

FSA FMS Application Management

FMS Applications Operations - April Monthly Report Deliverable 133.1.1a

Period Ending: 4/30/03



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

We Help Put America Through School

FMS APPLICATIONS OPERATIONS- APRIL MONTHLY REPORT
Deliverable 133.1.1a
Executive Summary

Period Ending 4/30/03

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	
2.1	Response Time - Medium	90%	100%	
2.2	Response Time - Low	90%	100%	
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	
2.4	Resolution Time -Medium (Complex)	90%	100%	
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	
	Other Service Metrics			
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery		7	
	Help Desk Metric			
3.0	Request Volume (Total Number of Help Desk Calls)	90%	297	

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 4/01/03 through 4/30/03
- 2) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted, COD processing, LaR access issues, LaRS Receivables notification issues, LaRS security form and user id issues, functional user issues,GA Forms 2000 support as well as ADI technical/functional support
- 3) Help Desk spent significant time assisting users with very limited computer knowledge.
- 4) Held FMS change request meetings.
- 5) Helped install Oracle Discoverer.

(See Appendix A for detailed explanations of the Metrics.)

FMS Applications Management
 Deliverable 133.1.1a
 04/30/03

Service Level Metric 2.0

Response Time - High

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	96.0%	94.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend		100.0%	100.0%	100.0%	96.0%	94.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.1

Response Time - Medium

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.2

Response Time - Low

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend		100.0%						98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.3

Resolution Time - High (Complex)

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend		100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	97.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.4

Resolution Time - Medium (Complex)

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.5

Resolution Time - High (Simple)

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Resolution Time (%)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	190.0%	190.0%	190.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	100.0%	100.0%	100.0%	

FMS Applications Management
 Deliverable 133.1.1a
 04/30/03

Service Level Metric 2.6

Resolution Time - Medium (Simple)

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Resolution Time (%)		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	100.0%	100.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	97.0%	97.0%	97.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.7

Resolution Quality

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	>=95%
Green Target (%)	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	90% to 95%
Data Quality	AD														<=90%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.8

Work Estimate Accuracy

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Resolution Time (%)																>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD															<=85%
Color Trend																

Service Level Metric 2.9

Service Reporting Delivery

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Service Reporting Delivery (day)	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	<=7
Green Target (Calendar Day)	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	8
Data Quality	AD															>=9
Color Trend		7	7	7	7	7	7	7	7	7	7	7	7	7	7	

Help Desk Metric 3.0

Request Vol. (Info.Only)

	Current Month	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	Current Targets
Number of Requests	37	89	115	237	245	259	222	143	175	303	85	215	283	384	297	<=100
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100 to 150
Data Quality	AD															>150
Color Trend		89	115	237	245	246	222	143	175	303	85	215	384	346	297	

Data Tracking Starts 4/01/03 April Monthly Availability

This chart displays monthly availability for the application. Availability percentage is based on a 24-hour day, and excludes scheduled downtime for maintenance.

