Task Order 139 –
Data Mart Operations

<u>Data Mart Operations Monthly SLA Metrics Report</u>
<u>Deliverable 139.1.1c</u>

Period Ending: 8/31/03

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Task Order 139 – Data Mart Operations

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Introduction

This is the August monthly report for Task Order 139 – Data Mart Operations. The purpose of this task order is to provide the capability to sustain the Financial Partners (FP) Data Mart and Credit Management (CM) 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
Fri – August 1	100%	
Mon – August 4	100%	
Tues – August 5	100%	
Wed – August 6	100%	
Thurs – August 7	100%	
Fri - August 8	100%	
Mon – August 11	100%	
Tues – August 12	100%	
Wed – August 13	100%	
Thurs – August 14	100%	
Fri– August 15	100%	
Mon– August 18	100%	
Tues- August 19	100%	
Wed – August 20	100%	
Thurs – August 21	100%	
Fri– August 22	100%	
Mon– August 25	100%	
Tues – August 26	100%	
Wed – August 27	100%	
Thus - August 28	100%	
Fri – August 29	100%	

Financial Partners (FP) Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for July with monthly data feeds from NSLDS, and PEPS.
- Completed bi-weekly loading for FMS data.
- 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.
- Upgraded Production environment to MicroStrategy version 7.2.3.

Issues or Anticipated/Current Problems

- None to report.

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 SIR requests.
- Complete August FP monthly data load and bi-weekly FMS loading.

Help Desk Monthly Throughput (FP)

Change Request

Category	High	Medium	Low	Total
Carry Forward	0	10	0	**10**
New	0	0	1	**1**
Closed	0	1	0	**1**
End of Month Balance	**0**	**9**	**1**	**10**

Data Request

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

Help Desk Request

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

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

Help Desk Request Summary (FP)

Total Processed Requests: 18

ID	STATE	TYPE OF REQ	TITLE	PRIORITY	OPEN	CLOSED
450	Assigned	Change Request	Lender Scorecard - Origination Fee Variance	2. Medium	4/30/03	
473	Assigned	Help Desk Request	Form 2000 - Integration Testing with FPDM	1. High	6/25/03	
253	Assigned	Change Request	1.2.6 GA Fee Payments	2. Medium	7/30/02	
254	Assigned	Change Request	1.2.6.1 GA Requested and Paid Fees	2. Medium	7/30/02	
255	Assigned	Change Request	1.2.7 GA Fee Payments History Report	2. Medium	7/30/02	
389	Assigned	Change Request	GA Monthly/Quarterly Report	2. Medium	2/25/03	
438	Assigned	Help Desk Request	Lender Scorecard - State / LID Trigger	2. Medium	4/25/03	
442	Assigned	Change Request	Missing data and prompts need updating	2. Medium	4/29/03	
445	Closed	Change Request	Active Lender ED 799	2. Medium	4/29/03	8/7/2003
446	Assigned	Change Request	Lender Scorecard Analysis Report	2. Medium	4/29/03	
448	Assigned	Change Request	Servicer Lender Portfolio Report	2. Medium	4/29/03	
449	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/30/03	
458	Assigned	Help Desk Request	Capitalized Interest Report - SI #12	2. Medium	5/27/03	
472	Assigned	Help Desk Request	SERVICER - LENDER REPORT: LID Display	2. Medium	6/25/03	
483	Assigned	Help Desk Request	Lender 799 Reports Produce Different Results	2. Medium	7/9/03	
484	Assigned	Help Desk Request	GA Monthly Trigger Rate Report Metrics	2. Medium	7/9/03	
492	Closed	Help Desk Request	Reset Mike Sutphin's ID	1. High	8/14/03	8/14/2003
495	Assigned	Change Request	Re-write the JAVA code in the changePassword.asp	3. Low	8/26/03	

Financial Partners Data Mart Requests

Total Open Requests: 16

ID: MPOps00000450
State: Assigned
Open: 4/30/2003 6:00:53PM
Requestor: Nettie Harding, 202-377-3307

Title: Lender Scorecard - Origination Fee Variance
Priority: 2. Medium
Target Date:

Assigned to: Keisha Contee, 202-962-0655

Description:
The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of $27,000.78 it is reporting $2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to clarify this issue.

