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**TO 51 – Rational Tool Implementation Support
Deliverable 51.1.3h Monthly Tool Support Activity Report -
September**

September 9, 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
 - RationalDiagrams.ppt – This file is part of the Rational Long Term Planning effort. It contains diagrams of the current Rational physical environment and a proposed environment for the next year.

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 51.1.3h September Report.ppt (NEW)
 - Miscellaneous
 - RationalDiagrams.ppt (NEW)

Upgrade Status



- The following tests were run on the new web server in the last month.
 - Stress tests simulating 2, 5, 10, and 20 users simultaneously submitting records to ClearQuest from the EDLAN. Users would also manually submit records from the Accenture LAN (via a web browser) at the same time from 1 or 2 Accenture machines. Each record triggered an email rule. The tests involving 2 or 5 submissions were 100% successful. When 10 or 20 records were being submitted at the same time, approximately 85% of the records were submitted successfully. The others did not go through due to timeouts or a lack of available licenses. The web server never went down during these tests and even if a certain submission did not go through due to timeout, the user could immediately submit a new record.
 - Simultaneous submission of records from a remote ISP over the web was tested. A test was run where 2 or 3 records would be submitted at the same time from over the web using the internet address. Each submission triggered an email rule. All submissions went through successfully and all email rules went to the proper recipients.
- Additional tests will be run this month after SSL is implemented on the new web server. Tests will again simulate multiple users, up to 20 at the same time. RequisitePro will also be tested at the same time to see if that impacts the web server. CSC will monitor the web server during these tests.

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 II 	<ul style="list-style-type: none"> •eCBS
ClearQuest	<ul style="list-style-type: none"> •Application Excellence •COD •CRM4FSA (on hold) •EAI/ITA •ECM •FSA Security (on hold) •NSLDS II •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 (on hold) •NSLDS II 	<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 (10/31)
ClearCase	EAI	25	25	Yes	35
	eZ-Audit	0	0	No, scheduled for 9/25.	15
	FMS	18	1	Yes, but yet to be integrated into the team.	18
	NSLDS II	0	0	No, scheduled for 9/25.	25
	Portals Rollout	0	0	Yes, but team using Visual SourceSafe.	TBD
	TOTALS	43	26		93
ClearQuest	Application Excellence	27	20	Yes	30
	COD	22	1	Yes, but team is using TSYS tracking tool.	TBD (22 right now)
	CRM4FSA	9	2	Yes, but project is temporarily on-hold.	TBD (9 right now)
	EAI/ITA	7	7	Yes	7
	ECM	92	56	No, in pilot phase until 9/30.	125
	FSA Security	4	0	Tool usage is on-hold.	TBD (4 right now)
	NSLDS II	3	3	Yes	14
	Portals Rollout	14	14	Yes	14
	SLC	1	1	Lana Gourdine is the only user at this time.	1
	TOTALS	179	104		226
RequisitePro	COD	0	0	No, implementation is on-hold.	TBD
	eZ-Audit	6	6	Yes	8
	Lender Payment Process Redesign	1	1	Yes	1
	NSLDS II	0	0	No, scheduled for 9/11.	8
	TOTALS	7	7		17
TOTAL FOR ALL TOOLS		229	137		336

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
	9/7/2002	10/31/2002 (Estimate)	9/7/2002	10/31/2002 (Estimate)	9/7/2002	10/31/2002 (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 II	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	10	12	15	5
COD	0	0	0	0	1	1	21
CRM-4FSA	0	0	0	0	2	2	7
EAI/ITA	0	0	0	0	7	7	0
ECM	0	0	10	12	46	63	36
FSA Security	0	0	0	0	0	0	4
NSLDS II	0	0	0	0	3	14	0
Portals Rollout	0	0	0	0	14	14	0
SLC	0	0	0	0	1	1	0
TOTALS	0	0	20	22	86	117	73
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
NSLDS II	0	0	0	0	0	8	0
TOTALS	0	0	0	0	7	9	0
TOTAL FOR ALL TOOLS	0	0	26	43	113	181	90

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 II	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	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	
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
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
NSLDS II	9/4/02	9/4/02	N/A	N/A	9/11/02		9/11/02	

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)** – No new activity this period. Lisa Phillips is the project administrator.
- **COD (In-Production)** – 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.
- **ECM (In-Pilot Phase until 9/30)** – Darrick Atkins is now the project administrator for ECM. He has completed Release 2 of the ECM tool and will implement the Release 2 changes on September 15th. The pilot phase will end on September 30th and the ECM tool will go into production then for all systems.
- **FSA Security (Completed but On-Hold)** – No new activity this period. Tool usage is still on-hold.
- **NSLDS II (In-Production)** – The initial implementation was completed on September 3rd and was turned over to production on September 6th. The project has 3 initial users. This schema will be integrated with the NSLDS II RequisitePro project that will be finished by mid-September. On-going administration will be handled by Chris DeBernard. Jay Niemczyk will work to transition administrative tasks to Chris in the next few weeks.
- **Portals Rollout (In-Production)** – No new activity this period. 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)** – No new activity this period.
- **eZ-Audit (In-Progress)** – No new activity this period.
 - 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.
- **NSLDS II (In-Development)** – Planning for a NSLDS ClearCase Unix implementation continued. Planning will be completed and development of the repository will begin in the next 2 weeks. 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 (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)** – Developed a RequisitePro project and Oracle database for the NSLDS II team. Five import files were created and tested to import existing requirements of five different requirement types. The project is scheduled to be completed by Tuesday, September 10th. The project will be integrated with the NSLDS II ClearQuest schema once it is completed. Tests were successful in integrating a test ClearQuest schema and test ReqPro project for NSLDS II.

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.	The Rational team, VDC, and Rational Tech Support	On-going	NOTE: See the ‘Upgrade Status’ slide for details on testing of this issue.