

FSA Integration Partner
United States Department of Education
Federal Student Aid



ITA Performance Architecture Transition and Maintenance Goals Report II

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Table of Contents

1	Introduction	3
1.1	ITA Overview	3
1.2	Executive Summary	3
1.3	FSA Applications	4
2	ITA Environments	8
2.1	Production Environment	8
2.2	Development/Testing/Staging Environment	9
3	ITA Product Software	11
3.1	Table of ITA Production Product Software	11
3.2	Table of ITA Pre-Production Product Software	14
3.3	ITA Products	18
4	Infrastructure Updates and Enhancements	19
4.1	Updates and Enhancements Matrix	19
4.2	Production Updates and Enhancements Log	20
4.3	Pre-Production Updates and Enhancements Log	22
4.4	Outstanding Issues	24
5	Reusable Common Services (RCS)	26
6	Maintenance Services	27
6.1	Availability	27
6.2	Pager Support	27
7	Performance Tests	28
8	Transition Activities	30



APPENDIX A - ITA ENVIRONMENT DIAGRAMS
APPENDIX B - ITA ORGANIZATIONAL CHART
APPENDIX C - STATISTICAL SUMMARY OF ITA ISSUE TROUBLESHOOTING



1 Introduction

1.1 ITA Overview

The Integrated Technical Architecture (ITA) provides a standardized, reusable infrastructure for enabling business capabilities within the FSA application community. The long-term vision of the ITA is to provide an integrated, enterprise-wide technical architecture that will enable FSA to reduce the number of custom-built applications that are difficult and costly to update and maintain.

1.2 Executive Summary

The ITA Performance Architecture Transition and Maintenance Goals Report II (March 15, 2004) documents the architecture maintenance services provided by the ITA team between February 15, 2004 and March 15, 2004. These maintenance services were provided to FSA applications using ITA product software and Reusable Common Services hosted in the ITA production, development, testing, and staging environments. The following is a brief overview of the contents of each section of this report:

Section 1 Introduction:

- Provides an overview of the contents of this report.
- Describes FSA applications maintained in the ITA environments and identifies the ITA products being maintained.

Section 2 ITA Environments:

- Describes the ITA environments (production, development, testing, staging) and includes detailed diagrams of the environments.

Section 3 ITA Product Software:

- Includes a table of the servers and applications that incorporate the ITA product software.
- Provides a summary of ITA product software.

Section 4 Infrastructure Updates and Enhancements:

- Provides an overview of the updates and enhancements section of this document.
- Summarizes the updates and enhancements that were performed between February 15, 2004 and March 15, 2004

Section 5 Reusable Common Services (RCSs)

- Summarizes the changes to any RCS's hosted in the ITA architecture.

Section 6 Maintenance Services

- Summarizes ITA availability for maintenance services.
- Provides a brief summary of pages and calls, and includes the total number of incidents.



Section 7 Performance Tests

- Summarizes and provides status of the performance tests performed by ITA between February 15, 2004 and March 15, 2004.

Section 8 Transition

- Summarizes and provides status of the transition effort performed by the current ITA team to the new ITA team between February 15, 2004 and March 15, 2004

1.3 FSA Applications

This section provides an overview of FSA applications hosted in the ITA environments. The ITA team provides the following maintenance services to these applications:

- Environment maintenance.
- Upgrades and patches as needed.
- Change request processing.

1.3.1 Credit Management Data Mart (CM Data Mart)

The CM Data Mart initiative provides reporting & data warehousing through Informatica.

CM Data Mart receives ITA support for the Informatica product.

1.3.2 eCampus Based

The intent of the project is to modernize the existing CB application architecture; migrating from the current platform (COBOL, IBM Mainframe, VSAM data store) to a relational database platform (Oracle), developing a web-based user interface (WebSphere), along with additional software functionality enhancements. This modernized solution is named eCB (electronic Campus Based). The main objective of the modernization effort is to offer institutions and CB staff an integrated and intuitive solution that increases access to information and self-service capabilities supporting FSA's strategic goals.

