

Task Order 110 – FP Data Mart Operations

FP Data Mart Operations Monthly SLA Metrics Report Deliverable 110.1.1e

Period Ending: 10/31/02



**F E D E R A L
S T U D E N T A I D**

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Introduction

This is the October monthly report for Task Order 110 Data Mart Operations. The purpose of this task order is to provide the capability to sustain the FP Data Mart. The report information will be provided separately for each system.

FP Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Tues - October 1	100%	
Wed - October 2	100%	
Thurs - October 3	100%	
Fri - October 4	100%	
Sat - October 5	100%	
Sun - October 6	100%	
Mon - October 7	100%	
Tues - October 8	100%	
Wed - October 9	100%	
Thurs - October 10	100%	
Fri - October 11	100%	
Sat - October 12	100%	
Sun - October 13	100%	
Mon - October 14	100%	
Tues - October 15	100%	
Wed - October 16	100%	
Thurs - October 17	100%	
Fri - October 18	100%	
Sat - October 19	100%	
Sun - October 20	100%	
Mon - October 21	100%	
Tues - October 22	100%	
Wed - October 23	100%	
Thurs - October 24	100%	
Fri - October 25	100%	
Sat - October 26	100%	
Sun - October 27	100%	
Mon - October 28	100%	



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Date	Availability (%)	Notes
Tues - October 29	100%	
Wed - October 30	100%	
Thurs - October 31	100%	

FP Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for September with data feeds from FFEL, NSLDS, PEPS, and FMS.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

Issues or Anticipated/Current Problems

- Security Issue regarding data filters within MicroStrategy. The solution to this issue is to upgrade to a newer version of MicroStrategy. We're currently working to resolve the outstanding MicroStrategy licensing issue that is preventing us from upgrading to the latest version (7.2.1; also known as 7i). Working to determine if we should upgrade to an intermediate release (7.1.5) now, or wait until the licensing issue is resolved to move to 7.2.1.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP requests.
- Complete October FP monthly data load.
- Continue transition for upgrade to MicroStrategy 7i. Once the licensing issue stated above is resolved, we can proceed to upgrade to 7.2.1 (also known as 7i).



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Help Desk Monthly Throughput (FP)

Change Request

Category	High	Medium	Low	Total
Carry Forward	0	10	0	10
New	0	1	0	1
Closed	0	5	0	5
End of Month Balance	0	6	0	6

Data Request

Category	High	Medium	Low	Total
Carry Forward	0	1	0	1
New	0	1	0	1
Closed	0	0	0	0
End of Month Balance	0	2	0	2

Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	13	0	0	13
Closed	12	0	0	12
End of Month Balance	1	0	0	1

Note: SIRs in POSTPONED status are not reflected in these numbers



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Help Desk Request Summary (FP)

Total Requests: 39

ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
219	Closed	Change Request	Lender Scorecard document metric changes	2. Medium	7/10/2002	10/15/2002
229	Postponed	Change Request	Changes to Lender Capitalized Interest report	2. Medium	7/23/2002	
253	Assigned	Change Request	1.2.6 GA Fee Payments	2. Medium	7/30/2002	
254	Assigned	Change Request	1.2.6.1 GA Requested and Paid Fees	2. Medium	7/30/2002	
255	Assigned	Change Request	1.2.7 GA Fee Payments History Report	2. Medium	7/30/2002	
259	Postponed	Change Request	Drill to multiple templates in report - E32	3. Low	7/28/2001	
260	Postponed	Help Desk Request	Data Mart users lose access when NT patches are in	3. Low	7/18/2001	
261	Postponed	Change Request	Page-by area not working as expected	2. Medium	6/4/2001	
262	Postponed	Change Request	Search for Lender by name	1. High	6/4/2001	
263	Postponed	Help Desk Request	Login before projects are displayed	1. High	9/6/2001	
264	Postponed	Change Request	Subtotals appearing at top of Report	3. Low	2/21/2002	
265	Postponed	Change Request	We need to use dynamic quarter prompts	3. Low	2/22/2002	
266	Postponed	Help Desk Request	No Limit for login attempts	3. Low	3/4/2002	
267	Postponed	Change Request	Correct/add parent Lender name, city and state	2. Medium	6/3/2002	
268	Postponed	Help Desk Request	Automated Report to check for GA Access Violation	2. Medium	6/17/2002	
269	Postponed	Help Desk Request	Drilling Problem	1. High	7/15/2002	
282	Assigned	Data Request	Needs to insert manual VFA performance data	2. Medium	8/20/2002	
283	Assigned	Change Request	Add Graphs to FP Rel 2 Reports	2. Medium	8/20/2002	
284	Postponed	Change Request	Alert users about most recent load date	2. Medium	8/20/2002	
293	Closed	Change Request	Modify Extract Date Prompt: Maximum of one date	2. Medium	9/9/2002	10/4/2002
294	Closed	Change Request	Create Award Year Attribute	2. Medium	9/9/2002	10/4/2002
296	Closed	Change Request	Change Lender Servicer Portfolio Report	2. Medium	9/10/2002	10/4/2002
299	Ready_for_Approval	Change Request	Modify the Select Quarter prompt	2. Medium	9/12/2002	
302	Closed	Change Request	Add records to lkp_srvc	2. Medium	9/16/2002	10/4/2002
305	Closed	Help Desk Request	Create 2 ID's for Anna Allen	1. High	10/1/2002	10/1/2002
306	Closed	Help Desk Request	Create ID for Edward Corack	1. High	10/2/2002	10/2/2002
307	Closed	Help Desk Request	Create Gary Hopkins FPDM User ID	1. High	10/3/2002	10/3/2002
308	Closed	Help Desk Request	Kitty Wooley Receiving Certificate Screen	1. High	10/3/2002	10/7/2002
310	Closed	Help Desk Request	Create User ID for Aaron Grace	1. High	10/4/2002	10/4/2002
311	Closed	Help Desk Request	GA ID Creation	1. High	10/8/2002	10/9/2002
312	Closed	Change Request	School Change in Loan Status Report	2. Medium	10/9/2002	11/3/2002
315	Closed	Help Desk Request	Reset Peter Sweet's ID	1. High	10/9/2002	10/9/2002
316	Closed	Help Desk Request	Create ED FP ID's	1. High	10/10/2002	10/11/2002
319	Closed	Help Desk Request	Willie Needs User List	1. High	10/22/2002	10/22/2002



