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## **eZ-Audit Deliverable 116.7.6 Peak Cycle Processing Performance Report – July**

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# Overall Status



## *Major Accomplishments (for period)*

- Logged, analyzed, and resolved System Investigation Reports (SIRs), including Severity Level 1 SIRs
  - Resolved 8 Severity Level 1 SIRs
  - Resolved 16 Severity Level 2 SIRs
- Resolved 39 Production Support Requests (PSRs) based on client requests
- Provided regular status updates to Client eZ-Audit Leadership on existing SIRs and PSRs
- Coordinated Sunday Maintenance Window activities with the Virtual Data Center, submitting and managing multiple Enterprise Change Management (ECM) requests
- Participated in VDC Webshphere upgrade planning and testing activities, including weekly conference calls
- Assisted with preparation for Disaster Recovery Testing

## *Upcoming Activities (next period)*

- Continue to maintain priority focus on resolving Severity Level 1 SIRs,
- Prepare and implement weekly bug-fix code implementations
- Continue work on other high-priority SIRs & PSRs
- Prepare Deliverable 116.7.7: Production Stabilization Performance Report – August

# Risks



<i>Risk</i>	<i>On Point</i>	<i>Mitigating Actions</i>	<i>Impact on Cost and/or Schedule</i>	<i>Status</i>
Impact of Software Upgrades on Production Support: - Oracle 9i - WebSphere 5.1	Brian Cannavan	- Upgrade Schedule and Timeline.	Minimal	Open

# 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



<i>DATE</i>	<i>EVENTS AND KEY MILESTONES</i>
<b>8/30/04</b>	<b>Deliverable 116.7.7:</b> Production Stabilization Performance Report – August
<b>9/24/04</b>	<b>Deliverable 116.7.8:</b> Production Stabilization Performance Report – September
<b>9/24/04</b>	End of TO16 Contract



## Appendices

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

# System Availability Report



## Availability for the period is 99.9%

The eZ-Audit site was down for approximately 10 minutes on 6/29/04. An emergency EAR file was deployed which included the fix to SIR1884: Incorrect Composite Score Calculation. This occurred between 9:00pm and 9:15pm (after regular business hours).

\*Availability calculated based on 24 hour days Monday – Sunday (not including the maintenance window) from the period of 6/28 – 7/30

# Summary SIR Activity Report



This table shows a summary of key SIR data from July

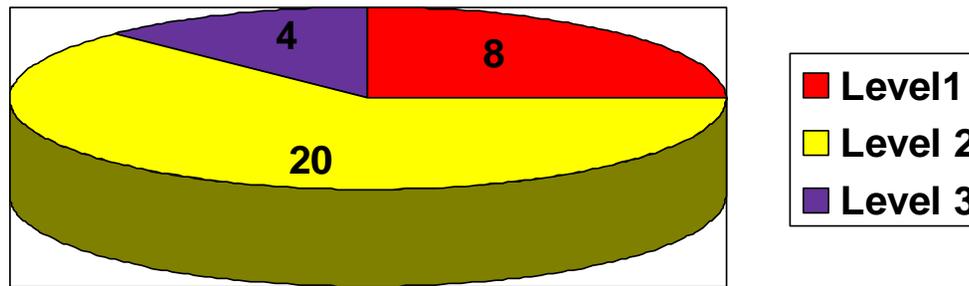
<b>SIRs Logged</b>	32
<b>SIRs Resolved</b>	27
<b>PSRs Logged</b>	45
<b>PSRs Resolved</b>	39