The eCampus Based application receives support for WebSphere Application Server, IBM HTTP Server, and Network Dispatcher.

1.3.3 EExpress Basics

The EExpress Basics is an online CBT (Computer Based Training) course for FSA customers. A portion of the training returns user feedback to a servlet within the ITA environment

The EExpress Basics application receives support for WebSphere Application Server, IBM HTTP Server, and Network Dispatcher.

1.3.4 eZ-Audit

eZ-Audit is an online submission tool for financial statements and compliance audits for schools with Title IV eligibility. Once the submissions are received, eZ-Audit also provides case tools for FSA to track and screen submission.



ITA provides WebSphere Application Server and IBM HTTP Server product support to the Ez-Audit application.

1.3.5 Free Application for Federal Student Aid on the Web (FAFSA on the Web)

The FAFSA on the Web application is used by college students and schools to submit financial aid applications to FSA via the Internet.

ITA provides FAFSA on the Web with support for Autonomy, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher.

1.3.6 FAFSA on the Web Demo Site

The FAFSA on the Web application is used by college students and schools to submit financial aid applications to FSA via the Internet. The demo site provides an interface to train and showcase the functionality of the full FAFSA production site listed in 1.3.5.

ITA provides FAFSA on the Web Demo Site with support for Autonomy, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher.

1.3.7 Financial Partners Data Mart (FP Data Mart)

The FP Data Mart initiative provides initial Risk Management, Customer Relationship Management, Compliance Management, and Portfolio Management functionality related to the thirty-six Guaranty Agencies and the approximately four thousand lenders.

FP Data Mart receives ITA support for the Informatica product.

1.3.8 FSA Computer-Based Orientation to Aid Concepts and How-to's (FSA COACH)

FSA COACH is a comprehensive introductory course on school requirements for administering post-secondary student financial aid programs.

ITA provides Network Dispatcher and IBM HTTP Server product support to the FSA COACH application.

1.3.9 FSANet

FSANet is an internal portal for FSA employees. It provides general information about FSA, FSA Channels, and the Department of Education. The portal also houses information about FSA standards.

ITA provides Autonomy, Interwoven, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher product support to the FSANet Application.

1.3.10 Information for Financial Aid Professionals (IFAP)

The IFAP website is an electronic library for financial aid professionals containing publications, regulations, and guidance regarding the administration of Title IV Federal Student Aid Programs.



IFAP receives ITA support for Autonomy, Interwoven, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher.

1.3.11 Lender Reporting System (LaRS)

LaRS is part of the Financial Management System phase IV project. LaRS is an Oracle Financials based application that improves the reliability of lender billing data through a redesigned loan payment process.

ITA provides Network Dispatcher product support to the LaRS application.

1.3.12 Ombudsman Redesign

The Ombudsman website contains information and resources about FSA Ombudsman. The site contains searchable content and links to quickly retrieve information.

ITA provides Autonomy, Interwoven, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher product support.

1.3.13 PIN Site

The PIN Site provides authentication for multiple applications within FSA.

ITA provides Autonomy, Interwoven, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher product support.

1.3.14 Program Guidance

The Program Guidance application provides a central location for resources needed by the Program Development Division within FSA. The application provides documents and profiles to identify relevant information quickly for members of this division.

ITA provides Autonomy, Interwoven, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher product support.

1.3.15 Schools Portal

The Schools Portal is a homepage for school-specific information with links, headlines, and calendar functions frequented by the schools. The site is customizable and can store bookmarks.

ITA provides Autonomy, Interwoven, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher product support.

1.3.16 Students.gov

Students.gov provides a categorized directory of links of interest for students searching for government resources.

ITA provides WebSphere Application Server, IBM HTTP Server, and Network Dispatcher product support.



1.3.17 Students & Financial Partners Portal

Portals were developed for the Students and Financial Partners channels to provide a central location for information needed by students and financial partners.

ITA provides Autonomy, Interwoven, WebSphere Application Server, IBM HTTP Server, and Network Dispatcher product support.

