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**TO 51 – Rational Tool Implementation Support
Deliverable 51.1.3g Monthly Tool Support Activity Report -
August**

August 7, 2001

Report Agenda



- Team Updates
- Upgrade Status
- Tool Metrics
- Project Status and Descriptions
- Issues and Action Items

Team Updates



- Updates to coaching course material
 - No updates this period.

- Continuous Improvement Process updates
 - CRM-4FSA completed ClearQuest State Transition Matrices and Requirements spreadsheets for the following record types: CR, Issue, and SIR. These documents were developed based on existing Rational Support Team templates. (not included with deliverable)

Team Updates (continued)



■ Best Practice documents repository

- The deliverables submitted by the Rational team and other key documents will be stored in eProject in the Documents section of the “TO 51 – Rational Tool Implementation Support” project. The complete repository will be delivered to FSA at the completion of the Task Order.
- The following document was added to eProject:
 - 51.1.3 Deliverables
 - TO 51.1.3g August Report.ppt (NEW)

Upgrade Status



- The high level objectives of the upgrade strategy were:
 - Implement the enhanced application capabilities of Rational Suite's ClearQuest and RequisitePro.
 - Implement internet access (meet VDC/OIG audit criteria) as quickly as possible for both new and existing users.
 - Minimize down time for the existing users.
 - Efficiently complete the application upgrade.
- Testing demonstrated that these objectives of the upgrade were met on July 2nd. It was decided to postpone the conversion of users to the new web server until the performance and reliability issues could be debugged. This allowed work to be done without interfering with existing operations. For more info on existing issues and action items, see the 'Issues and Action Items' slide.
- The upgrade, to be released on 8/12, will feature ClearQuest and RequisitePro web version 2002, internet access, have no impact (down time) on existing users, and be completed as scheduled. Users will just have to start using the new URL to access the upgrade web applications. Many users have already begun using ClearQuest and RequisitePro version 2002 on their desktop.
- The only outstanding issue is the "server busy" or "ClearQuest busy" error that occurs on both the existing web server and the new one. The Rational team has discovered that this problem is caused by the SMTP server, caused when multiple records that trigger email rules are submitted simultaneously. This overloads the mail server. The team has done their best to minimize the impact of this problem on ClearQuest web users and with the increased power of the new web server, impact will be minimal.
- The upgrade adds another host that will serve the ClearQuest and RequisitePro web applications. The existing server will continue to host ClearCase until a dedicated server is acquired. This and the elimination of Access databases from the upgraded environment will improve performance and reliability.

Tool Metrics



	In-Production Projects	In-Progress Projects	Planned Projects
ClearCase	<ul style="list-style-type: none"> •EAI •FMS •Portals Rollout 	<ul style="list-style-type: none"> •eZ-Audit •NSLDS 	<ul style="list-style-type: none"> •eCBS
ClearQuest	<ul style="list-style-type: none"> •Application Excellence •COD •CRM-4FSA •EAI/ITA •ECM •FSA Security •Portals Rollout •SLC 		<ul style="list-style-type: none"> •eZ-Audit •eCBS
RequisitePro	<ul style="list-style-type: none"> •eZ-Audit •Lender Payment Process Redesign 	<ul style="list-style-type: none"> •COD 	<ul style="list-style-type: none"> •CRM-4FSA

Tool Metrics (continued)



Tool	Project	Active User Accounts per Project	Estimated Active Users	In Production?	Total Planned User Accounts (9/31)
ClearCase	EAI	25	25	Yes	35
	eZ-Audit	0	0	No	15
	FMS	18	1	Yes, but yet to be integrated into the team.	18
	NSLDS	0	0	No	25
	Portals Rollout	0	0	Team using Visual SourceSafe.	TBD
	TOTALS	43	26		93
ClearQuest	Application Excellence	27	22	Yes	35
	COD	22	0	Yes, but team has switched to using TSYS tracking tool.	TBD (22 right now)
	CRM-4FSA	9	2	Yes, but project is temporarily on-hold.	TBD (9 right now)
	EAI/ITA	7	7	Yes	7
	ECM	86	55	Yes, in pilot phase until 9/30.	125
	FSA Security	4	0	Tool usage is on-hold.	TBD (4 right now)
	Portals Rollout	14	14	Yes	15
	SLC	1	1	Lana Gourdine is the only user at this time.	TBD (1 right now)
	TOTALS	170	101		218
RequisitePro	COD	0	0	No	TBD
	eZ-Audit	6	6	Yes	8
	Lender Payment Process Redesign	1	1	Yes	1
	TOTALS	7	7		9
TOTAL FOR ALL TOOLS		220	130		320

