

SFA FMS Application Management

FMS Applications Operations - Monthly Report **Deliverable 35.1.5j**

Period Ending: 09/30/01



FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5j

Executive Summary

Period Ending 09/30/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	0
2.1	Response Time - Medium	90%	100%	22
2.2	Response Time - Low	90%	100%	3
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	0
2.4	Resolution Time -Medium (Complex)	90%	100%	25
2.5	Resolution Time - High (Simple)	90%	0%	
2.6	Resolution Time -Medium (Simple)	90%	0%	
	Other Service Metrics			
2.7	Resolution Quality	95%	100%	25
2.8	Work Estimate Accuracy	90%	0%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	25	25

Monthly Highlights

- 1) Completed Oracle Discoverer and ADI software installation documentation.
- 2) Updated FMS security forms with current FMS Phase III Responsibilities.
- 3) Most of the activity of the Tier II Help Desk issues were related to access and CFO Processing.
- 4) Reviewed Change Request Log with Change Control Board, and closed completed items.
- 5) Completed FMS September Monthly Processing for closure of books.
- 6) Completed plan for FTP automation with FMS Operations manager and development team.
- 7) Completed Tracking Tool updates for expanding reporting and tracking.
- 8) Four weekly FMS / FFEL meetings held during this month.
- 9) Released CR 1.14 for internal FMS content.
- 10) Security Plans reviewed and system update started for all user and responsibilities.
- 11) Logged all FMS Help Desk calls from 09/01/01 thru 09/30/01.

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

Service Level Metric 2.0

Response Time - High

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)	100.0%	100.0%					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
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%
Data Quality	AD												
Color Trend		100.0%					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Current Targets

>=90%
 85% to 90%
 <=85%

Service Level Metric 2.1

Response Time - Medium

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
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%
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%
Data Quality	AD												
Color Trend			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Current Targets

>=90%
 85% to 90%
 <=85%

Service Level Metric 2.2

Response Time - Low

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)	100.0%						100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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%
Data Quality	AD												
Color Trend							100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Current Targets

>=90%
 85% to 90%
 <=85%

Service Level Metric 2.3

Resolution Time - High (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)	100.0%							100.0%	100.0%	100.0%	100.0%	100.0%	
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%
Data Quality	AD												
Color Trend								100.0%	100.0%	100.0%	100.0%	100.0%	

Current Targets

>=90%
 85% to 90%
 <=85%

Service Level Metric 2.4

Resolution Time - Medium (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)	100.0%						100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
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%
Data Quality	AD												
Color Trend							100.0%		100.0%	100.0%	100.0%	100.0%	100.0%

Current Targets

>=90%
 85% to 90%
 <=85%

Service Level Metric 2.5

Resolution Time - High (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)		100.0%					100.0%	100.0%					
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%
Data Quality	AD												
Color Trend		100.0%					100.0%	100.0%					

Current Targets

>=90%
 85% to 90%
 <=85%

Service Level Metric 2.6

Resolution Time - Medium (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)			100.0%	100.0%	100.0%	100.0%							
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%
Data Quality	AD												
Color Trend			100.0%	100.0%	100.0%	100.0%							

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.7

Resolution Quality

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)	100.0%							100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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%
Data Quality	AD												
Color Trend								100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Current Targets
 >=95%
 90% to 95%
 <=90%

Service Level Metric 2.8

Work Estimate Accuracy

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
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%
Data Quality	AD												
Color Trend													

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.9

Service Reporting Delivery

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Service Reporting Delivery (day)	7	7	7	7	7	7	7	7	7	7	7	7	7
Green Target (Calender Day)	7	7	7	7	7	7	7	7	7	7	7	7	7
Data Quality	AD												
Color Trend		7	7	7	7	7	7	7	7	7	7	7	7

Current Targets
 <=7
 8
 >=9

Help Desk Metric 3.0

Request Vol. (Info.Only)

