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Put America  
Through  
School”*

**TO 51 – Rational Tool Implementation Support  
Deliverable 51.3.1b Monthly Tool Support Activity Report –  
January 03**

February 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 January.xls – This file breaks down the average and maximum AnalystStudio and Enterprise Suite licenses used in November. It categorizes license usage by week and by hour.
  - License Usage Stats January.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 51.3.1b January 03 Report.ppt (NEW)
  - Miscellaneous
    - License Suite Recap January.xls (NEW)
    - License Usage Stats January.xls (NEW)

Tool	In-Production Projects	In-Progress Projects	Planned Projects
<b>ClearCase</b>	<ul style="list-style-type: none"> <li>•EAI</li> <li>•FMS</li> <li>•Portals Rollout</li> </ul>	<ul style="list-style-type: none"> <li>•ITA</li> </ul>	<ul style="list-style-type: none"> <li>•eZ-Audit</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 (Financial Partners and Students Portals, Portals Rollout)</li> <li>•FSA Security (on hold)</li> <li>•ITA/EAI</li> <li>•NSLDS II (integrated with ReqPro)</li> <li>•SLC</li> </ul>	<ul style="list-style-type: none"> <li>•ITA/EAI (major redesign of the schema to match the ECM 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)</li> </ul>		

Project	Actual Project Usage (Users Logging into a Project)*	Total Active Accounts by Project^	In Production (Yes/No)/ Comments
Application Excellence	7	31	Yes
COD	2	24	Yes, but the team is using a TSYS tracking tool.
CRM4FSA	1	9	Yes, but project is on-hold.
eCBS	N/A	10	Yes. The eCBS project is run through a separate schema repository. Usage results were not kept for this project.
ECM	45	172	Yes
eZ-Audit	10	10	Yes – <b>NEW PROJECT</b>
FSA Portals	1	13	Yes. They are using the PRTL2 database for change requests.
FSA Security	0	6	Tool usage is on-hold.
ITA/EAI	15	27	Yes
NSLDS II	0	11	Yes, but project is on-hold.
SLC	1	6	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 4. 4 is subtracted from the total because there are 4 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.

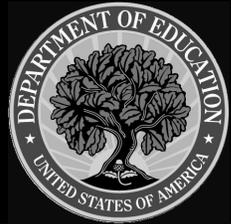
^ Total Active Accounts by Project is the number of ClearQuest users who have access rights to a particular project. Many users have access to multiple projects, so this column is not totaled. In all, there are **267 active ClearQuest user accounts** and 62 inactive. There are **24 active RequisitePro accounts**, making a grand total of **291 active Rational Suite accounts**.

Tool	Project	Estimated Active Users	Users with Access to the Project	In Production (Yes/No)/ Comments
ClearCase	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 yet to be integrated into the team.
	FSA Portals	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>NEW PROJECT</b>
	NSLDS II	0	N/A	No, the NSLDS II project is on-hold.
	<b>TOTALS</b>	<b>33</b>	<b>N/A</b>	
RequisitePro	eZ-Audit	10	10	Yes
	Lender Payment Process Redesign	0	1	Yes, but requirements phase is complete. Project is not currently used.
	NSLDS II	1	13	Yes, but project is on-hold. Integrated with the NSLDS II ClearQuest Defect record type.
	<b>TOTALS</b>	<b>11</b>	<b>24</b>	

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	9	12	62
RequisitePro	7	3	1	11

The high number of High Usage Users in ClearQuest (12 ties the previous high set last October) is due largely in part to the new eZ-Audit schema. The eZ-Audit team began using ClearQuest on January 2<sup>nd</sup> for testing. 9 of the 12 High Usage Users in ClearQuest were eZ-Audit users.

**NOTE:** 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.



**Average License Usage Stats (1/2 – 1/14)\***

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
December	711	2.60	0.90	1.70

**Peak License Usage Stats (1/2 – 1/14)\***

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%)
December	14	6	13	6 (1%)

Average license usage went up by over 100% in January based on the license script results. This is largely due to heavy usage by the eZ-Audit team which began using ClearQuest for testing on January 2<sup>nd</sup>. Also, usage was down in December due to the holidays and personnel vacation.

