

Apr 15, 2003

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

Subject: Contract # ED-99-DO-0003  
Task Order # 122 - Electronic Records Support  
Deliverable: EDM Goal Achievement Report for March 2003

Dear Mr. Allison:

Enclosed is the EDM Goal Achievement Report for March 2003 that is required by the subject task order. According to our agreement, FSA has 14 working 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 re-submit the deliverable.

All comments and questions should be directed to Jiji Alex at [jiji.alex@accenture.com](mailto:jiji.alex@accenture.com), with copies to [rachel.deloach@accenture.com](mailto:rachel.deloach@accenture.com), and [kim.k.Rhodes@accenture.com](mailto:kim.k.Rhodes@accenture.com) between now and close of business on Apr 29, 2003. Please acknowledge receipt of the Report by signing in the space provided below.

ACCENTURE LLP

ACKNOWLEDGE RECEIPT

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Jiji Alex  
Sr. Manager  
703-947-2145

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Signature  
Steve Allison  
Apr 15, 2003

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

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Signature  
Steve Allison

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Date

cc:  
Denise Merchant  
Kay Jacks  
Janet Scott  
Todd Elliott

## EDM Goal Achievement Report

To: Denise Merchant  
From: Jiji Alex  
Date: Apr 15th, 2003  
Subject: Contract # ED-99-DO-0002  
Task Order # 122- Electronic Records Support  
Deliverable: EDM Goal Achievement Report for March 2003.

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

System Availability for March 2003: 98.21% (see attached EDM Outage Incident Report)

Downtime Occurrences for March 2003: 1

Number of Pages Converted and Accessible to users within 7 days of pickup for Mar 2003: 50,755

Monthly Operational Support Price:

	Count for March	Unit Price	Price	Total To Date
Monthly System Operational Costs	N/A	N/A	<b>23,869.92</b>	97,934.85
Number of Pages Scanned and Accessible	50,755	0.2130	<b>10,810.82</b>	46,805.39
Number of Courier Trips	4	175.00	<b>700</b>	2,275
Number of Boxes Retrieved from Storage	3	54.50	<b>163.50</b>	719.86
Total Monthly Operational Support Price			<b>35,544.24</b>	147,735.10

If there are any questions regarding this information, please contact me at 703-947-2145.

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The EDM Goal Achievement Report for March 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 – Received from ECMC-RRMC**

Date: Monday, March 31, 2003	Severity Level: 1
Time: 6:00am to 11:15am	Service Request Number: 10483

### **Problem Description:**

The Recmgmt server was unable to communicate with the EDM application hosted at Berbee.

### **Problem Determination:**

The login screen on the web server was responding with a message indicating that there was not a valid login domain established for the EDM application.

### **Root Cause:**

There was a communication failure between the EDM application at Berbee, MN and the ED web server (recmgmt.sfa.ed.gov). It was caused by incorrect translations in the firewall.

### **Steps Taken To Correct:**

Temporarily, we installed a second Ethernet interface in the web server, added a static route, and bypassed the firewall. We then changed some drive mappings on the ED servers to accommodate the change, and allow ECNet interface to function.

### **Follow-up Required:**

We will be reloading the firewall and removing the static route on the web server to verify the root cause and route traffic through the firewall.  
We will also set up security back up procedures on the routers and firewalls to restrict traffic flow.