Tool Metrics (continued)



NOTE: This is based on the 'Estimated Active Users' column count from the previous slide.	High Usage Users (more than 2 hours/day)		Medium Usage Users (less than 2 hours/day but atleast once a day)		Low Usage Users (use less than once a day but atleast once a week)		Current Active User Accounts not using the specific Tool
	8/7/2002	9/30/2002 (Estimate)	8/7/2002	9/30/2002 (Estimate)	8/7/2002	9/30/2002 (Estimate)	Estimated as of 8/7/2002
ClearCase:							
EAI	0	0	5	10	20	25	0
eZ-Audit	0	0	0	5	0	10	0
FMS	0	0	1	1	0	0	17
NSLDS	0	0	0	5	0	20	0
Portals Rollout	0	TBD	0	TBD	0	TBD	0
TOTALS	0	0	6	21	20	55	17
ClearQuest:							
Application Excellence	0	0	10	12	12	18	5
COD	0	0	0	0	0	0	22
CRM-4FSA	0	0	0	0	2	2	7
EAI/ITA	0	0	0	0	7	7	0
ECM	0	0	10	10	45	60	31
FSA Security	0	0	0	0	0	0	4
Portals Rollout	0	0	0	6	14	9	0
SLC	0	0	0	0	1	1	0
TOTALS	0	0	20	28	81	97	69
RequisitePro:							
COD	0	0	0	0	0	TBD	0
eZ-Audit	0	0	0	0	6	8	0
Lender Payment Process Redesign	0	0	0	0	1	1	0
TOTALS	0	0	0	0	7	9	0
TOTAL FOR ALL TOOLS	0	0	26	49	108	161	86

Project Status



	Design		Pilot		Implementation		Turnover to Production	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
ClearCase:								
EAI	3/31/02	5/15/02	N/A	N/A	5/15/02	5/31/02	7/15/02	7/12/02
eZ-Audit	9/13/02		N/A		9/25/02		9/25/02	
FMS	2/22/02	3/25/02	N/A	N/A	3/22/02	3/25/02	4/22/02	4/22/02
NSLDS	9/13/02		N/A		9/25/02		9/25/02	
Portals Rollout	2/22/02	2/22/02	N/A	N/A	3/7/02	3/18/02	TBD	
ClearQuest:								
Application Excellence	3/15/02	3/17/02	N/A	N/A	3/29/02	3/29/02	4/30/02	5/16/02
CRM-4FSA	7/5/02	7/2/02	N/A	N/A	7/19/02	7/23/02	9/6/02	
COD	11/16/01	1/7/02	11/30/01	12/7/01	1/18/02	2/1/02	4/15/02	4/29/02
ECM	12/11/01	12/11/01	4/2/02	4/2/02	1/8/02	2/11/02	9/30/02	
FSA Security	11/21/01	11/21/01	N/A	N/A	2/5/02	2/15/02	2/15/02	2/15/02
Portals Rollout	2/22/02	2/22/02	3/1/02	2/28/02	3/22/02	3/7/02	3/22/02	3/7/02
SLC	2/22/02	2/20/02	N/A	N/A	3/8/02	3/6/02	3/6/02	3/6/02
RequisitePro:								
COD	5/1/02	5/1/02	N/A	N/A	5/15/02	5/15/02	TBD	
eZ-Audit	3/15/02	4/30/02	N/A	N/A	3/15/02	5/3/02	7/15/02	6/27/02

NOTE: The EAI/ITA ClearQuest and the Lender Payment Process Redesign RequisitePro implementations are not included above since they predate the ModPartner Rational team.

Project Status Descriptions



■ ClearQuest

- **Application Excellence (In-Production)** – Lisa Phillips is the project administrator. She has created a Credit Management Data Mart Request (CMDM) record type to track SIRs and a Financial Partners Data Mart (FPDM) Request record type .
 - Estimated or Actual Completion Dates
 - Design: 3/17/02
 - Implementation: 3/29/02
 - Turnover to Production: CMDM record type went into production on 5/16; FPDM record type is still being modified.
- **COD (In-Production)** – The COD has discontinued use of ClearQuest for the time being. They are now using the TSYS tracking tool. This was due largely to ClearQuest not being available outside of the FSA intranet.
- **CRM-4FSA (formerly Consistent Answers)** – The CR, Issue, and SIR record types were completed and turned over to production on July 23rd. Nine initial users were granted access to the database. Becky Baur is the project administrator for CRM-4FSA. Jay will work with Becky to import Issue records currently in eProject into ClearQuest by August 15th.

