

**TO 56 Integrated Technical Architecture (ITA) Management
Architecture Management October 2001 SLA Metrics Report
(Deliverable 56.1.4k)**

**APPENDIX A
Help Desk Requests Details**

Help Desk Request Details

Total Records: 2

ID: 270 - WebTrend Report

Request	Prod. Support	Priority	Low	Assigned	Chi-Yen Yang
Open Date:	10/4/2001 10:30:00 AM	Requestor	Colleen Kennedy		
Target Date:		Estimated Effort	0		
Closed	10/4/2001 10:40:00 AM	ApplicationType:	Tech/Arch		

Description

WebTrends' browser report includes unwanted information. User only wanted browser application info (IE, Netscape, etc). Besides browser application info, the report shows spiders, robots and proxy server info.

Resolution:

Applying include filter on browser application such as IE, Netscape, Lynx, and etc. A list of existing popular browsers is provided for VDC to apply the filter. IFAP and Schools Portal are the two applications

Activity

10/4 (CY): Researched on the issue to find out possible approach.

10/11 (CY): Communicated with Ray Duzik and John Hsu for possible solutions and procedures for implementing such solution.

10/12 (CY): Consulted with WebTrends to get more options on solutions.

10/18 (CY): Formed solution for getting rid of unwanted information to appear on report. Communicated the solution to Ray Duzik. Ray agrees the solution can be done.

10/19 (CY): Communicated solution to Lois Curtis (WebTrends user) about the solution. Lois agrees with the solution.

10/22 (CY): Change request was sent for approval.

10/22 (CY): Change on WebTrends server is made. Effect will take place on Wednesday.

ID: 271 - Autonomy Search

Request	Prod. Support	Priority	High	Assigned	Chi-Yen Yang
Open Date:	10/4/2001 10:30:00 AM	Requestor	Colleen Kennedy		
Target Date:		Estimated Effort	0		
Closed		ApplicationType:	Tech/Arch		

Description

Research Autonomy serach engine and determine problem and fix.

Resolution:

Activity

10/10- (CY) Kia, our autonomy expert, Wayne Chang and I talked about the possible cause for the problem. We were able to come up with two options: Re-index or adjust weights on term-pool table. The information was past on to Tom for Thursday's meeting.

10/11 (CY) Colleen suggested a re-index on the test environment after the meeting. I then run several searches on the test environment to see the differences between the production and test environment. The result from test environment is good.

10/12 (CY) Based on the test and Colleen's input. We are thinking about re-index the production environment. An email was sent to ask for permission. We are currently waiting for a response (Email to Colleen). We also need to talk to Kia again before carrying out this process. (Email to Colleen: "We did several searches on our test environment and the results looked pretty good. Based on the comparison of the results on both the production and test environments and your input, it suggests that we perform a re-index on the production environment. The re-index process is a big job and it will take 2 to 3 days. We would like to get your permission to do this if we need to. We would also like to find out if there is a restriction on when to carry out the re-index process. Thanks.")

10/16 (CY): Josh, Kia, and I have re-indexed autonomy database on the test environment. Things look pretty good. We are conducting more tests and coming up with a plan to re-index the production server

10/16 (JS): Colleen. The site you can view to see these results is <http://test.ifap.ed.gov:8532>. Let me know if you have any questions.

10/17 (CY): Colleen,
If you're satisfied with what you see in the test environment, we will proceed to verify that the production environment is set up in the same way. We've already done much of this, but would love to hear if you are ok with it to proceed.
-Kia

10/17 (CK): While I do think the re-indexing has helped, we still have a long way to go. Yes, please do proceed.

Colleen

10/18 (CY): IFAP autonomy re-indexed. Search result shows progress. Result set still contains irrelevant links.

10/19 (CY): Called Autonomy tech support for trouble shooting. Sent Autonomy IFAP server config files for review.

Log:

10/21 (CY): Called Autonomy for updates. Peter Tucker (Tech support), Kia and Chi-Yen did a conference call to go over approach for the problem. Tech support will look into the summary field format issue and involve Autonomy engineer in the trouble shooting process.

10/24 (CY): Decided to get Autonomy to send its engineer for on-site help. The purpose for the on-site visit is to trouble shoot and come up with an approach for the problem.

10/30 (CY): Found out contract between Accenture and Autonomy ended on Oct. 1st. Instead of getting help from Autonomy, Accenture is trying to get Beacon Technology (was involved in the development of Autonomy and IFAP) to provide support.