***SIR: System Investigation Report***  
***PSR: Production Support Request***

# Summary SIR Activity Report

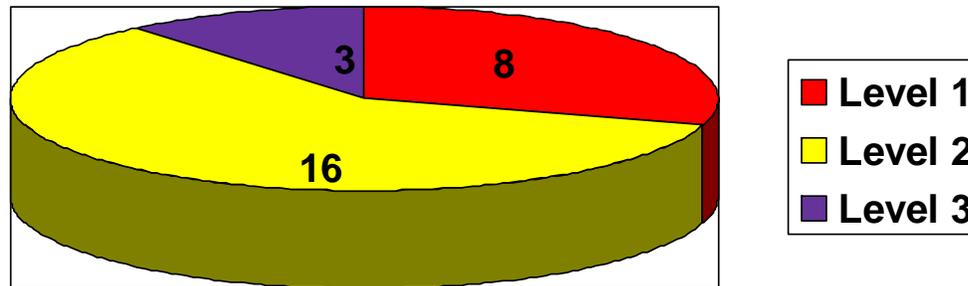


## • SIRs Logged in July



*\* Total of 32 SIRs Logged*

## • SIRs Resolved in July



*\* Total of 27 SIRs Resolved*

# Detailed SIR Tracking Report



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

Severity Level 1 SIRs	Date Logged	Date Resolved*
1891:Statement of Activities: Incorrect Error Messages	6/28	6/28
1914: Compliance Audits: Updated with incorrect ACNs, Reasons Flagged, and Submission Dates	7/07	7/08
1917:Non-Profit R.1.1 Balance Sheet: Incorrect Error Messages	7/07	7/09
1923: Resubmission: Portion QC'd complete goes to archive before submission is re-submitted	7/9	7/9
1926: Blank ACNs for Resubmissions where CA was QC'd complete	7/9	7/9
1941: Manage Auditor: Unable to search and update TIN	7/14	7/15
1948: Error 500 on approving Release 1.1 New Institution or Reinstatement	7/15	7/15
1949: FS/FA Tin is not pre-populated for Submissions	7/15	7/19

***\*Average Resolution Time: 1.5 Days***

- **There are no Severity Level 1 SIRs remaining to be resolved.**

# 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
20	16	2	5	8 days

\*2 Severity Level 2 SIRs logged prior to this month were resolved in July

\*\*5 Severity Level 2 SIRs were rejected

## Remaining Severity Level 2 SIRs and date logged:

1966: School Group submission CA Ques. 4 & 7: Remove wording relating to Question 3 (7/26)

# 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
4	3	1	0	1 day

## Remaining Severity Level 3 SIR and date logged:

1905: Incorrect Overdue Notification for 6/30/04 (6/30)

# Production Support Request Activity Report



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

# of PSRs Logged	Resolved*	Remaining	Other**	Average Resolution Time
45	39	4	4	4.7 days

\*2 PSRs logged prior to this month were resolved in July

\*\*3 PSRs logged this month were rejected, 1 PSR was marked as a duplicate

## Remaining PSRs and date logged:

1906: Douglas MacArthur State Technical: FYE 2003 Link is missing (6/30)

1944: Data Clean-Up for SIR 1936: Re-status submission created by consolidated school group members (7/14)

1950: Data Clean-Up for SIR 1947: Change Types and Remove Unaudited FS and Type 11 Audit Records (7/15)

1965: Iowa Western Community College: Unable to view .pdf file (7/26)

# Production Issue Update



## Issue: Incorrect Score Calculation

**Issue:** eZ-Audit was incorrectly calculating the composite score for Non-Profit submissions received after 5/23/2004. The production team received a SIR (#1884) on 6/25 identifying two submissions where the eZ-Audit composite score differed significantly from an ED user calculated score. The team reviewed the SIR and identified a problem with the composite score calculation code yesterday, 6/28. The issue appears to be the result of a merge between R 1.2 and 2.0 code during R 2.0 development/test.

**Resolution:** The production team resolved the issue with the Non-Profit composite score code on 6/28/04. The fix was migrated to the system test environment and validated. The team used pre 5/23 production data samples to validate the fix.

This fix was implemented on 6/29/04 as a result of an Emergency ECM ticket

## Issue: Compliance Audits: Updated with incorrect ACNs, Reasons Flagged, and Submission Dates

**Issue:** During resolution of a PSR on 7/6/2004, an update to the Production DB inadvertently overwrote all ACNs, Reasons Flagged, and Submission Dates.

**Resolution:** The production support team requested an electronic backup of the affected table (taken at 9pm 7/5/2004). The team then created scripts to restore the affected data and ran them on 7/6/2004.

# Enhancement Actions & Decisions



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

# of Enhancements Logged	Resolved	Remaining	Other*	Deferred	Average Resolution Time
11	2	0	2	7	5 days

\*1 Enhancement Request logged this month was marked as a duplicate, 1 Enhancement was rejected

## Deferred Enhancement Requests and date logged:

1875: 2 Year Submissions- Odd Numbered FYE Submissions should be recognized in eZ-Audit (6/24)

1911: Score Calculation Page: Pre-Screener's name does not appear (7/06)

1952: Search by Submission Reason: User cannot search for Unaudited FS and Initial Annual (Type11) submissions (7/16)

1973: Unaudited Financial Statements in PEPS do not transfer over to eZ-Audit. (7/28)

1974: The name for Unaudited Financial Statements needs to be changed (7/28)

1975: Annual Links should be removed for a school 90 days after they lose eligibility (7/28)

1976: Consolidated Member Schools should have access to submit Closeout and Stub Audit submissions (7/28)