1.3.18 XML Registry and Repository

The FSA XML Registry and Repository provides a central access point for FSA's XML Core Components, XML Schemas, and supporting documentation. The XML Registry and Repository provides FSA with a common set of enterprise data definitions that can be used to exchange data between FSA's systems. Users can access the Registry and Repository to search, view, upload, and download the XML Core Component definitions and documentation.

ITA provides WebSphere Application Server and IBM HTTP Server product support.

1.3.19 Table of FSA Application Release Numbers

The table below presents the release numbers of the FSA applications supported by the ITA team:

Application	Current Release Number
CM Data Mart	-
eCampus Based	3.0
EDEExpress Basics	-
eZ-Audit	1.2
FAFSA on the Web	8.0
FAFSA on the Web Demo Site	8.0
FP DataMart	2.0
FSA Coach	1.0
FSANet	2.0
IFAP	2.0
LaRS	4.11
Ombudsman	-
PIN Site	-
Program Guidance	1.0
Schools Portal	2.0
Students.gov	2.0
Students Portal	2.0
Financial Partners Portal	2.0
XML Registry and Repository	1.0



2 ITA Environments

2.1 Production Environment

The ITA team provides Tier II support in maintaining and monitoring the production environments. Below are the Logical Diagrams of the servers maintained in the ITA Production environments. Additional diagrams can be found in Appendix A.

FSA ITA Release Production Environment Logical Diagrams As of 03/15/20



FSA ITA Release 4 FAFSA Production Physical Diagram

2.2 Development/Testing/Staging Environment

The ITA team hosts and maintains the pre-production environments consisting of the development, test, and staging environments. In the development environment, the application teams develop components that will be used in various applications. These components are then tested for functionality in the testing environment. The final area of pre-production, staging, offers the opportunity to prepare the components before their migration to the production environment.

2.2.1 Pre-production Environment Diagram

Below is the Logical Diagram of the servers maintained in the ITA pre-production environments. Additional diagrams can be found in Appendix A.



FSA ITA Release Development/Te Logical Diagram As of 03/15/2004



3 ITA Product Software

Another key objective of ITA Architecture Maintenance Services is to provide product software maintenance. This section provides the details of the ITA product software.

3.1 Table of ITA Production Product Software

The table below presents the version(s) of the software products installed in the ITA production environment:

Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
IBM HTTP Server (IHS)	SU35E10	Solaris 2.8	Prod	v1.3.12	eCampus Based EDEXpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	RP5470-3
	SU35E12	Solaris 2.8	Prod	v1.3.12	eCampus Based EDEXpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	RP5470-5
	HPN13	HP-UX 11i	Prod	v1.3.26	FAFSA FAFSA Demo Site PIN Site	HPN13
	HPN14	HP-UX 11i	Prod	v1.3.26	FAFSA FAFSA Demo Site PIN Site	HPN14
	HPN6	HP-UX 11i	Prod	v1.3.26	PIN Site	
	rp7410-1	HP-UX 11i	Prod	v1.3.26	FAFSA FAFSA Demo Site	rp7410-1



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
WebSphere Application Server (WAS)	SU35E9	Solaris 2.8	Prod	v3.5.5	eCampus Based EDEExpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	RP5470-8
	SU35E13	Solaris 2.8	Prod	v3.5.5	eCampus Based EDEExpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	RP5470-9
	HPN4	HP-UX 11i	Prod	v5.0.1	FAFSA FAFSA Demo Site	HPN4
	HPN7	HP-UX 11i	Prod	v5.0.1	PIN Site	HPN7
	HPN15	HP-UX 11i	Prod	v5.0.1	FAFSA FAFSA Demo Site PIN Site	HPN15
	HPN16	HP-UX 11i	Prod	v5.0.1	FAFSA FAFSA Demo Site PIN Site	HPN16
Autonomy	SU35E7	Solaris 2.8	Prod	v3.1.13.2	FAFSA FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal FP Portal	n/a