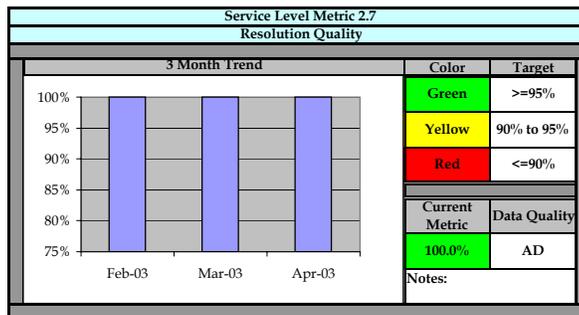
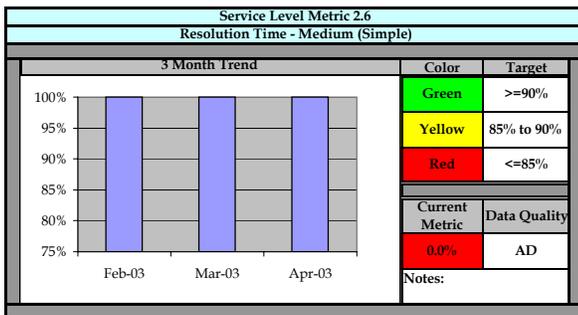
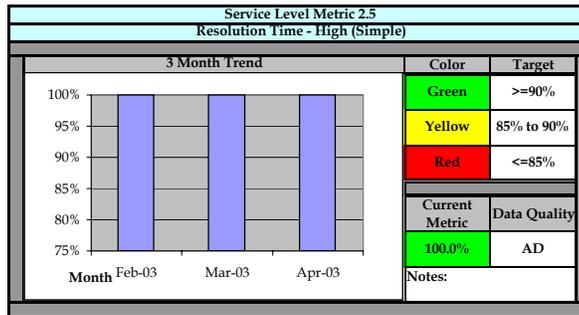
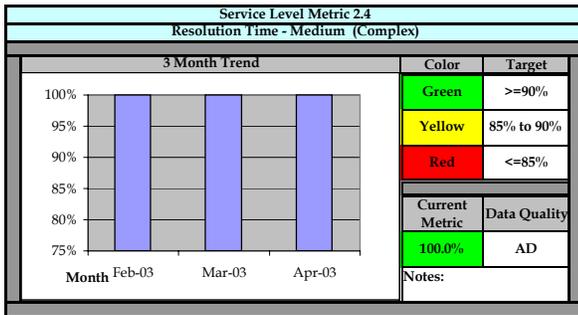
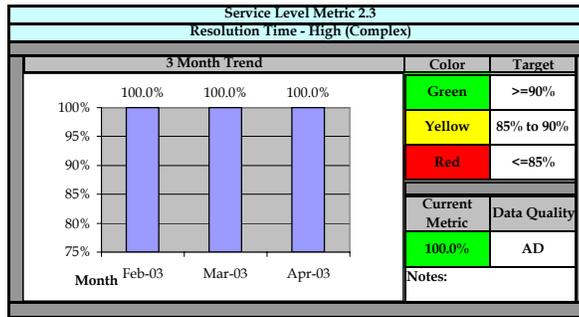
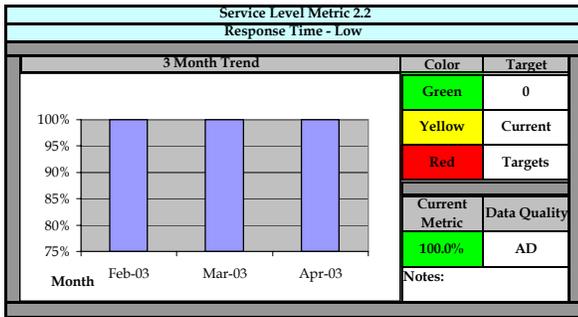
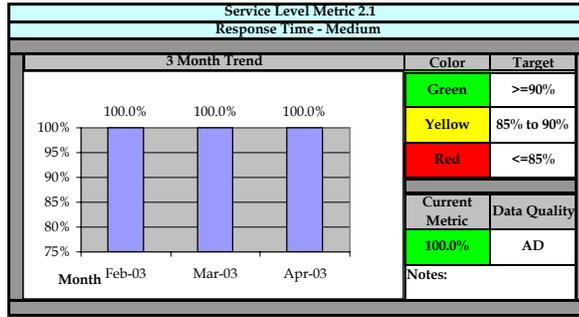
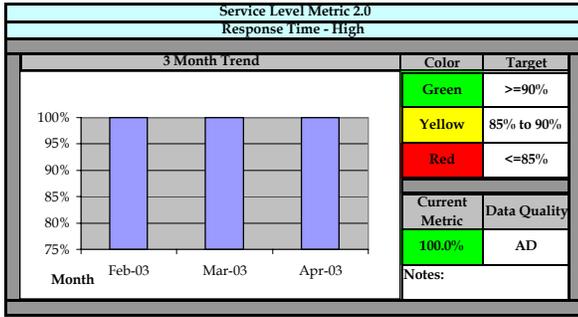
Day	Date	Availability	Notes
VDC Monthly Availability for 4/2003			
Tuesday	4/1/2003	100%	
Wednesday	4/2/2003	100%	
Thursday	4/3/2003	100%	
Friday	4/4/2003	100%	
Saturday	4/5/2003	100%	
Sunday	4/6/2003	100%	
Monday	4/7/2003	100%	
Tuesday	4/8/2003	100%	
Wednesday	4/9/2003	100%	
Thursday	4/10/2003	100%	
Friday	4/11/2003	100%	
Saturday	4/12/2003	100%	
Sunday	4/13/2003	100%	
Monday	4/14/2003	100%	
Tuesday	4/15/2003	100%	
Wednesday	4/16/2003	100%	
Thursday	4/17/2003	100%	
Friday	4/18/2003	100%	
Saturday	4/19/2003	100%	
Sunday	4/20/2003	100%	
Monday	4/21/2003	100%	
Tuesday	4/22/2003	100%	
Wednesday	4/23/2003	100%	
Thursday	4/24/2003	100%	
Friday	4/25/2003	100%	
Saturday	4/26/2003	100%	
Sunday	4/27/2003	100%	
Monday	4/28/2003	100%	
Tuesday	4/29/2003	100%	
Wednesday	4/30/2003	100%	
Total	4/01/03 thru 4/30/03	100 % ---- This is the monthly average of Availability.	

