



## **February Outages**

The GCARS/ECM interface was developed to ease the burden of having to double enter change request information in both GCARS and ECM for several phases of the lifecycle and to enable ECM to capture GCARS initiated CRs that affect FSA. There is currently no monitoring of this interface to ensure the updates are executed properly on a daily basis. One method to ensure that the interface ran properly is to review the emails that get generated from ECM as a result of the nightly VB script run. Receipt of a GCARS initiated email (characterized by the [ecmgcars@csc.com](mailto:ecmgcars@csc.com) user name) provides reasonable confirmation that the LEI table was updated, the VB script ran, and the ECM tool received the updates and generated the proper emails. Failure to receive an email indicates that either no updates were made in GCARS within previous 24 hours or some type of failure occurred. Typically anywhere from 10-175 updates are recorded, with Sunday often having very few updates. With the exception of Sundays, not receiving an email would indicate there is a high probability of a problem.

During the Month of February no emails were received on the following Days. Which indicates the outages could be as high as 25%. (7 of 28 days)

Saturday, February 1, 2003

Sunday, February 2, 2003

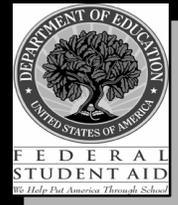
Monday, February 3, 2003

Saturday, February 8, 2003

Sunday, February 16, 2003

Monday, February 17, 2003

Sunday, February 23, 2003



## **Integration Partner Activities and Recommendations**

Upon detection of the outages, Integration Partner notified FSA and CSC to ensure that corrective action was being taken and to emphasize the following consequences:

- GCARS updates would not be reflected in the ECM tool
- Application would no longer receive notification
- GCARS tickets that were opened and closed during the outage would never be created in ECM

To demonstrate the third consequence, Integration Partner performed a review of the GCARS report and provided it to FSA and CSC. In addition, an operations issues list was created to capture some of the problems mentioned by application owners . This issues list was later added to the Integration Issue list that is maintained in eProject.

Integration Partner recommends that FSA:

- Resolve identified problems with the interface (original identified on 12/20/02)
- Assign, prioritize and resolve operational issues
- Have CSC manual import lost data to maintain the data of record
- Push for monitoring of the GCARS/ECM interface