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Put America  
Through  
School”*

**TO 51 – Rational Tool Implementation Support  
Deliverable 51.3.1c Monthly Tool Support Activity Report –  
February 03**

March 7, 2003

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

- Updates to coaching course material
  - No updates this period.
  
- Continuous Improvement Process updates
  - License Suite Recap February.xls – This file breaks down the average and maximum AnalystStudio and Enterprise Suite licenses used in February. It categorizes license usage by week and license type.
  - License Usage Stats February.xls – This file helps to track number of ClearQuest accounts, accounts per project, and Enterprise and AnalystStudio license usage by those users. Other Rational Suite license usage is also tracked.

## ■ 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:
  - 51.3.1 Deliverables
    - TO 51.3.1c February 03 Report.ppt (NEW)
  - Miscellaneous
    - License Suite Recap February.xls (NEW)
    - License Usage Stats February.xls (NEW)

Tool	In-Production Projects	In-Progress Projects	Planned Projects
<b>ClearCase</b>	<ul style="list-style-type: none"> <li>•EAI</li> <li>•eZ-Audit</li> <li>•FMS</li> <li>•Portals Rollout</li> </ul>	<ul style="list-style-type: none"> <li>•ITA</li> </ul>	
<b>ClearQuest</b>	<ul style="list-style-type: none"> <li>•Application Excellence</li> <li>•COD</li> <li>•CRM4FSA (on hold)</li> <li>•eCBS</li> <li>•eZ-Audit</li> <li>•ECM</li> <li>•FSA Portals (Portals Rollout)</li> <li>•FSA Security (on hold)</li> <li>•NSLDS II (integrated with ReqPro – on hold)</li> <li>•SLC</li> <li>•Tech Arch (ITA and EAI – newly upgraded)</li> </ul>	<ul style="list-style-type: none"> <li>•FSA Portals (Financial Partners and Students Portals modifications to the ChangeRequest record type)</li> <li>•SLC (minor schema modifications)</li> <li>•Tech Arch (ITA/EAI – move to a new, renamed database)</li> </ul>	<ul style="list-style-type: none"> <li>•ECM (enhancements to existing schema)</li> </ul>
<b>RequisitePro</b>	<ul style="list-style-type: none"> <li>•eZ-Audit</li> <li>•Lender Payment Process Redesign</li> <li>•NSLDS II (integrated with ClearQuest – on hold)</li> </ul>		

Project (Active Projects Only)	Actual Project Usage (Users Logging into a Project)*	Total Active Accounts by Project^	In Production (Yes/No)/ Comments
Application Excellence	6	31	Yes
COD	2	24	Yes, but the team is using a TSYS tracking tool.
eCBS	N/A	10	Yes. The eCBS project is run through a separate schema repository. Usage results are not kept for this project.
ECM	48	178	Yes
eZ-Audit	9	10	Yes
FSA Portals	1	13	Yes. Project is in a Pilot phase and still under review.
SLC	1	6	Yes
Tech Arch (ITA/EAI)	16	29	Yes

\* Actual Project Usage is calculated based on the number of users with access to a given project that used ClearQuest (according to the manual user license tests) subtracted by 3. 3 is subtracted from the total because there are 3 ClearQuest SuperUsers who have access to all projects. Actual Project Usage may be higher if a user was never logged in when a license test was run. A total is not calculated since some users have access to multiple projects and it is not known exactly which projects they accessed.

^ Total Active Accounts by Project is the number of ClearQuest users who have access rights to a particular project. Many users have access to multiple projects, so this column is not totaled. In all, there are **268 active ClearQuest user accounts** and 63 inactive. There are **10 active RequisitePro accounts**, making a grand total of **278 active Rational Suite accounts**.

Tool	Project (Active Projects Only)	Estimated Active Users	Users with Access to the Project	In Production (Yes/No)/ Comments
<b>ClearCase</b>	EAI	25	N/A	Yes
	eZ-Audit	3	N/A	Yes, users are using ClearCase in the Accenture environment.
	FMS	0	N/A	Yes, but the solution is not integrated into the team.
	Portals Rollout	0	N/A	Yes, but the team is using Visual SourceSafe.
	ITA	5	N/A	No, 5 prototype users are using the Accenture environment as a pilot.
<b>RequisitePro</b>	eZ-Audit	6	10	Yes

Tool	Low Usage Users (Logged in 1 to 4 times during the month)^	Medium Usage Users (Logged in 5 to 9 times during the month)^	High Usage Users (Logged in 10+ times during the month)^	Total Tool Users
ClearQuest	41 (41)	8 (9)	12 (12)	61 (62)*
RequisitePro	3 (7)	3 (3)	0 (1)	6 (11)*

\* The previous month's total is in parenthesis.