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ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
320	Assigned	Data Request	Web Trends Reports	2. Medium	10/24/2002	
321	Closed	Help Desk Request	Reset Jerry Wallace's Password	1. High	10/25/2002	10/25/2002
322	Opened	Help Desk Request	Possible Lender errors when creating report	1. High	10/25/2002	
323	Closed	Help Desk Request	Reset Vincent Clark's Password	1. High	10/28/2002	10/28/2002
324	Closed	Help Desk Request	Reset Password for Robert Bridgeman	1. High	10/28/2002	10/28/2002

Help Desk Request Details (FP)

Total Records: 39

ID: MPOps00000219

Title: Lender Scorecard document metric changes

State: Closed

Priority: 2. Medium

Open: 7/10/2002 7:00:00PM

Target Date: 8/5/2002 4:00:00AM

Requestor: Tina Liu, 202-962-0726

Assigned to: Scott McConaghie, 202-962-0722

Description:

Part II: change metric name "Trigger" to "Risk".

Score Dictionary: Change "Trigger Indicator" to "Risk Indicator", replace each occurrence of "TRIGGER" in the metric value to be "HIGH".

Activity Log:

===== State: Closed by:smcconaghie at 10/15/2002 1:17:36 PM =====

10/15/2002 (S. McConaghie): Nettie not able to schedule meeting w/Johan to discuss. These are not viewable by the community, and they don't think that the ?trigger? vs. ?risk? verbiage really matters. Paul's recommendation was to close SIR based on the fact that the metrics will not be viewable to the community.

===== State:
Ready_for_Approval
by:smcconaghie at 9/17/02 12:39:35 PM =====

9/17/2002 (S. McConaghie): Nettie tried to schedule meeting w/Johan to discuss. These are not viewable by the community, and they done think that the ?trigger? vs. ?risk? verbiage really matters. Nettie will continue to follow up w/Johan to decide on



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appropriate verbiage.

=====
State: Opened by:tliu at 7/19/02
11:38:14 AM =====

7/10/2002 (T.Liu): Opened the SIR and created a separate document and dependent reports/metric in enhancement folder ID473. Sent email to Nettie for comments.

ID: MPOps00000229

Title: Changes to Lender Capitalized Interest report

State: Postponed

Priority: 2. Medium

Open: 7/23/2002 3:56:58PM

Target Date:

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Tina Liu, 202-962-0726

Description:

I need to make a minor change to the Lender Capitalized Interest report. Is there way we can drill to a total for each quarter (i.e., remove the loan type)? I've tried but with no luck.

Activity Log:

=====
State: Postponed by:tliu at 8/7/02 11:05:12 AM =====

Susan wants us to postpone this request since MSTR 7i release will have support to this drill capability without any modification on the report.

=====
State: Assigned by:tliu at 7/23/02 1:24:04 PM =====

Sent email to Susan:

There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type. The metric will not show up on the report, but you will be able to drill to it. Which way you prefer?

Note that if we want to remove "Loan Type" from the report, new template needs to be created.

=====
State: Opened by:tliu at 7/23/02 12:01:37 PM =====

Sent email to Susan:

There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type. The metric will not show up on the report, but you will be able to drill to it. Which way you prefer?



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ID: MPOps00000253 **Title:** 1.2.6 GA Fee Payments
State: Assigned **Priority:** 2. Medium
Open: 7/30/2002 7:29:17PM **Target Date:** 9/9/2002 4:00:00AM
Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Mark Mandrella, 202-962-0721

Description:

Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

Activity Log:

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:27:29 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:41:53 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:02 PM =====

Reassigned to Mark.