FMS Applications Management

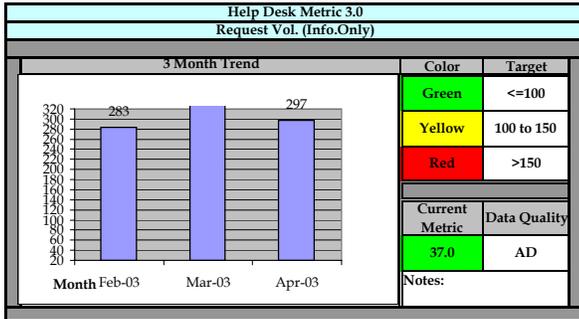
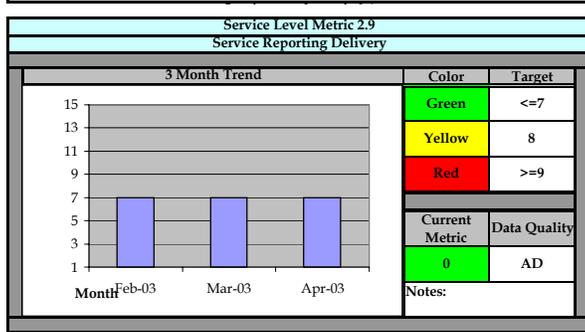
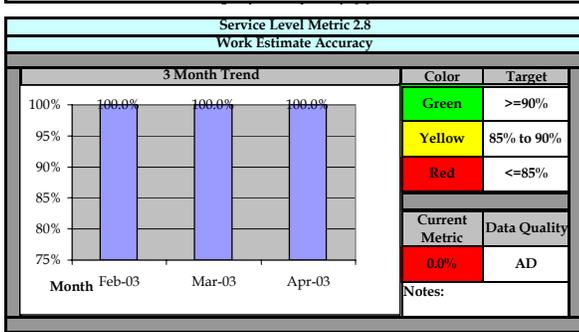
Deliverable 133.1.1a

Trend Analysis

4/30/03



FMS Applications Management
Deliverable 133.1.1a
Trend Analysis
4/30/03



Notes for the Past 3 Months	
Service Level Metric 1.0	
Service Level Metric 1.1	
Service Level Metric 1.2	
Service Level Metric 1.3	
Service Level Metric 1.4	
Service Level Metric 1.5	
Service Level Metric 1.6	
Service Level Metric 1.7	
Service Level Metric 1.8	
Service Level Metric 1.9	
Service Level Metric 1.10	
Service Level Metric 1.11	

FMS Applications Management

Deliverable 133.1.1a

04/30/03

FSA Program Metric - Apr. 2003

This Report will display the number of Help Desk calls, emails, and voicemails per FSA program that come into FMS for the month.

FSA / ED Program	Total Issues Opened for April	Total Issues Closed for April	Issues Remaining Open
CBS	0	0	0
CMDM	0	0	0
COD	0	0	0
DLC	0	0	0
DLO	0	0	0
DLS	1	1	0
ED Budget	0	0	0
ED CFO	0	0	0
FFEL DCS	0	0	0
FFEL GA/VFA	0	0	0
FMS	19	19	0
Forms 2000	2	2	0
FP Datamart	0	0	0
FSA CFO	0	0	0
FSA Rep/Bdgt	0	0	0
FSA/ED Treas	0	0	0
LaRS/LAP	244	244	0
LEAP/SLEAP	0	0	0
Other	31	31	0
PELL	0	0	0
TOTAL	297	297	0

FMS Applications Management

Deliverable 133.1.1a

04/30/03

FMS Issue Type Tracking -Apr. 2003

This metric / report will give us a snap shot of the most request type of help, and help designate any training or communication needs.

Request Type	High	Medium	Low	Total
Change Req. / Enhance	0	0	0	0
Complex Requests	1	0	0	1
Feeder File Issue	1	4	0	5
FMS General	0	8	0	8
FSA / Dept. of ED Help Call	0	0	12	12
Question / Query	25	0	0	25
System Access Issue	0	30	0	30
System ID's Issue	3	8	1	12
User Suprt. / Funct. Issues	2	202	0	204
VDC Outages	0	0	0	0
TOTAL	32	252	13	297

Request Type Legend		
Request Type	Definition	
Change Req. / Enhance	Any issue related to FMS Change Requests.	
Complex Requests	Issues that are very technical in manner and cannot be resolved immediately, and need extensive research.	
Feeder File Issue	Issues related to any file transfer with any FSA Program that feeds into FMS.	
FMS General	Issues related to common technical problems or functional issues.	
FSA / Dept. of ED Help Call	Any calls that are routed into the FMS Help Desk line that are not related to FMS, but related to the Dept. of ED.	
Question / Query	Issues that are questions only, or inquiries about FMS.	
System Access Issue	Issues related to user access to FMS.	
System ID's Issue	Issues related to an FMS User ID or Password.	
User Suprt. / Funct. Issues	Issues related to functional navigation, processing, reporting, and procedures.	
VDC Outages	Issues related a FMS outage at the VDC.	