Activity Log:
===== State: Assigned by:lphillips at 9/4/2003 10:40:50 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

8/29 - The columns have been corrected and awaiting for Nettie's approval.

===== State: Assigned by:smcconaghie at 9/3/2003 8:36:38 AM =====

McConaghie: Moved to a Medium Priority, per Nettie during Power User Meeting

===== State: Assigned by:kcontee at 7/29/2003 9:54:27 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee Variance report in Test. Please verify.

NC:Attached are a couple of interesting finds for you to review:
Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change. Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case. Also, the "SI #6 Origination FeeVariance" is taken directly from Prod in he FP Datamart. There are no decimal places in these numbers. Should this be the case?

7/24 - KC: After research, I found that the report is working properly. But, I believe the data for 802560 / Dec 1999 quarter was improperly loaded.

Refer to spreadsheets FPDM 801895 and MSTR 801895. The first spreadsheet shows what is in the FPDM while the second shows what is in MSTR. From analyzing this data, it seems to me that the data in FPDM is rounded to the nearest dollar and the report reports this figure.

Now, refer to spreadsheets FPDM 802560 and MSTR 802560. After analyzing this data, it seems to be doing the same thing as the noted above. But, we know 2,700,078.00 is not the correct figure. The correct figure should be 27,000.78. But, the report is not formatted to have decimal places. If we made that change, all the data would change as did in my previous attempt at a fix.

I think the data was not rounded and loaded properly. I will have to do more research to decide if this assumption is true. If it is true, we will need to correct the bad data.

Can you check the other quarters for 80260 to see if they are reporting correctly? Please let me know if you see any other d data that looks incorrect.

===== State: Assigned by:kcontee at 7/14/2003 3:52:15 PM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee Variance report in Test. Please verify.
Attached are a couple of interesting finds for you to review:
Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change. Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case.

Also, the "SI #6 Origination Fee Variance" is taken directly from Prod in he FP Datamart. There are no decimal places in these numbers. Should this be the case?

===== State: Assigned by:mko at 6/9/2003 8:34:18 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

ID: MPOps00000473
State: Assigned
Open: 6/25/2003 3:00:58PM
Requestor: Mark Mandrella, 202-962-0721

Title: Form 2000 - Integration Testing with FPDM
Priority: 1. High
Target Date:

Assigned to: Keisha Contee, 202-962-0655

Description:
FUNCTIONAL DESCRIPTION: The objective of this FP DataMart Interface update is to ensure that all new fields in the amended Annual Form 2000 are passed from the FP DataMart interface into the custom FP DataMart tables. Currently, the FP DataMart tables do not contain the new fields that will be passed from the FP DataMart Interface. The update will enable the Amendment Version Number, as well as the Most Updated Record Flag to be accepted into the custom FP DataMart tables, SR_FFELGA_ANNUAL_REPORTS and F_FM2000_ANNL.

FPDM TESTING SCOPE: For the purposes of Integrated testing, the FPDM team will need to:
1.0 Mirror database changes in FP Test (HPVN-25)
2.0 Modify applicable Informatica mappings
3.0 Demonstrate reporting capabilities of new attributes
4.0 Regression test reports built off of (or based on) the SR_FFELGA_ANNUAL_REPORTS and F_FM2000_ANNL tables.

Activity Log:
8/29 – Sent email to FMS team concerning non-flagged GAs.. Awaiting their response

===== State: Assigned by:kcontee at 8/8/2003 12:17:49 PM =====

KC:Will need to add attributes (columns) in MSTR to the F_FM2000_ANNL table. The columns are

AMENDMENT_VERSION_NUMBER and MOST_UPDATED_RECORD_FL.

will use two columns to ensure the most recent data is being populated in the reports that use the F_FM2000_ANNL table. This will require some rework in MSTR on the following reports:

GA ANNUAL
GA ANNUAL COMPARATIVE
GA FEDERAL FUND
GA OPERATING FUND
GA RESTRICTED FUND
FMS-NSLDS CROSS-CHECK
GA FEE PAYMENTS

KC: Added attributes to MSTR by updating the MSTR schema.