===== State: Assigned by:tliu at 8/23/02 11:53:33 AM =====



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Verified the Portfolio balance and it seems working fine. Communicated via email with Ben Chiu:

I checked GA 706 for FY01, it seems they add up the same, the value is: \$325,031,666.

Can you please verify it again and let me know
what difference you
found?

Thanks
Tina

--- "Chiu, Ben"
<Ben.Chiu@ed.gov> wrote:
> Hi Tina
>
> I agree. It should be the same as adding the
> Federal, Operating and
> Restricted funds ending balances from the annual
> report to get the
> portofolio balance. I believe I used GA706 when I
> checked the figures.
>
> Ben
>
> -----Original Message-----
> From: Tina Liu
[mailto:sli_
tina@yahoo.com
]

> Sent: Thursday, August 22, 2002 10:57 AM
> To: ben.chiu@ed.gov
> Cc: Mark Mandrella; Al
Bradley
> Subject: GA Fee Payments:
Portfolio balances
>
>
> Hi Ben,
>
> Thank you for attending the meeting today. I
> checked the calculation of Portfolio balances in the
> report <GA Fee Payments>, it seems it should be the
> same as adding up principal, interest, and other
> ending balances all together from Form 2000 annual
> report. Can you give us an example
GA ID for this
>
> problem?
>



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> Thanks
> Tina

==== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:

1. We need to use INVOICE_NUM
from table
ap_invoices_all to aggregate on requested and paid
fees for a specific fiscal year. Can FMS send us the
exact format of
INVOICE_NUM for all types of
invoices?

2. How FMS determine the actual invoice type (VFA,
LPIF, AMF, etc.) for a manual
invoice
entry?

3. What is the relationship
between table
ffelga_soa_reports and
ap_invoice_payments_
all?

Suppose we add up all types of payments for an
individual GA during fiscal year 2001 from table
ap_invoice_payments_all, can we get the same amount
from table
ffelga_soa_report
s?

==== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

==== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth Kundapur sent the
SQL statements behind the scene.

==== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email to Todd
Kaywood on 8/2/02, asking for SQL query



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behind generating the following FMS reports
(quote from Ben Chiu's
email):

>For Total Fees Paid, I ran the "SFA GA SOA Detail Report". For the AMF and LPIF payments, I ran "SFA GA SOA NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".

ID:	MPOps00000254	Title:	1.2.6.1 GA Requested and Paid Fees
State:	Assigned	Priority:	2. Medium
Open:	7/30/2002 7:30:32PM	Target Date:	9/9/2002 4:00:00AM
Requestor:	Ben Chiu, 415-556-4136	Assigned to:	Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong. Requested LPIF does not match FMS Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was calculated in the year paid not the year earned.

Activity Log:

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====



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9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark.

===== State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben McPherson's comments.

===== State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the FMS report(s) and the data mart report.

===== State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM =====

Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben

Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).

ID:	MPOps00000255	Title:	1.2.7 GA Fee Payments History Report
State:	Assigned	Priority:	2. Medium
Open:	7/30/2002 7:32:26PM	Target Date:	9/9/2002 4:00:00AM
Requestor:	Ben Chiu, 415-556-4136	Assigned to:	Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

Activity Log:

===== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.



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==== State: Assigned by:mmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

==== State: Assigned by:mmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

==== State: Assigned by:smcconaghie at 9/17/02 12:42:30 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

==== State: Assigned by:tliu at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

ID: MPOps00000259

Title: Drill to multiple templates in report - E32

State: Postponed

Priority: 3. Low

Open: 7/28/2001 4:03:57PM

Target Date:

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Tina Liu, 202-962-0726

Description:

Drill to multiple templates for "Consolidation Load Fee Payment Analysis Report

Activity Log:

==== State: Opened by:lphillips at 7/31/02 12:06:13 PM =====

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy

8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement. Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because we do not know if the Phase II will be using MSTR 7.2 or not.



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The users wanted to be able to lookup by a lender name instead of a lender id. Annie put in most of the ability to do this, but then ran into a problem with MicroStrategy. She logged a MicroStrategy case number: 128596. Annie was able to allow a user to lookup a lender by typing in a one-word name, but the problem comes in when trying to search when multiple words are given.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:26:21 PM =====

6/7/2001 (Annie Barton) Paul requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

7/10/2001 (Annie Barton) Defect in Microstrategy. Need to wait for new release to fix the problem.

8/4/2001(Annie Barton) Susan Haenel-Beck requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

11/29/01 (Bob Audet) Called MicroStrategy Technical Support and they fixed confirmed the issue for release 7.2 Beta 1. I recommend that we wait until general availability of 7.2 in Q1 of 2002.

1/2/2002 (Tina Liu) Reassigned to Tina.

ID: MPOps00000263	Title: Login before projects are displayed
State: Postponed	Priority: 1. High
Open: 9/6/2001 4:26:34PM	Target Date:
Requestor: Tina Liu, 202-962-0726	Assigned to: Tina Liu, 202-962-0726

Description:

For security purposes it is better if the user logs in first and then chooses the appropriate project. This method will only display the projects the user can access. With situation, when the users' password expires, they are not prompted to change it and locked out of the project.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:27:42 PM =====

9/6/2001 (Annie Barton) Awaiting a new release in Microstrategy to implement this new procedure.