^ Low, medium, and high usage users are based on the number of times a user was logged in when a manual user license test was run (approximately one test every 45 minutes). Actual number of users may be higher if a user was never logged in when a manual user license test was run.

**Summary:** ClearQuest usage, in terms of total users, has stabilized now that the holiday's are over and projects have stabilized for the time being. The continued high number of ClearQuest high usage users is largely made up of eZ-Audit users as they continue with testing.

RequisitePro usage has dropped with NSLDS II on hold and eZ-Audit being out of the requirements phase, so fewer users are accessing their RequisitePro project.

**Average License Usage Stats\***

Month	License Usage Tests Run	Average Combined License Usage (26 available total)	Average AnalystStudio License Usage (10 available)	Average Enterprise Suite License Usage (16 available)
January	311	5.70	3.03	2.67
February	199	4.34	3.27	1.07

**Peak License Usage Stats\***

Month	Peak Combined License Usage (26 available licenses)	Peak AnalystStudio License Usage (10 available licenses)	Peak Enterprise Suite License Usage (16 available licenses)	10 or More Combined Licenses in Use (% at 10 or More)
January	14	10	10	30 (10%)
February	14	9	5	6 (3%)

**Summary:** There was a slight drop-off in average license usage, especially in the last half of the month. This can likely be attributed to poor weather in the DC area over the last half of the month. For example, the average license usage per script run was over 5.0 the first week of February, but dropped to under 4.0 for each of the last 2 weeks of the month. Also, there were 6 instances of 10 more users in the first half of February, but 0 after that.

Due to changes on the SFANT042 web server, average AnalystStudio usage went up while Enterprise usage dropped. Web users will use AnalystStudio licenses until all 10 licenses are used up.

**\*NOTE:** The license usage stats listed do not include data from 2/17 to 2/18 since the Federal Government was closed. Also, there was a malfunction in the automated FSA license script that disabled it from 2/24 to 2/26, so there is no data from those days.

	Design		Pilot		Implementation		Turnover to Production	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
<b>ClearCase:</b>								
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	9/26/02	9/26/02	N/A		10/31/02	10/17/02	10/31/02	10/17/02
FMS	2/22/02	3/25/02	N/A	N/A	3/22/02	3/25/02	4/22/02	4/22/02
ITA	<b>3/31/03</b>		N/A		<b>4/30/03</b>		<b>6/15/03</b>	
Portals Rollout	2/22/02	2/22/02	N/A	N/A	3/7/02	3/18/02	TBD	
<b>ClearQuest:</b>								
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	TBD	
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	9/16/02
eZ-Audit	12/2/02	12/3/02	N/A	N/A	12/20/02	12/18/02	1/2/03	12/31/03
FSA Portals	10/31/02	10/31/02	<b>TBD</b>		11/7/02	11/7/02	<b>TBD</b>	
ITA/EAI (Redesign)	2/14/03	<b>2/14/03</b>	N/A	N/A	2/26/03	<b>2/21/03</b>	2/28/03	<b>3/3/03</b>
FSA Security	11/21/01	11/21/01	N/A	N/A	2/5/02	2/15/02	2/15/02	2/15/02
NSLDS II	8/30/02	8/29/02	N/A	N/A	9/4/02	9/3/02	9/11/02	9/6/02
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
<b>RequisitePro:</b>								
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
NSLDS II	9/4/02	9/4/02	N/A	N/A	9/11/02	9/10/02	9/11/02	9/10/02

## ■ ClearQuest

- **Application Excellence (In-Production)** – No new activity this period other than user administration.
- **COD (In-Production but Inactive)** – No new activity this period, the project is currently on-hold.
- **CRM4FSA (On-hold)** – No new activity this period, the project is currently on-hold.
- **eCBS (In-Production)** – No new activity this period.
- **ECM (In-Production - UPDATED)** – Met with Dan Sundius and Mike Short from Rational to demonstrate ProjectConsole and SoDA. The ECM team is looking at possibly using ProjectConsole or SoDA to handle metrics reporting for ECM.
- **eZ-Audit (In-Production – UPDATED)** – The Rational Support Team, along with Lorenzo Moore, conducted a Lessons Learned Review with Matt Williamson, Design & Test Lead of the eZ-Audit team. The primary objective was to get feedback on the Rational implementations done for eZ-Audit and to get their lessons learned on how Rational could be better implemented to projects. Minutes were taken from the meeting and distributed to FSA leadership and the meeting attendees.
- **FSA Portals (In-Production - UPDATED)** – Changes were made to the process flow. The process flow is now different based on whether a user is filling out a Financial Partners change request or a Students Portals change request. Report prototyping will begin the week of March 10<sup>th</sup> and a review of the tool will be held with the Financial Partners group on March 11<sup>th</sup>.
- **FSA Security (On-Hold)** – No new activity this period. Tool usage is still on-hold.