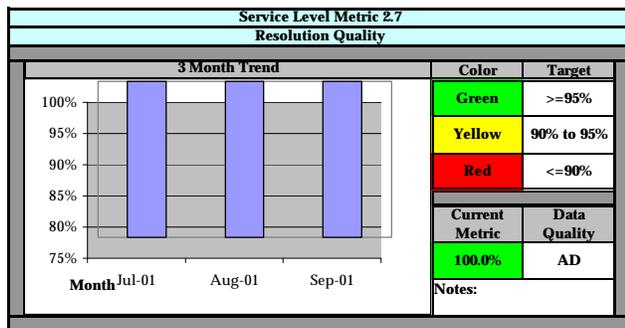
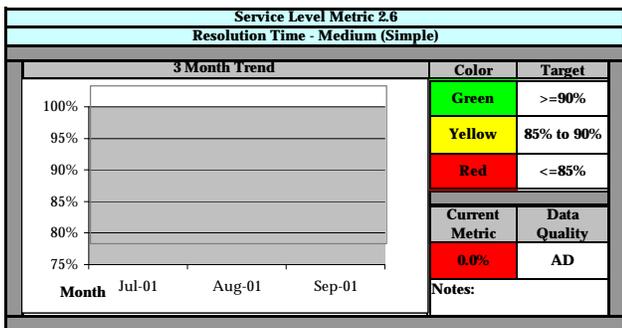
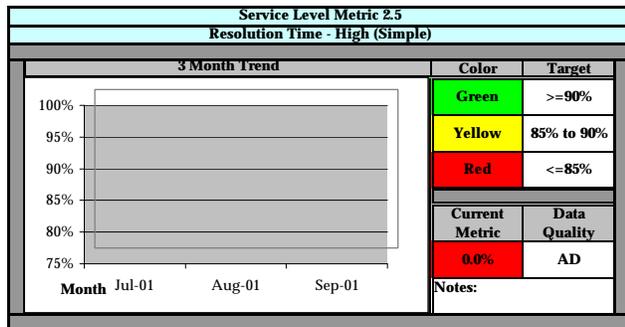
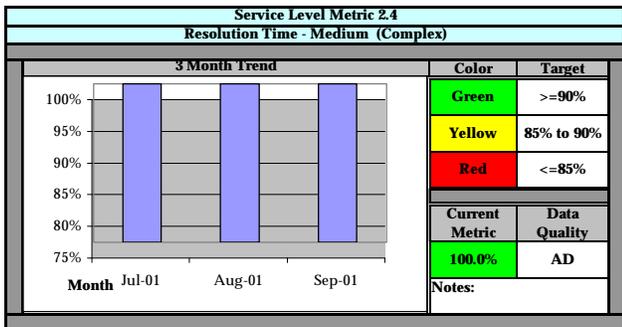
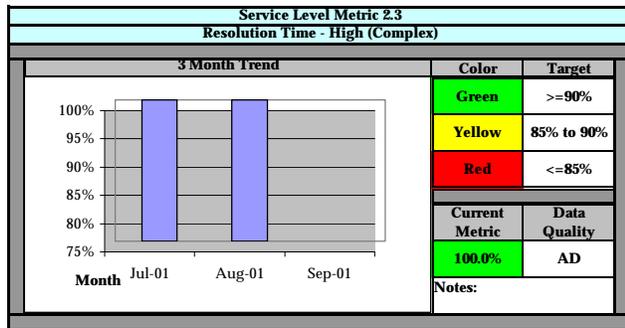
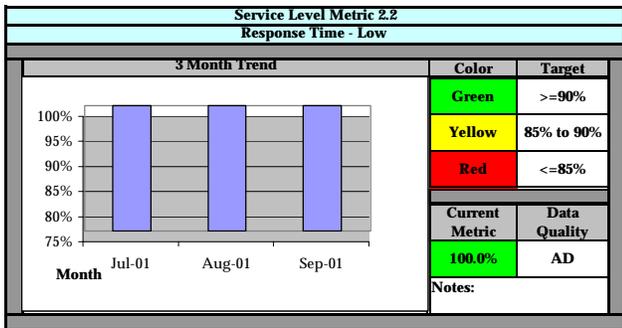
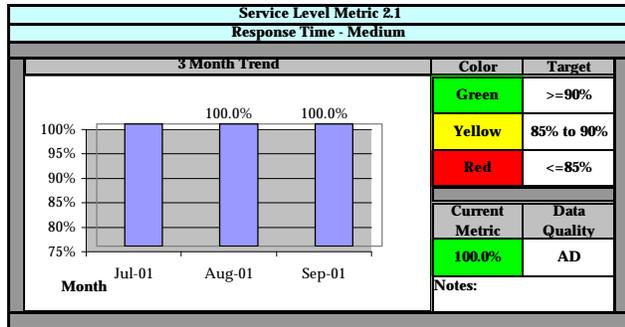
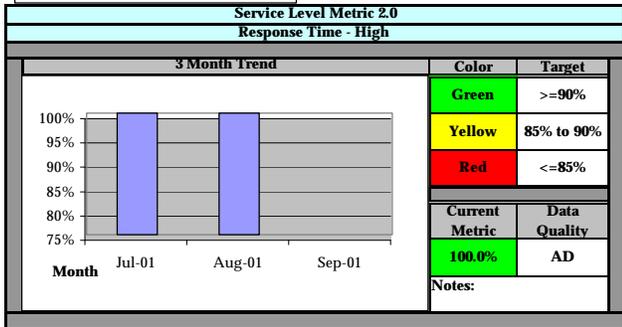
	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01
Number of Requests	37	32	52	31	38	55	48	47	33	37	27	37	25
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100
Data Quality	AD												
Color Trend		32	52	31	38	55	48	47	33	37	27	37	25