11/26/2001 (Bob Audet) This issue is linked to issue #229, Assigned to Bob.

11/29/01 (Bob Audet) Emailed the FP Power Users to decide if this issue should be closed since a workaround from Issue #229 was provided and the issue subsequently closed.

12/03/01 (Bob Audet) Moved to 'Needs Clarification' because the FP Power Users need to decide whether this issue can be closed since it is similar to Issue #229 that was closed.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/11/2002 (Tina Liu) Sent email to Nettie Harding for action update.

1/18/2002 (Tina Liu) called Nettie to clarify the status and then called Tech support, logging two issues: 155688



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for desktop password expiration reminder and 155689 for web login twice. Tech support for issue 155689 provided a resolution: log in as Administrator, click on a project -> preferences -> Project defaults -> Project display and change the Project list selection from "Show all the projects connected to the Web Server before the user logs in" to "Log in, then show the projects accessible by the supplied login". This setting will not hold after user logs out and then relogin after a while. Reset the target date to 2/1/2002.

1/22/02 (Tina Liu): The preference setting on production server was actually successful after rechecking it today. But the dev web server reported error: "Error Saving Personal Preferences. Your project default preferences could not be saved. Your permissions on the Web folder or in its contents may be incorrect". MSTR Tech Support provided two tech notes "TN5600-7X0-0304" and "N5600-7X0-0142" to tackle this issue. Sent email to Benson Hwang for the security property setting of file AdminOptions.xml on dev server. Benson changed the setting to allow changes, now it works on dev server as well.

1/29/02 (Tina Liu): The login and projects setting works fine with MSTR Web 7.1.2 version but is not stable for the 7.1 version. For the password expiration problem, MSTR Tech support is still investigating on it. For now, run scripts in MSTR Command center to gather user profiles and run a java program accenture.modpartner.datamart.FileTransform to change the format of the user profile files to be sorted in ascending order based on the password expiration time and put properties of the same user into one row, which may later be exported to an Excel file and sent to Willie Sutton. The first file generated on today has already been sent to Willie to review.

1/30/2002 (Tina Liu): MSTR Tech Support sent email confirming that the password expiration problem has been fixed for MSTR Web release 7.2, which is scheduled to come in late Q1/2002 or early Q2/2002. Change the status to be postponed until the next upgrade to MSTR 7.2.

2/11/2002 (Tina Liu): Figured out the unstable setting problem is indeed a dual-web server issue. When the setting was changed, it was only applied to one of the web servers, this is why we may observe different behavior for the default page. Set to use "Login.asp" for both web servers. The password expiration problem will still occur. Needs to remind users to use "Projects.asp" to change password when it is reset by the administrator to force change of password at next login.

ID: MPOps00000264	Title: Subtotals appearing at top of Report
State: Postponed	Priority: 3. Low
Open: 2/21/2002 5:28:10PM	Target Date:
Requestor: Susan Haenel-Beck, 917-767-6435	Assigned to: Lisa Phillips, 202-962-0724

Description:

When running the Part II and Part III reports from the web the totals are displayed at the bottom of each lender. When moving the "Quarter Ending Date" from the columns to rows, the subtotals now appear at the top of each lender.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:31:00 PM =====

2/21 (LP): In a meeting with the power users it was discussed that we move the Qtrs from the column to the rows in template to fix the problem.

2/21(LP): Could not move the Qtrs from the column to rows. Error still occurs. This is a problem with MSTR 7.1 but has been identified for the next release: This note is from their support site:



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Defects and enhancements addressed in MicroStrategy 7 7.1.3

MicroStrategy Agent 7.1.1 TS Case 141024 Subtotals are always displayed at the top if attributes are sorted

ID: MPOps00000265 **Title:** We need to use dynamic quarter prompts

State: Postponed **Priority:** 3. Low

Open: 2/22/2002 5:31:04PM **Target Date:**

Requestor: Tina Liu, 202-962-0726 **Assigned to:** Tina Liu, 202-962-0726

Description:

Some quarter prompts in FP data mart use a pre-selected element list with the ending quarter of September 2001 (or December 2001) should be changed to be dynamic prompts that will include only those valid quarters that appear in the related fact source table(s).

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:32:08 PM =====

2/22/2002 (Tina Liu): Opened the issue and assigned to Tina. This is postponed due to a bug with MicroStrategy Web 7.1 (it does not support set qualification type of filter). Should be fixed in 7i release on March-April time

ID: MPOps00000266 **Title:** No Limit for login attempts

State: Postponed **Priority:** 3. Low

Open: 3/4/2002 5:32:12PM **Target Date:**

Requestor: Tina Liu, 202-962-0726 **Assigned to:** Tina Liu, 202-962-0726

Description:

There is no limit to the number of invalid access attempts that may occur for a given user on the CMDM (or any datamart).

