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Put America
Through
School”*

**TO 51 – Rational Tool Implementation Support
Deliverable 51.2.1b Monthly Tool Support Activity Report -
October**

November 7, 2002

Report Agenda



- Team Updates
- Project and 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
 - License Usage Stats October.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.
 - License Suite Recap October.xls – This file breaks down the average and maximum AnalystStudio and Enterprise Suite licenses used in October. It categorizes license usage by week and by hour.

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:
 - 51.2.1 Deliverables
 - TO 51.2.1b October Report.ppt (NEW)
 - Miscellaneous
 - License Usage Stats October.xls (NEW)
 - License Suite Recap October.xls (NEW)

Tool Metrics



| Tool | 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) •eCBS •ECM •FSA Security (on hold) •ITA/EAI •NSLDS II (integrated with ReqPro) •Portals Rollout •SLC | <ul style="list-style-type: none"> •FSAnet Redesign | <ul style="list-style-type: none"> •eZ-Audit •ITA/EAI (modifications to existing schema) |
| RequisitePro | <ul style="list-style-type: none"> •eZ-Audit •Lender Payment Process Redesign •NSLDS II (integrated with ClearQuest) | | <ul style="list-style-type: none"> •CRM-4FSA |

Project Metrics for October (ClearCase and RequisitePro)



| Tool | Project | Estimated Active Users (Last Month's Total if Changed) | Users with Access to the Project (Last Month's Total if Changed) | In Production (Yes/No)/ Comments |
|--------------|---------------------------------|--|--|---|
| ClearCase | EAI | 25 | 25 | Yes |
| | eZ-Audit | 0 | 0 | No, the project is still in the planning phase. |
| | FMS | 1 | 18 | Yes, but yet to be integrated into the team. |
| | NSLDS II | 1 (0) | 1 (0) | No, an initial account has been created. Currently the implementation has been put on hold. |
| | Portals Rollout | 0 | 0 | Yes, but the team is using Visual SourceSafe. |
| | TOTALS | 27 (26) | 44 (43) | |
| RequisitePro | eZ-Audit | 3 | 8 | Yes |
| | Lender Payment Process Redesign | 0 | 1 | Yes, but requirements phase is complete. Project is not currently used. |
| | NSLDS II | 6 (3) | 13 (3) | Yes. Integrated with the NSLDS II ClearQuest Defect record type. |
| | TOTALS | 9 (6) | 22 (12) | |

Project Metrics for October (ClearQuest)



| Project | Actual Project Usage by User* | Total Open Accounts by Project^ | In Production (Yes/No)/ Comments |
|------------------------|-------------------------------|------------------------------------|--|
| Application Excellence | 8 (6) | 31 (32) | Yes |
| COD | 1 (2) | 27 (28) | Yes, but the team is using a TSYs tracking tool. |
| CRM4FSA | 0 | 12 (13) | 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 | 58 (45) | 162 (141) | Yes. |
| FSA Security | 0 | 9 (10) | Tool usage is on-hold. |
| ITA/EAI | 9 (7) | 19 (18) | Yes |
| NSLDS II | 5 (4) | 16 (14) | Yes |
| Portals Rollout | 2 (7) | 14 (14) | Yes. They are using the PRTL2 database for change requests. |
| SLC | 1 | 8 | Yes, but Lana Gourdine is the only user at this time. |
| TOTALS | 84 (71) | (see comments to the right) | |

* Total Project Usage is calculated based on the number of users with access to a given project that used ClearQuest (according to the hourly license usage tests) subtracted by 4. 4 is subtracted from the total because there are 4 ClearQuest SuperUsers who have access to all projects, so it cannot be determined which project they were actually accessing. Actual project usage may be higher if a user was never logged in when a license test was run.

^ Active Project Accounts 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 **243 active ClearQuest user accounts** and 58 inactive. There are **22 active RequisitePro accounts**, making a grand total of **265 active Rational Suite accounts**.

NOTE: Last month's total is in parenthesis if there is a change in the total.

Tool Metrics for October (License Usage by Users)



Level of Usage by User (NOTE: September is in parenthesis.)

| Tool | High Usage Users (logged in 10 times or more during given month) | Medium Usage Users (logged in 5 to 9 times during given month) | Low Usage Users (logged in 1 to 4 times during given month) | Total Active Users |
|-----------------------------------|---|---|--|-----------------------|
| ClearQuest | 12 (8) | 15 (16) | 50 (36) | 77 (60) |
| Unknown (ReqPro or ClearQuest) | 1 (0) | 3 (7) | 15 (11) | 19 (18) |

Active User Stats (Total and by License Type)

| Tool | Number of Times Users Logged In | Actual Users | Users Using Enterprise Licenses | Users Using AnalystStudio Licenses |
|-----------------------------------|------------------------------------|----------------|------------------------------------|--|
| ClearQuest | 388 (290) | 77 (60) | 40 (45) | 55 (31) |
| Unknown (ReqPro or ClearQuest) | 59 (69) | 19 (18) | 14 (14) | 8 (6) |
| TOTALS | 447 (359) | 96 (78) | 54 (59) | 63 (37) |

The number of users using a license in October went up 23% from September (up to 96 users from 78) while the number of active accounts went up 12% (up to 265 from 230). The increase in actual users can partly be attributed to the fact that the license script was run every half hour in October as opposed to every hour in September. Low usage users who get on and get off quickly and rarely use Rational are now more likely to be captured in a license usage check.