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
	SU35E15	Solaris 2.8	Prod	v3.1.13.2	FAFSA FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal FP Portal	n/a
eNetwork Dispatcher (eND)	SU22E4	Solaris 2.8	Prod	v4.0.2.25	eCampus Based EExpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	Cisco CSS
	SU22E3	Solaris 2.8	Prod	v4.0.2.25	eCampus Based EExpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	Cisco CSS
Microstrategy	SFANT002 SFANT003 SFANT004	NT 4.0	Prod	7.2.3	CM FP Data Mart eCampus-Based	N/A



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
Interwoven	SU35E1	Solaris 2.8	Prod	v5.0.1	eCampus Based EExpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	fsasvsmrd 8
	SU35E16	Solaris 2.8	Prod	V5.5.2	eCampus Based EExpress Basics eZ-Audit FSA Coach FSANet IFAP Ombudsman Program Guidance Schools Portal Students.gov Students Portal FP Portal	fsasvsmrd 9

3.2 Table of ITA Pre-Production Product Software

The table below presents details of the product software installed in the ITA pre-production environments.

Note: Some of the hardware refresh servers are not currently in use, but have been included in this table to display the refresh work that is taking place.

Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
IBM HTTP Server (IHS)	HPL3	HP-UX 11i	Dev Test ITA Stage	v1.3.26	FAFSA FAFSA Demo PIN	TBD



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
	SU35E2	Sun Solaris 2.8	Dev Test ITA Stage	v1.3.12 v1.3.26	eCampus-Based ED Express Basics Exit Counseling FAFSA Demo FP Portal FSA Coach FSANet IFAP Ombudsman Ombudsman Redesign Program Guidance FSA Coach Students Portal Schools Portal Students.gov	RP5470-2
	RP5470-2	HP-UX 11i	Dev Test ITA Stage	1.3.26	eCampus-Based FP Portal FSA Coach FSANet IFAP Ombudsman Ombudsman Redesign Program Guidance FSA Coach Students Portal Schools Portal Students.gov XML Registry	N/A
	RP7410-2	HP-UX 11i	FAFSA Perf	1.3.26	FAFSA FAFSA Demo PIN	N/A
	RP7410-4	HP-UX 11i	FAFSA Perf	1.3.26	FAFSA FAFSA Demo PIN	N/A
	RP5470-4	HP-UX 11i	ITA Perf	1.3.26	Currently no applications.	N/A
WebSphere Application Server (WAS)	HPA2	HP-UX 11i	Dev Test ITA Stage	3.5.6 5.0.1 (co-existing versions)	FAFSA FAFSA Demo PIN	TBD



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
	SU35E5	Sun Solaris 2.8	Dev Test ITA Stage	3.5.5 5.0.1 (co-existing versions)	eCampus-Based ED Express Basics Exit Counseling FAFSA Demo FP Portal FSANet IFAP Ombudsman Redesign Program Guidance FSA Coach Students Portal Schools Portal Students.gov	RP5470-6
	RP5470-6	HP-UX 11i	Dev Test ITA Stage	5.0.1	eCampus-Based FP Portal FSANet Ombudsman Redesign Program Guidance FSA Coach Students Portal Students.gov XML Registry	N/A
	RP7410-3	HP-UX 11i	FAFSA Perf	5.0.1	FAFSA FAFSA Demo PIN	N/A
	HPN8	HP-UX 11i	FAFSA Perf	5.0.1	FAFSA FAFSA Demo PIN	N/A
	RP5470-7	HP-UX 11i	ITA Perf	5.0.1	Currently no applications.	N/A
	SU22E20	Sun Solaris 2.8	FAFSA Perf ITA Perf	5.0.1 (WAS Deployment Manager)	N/A	TBD
	SU22E24	Sun Solaris 2.8	FAFSA Perf ITA Perf	5.0.1 (WAS Deployment Manager)	N/A	TBD
Autonomy	SU35E2	Sun Solaris 2.8	Dev Test ITA Stage	AXE - 4.3.3.34069 Auto Indexer - 2.5.12.111 HTTP Fetch	FAFSA FP Portal FSANet IFAP Ombudsman Program Guidance	RP5470-2