Current Targets
 <=100
 100 to 150
 >150

FMS Applications Management Deliverable 35.1.5j

Trend Analysis

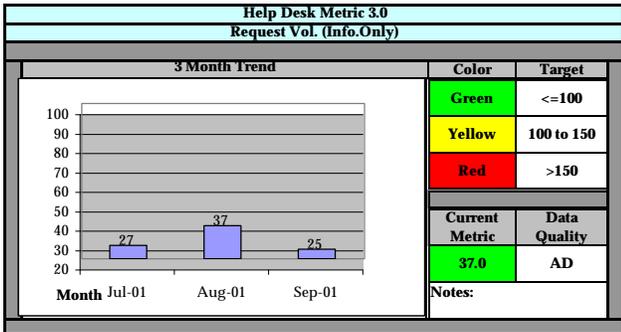
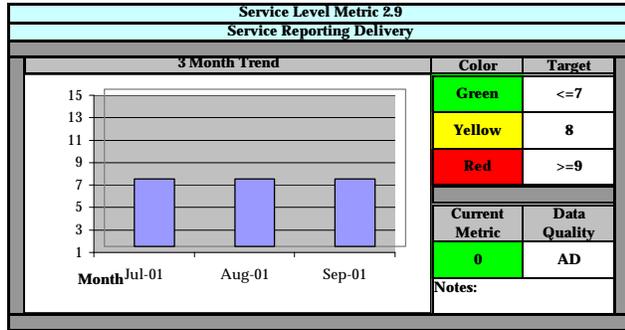
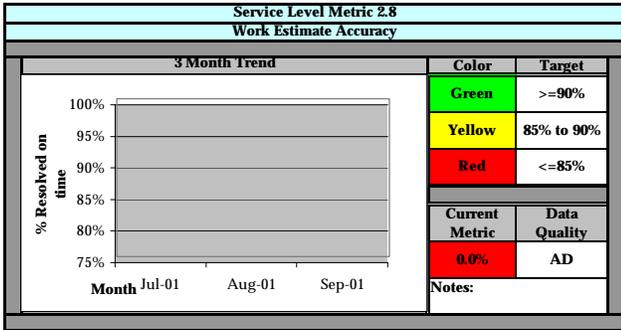
09/30/01



FMS Applications Management Deliverable 35.1.5j

Trend Analysis

09/30/01



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 Production
Request Log for September

Type of call	Title	Requestor Name	Date Open	Closed Date	Request Description
Ad Hoc	CA GA 706 System access issue	Mike Gibson	9/10/2001 9:00	10-Sep-01	User had issue with access to forms 2000. Is there currently any problems with the website? I can not log into the site this afternoon. Earlier this morning I was unable to download my August-01 submission for review...and now I can't get back in at all. Please advise.
Ad Hoc	Invoice issue with bank	FP's and CFO	9/4/2001 10:00	04-Sep-01	A invoice was created pointing to an incorrect bank account. The schedule format was failing because it recognized the error in the bank accounts (functionality we put in place earlier this year - tin the concurrent request log). I subsequently updated the remit-to bank (in the Payments window of the Schedule) and you should be able to continue processing. However, we are curious about how this invoice was created pointing to an incorrect bank. Could this have been created by coping another invoice (as we did earlier this year)?
Query	DISCO Access	Evelyn Gaites	9/5/2001 9:00	05-Sep-01	User requested DISCO access. I need access to FMS and FMSS to provide GA collection data on a monthly basis to the MIT group, as well as the Students Channel, Collections and CFO's Portfolio Management. Please advise what I need to do to have this request expedited. I made this request several months ago with no results. Thanks in advance for your assistance. Evelyn Gaites Student Financial Assistance CFO/Portfolio Management Division 202-401-0612 - FAX 202-260-4326 New e-mail address - Evelyn.Gaites@ed.gov
Ad Hoc	Access to FMS from home for LEAP Director	Greg Gerrans	9/5/2001 10:00	05-Sep-01	User needed access to FMs from external location. Greg Gerrans needs the ability to access the production instance remotely. The url is "http://fms.sfa.ed.gov/". However, when he attempted to access the address from his home computer, he was not prompted to begin installation of the Initiator software. I don't know which internet browser he is using. Please provide Greg any troubleshooting steps you may have. Maybe you could address this with him on Monday, when you install Discoverer on his office desktop.
Ad Hoc	CR 17 Released.	FMS	9/3/2001 9:00	03-Sep-01	CR 17 Released