Case entered with Microstrategy (#160279)

Activity Log:

ID: MPOps00000267 **Title:** Correct/add parent Lender name, city and state

State: Postponed **Priority:** 2. Medium

Open: 6/3/2002 4:33:40PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Tina Liu, 202-962-0726

Description:

This SIR is related to SIR 291. We need to use the table sent by Nettie to add/correct parent lender name, city and state information so that they can be used for SIR 291-related reports.

Activity Log:

===== State: Opened by:lphillips at 7/31/02 12:34:51 PM =====

6/25/02 (T.Liu): Parent names have been corrected. Need more work on city and state information. Since our



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FMS, we can get FY2001 and FY2002 data directly through the FMS ICD and Informatica mapping, but the way we calculate the

Collection Recovery Rate field in our data mart is different than what have been used in previous benchmark manual reports.

The difference lies in the usage of MR_27, which is either a monthly or quarterly based field. For NSLDS, data mart only contains data corresponding to the extract date of 7/3/2002 and 7/28/2002. We need to get all the rest of the data from manual

benchmark reports.

Activity Log:

===== State: Assigned by:abradley at 10/28/2002 4:42:50 PM =====

10/28/02 (A. Bradley) - AI to set up meeting with Ora.

10/15/02 (S. McConaghie) - Continuing to validate the Collections Recovery Rate metric. AI collected data from multiple sources, and sent an aggregate of this data to Ora Chowbay for assistance in reconciliation.

===== State: Assigned by:smcconaghie at 10/15/2002 1:23:49 PM =====

10/15/02 (S. McConaghie) - Continuing to validate the Collections Recovery Rate metric. AI collected data from multiple sources, and sent an aggregate of this data to Ora Chowbay for assistance in reconciliation.

===== State: Assigned by:abradley at 10/10/2002 11:40:22 AM =====

9/17/02 (S. McConaghie) - Trigger Rate problem corrected, Collections Recovery Rate being researched.

10/9/02 (A. Bradley)

The June 2002 FP numerators and denominators have been compared to the Quarterly GA Collections Report and the GA Recovery Rates published on the Web.

Denominator: Four GAs are out of balance. Confirm that these should be manually updated in FP.

Numerator: Five GA's are out of balance when compared to the GA Quarterly report. Comparing the FP source to the Quarterly report to identify the differences.

===== State: Assigned by:smcconaghie at 9/17/02 12:47:31 PM =====

9/17/02 (S. McConaghie) - Trigger Rate problem corrected, Collections Recovery Rate being researched.

===== State: Assigned by:tliu at 8/22/02 11:42:03 AM =====

Tried to schedule a meeting on Friday (8/23/02) at 11:00 AM or 1:00PM in Lee's office. Part of NSLDS manual data have been

copy-pasted to a spreadsheet. The following problems still remain:

1. Get data from FMS for FY00
2. MR_27 issue
3. Get data from NSLDS for monthly "Net Guarantee" amount. Currently only quarter amount is available.
4. Get data from NSLDS for fiscal month 7 and 8 of FY02. Currently data mart contains extracts from 7/3/02 and 7/28/02 (need



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to verify that they correspond to fiscal month 9 and 10 of FY02).

===== State: Opened by:tliu at 8/20/02 1:39:54 PM =====

Contacted Lee Harris and got a bunch of reference spreadsheet files. Sent email to Gary Hopkins (Gary.Hopkins@ed.gov, 377-3208) asking about the MR_27 issue. Needs to set up a time to meet with him and Lee Harris.

ID: MPOps00000283

Title: Add Graphs to FP Rel 2 Reports

State: Assigned

Priority: 2. Medium

Open: 8/20/2002 6:13:48PM

Target Date:

Requestor: Lee Harris, 202-377-3097

Assigned to: Mark Mandrella, 202-962-0721

Description:

Lee Harris wants line-graphs included in the GA VFA Performance Measures Reports (both NSLDS and FMS).

The line graphs should mirror the report grids: one line for each GA in the report (706, 725, 748, and 755). Also, one graph should be made for each metric.

I was provided handouts of graphs prepared by KPMG. The reports should mirror these.

Activity Log:

===== State: Assigned by:smcconaghie at 10/15/2002 1:24:54 PM =====

10/15/02 (SMcConaghie) - No update

ID: MPOps00000284

Title: Alert users about most recent load date

State: Postponed

Priority: 2. Medium

Open: 8/20/2002 8:33:47PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to:

Description:

Users want to get an alert about the last load date from all four source systems: PEPS, FFEL, NSLDS, and FMS. Currently we have a report <Data Mart Update Information> that is updated every month after FFEL load. We need to get rid of this report

when MSTR 7i is installed and use the alert feature provided by MSTR 7i.

Activity Log:

ID: MPOps00000293
date

Title: Modify Extract Date Prompt: Maximum of one

State: Closed

Priority: 2. Medium

Open: 9/9/2002 3:25:56PM

Target Date: 9/23/2002 4:00:00A

Requestor: Nettie Harding, 202-377-3307

Assigned to: Al Bradley, 202-962-0661

Description:

Extract Date Prompt should allow a maximum selection of one of one extract date

Activity Log:



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===== State: Ready_for_Approval by:smconaghie at 9/17/02 12:49:27 PM =====

9/17/02 (S. McConaghie) - Has been verified by Power Users. Ready for PROD.

