

Schools Portal/IFAP Responsibility Matrix

Task No.	TASK DESCRIPTION	RESPONSIBLE ORGANIZATION					
		SFA Business Unit ECAD	Portal/IFAP Development	Portal/IFAP Application Maintenance	Integrated Tech Arch	SFA/CIO IT Services	VDC
	Requirements, Capacity Planning and Recommendations						
1	Submit Hardware and Software Requirements for Portal/IFAP to SFA/CIO.	A	P				
2	Submit project plan/schedule that identifies support services needed to SFA/CIO and CSC.	A	P			S	
3	Submit Portal/IFAP recommendations to SFA/CIO.	A	P				
4	Submit project plan/schedule to SFA/CIO.	A	P				
5	Initiate and track all HW and SW and requested services as outlined in project/schedule plan, and share with Portal/IFAP team and CSC.					S	P
6	Perform technical reviews of hardware changes and coordinate the installation or deinstallation of hardware. Ensure the appropriate facilities (floor space, power, air conditioning) are available.					S	P
7	Notify SFA/CIO of all expected HW/SW deliveries						P
	Installation Setup and Systems Configuration for Development and Production Environments						
8	Receive and configure hardware and network purchased by SFA/CIO.						P
9	Installation and Configuration of Operating System						P
9a	Install application and database software installation in conjunction with CSC.						P
10	Installation and Configuration of System Utilities						P
11	Installation and Configuration of Network & Communication Infrastructure						P
12	Installation and Configuration of Backup Facility						P
13	Installation and Configuration of Security System						P
	Applications Administration and Management						
14	Identify staffing requirements	A		J			J
15	Identify staff training requirements necessary to perform job duties	A		J			J
17	Provide IP source/destination information for application developer requiring access to the Portal/IFAP system (to initiate security authorization process). Identify specific protocols required.			P			
18	Provide CSC with IP source/destination information to authorize access for the specified application developer					P	
19	Set up remote administration capabilities for authorized users						P
20	Responsible for database software upgrades.						P?
21	Configure Application software			P			
22	Deploy application software			P			
23	Monitor and analyze IIS logs			P			S
24	Provide Application Statistics			P			S
25	Provide application support for users during development. Resolve user id and password problems, create & delete user ids as required (within the context of the business area or application).	?	?	?	?	?	?
27a	Respond to user feedback	P		S			
27b	Implementation of changes and/or corrections as needed	A		P			

[Sample]

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28a	Develop trouble-shooting procedures to respond to application			P			
	Performance Management and Reliability						
29	Perform regular server maintenance						P
30	Notify designated contacts on any scheduled downtime for upgrades and/or maintenance.						P
31	Develop trouble-shooting procedures to respond to server/communications problems						P
32	Identify and recommend tools (testing, monitoring, scheduling, etc.)						P
33	Utilize a tracking system for problem reports and problem resolution	Delete	Delete	Delete	Delete	Delete	Delete
34	Perform technical reviews of software changes and coordinate the installation or deinstallation of software i.e. patches, PTFs			S			P
35	Responsible for providing support for internal and external audits.	J		J		A	J
36a	Responsible for generating monthly system performance report for the production servers to include CPU Utilization, Disk Activity, Network Utilization, and Memory Utilization.						P
36b	Responsible for generating monthly application performance report including problem calls, bug fixes, etc.			P			
37a	Identify and implement any short-term fixes to eliminate the immediate system problems.						P
37b	Identify and implement any short-term fixes to eliminate the immediate application problems.			P			
38a	A permanent, corrective action will be identified and implemented with appropriate follow-up to ensure the fault is eliminated from the application.						P
38b	A permanent, corrective action will be identified and implemented with appropriate follow-up to ensure the fault is eliminated from the application.			P			
39	The problem will be documented and tracked by the respective contractors' problem management process.			P			P
	COMPUTER OPERATIONS						
40	Follow all appropriate Change Management, Problem Resolution & Escalation Procedures.			J			J
41	Document and report hardware and software problems following the troubleshooting and escalation procedures.						P
42	Provide 24 x 7 system level support of Portal/IFAP production and development systems (if required).						P
43	Monitor computer room environment and ensure that the systems are operational.						P
44	Provide removable tape support to include: mounts, tracking, onsite, off-site storage, tape purchasing, shipping and receiving.						P
45	Provide an immediate response to unplanned events by identifying, escalating, and documenting the problem.						P
46	Coordinate hardware issues with appropriate vendors.						P
47	Update procedures and documentation accordingly.						P
48	Provide Single Point of Contact (Command Center) for Network and Server Operations.						P
49	Provide a Single Point of Contact (Service Delivery Manager) for business issues and service levels.						P