FMS Production
Request Log for September

Query	Form Data Question	Dianne Ivy	9/11/2001 9:00	11-Sep-01	<p>User had questions about what to fill in for forms 2000 lines. Email below There was a special form that we are supposed to submit in September for Form 2000 MR-24 through MR-42 fiscal year numbers. Will you please e-mail me the form again; mine accidentally got deleted.</p> <p>Thanks, Dianne Ivy Accounting Team Member Direct: (512) 219-4561 Fax: (512) 219-4513 Email: dianne.ivy@tgslc.org</p>
Query	VFA Question CA GA 706	Mike Gibson	9/20/2001 10:00	20-Sep-01	<p>GA needed explanation on VFA process once system is functional. Emails below.</p> <p>Todd when you say "go live on October 1", does that mean we will report our first VFA request for payment that encompasses our FY 00-01 fiscal year activity on this website? Since our VFA is annual, we haven't requested any money yet. Please advise...Thanks</p> <p>Michael is correct in that CSAC has not submitted any VFA data to FP. Because their fee reporting is annual for the entire fiscal year, we anticipate they will submit FY 01 data.</p>
Ad Hoc	CFO Zero Payment issue	Pete Basso	9/20/2001 9:00	20-Sep-01	<p>CFO had an issue with zero payments in creating an invoice.</p> <p>I am working with Colene to make a zero payment batch for GA711, however the program will not pick up GA711 in the build payments program. The scheduled payment date is 19- Sep-01.</p> <p>Please help. Pete</p>
Ad Hoc	North Dakota GA Password Issue	Connie C. Barden	9/1/2001 9:00	01-Sep-01	<p>User need to have password reset.</p> <p>Who do I contact to find out what my website password is? I forgot what it is? I recently changed it and I thought I knew it but I guess I don't.</p>

FMS Production
Request Log for September

Ad Hoc	South Dakota GA Password and email issue	Kristen Fauth	9/4/2001 10:00	04-Sep-01	<p>User needed assistance with Id and email in forms 2000.</p> <p>As of last Thursday I was not able to get into the system. I was gone on Friday. Based on the ID you've assigned, I probably never would have entered that ID as my last name is spelled FAUTH, so I was entering KFAUTH01. I will try again with this new ID. OR, is there anyway you could change that to reflect KFAUTH so I don't have to remember KFANTH? Also, I'm not sure whether you noticed, but when anyone from the Dept. of Ed emails me, my email pops up as BULMER01 in the TO: field of an email. BULMER01 is actually the ID for the person that works with me and enters the Forms 2000 into the system. This has been very confusing to others within the dept who have emailed me. Are you the person that can fix this?</p> <p>Thanks for all of your help. Kristen Fauth Audit Manager Education Assistance Corporation 1-800-592-1802 kfauth@eac-easci.org</p>
Enhancement/Update	SOA work issue	Financial Partners	9/4/2001 11:00	04-Sep-01	<p>SOA testing came up with some issue.</p> <p>The calculation for rehab. loans applied is not cumulative from month 5 to 6. The GA reported \$96,225.53 on line item MR-10 (Rehab. loan refund) on their Financial Report for month 6. If you subtract month 5 rehab. which is \$600,848.34 from month 6 rehab. which is 9,563,002.35, you get \$8,962,154.01. The cumulative amount on month 6 SOA should have been \$697,073.87.</p>
Ad Hoc	Batch 156409 CFO	Pete Basso - CFO	9/3/2001 9:15	03-Sep-01	<p>Batch 156409 in ED CFO set of books was not loaded to FMSS in July. Is this file being loaded in this weeks transmission, if not please send it to ED CFO today. It is imperative we resolve this so Candice can complete her July reconciliation's.</p>
LEAPP/SLEAPP	Leap password issue		9/4/2001 13:30	04-Sep-01	<p>Leap user had lost password.</p> <p>We are excited about using the system to submit our Performance Report; however, we have forgotten our pass word(s). Whom should we contact to get the reset for Mary Jane Covington (myself) and Peggy Sledge (the director). Sorry to be such a bother but.....</p> <p>Thank you Mary Jane Covington Assistant Director 3825 Ridgewood Rd Jackson, MS 39211 Telephone (601) 432-6791 Fax (601) 432-6527</p>
Ad Hoc	Great Lakes	Merry Hope	9/13/2001 10:00	13-Sep-01	<p>Updated user in system. Email address and new user.</p> <p>Please update the E-mail addresses for Great Lakes as stated below. Deleting Gregory Hans and Adding Gary Van Ryzin.</p>