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
				- 2.2.4.88	Schools Portal Students Portal	
	RP5470-2	HP-UX 11i	Dev Test ITA Stage	As of 12/15/03, CSC is researching the HP equivalent version.	FAFSA FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	N/A
eNetwork Dispatcher	SU22E20	HP-UX 11i	ITA Perf	4.0.2.25	FAFSA FAFSA Demo PIN Portals	Cisco CSS
	SU22E24	HP-UX 11i	ITA Perf	4.0.2.25	FAFSA FAFSA Demo PIN Portals	Cisco CSS
Interwoven	SU35E1	Sun Solaris 2.8	Dev Test ITA Stage	TeamSite - 5.0.1 OpenDeploy - 5.0.1 DataDeploy - 4.5	FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	Fsasvs- mrd8 Fsasvs- mrd9
	Fsasvs- mrd8	Sun Solaris 2.8	Dev Test ITA Stage	TeamSite - 5.5.2 OpenDeploy - 5.6 DataDeploy - 5.6	FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	N/A
	Fsasvs- mrd9	Sun Solaris 2.8	Dev Test ITA Stage	TeamSite - 5.5.2 OpenDeploy - 5.6 DataDeploy - 5.6	FP Portal FSANet IFAP Ombudsman Program Guidance Schools Portal Students Portal	N/A
Microstrategy	SFANT0 01	NT 4.0	Dev Test	7.2.3	CM FP Data Mart eCampus-Based	N/A
Informatica	SU35E5	Sun Solaris 2.8	Dev Test	5.1.2	CM FP Data Mart eCampus-Based	RP5470-6
	RP5470-6	HP-UX 11i	Dev	5.1.2	CM	N/A



Software	Server Name	O/S	Env	Current Version	Applications	Post Refresh
			Test		FP Data Mart eCampus-Based	

3.3 ITA Products

3.3.1 IBM HTTP Server (IHS)

IBM's web serving offering is based upon the Apache web server. The implementation that IBM has custom tailored allows for tight integration into the IBM WebSphere applications and other IBM products. It allows for the serving of multiple web documents, while providing necessary application interaction.

3.3.2 IBM WebSphere Application Server (WAS)

The IBM WebSphere Application Server manages, deploys, programs, and integrates development like IBM's WebSphere. It makes use of Java technology compatibility for most web application offerings. One of its most useful features is that it is a highly configurable solution for a small offering or a large enterprise. It is the middleware between the HTTP servers and the databases.

3.3.3 Autonomy

Through the use of Autonomy the entire Internet offering is easily parsed into a searchable resource. Users can seamlessly search for content throughout enterprise offered information. It does this through its connectors that combine varying forms of resources (databases, HTML pages, e-mails, etc.) into one easily accessible resource.

3.3.4 Network Dispatcher

This IBM product is an integrated portion of the IBM Edge Server. Network Dispatcher provides load balancing. It administers the resource balancing between clusters of web servers and application servers. It is one of many components within the ITA network architecture that allows for high availability.

3.3.5 Interwoven TeamSite

As a product of the Interwoven Platform, TeamSite enables content contribution, collaboration, and management across the enterprise. It provides the necessary components to streamline business processes, integrate currently used productivity tools, and accelerate all eBusiness initiatives.

3.3.6 Microstrategy

This product provides reporting, analysis, and information delivery capabilities.

3.3.7 Informatica

Informatica is a mainframe data tool that converts mainframe data for Oracle so reports can be generated by MicroStrategy.



4 Infrastructure Updates and Enhancements

4.1 Updates and Enhancements Matrix

The updates and enhancements log included in Section 4.2 of this document provide detailed information for production, development, testing, and staging environment issues addressed with updates or enhancements between February 15, 2003 and March 15, 2004. The matrix is organized chronologically by application name.