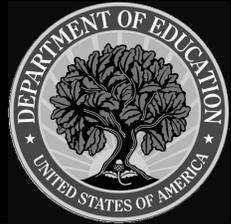
- **NSLDS II (On-Hold)** – No new activity this period other than user administration.
- **SLC (In-Production – UPDATED)** – Three email rules went live on March 4<sup>th</sup>. The email rules trigger an email to the 11 PRT group members and the requestor when a Change Control Item is Submitted, Closed, or the Expected Review Date field changes. User training was held for 5 SLC project users on March 5<sup>th</sup>. Drop-down field lists will be reviewed in the next few weeks and updates will be made.
- **Tech Arch – ITA/EAI (In-Production – UPDATED)** – The Tech Arch (includes the ITA and EAI teams) Defect record type was completely remodeled. The process flow was changed and the Defect form was changed to replicate the ECM schema. Several new fields were added to capture data similar to the data stored in ECM. Changes were also made based on best practices learned since the schema was built almost 2 years ago. The changes were built and tested, and ultimately rolled into production on March 3<sup>rd</sup>. In the next 2 weeks, the current Tech Arch database will be moved to a new, renamed database.

## ■ ClearCase

- **EAI (In-Production)** – No new activity this period.
- **eZ-Audit (In-Production)** – No new activity this period.
- **FMS (In-Production)** – No new activity this period.
- **ITA (Planned – UPDATED)** – Paul Capotosto continues to work on drafts of the ITA ClearCase Project Plan and ITA ClearCase Implementation Plan. First drafts of these documents will be completed by March 31<sup>st</sup>. The drafts will be reviewed and updated during April and finalized by the end of April. Five users are currently using a prototype for the system in the Accenture environment. The full implementation is scheduled to be completed in June and be a solution available enterprise-wide.
- **NSLDS II (On-Hold)** – No new activity this period.
- **Portals Rollout (Completed but not currently being used)** – No new activity this period.

## ■ RequisitePro

- **COD (On-Hold)** – No new activity this period.
- **eZ-Audit (In-Production)** – No new activity this period.
- **Lender Payment Process Redesign (In-Production)** – No new activity this period.
- **NSLDS II (On-Hold)** – No new activity this period.



Risk Description	Impacts	Dependent Parties	Risk Category	Open Date	Status	Mitigating Actions	Severity	Probability
Operational funding for ECM support and Rational Tool support ends 3/31/03. Operation support will stop on 3/31.	Contractor SME's will not continue at risk, and will be reassigned. Possible loss of resources will likely negatively impact continuity of operations. No risk mitigation plans are in place.	FSA CIO	Operational	2/6/2003	In-Progress	FSA CIO to develop a risk mitigation plan. If continued funding is not secured. Transition activities began on 3/17/03.	High	Very Likely
Rational operational SLA's are not in place and clear role and responsibility document is not in place.	Unclear understanding of support service levels and who is the responsible party for outage or general operation support, system monitoring and report notification process of outages or problem.	FSA CIO	Operational	2/6/2003	In-Progress	FSA CIO work with the VDC to develop and finalize a Service Level Agreement for the Rational Suite of tools and the hardware supporting the products. Needs to be in place by 3/31/03	Medium	Very Likely
ECM tool support SLA's are not in place and clear role and responsibility document is not in place.	Unclear understanding of support service levels and who is the responsible party for outage or general operation support, system monitoring and report notification process of outages or problem.	FSA CIO	Operational	2/6/2003	In-Progress	FSA CIO work with the VDC and operational support team to develop and finalize a Service level agreement for the ECM tool and the hardware supporting the ECM tool. Needs to be in place by 3/31/03	Medium	Very Likely
Rational License Service renewal contract is not in place and is tied to CIO 15 initiative for extension.	Continued Rational support funding is in question. If the funding is not approved and license support is not secured, the FSA CIO support team will have no support on analysis of tools or the environment. License renewal provides FSA CIO with Tier 1 Rat	FSA CIO	Financial	2/6/2003	In-Progress	FSA CIO should split out the funding streams to ensure Rational support does not lapse if CIO initiative funding is not approved or is delayed.	High	Very Likely