ID: MPOps00000294 **Title:** Create Award Year Attribute
State: Closed **Priority:** 2. Medium
Open: 9/9/2002 3:45:10PM **Target Date:** 9/23/2002 4:00:00A
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Al Bradley, 202-962-0661

Description:

Create Attribute that will display award years as follows: 2000 - 2001

Activity Log:

===== State: Verify_Migration by:abradley at 10/4/02 12:25:09 PM =====

9/17/02 (S. McConaghie) - Ready to be migrated to TEST.

9/29/02 Migrated to Prod

===== State: Assigned by:smconaghie at 9/17/02 12:50:27 PM =====

9/17/02 (S. McConaghie) - Ready to be migrated to TEST.

ID: MPOps00000296 **Title:** Change Lender Servicer Portfolio Report
State: Closed **Priority:** 2. Medium
Open: 9/10/2002 6:30:39PM **Target Date:** 9/30/2002 4:00:00A
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Al Bradley, 202-962-0661

Description:

Change results of Servicer "0" to reflect the lender name. If Servicer = 0 then Lender Names, else lender.

Activity Log:

===== State: Assigned by:smconaghie at 9/17/02 12:50:48 PM =====

9/17/02 (S. McConaghie) - Ready to be migrated to TEST.

ID: MPOps00000299 **Title:** Modify the Select Quarter prompt
State: Ready_for_Approval **Priority:** 2. Medium
Open: 9/12/2002 1:41:53PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Al Bradley, 202-962-0661

Description:

Filter or limit the quarters that appear in the prompt to dates that have fact data.

Activity Log:

===== State: Assigned by:abradley at 10/28/2002 5:32:56 PM =====

10/28/02 (A. Bradley) - The current solution requires a manual update to the filters when a new quarter is released.



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10/15/02 (S. McConaghie) - In TEST. Al continuing to work issue.

===== State: Assigned by:smcconaghie at 10/15/2002 1:34:24 PM =====

10/15/02 (S. McConaghie) - In TEST. Al continuing to work issue.

===== State: Assigned by:smcconaghie at 9/17/02 12:51:04 PM =====

9/17/02 (S. McConaghie) - Ready to be migrated to TEST.

ID: MPOps00000302 **Title:** Add records to lkp_srvcr

State: Closed **Priority:** 2. Medium

Open: 9/16/2002 6:00:31PM **Target Date:** 9/26/2002 4:00:00A

Requestor: Jerry Wallace, 214-880-3087 **Assigned to:** Al Bradley, 202-962-0661

Description:

Add servicer records from Jerry Wallace's Servicer List Volumen spreadsheet to the FP datamart table lkp_srvcr.

Activity Log:

===== State: Opened by:abradley at 9/16/02 2:04:11 PM =====

9/16/02 Confirmed that FP lookup table is missing 32 servicer IDs that are contained in the spreadsheet. Add to dev and test and then migrate to production.

Migrated to Prod 9/29

ID: MPOps00000305 **Title:** Create 2 ID's for Anna Allen

State: Closed **Priority:** 1. High

Open: 10/1/2002 2:50:55PM **Target Date:** 10/1/2002 4:00:00A

Requestor: Anna Allen, 202-377-3312 **Assigned to:** Mark Mandrella, 202-962-0721

Description:

Create 2 ID's for Anna Allen, one with the Arkansas GA and the other with the California GA. To be created in the production environment.

Activity Log:

===== State: Assigned by:mmandrella at 10/1/02 2:59:16 PM =====

After speaking with Nettie and Anna, decided to create one public ID and one restricted ID for testing.

ID: MPOps00000306 **Title:** Create ID for Edward Corack

State: Closed **Priority:** 1. High

Open: 10/2/2002 2:14:03PM **Target Date:** 10/2/2002 4:00:00A

Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721

Description:

Please establish an FP Data Mart access account for:



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USER NAME: Edward Corack

USERID: edward.corack
 PHONE: 202-377-3442
 EMAIL: Edward.corack@ed.gov
 DESCRIPTION: CFO/Financial Reporting, UCP-052B1

[Activity Log:](#)

<u>ID:</u>	MPOps00000307	<u>Title:</u>	Create Gary Hopkins FPDM User ID
<u>State:</u>	Closed	<u>Priority:</u>	1. High
<u>Open:</u>	10/3/2002 2:13:16PM	<u>Target Date:</u>	10/3/2002 4:00:00A
<u>Requestor:</u>	Willie Sutton, 202-377-3320	<u>Assigned to:</u>	Mark Mandrella, 202-962-0721

Description:

Please establish an FP Data Mart access account for:

USER NAME: Gary Hopkins
 USERID: gary.hopkins
 PHONE: 202-377-3208
 EMAIL: gary.hopkins@ed.gov <mailto:gary.hopkins@ed.gov>
 DESCRIPTION: Student Channel/DCSS/Washington Service Center, UCP-041F2

[Activity Log:](#)

<u>ID:</u>	MPOps00000308	<u>Title:</u>	Kitty Wooley Receiving Certificate Screen
<u>State:</u>	Closed	<u>Priority:</u>	1. High
<u>Open:</u>	10/3/2002 2:16:07PM	<u>Target Date:</u>	10/3/2002 4:00:00A
<u>Requestor:</u>	Willie Sutton, 202-377-3320	<u>Assigned to:</u>	Mark Mandrella, 202-962-0721

Description:

Kitty Wooley is always receiving the certificate authentication screen when she opens the datamart.