This matrix consists of the following categories:

- **Date Opened:** Provides the date the issue was opened.
- **Application:** Denotes the name of the application.
- **Description:** Offers a description of the issue.
- **Environment:** Lists the environment(s) in which the issue occurred (Production, Development, Test, Staging, Performance).
- **Resolution:** Summarizes steps taken by the ITA team to resolve an issue.
- **Priority:** Provides the issue's level of priority ranging.
- **Issue Status:** Indicates the issue's status (open, closed).
- **Issue Resolution/Target Date:** Provides the issue's resolution date or target date.
- **Approximate Time Spent:** The number of hours spent resolving the issue.



4.2 Production Updates and Enhancements Log

Date Opened	Project	Description	Resolution	Priority	State	Issue Resolution/ Target Date	Approx. Time Spent (hours)
2004-02-19	Students Portal	Request to run Autonomy Autoindexer to cache the Student Aid on the Web in html pages for site map analysis.	Site has been indexed. The result idx file was sent on Feb. 24th, 2004.	Normal	Closed	3/9/2004	6.0
2004-03-01	eCampus Based	This request is to update tnsnames.ora so that we will be able connect to 'cbs' database from new HP production servers rp5470-8 and rp5470-9.	tnsnames.ora updated, now waiting for thulasi to test	High	Closed	3/2/2004	1.0
2004-03-02	Students Portal	OpenDeploy deployment failure.	Duplicate jobs were executed on server. OpenDeploy was restarted to clear out duplicate jobs. User was able to successfully deploy content to production.	High	Closed	3/2/2004	2.0
2004-03-02	IFAP	OpenDeploy deployment failure.	OpenDeploy starts to work after resolving another deployment issue.	High	Fixed Indirectly	3/2/2004	0.5



2004-03-03	Students Portal	I am getting a deployment failure when I try to deploy an edition from this folder. I need to the index.jsp from this folder touched.	Clear opendeploy job and restart OD	High	Duplicate	3/2/2004	1.0
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4.3 Pre-Production Updates and Enhancements Log

Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/Target Date	Approx. Time Spent (hours)
2004-03-08	Students Portal	Dev/Test	The test sites for Students, Schools and IFAP portals are down.	Fixed	High	Resolved	2004-03-09	2.0
2004-02-19	eZ-Audit	Dev.	The test environment for eZAudit's Production Support is currently down.	Fixed	High	Resolved	2004-03-20	8.0
2004-03-04	FAFSA	Dev.	Change FAFSA/PIN URLs in pre-production environments	Enhancement Request	Normal	Resolved	2004-03-09	4.0
2004-03-01	eZ-Audit	Dev/Test	Please create 1 new development environment and 2 new test environments.	Fixed	High	Resolved	2004-03-03	11.0
2004-02-23	ITA	Other	Add indoxl to requested groups for Interwoven access.	Fixed	Normal	Resolved	2004-02-23	0.1



2004-03-05	IFAP	Other	Create a new folder deployment option named "DefaultManagement" under ifap branch.	Enhancement Request	Normal	Resolved	2004-03-08	0.5
2004-03-03	IFAP	Other	Per customer requests, please advise why the many files under HTMLDocs were missing and why the HTMLDocs permission was modified	Fixed	High	Resolved	2004-03-09	3.0
2004-03-09	Students Portal	Test	DEV and TEST sites are down for the following protals: Students/FP/IFAP	Fixed	High	Resolved	2004-03-09	1.0



4.4 Outstanding Issues

Date Opened	Project	Env	Description	Resolution	Priority	State	Issue Resolution/Target Date	Approx. Time Spent (hours)
2004-02-27	IFAP	Other	Please look at the ITA00000598 for reference. Reopen this request.	The PPS team is working to resolve this issue.	High	Assigned		
2004-03-04	XML Registry	Stage	The staging environment for the XML Registry gets an Internal Server Error the first time it makes a hit to the database.	The PPS team is working to resolve this issue.	Normal	Assigned		
2004-03-09	FAFSA	Test	Need a new IHS ID/Password for the test fafsa site to be used for training at the end of March.	The PPS team is working to resolve this issue.	Normal	Assigned		