SFANT042, the new ClearQuest web server, was modified on January 14<sup>th</sup> to use AnalystStudio licenses first until using up all those licenses, then use Enterprise Suite licenses. Due to this, expect average AnalystStudio license usage to spike in February and average Enterprise Suite license usage to drop.

**\*NOTE:** The license usage stats listed above only detail stats from January 2<sup>nd</sup> to January 14<sup>th</sup>. There was a malfunction in the automated FSA license script on January 15<sup>th</sup> that disabled it. The problem was resolved on 2/4.

	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>2/20/03</b>		N/A		<b>3/28/03</b>		<b>4/30/03</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
ITA/EAI (Redesign)	<b>2/14/03</b>		N/A	N/A	<b>2/26/03</b>		<b>2/28/03</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

**NOTE:** Updates are in **BOLD**. The Lender Payment Process Redesign RequisitePro implementation is not included above since they predate the Integration Partner Rational team. This work was completed by FSA.

## ■ ClearQuest

- **Application Excellence (In-Production)** – No new activity this period other than user administration.
- **COD (In-Production but Inactive)** – The COD has discontinued use of ClearQuest for the time being. They are using the TSYS tracking tool.
- **CRM4FSA (On-hold)** – No new activity this period, the project is currently on-hold and so is their ClearQuest implementation.
- **EAI/ITA (In-Production)** – No new activity this period other than user administration.
- **eCBS (In-Production)** – No new activity this period.
- **ECM (In-Production - UPDATED)** – Met with Leslie Willoughby and Phillip Wynn to discuss possibly adding parent/child functionality to the ECM tool. This would also have to be captured in the ECM/GCARS relationship. The ECM Change Control Group will access whether or not to go forward with this functionality.
- **eZ-Audit (In-Production – UPDATED)** – The Rational Support Team provided desktop support to the eZ-Audit team as they began using the tool. The team handled user administration and group administration to the team. The Rational team will own this administration going forward. The team also provided help to eZ-Audit in learning how to use the tool and capturing feedback from them on the implementation.

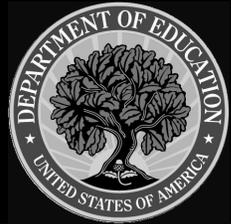
- **FSA Portals (In-Production - UPDATED)** – Jay Niemczyk held a separate tool demonstration meeting for both FSA Financial Partners and Students Portals. Jay went through how the ChangeRequest record type was initially built (based on requirements from Ankur Mundra and Chris Paladino) and ran through how to use it and ClearQuest in general. A follow-up meeting will be held in mid-February to elicit user feedback and to make sure the tool meets the needs of both groups.
- **FSA Security (Completed but On-Hold)** – No new activity this period. Tool usage is still on-hold.
- **NSLDS II (In-Production)** – No new activity this period other than user administration.
- **SLC (In-Production – UPDATED)** – Held a requirements gathering meeting with Lana Gourdine of the SLC to gather enhancements to the existing ChangeControlltem record type. Based on feedback from that meeting, the Rational team build a new report and prototyped the three email rules that will be implemented into the SLC ClearQuest implementation. Jay will follow-up with the SLC user group to train the team on using the tool and then implement the email rules live.

## ■ 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 completed the ITA High Level ClearCase Plan on January 22<sup>nd</sup>. He is now working on the ITA Implementation Plan which will detail how the Rational Support Team plans to setup ClearCase in the ITA environment. This will be completed by January 13<sup>th</sup> and will help facilitate the ITA team to introduce ClearCase (led by the Rational team) to all new development efforts in their environment. A review of the plans will be held in mid-February before implementation begins. Five users are currently using a prototype for the system in the Accenture environment.
- **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. The team has not decided to go forward with RequisitePro yet.
- **eZ-Audit (In-Production)** – No new activity this period.
- **Lender Payment Process Redesign (In-Production)** – No new activity this period.
- **NSLDS II (In-Development)** – No new activity this period.



Issue /Action Item	Resources	Target Date	Status Comments
The Rational Support Team's task order ends on 2/28. At this point, the team has not been extended past that date.	FSA	2/28	A Business Justification has been submitted and meetings are being held by FSA to acquire funding.