



**Department of Education
Office of Student Financial Assistance**

**35.1.6 Metrics Based Service Targets
For
SFA FMS Application Management**

November 2000



1. Introduction

The Student Financial Assistance Financial Management System (SFA FMS) performs the accounting activities necessary to manage the flow of funds between students, SFA, schools, financial partners and other government agencies, as well as the activities SFA must perform to manage one of the largest portfolios of consumer loans in the United States. The financial management function produces reports that SFA management will use to monitor how well the SFA organization is performing relative to one of its three primary objectives: reducing the overall cost of student financial assistance.

The SFA FMS Application Management team is providing the capability to sustain the FMS ORACLE application so that the anticipated business value is fully realized. A Tier II help desk is being established to accomplish this task. The Tier II help desk will respond to inquires regarding the functioning and operation of the Oracle Application. Most calls from the users will cover the following types of issues:

- Oracle Application Logon Ids and Passwords
- System Availability
- Functional use of the Application
- Application Failures (BUGS)
- Enhancements to Current Application (Not measured as a service target)

In addition, the SFA FMS Application Tier II help desk will be part of a critical relationship with CSC and the VDC.

Objective

The objective of this document is to establish the initial Service Targets for the SFA FMS Application Management team. The Service Targets will measure how well the SFA FMS Application Management team provides services to SFA.

Service Targets will be baselined over the first three months of operations, starting on October 2nd, 2000. The Service Targets will be reviewed and updated every three months as necessary. The process described in the SFA FMS Application Operations Processes - 2.4 Maintain Service Level Agreements /Operations Level Agreement will be followed.



2. Service Targets

The SFA FMS Application Management team will measure the following Service Targets on a monthly basis:

Service Level	How Measured?	Service Target	
Response Time	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.	High Priority	90% responded to customer/user within 1 business hour or less
		Medium Priority	90% responded to customer/user within 4 business hours or less
		Low Priority	90% responded to customer/user within 8 business hours or less
Resolution Time of requests requiring: changes to original development work, new code extensions, code patches from Oracle to the source code or any Oracle Tech Support assistance	Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier 1 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.	High Priority	90% resolved within 3 business days or as agreed by SFA Application Owner and Application Management Team, following acknowledgement of request
		Medium Priority	90% resolved within 5 business days or as agreed by SFA Application Owner and Application Management Team, following acknowledgement of request
		Low Priority	As time permits

FMS Application Management Transition

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Created By: Ingrid Wood
Updated By: Ingrid Wood

Created On: 8/29/00
Updated On: 12/12/00

Version: 1.0
Status: Final

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Service Level	How Measured?	Service Target	
Resolution Time of requests not requiring changes to source code or extensions	Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier 1 Help Desk that the Request has been resolved.	High Priority	90% resolved within 1 business hour or as agreed by SFA Application Owner and Application Management Team
		Medium Priority	90% resolved within 4 business hours or as agreed by SFA Application Owner and Application Management Team
		Low Priority	As time permits
Quality of resolutions requiring changes to source codes or extensions	Number of Requests (under 80 hours) implemented correctly the first time	95% require no rework during the first 2 weeks after being placed into production or during the next business cycle, where rework is directly related to the introduction of erroneous code by the Application Management Team	
Estimates of effort for changes to source code and extensions	Accuracy of work effort estimates for Requests	90% of requests, initially estimated at more than 8 hours work effort, are delivered in a total effort of +/- 20% of work effort estimate	
Service Reporting	Timely delivery of monthly service reports	Service Report delivered by the 7 th calendar day of the following month	



3. Help Desk Metrics

Help Desk Metrics	What Measured?	Estimated Volume
Request Volumes	Number of Requests Received/ Resolved per Month, sorted by: <ul style="list-style-type: none"> • Priority • Request Type • Requestor 	<ul style="list-style-type: none"> • Initially 150 – 200 Users • One Request/User/Month Higher volumes in initial period after a new release.

4. Suggested Future Metrics

The following metrics might be considered by SFA to drive future performance of the Application Management Team. These metrics will not be measured by the Application Management Team under the current contract.

- Client Satisfaction
- End-User Satisfaction
- Application Availability
- Database Performance Metrics (Response Time, Utilization, etc.)
- Help Desk Performance (Call Duration, Calls Per User, etc.)
- Timely Broadcast Communication
- Root Cause Analysis of Key Problems
- Productivity
- Request Backlog
- Process Compliance
- Schedule

5. Definitions

Priority Level:

High Priority: Requests are deemed business-critical to one or more of the channels

Medium Priority: Requests that are essential but not business-critical

Low Priority: All other requests

Status:

Open: Request is received by the Tier I Help Desk

Assigned: Tier I Help Desk assigned the request to the Application Management Team

Acknowledged: Application Management Team has acknowledged receipt of request

Resolved: Request is resolved by the Application Management Team

Closed: Tier I Help Desk informed user of resolution and closed the request after receiving user approval

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Revision Log

This log should be updated after each new version as a means of tracking the changes that have been made to the document. Relevant information includes: date of revision, name of person making the revision, and a short description of the changes.

Version	Revised By	Description of Changes
11.07.00 - 1.0	I. Wood	Final Version.