A Risk record type will be added by Jay Niemczyk by September 6th and then the project administration will be turned over to Becky Baur. The CRM-4FSA project is currently on hold, and this may impact the schedule.

- Estimated or Actual Completion Dates
 - Design: 7/2/02
 - Implementation: 7/23/02
 - Turnover to Production: 9/6/02

Project Status (continued)



- **EAI/ITA (In-Production)** – No new activity this period.
- **ECM (In-Pilot Phase until 9/30)** – Jay Niemczyk continues to handle administration of the ECM tool. This includes on-going maintenance to the tool and user administration. Jay also met with the ECM change board to begin planning for Release 2 of the tool. Release 2 is scheduled to be released on August 31st.
 - Estimated or Actual Completion Dates
 - Design: 12/11/01
 - Implementation : 2/11/02
 - Pilot: 4/2/02
 - Turnover to Production: 9/30/02
- **FSA Security (Completed but on hold)** – No new activity this period. Tool usage is still on hold.
- **Portals Rollout (In-Production)** – The Portals Rollout SIR Tracking schema was implemented on March 7, 2002. It is being used by the testing and development teams to track SIRs. A new database was added on August 2nd for use with the second round of testing: PRTL2. Bryan Hykes is the project administrator.
- **SLC (In-Production)** – No new activity this period. Lana Gourdine is the on-going system administrator of the tool and sole user.

Project Status (continued)



■ ClearCase

- **EAI (In-Production)** – The EAI Unix ClearCase repository was turned over to production on July 12th. Twenty-five EAI users have begun using this Unix ClearCase repository as their configuration management tool.
 - Actual Completion Dates
 - Design: 5/15/02
 - Implementation: 5/31/02
 - Turnover to Production: 7/12/02
- **eZ-Audit** – Initial planning has begun for a ClearCase Unix implementation for eZ-Audit. Cody Winter and Paul Capotosto had several kickoff meetings the first week of August. The implementation is scheduled to be completed on September 25th.
 - Estimated Completion Dates
 - Design: 9/13/02
 - Implementation: 9/25/02
 - Turnover to Production: 9/25/02
- **FMS (In-Production)** – No new activity this period.

Project Status (continued)



- **NSLDS** – Initial planning has begun for a ClearCase UNIX implementation for NSLDS. Terry Helwig and Paul Capotosto had a kickoff meeting on July 31st. They have had follow up meeting to begin design of the implementation. The implementation is scheduled to be completed on September 25th.
 - Estimated Completion Dates
 - Design: 9/13/02
 - Implementation: 9/25/02
 - Turnover to Production: 9/25/02
- **Portals Rollout (Completed but not currently being used)** – No new activity this period. The Portals Rollout team continued to use Visual SourceSafe as their CM tool.

Project Status (continued)



■ RequisitePro

- **COD** – No new activity this period. The team has not decided to go forward with RequisitePro yet.
- **eZ-Audit (In-Production)** – Three new users were added to the tool. Six users are now using this implementation. The project may be moved from the EDNET to the new Rational server, SFANT018, to allow internet access this month.
- **Lender Payment Process Redesign (In-Production)** – No new activity this period.

Issues and Action Items



<i>Issue /Action Item</i>	<i>Resources</i>	<i>Target Date</i>	<i>Status Comments</i>
ClearQuest web encounters a “ClearQuest busy” or “server busy” problem when concurrent users attempt to submit and/or modify records that trigger email rules.	Paul Capotosto, VDC, and Rational Tech Support	8/16	Paul Capotosto has been working this issue with the VDC and Rational Tech Support. Rational Tech Support is currently reviewing our ClearQuest web setup and schema repository.
Develop and submit the Service Level Agreement for the Rational server and application portfolio managed at the VDC.	Frank Kidd	Closed	Frank Kidd has stated that our development box, SFANT018, is covered under the current VDC contract. No new SLA is necessary.
Rational applications need to reside on a dedicated server. Non-Rational applications need to be reviewed for removal from the Rational server.	Frank Kidd, Paul Capotosto, and the VDC	Resolved with the upgrade (completed 7/2); testing finished on 8/6.	ClearQuest and RequisitePro have been thoroughly tested on the new web server, SFANT018, and will go into production on 8/12. The new web server will not have any non-Rational applications on it.
RequisitePro encounters an ODBC error when trying to connect to projects on the VDC from either EDLAN desktops or computers on the Accenture LAN.	Samson Abebe	Resolved with the upgrade (completed 7/2).	Extensive RequisitePro testing was successful on the new web server. No ODBC errors were encountered and the issue is closed.