KC: The mapping and reports have been modified. There is one concern: Three records from the source had incorrect version numbers. Because the soure is populated through a "select all" statement, those 3 bad records will come over with each load. I need to contact someone from the FMS team and establish a procedure for when an inconsistency such as this occurs.

New data was loaded for the following GAs: 705, 740, 741, 706, 755, 711, 733, 717, 748, 725, 948, 800, 738, and 721.

===== State: Assigned by:kcontee at 7/21/2003 3:26:32 PM =====

KC:Will need to add attributes (columns) in MSTR to the F_FM2000_ANNL table. The columns are AMENDMENT_VERSION_NUMBER and MOST_UPDATED_RECORD_FL. Will use two columns to ensure the most recent data is being populated in the reports that use the F_FM2000_ANNL table.
This will require some rework in MSTR on the following reports:

GA ANNUAL
GA ANNUAL COMPARATIVE
GA FEDERAL FUND
GA OPERATING FUND
GA RESTRICTED FUND
FMS-NSLDS CROSS-CHECK
GA FEE PAYMENTS

KC: Added attributes to MSTR by updating the MSTR schema.

ID: MPOps00000253
State: Assigned
Open: 7/30/2002 7:29:17PM
Requestor: Ben Chiu, 415-556-4136

Title: 1.2.6 GA Fee Payments
Priority: 2. Medium
Target Date:

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 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== 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 =====

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 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? 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_reports?

===== 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 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
State: Assigned
Open: 7/30/2002 7:30:32PM
Requestor: Ben Chiu, 415-556-4136

Title: 1.2.6.1 GA Requested and Paid Fees
Priority: 2. Medium
Target Date:

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 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== 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 =====

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).

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ID: MPOps00000255
State: Assigned
Open: 7/30/2002 7:32:26PM
Requestor: Ben Chiu, 415-556-4136

Title: 1.2.7 GA Fee Payments History Report
Priority: 2. Medium
Target Date:

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 1/7/2003 1:23:31 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== 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.

===== 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: MPOps00000389
Title: GA Monthly / Quarterly Report
State: Assigned
Priority: 2. Medium
Open: 2/25/2003 3:52:30PM
Target Date:
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Description:
The GA Monthly / Quarterly Report's monthly Principal, Interest, and Other Amounts do not accurately match Monthly / Quarterly captured by non-MicroStrategy reports from FMS.

Systematic approach will be taken to determine whether:
1) MicroStrategy and / or Informatica is out-of-synch with FMS;
2) FMS reports are out-of-synch with FMS.

Activity Log:
===== State: Assigned by:lphillips at 9/4/2003 10:33:44 AM =====

8/29 - Sent an email to Nettie to understand why monthly and quarterly reports are not listing the same line sub-items.

ID: MPOps00000438
Title: Lender Scorecard - State / LID Trigger
State: Assigned
Priority: 2. Medium
Open: 4/25/2003 3:10:19PM
Target Date:
Requestor: Ben Chiu, 415-556-4136
Assigned to: Keisha Contee, 202-962-0655
Description:
When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria. However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only provided one state and LID pair that exhibits this.

Activity Log:
===== State: Assigned by:lphillips at 9/4/2003 10:36:51 AM =====

8/29 - Nettie and Keisha have decided to meet in order to discuss the trigger functionality.

===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====

(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed to be tested much more than we were able to last year.

On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data and design came form old excel and IDEA reports that we had developed in the past. There is no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with designing the GA reports.

ID: MPOps00000442
State: Assigned
Open: 4/29/2003 7:25:25PM
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Title: Missing data and prompts need updating
Priority: 2. Medium
Target Date:
Description:
The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:
Collections on Defaulted Loans
Default Dollars Paid to Lenders
Loan Volume Committment

Activity Log:
===== State: Assigned by:mko at 6/9/2003 8:47:43 AM =====

NH: Awaiting on information from Nettie Harding on which direction to take in terms of the formatting of prompt values:
1.0 The report prompts are based on a Quarter (Ending Date). Pre-defined list of prompts displays 'QTR_ENDING_CALENDAR_MONTH' in the example format of 1972 September
20. The currently displayed prompts are in the format of FISCAL_QTR_LONG_DESC, e.g. '1972 FQ4'
3.0 Please advise on the desired format. Please refer to the Collection on Defaulted Loans in Test as an example.