[Activity Log:](#)

===== State: Assigned by:mmandrella at 10/4/02 10:09:00 AM =====

asked Kitty to log into the datamart site using the cmdm login link, since the cmdm certificate is on her machine. The link used is <http://cm-mart.sfa.ed.gov/microstrategy7/login.asp>

<u>ID:</u>	MPOps00000310	<u>Title:</u>	Create User ID for Aaron Grace
<u>State:</u>	Closed	<u>Priority:</u>	1. High
<u>Open:</u>	10/4/2002 2:17:48PM	<u>Target Date:</u>	10/4/2002 4:00:00A
<u>Requestor:</u>	Willie Sutton, 202-377-3320	<u>Assigned to:</u>	Mark Mandrella, 202-962-0721

Description:



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Please establish an FP Data Mart access account for:

USER NAME: Aaron Grace
 USERID: aaron.grace
 PHONE: 202-377-3531
 EMAIL: aaron.grace@ed.gov
 DESCRIPTION: CIO, USP-091F4

[Activity Log:](#)

ID:	MPOps00000311	Title:	GA ID Creation
State:	Closed	Priority:	1. High
Open:	10/8/2002 7:35:24PM	Target Date:	10/10/2002 4:00:00
Requestor:	Willie Sutton, 202-377-3320	Assigned to:	Mark Mandrella, 202-962-0721

Description:

Hi Mark -

As you know, Willie is on leave this week, and I will be the primary person responsible for requesting user IDs/access to the FP Datamart.

With that in mind, for Guarantors, I'm not sure how much information you may need from the security forms, so I've pulled the following which consist of the requestor's name and phone numbe, along with the GA #, as noted below.

If you require additional information, please email me with additional instructions. Thanks, Brenda Ware/377-3319.

GA749 - Utah Higher Education Assistance Authority
 USER NAME: Robert McRae
 (801) 321-7180
 GA Request #5

GA729 - Montana Guaranteed Student Loan Program
 GA Request #1
 USER NAME: Ruth Chrismore
 (573) 751-8748
 GA Request #2
 USER NAME: Tonia M. Compton
 (573)526-0687
 GA Request #3
 USER NAME: Nancy Wimsatt
 (904) 281-7278
 GA Request #4
 USER NAME: Leanne Cardwell
 (573) 522-2367
 GA Request #5
 USER NAME: Stephanie M. Wilson
 (573) 751-4603
 GA Request #6
 USER NAME: Judy Gehrke
 (573) 751-1797

GA726 - Michigan Higher Education Assistance Authority



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GA Request #4
 USER NAME: Samuel Suncan, IV
 (517) 335-6770
 GA Request #5
 USER NAME: Susie Gibson
 (517) 393-6047
 GA Request #6
 USER NAME: Daniel L. Tryon
 (517) 373-4981

GA753 - Northwest Education Loan Association - NELA
 GA Request #3
 USER NAME: Aaron Cook
 (206) 461-5330
 GA Request #4
 USER NAME: Robert Beall
 (206) 461-7251

Activity Log:

<u>ID:</u> MPOps00000312	<u>Title:</u> School Change in Loan Status Report
<u>State:</u> Closed	<u>Priority:</u> 2. Medium
<u>Open:</u> 10/9/2002 3:52:18PM	<u>Target Date:</u>
<u>Requestor:</u> Nettie Harding, 202-377-3307	<u>Assigned to:</u> Al Bradley, 202-962-0661

Description:

The prompt truncates the "0"s of the school numbers. In all cases these numbers need to have a minimum of 6 digits.

Activity Log:

===== State: Closed by:abradley at 11/4/2002 10:27:22 AM =====

10/29/02 (S. McConaghie) - In TEST. School ID?s showing 4 characters instead of 6. Al added text column to report to add 2 leading zeros to numeric field. Nettie has validated this fix, and is ready for PROD.

Migrated to Prod 11/3/02.

===== State: Assigned by:smcconaghie at 10/15/2002 1:35:20 PM =====

10/15/02 (S. McConaghie) - School ID?s showing 4 characters instead of 6. Investigating adding 2 leading zeros to numeric field.

===== State: Assigned by:abradley at 10/10/2002 11:59:33 AM =====

10/9/02 Al Bradley - The School ID in both the fact table (f_ffel_loan) and the school lookup table (lkp_sch) were loaded as numbers, so the leading zeros are truncated. One possible solution is to add the six digit id as a new column to the school lookup.