FMS Production
Request Log for September

LEAPP/SLEAPP	Maryland Leap user	Julie Poorman	9/24/2001 9:00	24-Sep-01	User needed security form and access created for LEAP. After user had access we walked through all performance forms needs.	
LEAPP/SLEAPP	Disco installation request from LEAP Director	Greg Gerrans	9/11/2001 9:00	11-Sep-01	Disco installation was request on Leap program directors PC.	
Ad Hoc	ND User access to FMS - Ports Issue	Sonya Hines	9/11/2001 9:00	11-Sep-01	User is having issue with System access. This is a port 9000 issue, the GA needs to open the network ports. I've already tried uninstalling and reinstalling J Initiator several times with several versions of Internet Explorer and Netscape. I also tried installing several versions of J Initiator from a Java website. I'm still getting the same error messages. Please call or e-mail me if you have any other solutions because several people are waiting on an update or solution for this problem Sonya Hines Desktop Services (512)219-2867	
Bug Fix	FP Testing verification. For CR 1.15	FP - Judy Mttman	9/12/2001 9:00	12-Sep-01	FP's confirms testing completion on CR 1.15 data.	
Ad Hoc	CA GA 706 Web access issue for all users	Mike Gibson	9/12/2001 10:00	12-Sep-01	User need assistance with the rest of the office getting the web access setup. I am unable to log into the website to use the new connection process that you gave to Val Marth (our Technical Staff person). I have had to use the old VPN connection to make this work. When you can, please call me so that we can figure out where to go from here. (916) 526-8124...or better still, please call Val on his cell phone (916) 416-5432 to coordinate our efforts. Thanks	
Bug Fix	ACS staff access to system	FMS Ops	9/17/2001 9:00	17-Sep-01	Request for access to system. Julie Bryant will have the same ACS staff that is currently working the DL Servicing and FARS work, working on the FMS. In that respect, if the work they are performing will truly be on FMS, then they will need access as an employee of AD would need, but nothing more. Does this help? Perhaps Karen can help us define where the work will be performed either on the Servicing system or FMS as desk procedures should have or will be developed ... Karen: Can you help on this one?	
Enhancement / Update	CR 17 loaded	FMS Ops	9/17/2001 9:00	17-Sep-01	Release completed. This read me file is a recommendation for rolling in the changes indicated that comprises Change Request 17	

FMS Production
Request Log for September

Enhancement / Update	CR release 1.14	FMS Ops	9/19/2001 9:00	19-Sep-01	Completed the application of CR 114 to INT1	
Ad Hoc	NY GA resetting password	tom mcgraw	9/27/2001 11:00	27-Sep-01	User need password reset. I have not received your E-mail with the reset password. I tried it late Monday and it did not work. I tried to get on this morning and I got an error message before I even got to the logon screen. Can you give me an update as to my status. Thanks, Tom	
Ad Hoc	Sallie Mai VPN issue	Paula Kline	9/27/2001 9:00	27-Sep-01	I was able to update our connection using 4.20.2.28 and connect to the FMS system. I was unable to duplicate the error that I discussed with you on the phone, so I couldn't do the screen print. The message I originally got was a VPN-secureclient message that said: You are using an inappropriate policy. Load a new policy from your Policy Server. (You could click OK to continue) I think it was an alarm message (I didn't realize it when I was on the phone with you). If we get it again, I will let you know. for now I think things are ok. thanks for your help. Paula	
Ad Hoc	Leap user issue with form population.	Lynn Humphrey	9/4/2001 14:00	04-Sep-01	User had issue with leap form populating. When opening the SFA LEAP/SLEAP Performance Report, the training guide indicated that the Award Year, State, and Status fields would automatically be populated. They weren't and I could not enter the information in those fields. I am ready to complete the report but do not want to submit it without the state and award year information. Please advise. Thank you, Lynn Humphrey Idaho State Board of Education Manager, Student Aid Programs (208) 332-1574	

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.