ID: MPOps00000446
State: Assigned
Open: 4/29/2003 7:55:11PM
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Title: Lender Scorecard Analysis Report
Priority: 2. Medium
Target Date:
Description:
Should include a total portfolio range in the prompt

ID: MPOps00000448
Title: Servicer Lender Portfolio Report
State: Assigned
Priority: 2. Medium
Open: 4/29/2003 7:57:29PM
Target Date:
Requestor: Nettie Harding, 202-377-330
Assigned to: Keisha Contee, 202-962-0655
Description:
This report should be have a percentage column similar to the Lender Servicer Portfolio Report.

Activity Log:
===== State: Assigned by:mko at 6/9/2003 8:45:28 AM =====

MK: The report is functioning properly. (However, there might not be data associated with the prompts selected).

Nettie Harding: Servicer Lender Portfolio Report: I tried to verify that the % column was added similar to the Lender Servicer Report but when I requested by all of SLMAs (our largest) names it kept giving me the following message: No data returned for this view because the applied filter excludes all data. Is the report not functioning properly or do you have data saved in only a few of the reports. I wasn't sure since I was in the test environment. Let me know so I can test this.

ID: MPOps00000449
Title: FMS-NSLDS Cross-Check
State: Assigned
Priority: 2. Medium
Open: 4/30/2003 1:36:49PM
Target Date:
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Description:
One of the columns is reporting an annual figure and the other is a cumulative figure. We need to go with the annual number on both reports. The cumulative column will need to take the current year cumulative and subtract the prior year cumulative to come up with the annual number.

Activity Log:
===== State: Assigned by:lphillips at 9/4/2003 10:39:40 AM =====
8/29 - Report has been disabled per the request of Power User community.

ID: MPOps00000458
Title: Capitalized Interest Report - SI #12
State: Assigned
Priority: 2. Medium
Open: 5/27/2003 8:20:25PM
Target Date:
Requestor: Susan Haenel-Beck, 917-767-6435
Assigned to: Keisha Contee, 202-962-0655
Description:
Enchancement SIR229, the report needs to reflect percentage calculations for all fields where there is an amount in the "interest capitalized" column. The interest calculation can be positive or negative - each would have value in the report.

Activity Log:
===== State: Assigned by:lphillips at 9/4/2003 10:41:32 AM =====
8/29 - Will refer to SIR 229 for more information.

ID: MPOps00000472
Title: SERVICER - LENDER REPORT: LID Display
State: Assigned
Priority: 2. Medium
Open: 6/25/2003 2:01:55PM
Target Date:
Requestor: Ben McPherson, 214-880-3083
Assigned to: Keisha Contee, 202-962-0655
Description:
Ben McPherson - "I have an item for which we need to create a new SIR. In the "SERVICER - LENDER REPORT, we need to display the LID of the servicer in addition to the name. Many of the LIDs are associated with the same name."

Activity Log:
===== State: Assigned by:lphillips at 9/4/2003 10:42:40 AM =====

8/29 - KC has contacted FMS to reflag GAs. Awaiting their response.

KC: I have added the Servicer ID to the Servicer Lender Report per your request. Please verify in Test.

===== State: Assigned by:kcontee at 7/11/2003 11:49:51 AM =====

KC: I have added the Servicer ID to the Servicer Lender Report per your request. Please verify in Test.