<u>ID:</u> MPOps00000315	<u>Title:</u> Reset Peter Sweet's ID
<u>State:</u> Closed	<u>Priority:</u> 1. High



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Open: 10/9/2002 7:15:26PM
Requestor: Mark Mandrella, 202-962-0721

Target Date: 10/9/2002 4:00:00A

Assigned to: Mark Mandrella, 202-962-0721

Description:

Peter Sweet's ID had expired...needs it reset.

Activity Log:

ID: MPOps00000316

Title: Create ED FP ID's

State: Closed

Priority: 1. High

Open: 10/10/2002 2:20:12

Target Date: 10/10/2002 4:00:00

Requestor: Mark Mandrella, 202-962-0721

Assigned to: Mark Mandrella, 202-962-0721

Description:

Please establish FP Data Mart access accounts for the following ED employees:

USER NAME: Anne Clough
PHONE: (202) 401-2712
EMAIL: Anne.Clough@Ed.Gov

USER NAME: Jeff Andrade
PHONE: (202) 502-7950
EMAIL: Jeff.Andrade@Ed.Gov

USERNAME: Terri Shaw
PHONE: (202) 377-3003
EMAIL: Terri.Shaw@Ed.Gov

USERNAME: Kristie Hansen
PHONE: (202) 377-3301
EMAIL: Kristie.Hansen@Ed.Gov

Activity Log:

===== State: Closed by:mmandrella at 10/11/02 1:03:34 PM =====

created ID's and delivered envelopes to Brenda Ware (she requested envelopes because she wanted to give each new user a "welcome kit")

ID: MPOps00000319

Title: Willie Needs User List

State: Closed

Priority: 1. High

Open: 10/22/2002 1:33:04

Target Date: 10/23/2002 4:00:00

Requestor: Willie Sutton, 202-377-3320

Assigned to: Lisa Phillips, 202-962-0724

Description:



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Willie Sutton needs a list of ED Employees with Access to the FPDM.

[Activity Log:](#)

===== State: Closed by:lphillips at 10/24/02 9:45:53 AM =====

Willie,

Here is a list of all the users under the FP group in MicroStrategy. Please let me know if you need any more detailed information.

Thanks!

Lisa

ID: MPOps00000320 **Title:** Web Trends Reports

State: Assigned **Priority:** 2. Medium

Open: 10/24/2002 5:23:17 **Target Date:**

Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721

Description:

Willie wants the Web Trends reports that show the number of hits by week for FY 02 and FY 03 to the FPDM site.

[Activity Log:](#)

===== State: Assigned by:mmandrella at 10/24/02 1:28:56 PM =====

Contacted the VDC about the Web Trends reports, and learned that Mike Gonzalez is the person responsible for compiling these reports. Relayed Willie's request to him.

ID: MPOps00000321 **Title:** Reset Jerry Wallace's Password

State: Closed **Priority:** 1. High

Open: 10/25/2002 1:06:18 **Target Date:** 10/25/2002 4:00:00

Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721

Description:

Please reset the FPDM access password for:

USER NAME: Jerry Wallace

USERID: epjwallace

PHONE: 214-880-3087

EMAIL: jerry.Wallace@ed.gov <mailto:jerry.Wallace@ed.gov>

[Activity Log:](#)

ID: MPOps00000322 **Title:** Possible Lender errors when creating report

State: Opened **Priority:** 1. High

Open: 10/25/2002 4:15:45 **Target Date:**

Requestor: Willie Sutton, 202-377-3320 **Assigned to:**

Description:



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I logged onto DataMart and tried to create a 799 quarterly report for a specific lender. I chose the lender out of the "available" list and moved it over to the box that showed the lender that I'd selected to create a report on. Instead of giving me a report for lender 807807, it gave me a report for 800325 (the first lender in the "available" list). I chose a different lender 806746, and the same thing happened.

Please let me know
if my question isn't clear.
Than
ks
!

Stephanie M.
Wilson

MOSTARS Compliance Reviewer
Missouri Coordinating Board for Higher Education
3515 Amazonas
Drive
Jefferson City, MO
65109
ph:
573-75
1-4603

fax:
573-75
1-6635

e-mail:
stephanie.wilson@mocbhe.gov

[Activity Log:](#)

ID: MPOps00000323	Title: Reset Vincent Clark's Password
State: Closed	Priority: 1. High
Open: 10/28/2002 7:39:53	Target Date: 10/28/2002 5:00:00
Requestor: Willie Sutton, 202-377-3320	Assigned to: Mark Mandrella, 202-962-0721

Description:

Vincent Clark cannot get into the datamart - his password may have expired.

[Activity Log:](#)

ID: MPOps00000324	Title: Reset Password for Robert Bridgeman
State: Closed	Priority: 1. High
Open: 10/28/2002 7:44:58	Target Date: 10/28/2002 5:00:00
Requestor: Willie Sutton, 202-377-3320	Assigned to: Mark Mandrella, 202-962-0721

Description:



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Please reset the FP Data Mart access password for:

USER NAME: Robert Bridgeman
USERID: robert.bridgeman
PHONE: 312-886-8749
EMAIL: robert.bridgeman@ed.gov

[Activity Log:](#)