



September 4, 2003
Department of Education
Federal Student Aid
Steve Allison
Contracting Officer's Representative

Subject: Contract # ED-99-DO-0002
Task Order # 122 - Electronic Records Support
Deliverable: EDM Goal Achievement Report for August 2003

Dear Mr. Allison:

Enclosed is the EDM Goal Achievement Report for August 2003 that is required by the subject task order. According to our agreement, FSA has 14 days from the signed receipt of this Report to review and provide comments or questions to Accenture. If the Report substantially meets the acceptance criteria, then the Report shall be approved for payment. If the Report contains material errors or omissions, then Accenture shall be notified in order to correct and resubmit the Report.

All comments and questions should be directed to Scott McConaghie at scott.a.mcconaghie@accenture.com, with copies to sheila.r.mcknight@accenture.com and douglas.w.bailey@accenture.com between now and close of business on September 18, 2003. Comments and questions are the responsibility of the individuals on the distribution list below.

Please acknowledge receipt of the Report by signing in the space provided below.

ACCENTURE LLP

ACKNOWLEDGE RECEIPT

By
Scott McConaghie
Manager
202-962-0722

Signature
Steve Allison
September 4, 2003

The EDM Goal Achievement Report for August 2003 has been reviewed and is recommended for acceptance.

Signature
Steve Allison

Date

cc:
Janet Scott
Denise Merchant
Kay Jacks
Todd Elliott

EDM Goal Achievement Report

To: Denise Merchant
From: Scott A. McConaghie
Date: September 4, 2003
Subject: Contract # ED-99-DO-0002
Task Order # 122- Electronic Records Support
Deliverable: EDM Goal Achievement Report for August 2003.

This memo documents operational support goals and activities for the Electronic Records Support effort for the subject month:

System Availability for August 2003: 99.56%

Downtime Occurrences for August 2003: 2

Number of Pages Converted and Accessible to users within 7 days of pickup for August 2003: 29,276

Monthly Operational Support Price:

	Count for August	Unit Price	Price	Total To Date
Monthly System Operational Costs	N/A	N/A	21,982.32	207,792.45
Number of Pages Scanned and Accessible	29,276	0.2223	6,508.05	96,033.65
Number of Courier Trips	4	180.00	720.00	5,875.00
Number of Boxes Retrieved from Storage	14	39.75	556.50	1,750.94
Total Monthly Operational Support Price			29,766.87	311,452.04

If there are any questions regarding this information, please contact me at 202-962-0722.

The EDM Goal Achievement Report for August has been formally reviewed and all FSA deliverable comments (if any) have been satisfactorily incorporated. Please ACKNOWLEDGE ACCEPTANCE of the Report by signing in the space provided below.

Signature
Denise Merchant

Date

EDM Outage Incident Report

Date: Friday, August 1 2003	Severity Level: 1
Time: 7:23 AM - 7:48 AM CDT (25 minutes)	Service Request Number: 3819159

Problem Description:

ED users were unable to log on to the Acorde system.

Problem Determination:

Inspected Optika Services

Root Cause:

A communication error occurred between the Optika Name Service and all other services.

Steps Taken To Correct, including immediate solution:

The Optika service was restarted.

Follow-up Required:

We will continue to monitor the system and all application services.

EDM Outage Incident Report

Date: Thursday, August 7 2003	Severity Level: 1
Time: 8:30 - 9:06 AM CDT (36 minutes)	Service Request Number: 3892085

Problem Description:

Monitoring software detected an error on the Record Management (RecMgmt) server.

Problem Determination:

Inspected RecMgmt server.

Root Cause:

After applying the requested security patch to the RecMgmt server, the domain controller bounced, resulting in loss of communication.

Steps Taken To Correct, including immediate solution:

WWW Publishing service was stopped and restarted.

Follow-up Required:

We will continue to monitor the system and all application servers.