ID: MPOps00000483
Title: Lender 799 Reports Produce Different Results
State: Assigned
Priority: 2. Medium
Open: 7/9/2003 5:50:00PM
Target Date:
Requestor: Ben Chiu, 415-556-4136
Assigned to: Keisha Contee, 202-962-0655
Description:
Ben Chiu - The Lender 799 - Entire Report in the Lender 799 Reports (ext) folder produces different results than the same report in the Lender 799 Reports folder. When running the report from the ext folder, the lender name and LID for Part II and V differ from the selected LID. This does not occur when running the same report in the non-ext folder. To see the problem, select LID 806931 and Qtr end - 2002 June 30 (I don't think the quarter matters.). All parts will list Lender as 806931 except Parts II and V. In Parts II and V the lender is listed as 800016. Another LID to use to see this problem is LID 827044. Parts II and V will show the LID as 800016 .

ID: MPOps00000484
Title: GA Monthly Trigger Rate Report Metrics
State: Assigned
Priority: 2. Medium
Open: 7/9/2003 7:43:53PM
Target Date:
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Description:
This report doesn't not seem to be calculating the correct metrics for columns Trigger Rate Monthly and FYTD.

Task Order 139 – Data Mart Operations

ID: MPOps00000495
Title: Re-write the JAVA code in the changePassword.asp
State: Assigned
Priority: 3. Low
Open: 8/26/2003 6:18:20PM
Target Date:
Requestor: Dorothy Pan, 202-962-0725
Assigned to: Dorothy Pan, 202-962-0725
Description:
The existing custom code is not functional in the changePassword.asp page, whatever password inputted in the page, it would get an error but the password would still be changed. The custom code should be re-design to ensure the correct password format.

Credit Management (CM) Data Mart Operations Status

Work Accomplished During This Period

- Completed load and reconciliation of Demographic data for July in Production environment.
- Completed reconciliation/aggregations for July data in the Production Environment.
- Begin loading August data as it was received from FMS in the Production Environment.
- Added new transaction Ids to d_txn_map table.
- Provided daily monitoring of CM 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 CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.
- Upgraded Production environment to MicroStrategy version 7.2.3.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of CM Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open CM SIR requests.
- Complete Load/Reconcile data for August for IF010, IF020, G-Records, and Manual Transactions.
- Load monthly Demographic data for August in Production environment.
- Run full aggregation in Production for August data (aggregations with Demographic data).
- Begin loading September data as it is received from FMS in the Production Environment.

Help Desk Monthly Throughput (CM)

Data Request (1 Time)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	**0**
New	0	0	0	0	**0**
Closed	0	0	0	0	**0**
End of Month Balance	**0**	**0**	**0**	**0**	**0**

Data Request (Multiple)

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

Help Desk Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	**0**
New	0	0	0	0	**0**
Closed	0	0	0	0	**0**
End of Month Balance	**0**	**0**	**0**	**0**	**0**

System Change Request

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

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

Help Desk Request Summary (CM)

Total Processed Requests: 4

ID	STATE	TYPE OF REQ	TITLE	PRIORITY	OPEN	CLOSED
494	Assigned	Data Request (Multiple)	Portfolio Summary by Transaction Code	2. Within 5 Business Days	8/25/2003	
418	Closed	Data Request (Multiple)	Mega record Year 9 (2002-2003) Ongoing	3. Within 15 Business Days	4/8/2003	8/11/2003
459	Closed	System Change Request	end-of-file on communication channel error	3. Within 15 Business Days	5/28/2003	8/15/2003
471	Closed	System Change Request	Modify Portfolio Analysis Metrics/Filters	3. Within 15 Business Days	6/23/2003	8/25/2003

Credit Management Data Mart Requests

Total Open Requests: 1

ID	MPOps00000494	**Title:**	Portfolio Summary by Transaction Code
State:	Assigned	**Priority:**	2. Within 5 Busi

Date Opened:	8/25/2003 4:00:00A	**Target Date:**	9/1/2003 4:00:00AM
Requestor	Al Bradley, 202-962-0661	**Assigned:**	Al Bradley, 202-962-0661

Description:
K. Seigwerth requested the following report in lieu of the Portfolio Analysis Report. Beginning, current and ending balances by fms transaction code for all accounts 134001 and 135001.
Other attributes: Cohort Year, Loan Type, Risk Category, Repayment Plan, Current Loan Status Category, Suspense Code.