



Change History Log:

May 9, 2003

In Response Reply to: 03EDU0128

Department of Education
 Federal Student Aid
 Steve Allison
 Contracting Officer's Representative

Subject: Contract # ED-99-DO-0002
 Task Order # 117 EAI Core Release 4.0
 Deliverable 117.1.2b EAI Production Architecture Performance Report II

Dear Mr. Allison:

Enclosed is the revised EAI Production Architecture Performance Report II that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

ACCENTURE LLP

| 117.1.2b EAI Production Architecture Performance Report II | | | | | |
|--|---------|--------|-----------|-----------------|---|
| Suggested Changes/Comments | Page | Author | Date | Change Made Y/N | Comment |
| In section 2.1.1 Calculation, statement is made: "The calculation is a follows:" Change "a" to "as". | Page 4 | IV&V | 5/07/2003 | Y | Section 2.1.1 Update made. |
| In section 3 Support Summary, chart has an event support count of 141 for Pages for Jan 03. Appendix B, for the Summary tab, has a similar chart but the same count is shown as 128 for Pages for Jan 03. Appendix C, for the Summary tab, has a count of 141 Pages for Jan 03. This same value also appears in Appendices D & E It appears that the Jan 03 count of 128 for Pages is incorrect in Appendix B: EAI Operations Metrics - January 2003. | Page 10 | IV&V | 5/07/2003 | Y | Section 3 Support Summary Updated Appendices C,D, E, and Section 3.1 to reflect correct value of 128. |
| In section 2.2 Major Production Events, tables are presented of | Page 6 | IV&V | 5/07/2003 | Y | Section 2.2 |



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|---|---------|--------|-----------|-----------------|--|
| <p>EAI Related Events and Non EAI Related Events respectively. Both tables appear to have multiple occurrences of the same problems on different dates (e.g., MQSeries on SU35E5 hung). There is no indication that reoccurring problems are recognized, that their cause(s) have been identified, or that actions have been taken to minimize their reoccurrence.</p> <p>Discuss the reoccurrence of the same problems on different dates and how such situations are being addressed.</p> | | | | | <p>Updated to section providing more information regarding the recurring error.</p> |
| <p>In section 2.2 Major Production Events, tables are presented of EAI Related Events and Non EAI Related Events, respectively. In the tables, Total Outage Hours are tabulated to be 6.8 hours for EAI Related Events and 20.16 hours for Non EAI Related Events. The 6.8 hours is used in Appendix F: EAI Architecture Availability Summary, but a value of 20.16 hours for Other Outages (hours) was not found.</p> <p>Explain the relationship of the value for Other Outage (Hours) in Appendix F and hours tabulated in section 2.2 for Non EAI Related Events.</p> | Page 6 | IV&V | 5/07/2003 | Y | <p>Section 2.2</p> <p>The section has been updated explaining the relationship between the tables and Appendix F. Addition explanation was added to detail the Non-EAI related outage hours.</p> |
| <p>In section 3.2 Bad Data File Transfer Issues and in section 3.3 Adhoc Requests, statement is made:</p> <p>“In the above table, EAI Operations Support Totals, ... “</p> <p>Statement is a little misleading because last table is not being referenced, reference is for a diagram that appears in section</p> | Page 11 | IV&V | 5/07/2003 | Y | <p>Section 3.2</p> <p>Diagram reference clarified.</p> |



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|---|-------------|---------------|-------------|------------------------|---|
| <p>3 Support Summary.</p> <p>In order to avoid confusion provide accurate reference for the diagram EAI Operations Support Totals on page 10.</p> | | | | | |
| <p>Table of Contents has section labeled as “File Transfer Failures” rather than “Bad Data File Transfer Issues” as it appears in the text for section 3.2.</p> <p>Table of Contents should be corrected.</p> | Page 1 | IV&V | 5/07/2003 | Y | Table of Contents Updated Table of Contents |
| <p>In Appendix A EAI Issues Summary, Summary tab indicates a count of 6 open issues for the period January 1 through April 25, 2003, but the Issue Detail tab has 4 issues listed with a status of “Overdue” and 1 issue with a status of “Not Resolved”. This is a count of 5.</p> <p>Please identify the 6 open issues.</p> | Appendix A | IV&V | 5/07/2003 | Y | Appendix A The spreadsheet formula was corrected. There are only 5 open issues. All issues with a “Percent Complete” of less than 100% are open. |

cc:
Janet Scott
Ganesh Reddy