FMS Applications Management

Deliverable 133.1.1a

04/30/03

Priority Type Legend	
Priority	Definition
High	Any issue that is stopping FMS business or in position to stop FMS business without attention by the Help Desk.
Meduim	Any issue that may be crital to business if not resolved, but there is a work around to process trasnactions and do FMS business.
Low	Any issue that is non critcal but needs attention, dose not involve FMS processing ability.

FMS Change Request Metric - Apr. 2003

Change Requests Open	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	0	8	2	2	12
DLC	0	0	0	1	1
DLO	0	2	1	0	3
DLS	0	5	0	0	5
ED Budget	0	0	0	0	0
ED CFO	0	1	0	0	1
FFEL DCS	0	1	0	0	1
FFEL GA/VFA	0	2	0	0	2
FMS	0	4	2	0	6
FP Datamart	0	0	0	0	0
FSA CFO	0	3	0	0	3
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	1	0	0	1
LaRS/LAP	0	1	1	0	2
LEAP/SLEAP	0	0	0	0	3
PELL	0	3	0	0	0
Total	0	31	6	3	40

Change Request Closed in Apr / 03	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	1	2	0	0	3
DLC	0	0	0	0	0
DLO	0	0	0	0	0
DLS	0	2	4	0	6
ED Budget	0	0	0	0	0
ED CFO	0	0	0	0	0
FFEL DCS	0	0	0	0	0
FFEL GA/VFA	0	1	2	1	4
FMS	0	3	2	0	5
FP Datamart	0	0	0	0	0
FSA CFO	0	1	1	0	2
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	1	0	0	1
LaRS/LAP	1	3	2	0	6
LEAP/SLEAP	0	0	1	0	1
PELL	0	1	1	0	2
Total	2	14	13	1	30

New Change Request for Apr / 03	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	0	5	0	0	5
DLC	0	0	0	0	0
DLO	0	1	0	0	0
DLS	0	0	0	0	0
ED Budget	0	0	0	0	0
ED CFO	0	1	0	0	0
FFEL DCS	0	0	0	0	0
FFEL GA/VFA	0	1	0	0	0
FMS	0	1	0	0	0
FP Datamart	0	0	0	0	0
FSA CFO	0	1	0	0	0
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	0	0	0	0
LaRS/LAP	0	0	0	0	0
LEAP/SLEAP	0	0	0	0	0
PELL	0	1	0	0	0
Total	0	11	0	0	11

Priority Type Legend	
Priority	Definition
Critical	A Change Request that needs to be implemented as an emergency. This is any CR that will fix an issue that stops FMS from achieving the FSA business needs.
High	A Change Request that effects FMS business needs and has a deadline date for implementation due to feeder system needs or FMS changes that effect transaction processing.
Meduim	A Change Request that is not FMS business critical but would help increase work efficiency and effectiveness. This CR may be a reporting need, or reconciliation need between programs.

SFA FMS APPLICATION MANAGEMENT

Metrics Based Service Target Report

Appendix A - Definition of Metrics

Metric #	Title and Definition
2.0	Response Time High Priority
2.1	Response Time Medium Priority
1.2	Response Time Low Priority
	Elapsed Time from initial logging of Request by Tier 1 Help Desk to acknowledgement of Request by the Application Management Team . For High Priority Requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.
2.3	Resolution Time High Priority (Complex)
2.4	Resolution Time Medium Priority (Complex)
2.5	Resolution Time High Priority (Simple)
2.6	Resolution Time Medium Priority (Simple)
	Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier I Help Desk that the Request has been resolved and that the solution is ready to be moved into production All movement of changes into Production is dependent on the VDC. In addition source code changes are dependent on Oracle Service level agreements and response from the Oracle Tech Support team. The Application Maintenance Team will manage the interface with Oracle but cannot directly control Oracle's Resolution Time. Measurements are made by Complex and Simple requests in a High and Medium priorities.
2.7	Resolution Quality
	This metric measures the level of rework effort required for completed requests. The target is 90% require no work during the first two weeks of being placed into production or over a normal business cycle.
2.8	Work Estimate Accuracy
	This metric measures the accuracy of the work effort estimates for complex requests. The target is 90% of the estimates end within a 20% plus or minus variance from the actual effort.
2.9	Service Reporting Delivery
	This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the 7 day target.
3.0	Help Desk Request Volume
	Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for SFA FMS management only.