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50	Schedule/monitor CA-Unicenter batch processing.	N/A	N/A	N/A	N/A	N/A	N/A
51	Maintain CA-Unicenter Calendars.	N/A	N/A	N/A	N/A	N/A	N/A
52	Maintain CA-Unicenter Event Management Definitions.	N/A	N/A	N/A	N/A	N/A	N/A
53	Maintain CA-Unicenter Job and Jobset Definitions. Update and distribute definition spreadsheets as changes are made.	N/A	N/A	N/A	N/A	N/A	N/A
54	Performabend resolution.			P			S
55	Restart jobs once abort has been resolved.			S			P
56	Create morning report with processing statistics for numbers of records processed and abort log.			P?			S?
57	Distribute Morning report statistics	N/A?	N/A?	N/A?	N/A?	N/A?	N/A?
58	Respond to system and network outages, application unavailability, hardware failures, and inquiries concerning problem status.			S			P
59	Reporting for system and network outages, application unavailability, hardware failures, and inquiries concerning problem status to be passed out during Daily Turnover Meeting			S			P
SECURITY							
60	Disseminate privacy-related information that may affect OSFA related systems					P	
61	Perform regular penetration testing of the systems and provide documentation of results to the Portal/IFAP POC.						P
62	Stay current with OSFA security regulations and guidelines	J		J		J	J
63	Provide the processes and activities needed to create, modify, and delete Logon IDs.						P
64	Create user groups and security levels for user logins.						P
65	Maintain User IDs and passwords. The System Security Officer will provide authorization for users, and CSC will create and delete users as needed.						P
66	Utilize CA-Unicenter, The Next Generation (TNG), to implement security on the development and productions UNIX servers.	N/A	N/A	N/A	N/A	N/A	N/A
67	Provide any additional security requirements/guidelines to be met.	S				P	
68	Provide adequate resources (such as space, CPU, memory) to run security tool for application security.						P
69	Provide reports on unauthorized and or unsuccessful attempts to access the system.						P
70	Review security reports and take appropriate action(s) to ensure Portal/IFAP assets are adequately protected.	A		S			P
71	Review industry security alerts and determine appropriate course of action.			J		J	J
72	Recommend security enhancements.			J		J	J
73	Verify Login IDs have not been used before.						P
74	Determine security clearance level for employees, contractors and subcontractors associated with the IFAP/School Portals/Internet					P	
75	Provide a single point of contact for all security related issues.			J		J	J
SYSTEMS ADMINISTRATION							
76	Inventory and track system-level software components (such as the operating system and other non-application software) that make up the Midrange platform environment.						P

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77	Provide inventory information to the U.S. Department of Education.						P
78	Perform preventative maintenance according to supplier recommendations and based on the stability of the Midrange platform environment.						P
79	Responsible for evaluating, installing, and testing software fixes provided by HP (for the hardware) in accordance with the change management procedures.						P
80	Responsible for installing and resolving failures for system-level or non-application software.						P
81	Responsible for reviewing supplier product status and maintenance information of system-level software to identify current version information and known potential problems.						P
82	Responsible for the back-up and recovery of system-level data (such as the operating system and other non-application data stored on the system).						P
83	Renew and maintain software licenses for system-level software.						P
84	Renew & maintain hardware and software maintenance agreements						P
	DISASTER RECOVERY						
85	Responsible for restoring computer operations and the operating environments, both at the recovery location and at the old, repaired, or reconstructed data center site.						P
86	Responsible for ensuring that all users and clients are familiar with the Disaster Recovery Plan and interface with users and clients during a disaster.	P				S	
87	Responsible for restoring voice and data telecommunications links between VDC and the Portal/IFAP locations.						P
88	Responsible for restoring all designated critical applications.			P			
89	Responsible for reestablishing the tape library function at the primary site or at the alternate processing site.						P
90	Responsible for restoring the operating environment at the primary site or at the alternate processing site.						P
91	Create and maintain emergency contacts list.	J		J		J	J
92	Escalate to designated personnel in the event of a disaster.	S					P
	CHANGE MANAGEMENT PROCEDURES						
93	Responsible for all system modifications of directories, security on directories, and access privileges to the servers. Remove security on directories, and access privileges to the servers.						P
94	Portal/IFAP application contractor requests change and provides necessary information (request name, date & time of change, change procedure backout plan, risk assessment, contact name) in written form so that VDC can complete the request.			P			
95	Application contractor sends request to the VDC representative for completion.			P			
96	The VDC representative will input change into the VDC change management system and notify appropriate parties.						P