The highest increase in usage was on ECM where the number of active users went up 29% (up to 58 users from 45) as the number of ECM users increased by 15% (up to 162 users from 141) and the dependency on the ECM tool increased.

Tool Metrics for October (License Usage)



Average License Usage Stats

| Month | License Usage Tests Run | Average Combined License Usage | Average AnalystStudio License Usage | Average Enterprise Suite License Usage |
|-----------|-------------------------|--------------------------------|-------------------------------------|--|
| October | 515 | 4.21 | 2.19 | 2.02 |
| September | 320 | 4.41 | 1.51 | 2.90 |

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) |
|-----------|---|--|---|---|
| October | 15 | 9 | 8 | 24 (5%) |
| September | 12 | 6 | 8 | 9 (3%) |

While the number of license tests that returned 10 or more combined licenses in use went up considerably, the actual percentage only went up 67% (up to 5% from 3%).

The actual average licenses in use per test went down slightly in October, from 4.41 to 4.21.

The peak for October of 15 combined licenses in use is still 11 below the number of available licenses.

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 | 11/29/02 | | N/A | | TBD | | TBD | |
| 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 | 9/18/02 | N/A | | 11/28/02 | | 11/28/02 | |
| 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 | 9/16/02 |
| 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 | 9/10/02 | 9/11/02 | 9/10/02 |

NOTE: Updates are in **BOLD**. 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 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** – No new activity this period.
- **ECM (In-Production - UPDATED)** – Jay Niemczyk is the system administrator for ECM again. He made changes to the ECM schema to help support ECM/GCARS integration. He also helped setup the test environment for this integration by creating the test schema repository and user database. He will continue to make approved modifications to ECM to help with ECM/GCARS integration.
- **FSANet Redesign (Planned - NEW)** – Held a kickoff meeting with the FSANet Redesign team to begin planning for a ClearQuest implementation. Some initial analysis was done to see if ClearQuest can help the team. FSANet Redesign will make a decision on whether or not to go forward by November 8th.
- **FSA Security (Completed but On-Hold)** – No new activity this period. Tool usage is still on-hold.

Project Status (ClearQuest continued)



- **NSLDS II (In-Production)** – No new activity this period other than user administration.
- **Portals Rollout (In-Production - UPDATED)** – Jay implemented a security field on the ChangeRequest record type. This will limit ChangeRequest Financial Partners group members to only see Financial Partners CRs and Students group members to only see Students related CRs. He also hid all Defect tabs from unapproved user groups. This will keep ChangeRequest users from being able to view Defect records. Jay will remove all Defect public queries from the database to limit any chance of CR users seeing Defect records.
- **SLC (In-Production)** – No new activity this period. Lana Gourdine is the on-going system administrator of the tool and sole user.

Project Status (ClearCase and RequisitePro)



■ ClearCase

- **EAI (In-Production)** – No new activity this period.
- **eZ-Audit (In-Progress - UPDATED)** – Began planning for a UNIX ClearCase implementation for the eZ-Audit team. Paul Capotosto has met with Frank Southfield of eZ-Audit to begin forming a strategy. Planning will continue after Paul Capotosto, the technical lead, returns from vacation on 11/12.
- **FMS (In-Production)** – No new activity this period.
- **NSLDS II (On-Hold - UPDATED)** – The initial account was created on all the SUN ClearCase hosts. Validation of the ClearCase environment began but there were errors encountered that will need to be corrected by a CSC system administrator for those hosts before validation can continue. Validation will continue on the hosts once the file and process errors have been resolved, but the implementation will be on hold until then. CR 473 and 721 have been submitted to get this fixed.
- **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)** – Ten new user accounts were created. There are now 13 active NSLDS II ReqPro accounts.

Issues and Action Items



| Issue /Action Item | Resources | Target Date | Status Comments |
|--|----------------------------|-------------|--|
| CR 721 has been submitted into ECM. System Administrator support is required from CSC to resolve ClearCase file and process issues related to the NSLDS II ClearCase implementation. | Paul Capotosto and the VDC | 11/22 | New Issue – validation cannot continue on the NSLDS II ClearCase implementation until a system admin with root permission resolves these issues. |