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# **eZ-Audit Deliverable 116.7.7 Production Support Performance Report - August**

**FSA Project Sponsor: Kay Jacks**

**FSA Project Lead: Molly Wyatt / Ti Baker**

**Operations Lead: Brian Cannavan**

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# Overall Status



## *Major Accomplishments (for period)*

- Logged, analyzed, and resolved System Investigation Reports (SIRs), including Severity Level 1 SIRs
  - Resolved 9 Severity Level 1 SIRs
  - Resolved 6 Severity Level 2 SIRs
- Resolved 42 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
- Successfully deployed eZ-Audit Patch Release 2.0.07 on 8/1 and eZ-Audit Patch Release 2.0.08 on 8/15.

## *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 for eZ-Audit Patch Releases 2.0.09 and 2.0.10
- Prepare Deliverable 116.7.8: Production Support Performance Report – September

# 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>8/29/04</b>	eZ-Audit Patch Release 2.0.09
<b>9/12/04</b>	eZ-Audit Patch Release 2.0.10
<b>9/24/04</b>	<b>Deliverable 116.7.8:</b> Production Support 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 100%

\* Availability calculated based on 24 hour days Monday – Sunday (not including the maintenance window) from the period of 7/30 – 8/27

# Summary SIR Activity Report



This table shows a summary of key SIR data from August

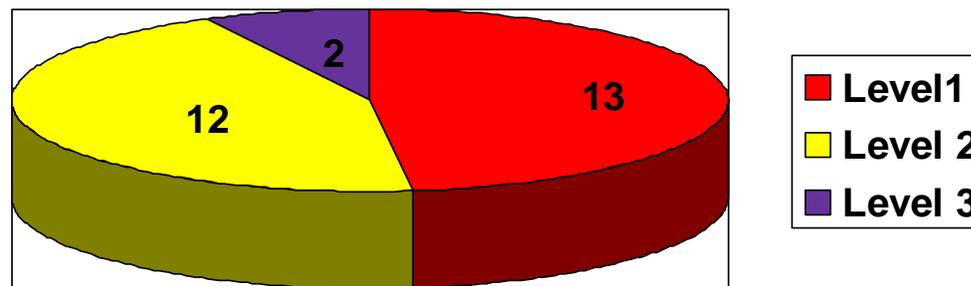
<b>SIRs Logged</b>	27
<b>SIRs Resolved</b>	17
<b>PSRs Logged</b>	49
<b>PSRs Resolved</b>	42

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

# Summary SIR Activity Report

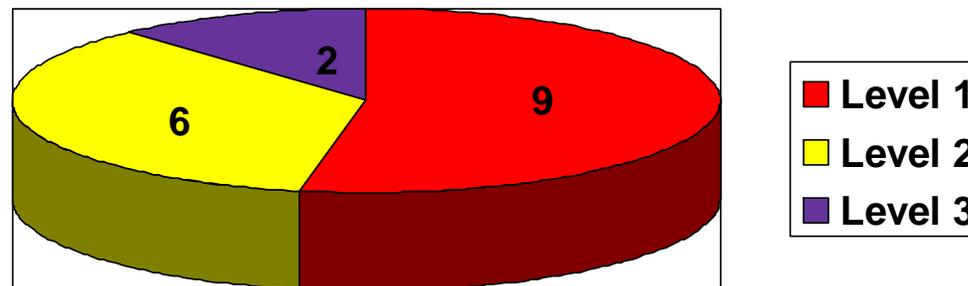


- **SIRs Logged in August**



*\* Total of 27 SIRs Logged*

- **SIRs Resolved in August**



*\* Total of 17 SIRs Resolved*

# Detailed SIR Tracking Report



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

Severity Level 1 SIRs	Date Logged	Date Resolved*
1983: ACN #: Leading zeros not transferring over to PEPS	8/2	8/16
2000: Report 11: No data is displayed	8/04	8/04
2019: PEPS submissions not transferring over to eZ-Audit	8/05	8/06
2024: Acid Test Ratio not calculating for Merger/CIOs	8/5	8/11
2029: School Group Re-submission: Updates to member Checklist Page updates all member submissions	8/06	8/13
2044: MedVance Institute: Re-submit Link for FYE 2002 is not appearing	8/9	8/11
2047: Grant resubmission access to original submission owners/participants only	8/11	8/18
2075: Unable to re-submit Unconsolidated locator FS if CA is QC'd complete	8/20	8/20
2074: User is able to re-submit without saving Checklist and Uploads pages	8/19	8/20

***\*Average Resolution Time: 4.4 Days***

# Detailed SIR Tracking Report (contd.)



This table shows the 2 Severity Level 1 SIRs that remain to be resolved

SIR #	Date Logged	Comments
1981: Audit records created in PEPS due to SIR 1914 (ACN # update)	7/30	Chris Hill has been contacted. Further investigation is being conducted by PEPS.
1994: Inconsistent Audit Submission Information in PEPS and eZ-Audit	8/03	Chris Hill has been contacted. Further investigation is being conducted by PEPS.

**\*2 Severity Level 1 SIRs were rejected**

# 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
12	6	1	6	4.7 days

\*1 Severity Level 2 SIR logged prior to this month were resolved in August

\*\*5 Severity Level 2 SIRs were rejected

\*\*1 Severity Level 2 SIR was marked as a duplicate

## Remaining Severity Level 2 SIRs and date logged:

2014: Incomplete Letter- Submissions marked Complete w/ QC Questions answered "No" (8/26)

\* This SIR was re-opened per CCB Review 8/10.

# 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**
2	2	1	0	15.5 days

\*1 Severity Level 3 SIR logged prior to this month was resolved in August

\*\*Resolution Time for SIR 1905 was 30 days due to CCB Review of SIR

\*\* Resolution Time for SIR 2054 was 1 day.

## Remaining Severity Level 3 SIR and date logged:

2067: Reports: School group number appears instead of school group name (8/18)

# 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
49	42	7	5	4.8 days

\*4 PSRs logged prior to this month was resolved in August

\*\*1 Remaining PSR was logged prior to this month

\*\*\*2 PSRs logged this month were rejected, 2 PSR was marked as a duplicate, 1 PSR was marked for CCB Review

## Remaining PSRs and date logged:

2055: SIR 2029 Data Clean-Up: Update FS Checklist Page data(8/17)

2098: Westwood College Denver North/ DuPage- Provite re-submit Links (8/23)

2063: Re-status New Institutions: List provided (8/18)

1977: Jenny Lea Academy of Cosmetology: Clean up submission "stuck" in QC Holding due to SIR 1923 (7/28)

2080: Dakota Wesleyan University : Re-status stub audit (8/20)

2092: Columbia International University: Restatus New Institution (8/20)

2094: Arthur Angelo School of Cosmetology: Move from ARS Queue to Archive (8/20)

# Production Issue Update



- **None to report for this period**

# 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
18	4	5	4	5	9.5 days

\*For 3 of the remaining Enhancement Requests design sessions need to be conducted

\*\*1 Enhancement Request logged this month was rejected, 3 Enhancements are marked for CCB Review

## Deferred Enhancement Requests and date logged:

1990: "Create Annual Link" is removed for a school going under Merger/CIO (8/2)

1996: Change in FYE is not reflected in submitted Annual submissions (8/3)

2035: Cancel Administrative Stay: User is required to select a reason (8/9)

2040: Automatic Email Notification to CTL when records have been in queue for over a pre-determined time (8/9)

2041: Store User Registration Date (8/9)