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97a	The VDC personnel will be responsible for implementing the system change, which includes testing and documentation of all activities for implementing the change.			S			P
97b	The VDC personnel will be responsible for implementing the applications change, which includes testing and documentation of all activities for implementing the change.			P			S
98	The VDC personnel will complete the change and notify the VDC representative that the change has been completed.						P
99	The VDC representative will notify the Application contractor that the change has been completed.						P
NETWORK SECURITY							
100	Maintain Network capacity to meet or exceed the Systems Operation Times and Required Availability as outlined in ED standards documents, such as the Project EASI-ED Program System-Wide Standards Document and SFA Modernization Blueprint.					P	
101	Determine protocols and sufficient address ranges						P
102	Obtain and implement Virtual Data Center (VDC) Network access permissions from OSFA.						P
103	Configure and operate *VDC Network Equipment (Routers, Firewalls, etc). to enforce OSFA security rules.						P
104	Configure and operate **Application Vendor Network Equipment (Routers, Firewalls, etc). to enforce OSFA security rules.			P			
105	Monitor VDC Network Equipment for evidence of security violations / violation attempts.						P
106	Monitor Application Vendor Network Equipment for evidence of security violations / violation attempts.			P			
107	Support VDC penetration testing efforts commissioned by the OSFA.						P
DATABASE							
108	Recommend/select the most appropriate DBMS for development or modification of an application.	A	P				
109	Participate in the configuration of the DBMS on the runtime platform.			S			P
110	Work with the Infrastructure team to install the DBMS and subsequent vendor releases and PTF's.			S			P
111	Participate in and approve the application database design, to include:			P			
	Assistance in determining data requirements, data relationships, and logical design			P			
	Design of physical structures			P			
	Consulting on the naming and definition of data elements			P			
112	Create the database instance, name, establish directory structures, and allocate database files.			S			P
113a	Allocate databases and tablespaces based on the identified needs of the application and anticipated data growth.			S			P
113b	Create scripts in the development environment for the creation of databases by the VDC			P			

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114	Create/alter database objects, including creation of tables, indexes, views, triggers, stored procedures, packages, sequences, synonyms, table constraints.			S			P
115	Work with the Security team to administer database access, including tasks such as:						P
	create/enable roles or groups						P
	grant permissions						P
	assign default database/tablespaces						P
	assign default roles or groups						P
	set profiles and quotas						P
	authorize user connections						P
116	Coordinate production database deployment, including tasks such as:			P			
	moving files to production directories						P?
	compiling stored procedures and triggers			P			
	creating scripts for backups/loads/unloads						P
117	Determine/implement appropriate database backup strategy, including decisions regarding database data files, control files, redo log files, transaction logs, export/import, dumps, and image copies.			S			P
118	Perform production database recovery when necessary (e.g., perform recovery/restore from backup data files and redo logs/transaction logs when the recovery cannot be handled by operational staff).						P
119	Monitor and tune databases, including reallocating space as needed, determining archive process, and reorganizing databases as needed.			S			P
120	Provide database design and call pattern reviews as required for in-house developed applications and COTS packages.						P
121	Perform database problem tracking and resolution.						P
122	Review and recommend DBMS tools needed to manage the database environment.						P
123	Recommend DBMS standards and guidelines for database design and data access.					P	

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