Total Prod. Issues								Total Prod. Hours
5								10.5

Total Pre-Prod. Issues								Total Pre-Prod. Hours
8								29.6



5 Reusable Common Services (RCS)

The RCS provides common technical and business services that are required for virtually every web-based application within FSA. These services can be built once and reused across all the applications. ITA Release 4.0 is maintaining the existing RCS library. The following list details updates and information regarding the RCS components maintained in Release 4.0:

- Updated the RCS Jar files in the FAFSA production environment with the latest RCS Jars.
- The RCS Framework now consists of the following jar files:

StartupRcs.jar
rcs.email.5.0.jar
rcs.exception.5.0.jar
rcs.logging.5.0.jar
rcs.persistence.5.0.jar
rcs.search.5.0.jar

- In addition, the RCS jar files utilize the following third party Jar files:

commons-httpclient-2.0-beta1.jar
commons-logging-api.jar
commons-logging.jar
jakarta-oro-2.0.5.jar
protomatter-1.1.8.jar



6 Maintenance Services

6.1 Availability

The ITA team offers continuous secondary production support (tier two) to CSC in their maintenance escalation process of resolving production issues. ITA provides support twenty-four hours a day, seven days a week. This level of support helps ITA ensure a high level of service as outlined in the Service Level Agreements (SLAs) with each application team. The schedules & team used to provide this support are detailed in Appendix B & C.

Target Availability: 100% (24/7 production support)

Actual Availability: The IT Services Report is published on a daily basis. Actual Availability is detailed in these individual reports. However, there is no comprehensive report with numbers on Availability for multiple weeks. The details of these reports can be obtained as issued by Ernest Sheffield at Lin.Sheffield@ed.gov.

6.2 Pager Support

PPS assumed pager support starting February 15, 2004. The ITA team has escalation procedures to ensure that support for production issues is readily available. Additionally, the ITA team has been participating in weekly production issue status calls. The incidents (production issues) that have been captured thus far include those that are logged in the change request tool that are described in Section 4.2. An additional table of historical data is provided in Appendix D.



7 Performance Tests

The ITA team installed and configured JProbe Suite 5.0.1 in the performance test environment. Upon completion of the configuration, ITA proceeded to profile some of the FAFSA business processes that were tested during performance test. The results for fill-out a FAFSA application and Renewal business processes were submitted to FSA and other contractors. For each business process, JProbe Profiler was utilized to analyze the heap usage and code efficiency. The business processes that were analyzed reported similar results in heap usage which displayed the behavior of an increasing growth graph. In response to the findings of the report, Pearson opened a CM to improve some of their code.

The ITA team performed the following Performance Tests on the FAFSA on the Web application during the February 15, 2004 – March 15, 2004 time period:

Date	Test Performed	Results
3/8, 3/9	Multiple performance tests with small load to test the LoadRunner UNIX system resources.	Monitors were unsuccessful in connecting to the servers due to a networking/firewall issue.
3/10	A test to determine effectiveness of PMI patch. PMI patch is related to heap usage problem, regarding differences in heap usage between performance test and production environments.	Test ended before completion due to resource constraint with CPU utilization of the mainframe.



Date	Test Performed	Results
3/11	Two tests to continue probe of PMI patch and to enable PrintTenuring distributing. The first test enabled the JVMPi interface to the JVM and allowed PMI to report on the number of objects created and freed, objects created. The second test enabled the PrintTenuring distribution to monitor the amount of memory consumed and the suggested tenuring rate.	Test with PMI patch takes continuous type 1 garbage collection. PrintTenuring test provided a suggested tenuring rate.



8 Transition Activities

The ITA team performed the following transition activities during the February 15, 2003 – March 15, 2004 time period:

Date	Transition Activities	From	To
2/16/2004	-Google XSLT overview, including customizations for Program Guidance application -Google XML results overview, including meta tag field queries -PPS has taken over contacting Interwoven support for issue resolution -Provided PPS with Google support information	Rupal Mehta, Michael Spiegel	Bob Wehrle, Andy Jea, Chi-Yen Yang
2/17/2004	Weekly Transition Status Meeting: Discussed progress to date	Roshani Bhatt, Matt Portolese	Tim Gonzalez
2/19/2004	-PPS successfully converted several editions from TeamSite 5.0.1 to TeamSite 5.5.2 -PPS successfully migrated several userids from TeamSite 5.0.1 to TeamSite 5.5.2 -PPS successfully ran TeamSite diagnostic tool to generate XML output to send to TeamSite support Confirmed questions about servers where Autonomy is installed in development	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-Yen Yang
2/20/2004	-Discussed Autoindexer configuration file with PPS -Provided pre-compiled list of sudo commands for Autonomy	Rupal Mehta	Chi-Yen Yang
2/23/2004	-PPS requested the attendance of Accenture personnel to provide root access while troubleshooting the current issue with one of the TeamSite upgrade servers. Interwoven support was unsuccessful in determining the cause of this failure.	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-Yen Yang
2/24/2004	Weekly Transition Status Meeting: Discussed progress to date	Roshani Bhatt, Matt Portolese	Tim Gonzalez
2/24/2004	-Discussed HTTPFetch with PPS and restarted process	Rupal Mehta	Chi-Yen Yang
2/25/2004	-Explained RCS packaging to Chi-Yen Yang -Discussed procedure for configuration changes to DataDeploy during Oracle Migration. Also explained that Students and FP Portal workflows contain DataDeploy configurations that will need to be updated by the operations teams. -Walked through a DataDeploy log to determine where Oracle connection information can be found in the event of a processing error after the migration. -Oversaw IW userid migration to new server fsasvsmrd09, assisted with troubleshooting the existence of errant user ids	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-Yen Yang, Vanitha Jayanamn



	<p>-Explained how the ITA team uses ClearQuest to Vanitha Jayanamn. Provided contact information for Leslie Willoughby, who should be able to help Vanitha get an ID on the system.</p> <p>-Recommended that PPS ask IW support contact to escalate current issue with fsasvsmrd08 to second tier support if the recommended solution is to re-install TeamSite. Re-installation would not be a plausible solution should the issue once the new IW servers go live.</p>		
2/26/2004	<p>-Discussed configuration files for two IW deployment scripts</p> <p>-Provided PPS with latest exported Google Configuration</p>	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-Yen Yang
3/1/2004	-Provided all documentation relating to ongoing - ClearQuest email notification issue	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-Yen Yang
3/2/2004	Weekly Transition Status Meeting: Discussed transition procedures, meetings, overview of transition and progress to date	Roshani Bhatt, Matt Portolese	Tim Gonzalez, Bob Wehrle
3/2/2004	-Showed PPS where sudo file is located on web server	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-Yen Yang
3/4/2004	-Discussed directory structure naming conventions on old and new Autonomy servers to PPS, which are documented in Autonomy configuration document	Rupal Mehta	Chi-Yen Yang
3/8/2004	<p>-Showed PPS where email scripts are located for deployment email notification</p> <p>-Walked PPS through ClearQuest and ClearCase procedures for CM and RCS version control</p> <p>-Walked through functionality of ITA Google script again with PPS</p> <p>-Indicated to PPS that DNS server for new Google box may be the cause for new appliance's inability to index websites.</p>	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-yen Yang, Jim Windhausen
3/9/2004	Weekly Transition Status Meeting: Discussed transition procedures, meetings, overview of transition and progress to date	Roshani Bhatt, Matt Portolese	Tim Gonzalez, Bob Wehrle
3/10/2004	-Discussed Interwoven content conversion troubleshooting	Rupal Mehta	Chi-Yen Yang
3/11/2004	<p>-Discussed OpenDeploy upgrade strategy</p> <p>-Discussed use of sub branches for versioning developers code from dev to test environments</p>	Rupal Mehta, Michael Spiegel	Andy Jea, Chi-Yen Yang
3/13/2004	<p>-Discussed Google architecture in light of discovery of only one NIC card in GB-5005 appliance</p> <p>-Demonstrated use of multiple collections in GB-5005</p>	Rupal Mehta	Chi-Yen Yang
3/15/2004	Final Transition Status Meeting	Roshani Bhatt, Matt Portolese	PPS, FSA



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