoln Technical Institute- Provide user id for re-submit requestor (5/21)
- 1792: Carsten Institute- Change QC determination to complete (5/22)
- 1800: Andrew College: FA has gone to CTL while CA is still in Code Findings (5/25)
- 1804: Culinary Institute Alain: Change FYE for 2003 submission (5/25)
- 1805: Lutheran School of Nursing- Change FYE for 5/31/2003 (5/25)
- 1809: Institution Pre-Vocational: 6/30/2003 PEPS submission not reflected in eZ-Audit (5/26)
- 1810: Remove Schiller University Submission (5/26)

Production Issue Update



All Technical Architecture Issues Resolved with Release 2.0:

- Description: Over previous months issues with the tech arch required manual processing of daily file transfers.
- Status: As part of Release 2.0 all tech arch issues were resolved and improvements were also included. For example, the Interval Data File (which updates changes to School Groups) now runs automatically three times per day, at 6:00am, 12:00pm and 9:00pm. The School file runs once nightly, on an automated basis.

Enhancement Actions and Decisions



Enhancement Tasks

- Some minor enhancements are to be implemented to Production as part of the 6/13 post-Release 2.0 Patch Release