



Task Order 75 - Data Mart Operations

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Data Mart Operations Monthly SLA Metrics Report Deliverable 75.1.2a

Period Ending: 06/30/01





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Introduction

This is the first monthly report for Task Order 75 Data Mart Operations. The purpose of this task order is to provide the capability to sustain the CFO and FP Data Marts. The report information will be provided separately for each system. Performance against SLA Metrics will be included in future monthly reports. A major focus of the next few months will be working with key customers to define the service level targets.

CFO Data Mart Operations Status

Work Accomplished During This Period

- Knowledge transfer activities were initiated.
- The Help Desk Request Database was established.
- The major Production issue involving batch job processing was resolved. All missing files were recovered and processed into the Data Mart.

Issues or Anticipated/Current Problems

None

Planned Work for Next Period

- Develop deliverable 75.1.1 to complete the knowledge transfer, define roles and responsibilities, implement Help Desk tools, and define metric, policies and procedures.
- Begin Daily Status reporting of Data Mart operations and nightly batch job performance.
- Begin migrating Informatica, MicroStrategy, and CFO Data Mart from Sun server to HP server.

Batch Job Results (CFO)

Files dating 6/01/01, 6/13/01, and 2/12/01 - 2/16/01 had not been loaded into the CFO Data Mart. These files were successfully recovered and reloaded into the CFO Data Mart. The files dating 6/01/01 and 2/12/01 - 2/15/01 were loaded on 06/12/01. The files dating 2/16/01 and 6/13/01 were loaded on 7/2/01.



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Help Desk Monthly Throughput (CFO)

Production Issues

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	1	1	2
Closed	0	0	1	1
End of Month Balance	0	1	0	1

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	0	0	0
Closed	0	0	0	0
End of Month Balance	0	0	0	0

Help Desk Request Summary (CFO)

Total Records: 2

ID	Status	Request	Title	Priority	Opened	Closed
243	Closed	Bug Fix	Misspelled Text	Low	6/21/2001	6/22/2001
244	Closed	Prod. Support	Missing Dates	Medium	6/11/2001	7/2/2001



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Help Desk Request Details (CFO)

ID: 243 - Misspelled Text

Request Bug Fix **Priority** Low **Assigned** Annie Barton
Open Date: 6/21/2001 12:00:00 PM **Requestor** Johan Bos-Beijer
Target Date: **Estimated Effort** 0
Closed 6/22/2001 12:00:00 PM **ApplicationType:** CFO DataMart

Description

During the course of seeing the screens displayed I noted one major item in a quick glance - the word GUARANTEED was spelled wrong throughout the displays - it shows as GAURANTEED.

Resolution:

The word GUARANTEED was corrected within the displays.

Activity

6/22/01 (Keisha Contee) - Nancy sent a request via email to Annie:
 The misspelling that Johan saw was in the 1130 Part A. The 'guaranty activity' column. (This information is coming from a dimension table). The values: 'total loan guarantees transferred in,' 'total loan guarantees transferred out.' We will need to write a SIR to document our correction.

Please check all of the values in the dimension tables to make sure that they are spelled correctly.



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ID: 244 - Missing Dates

Request Prod. Support **Priority** Medium **Assigned** Chirayu Patel
Open Date: 6/11/2001 12:00:00 PM **Requestor** Nancy Krecklow
Target Date: **Estimated Effort** 0
Closed 7/2/2001 12:00:00 PM **ApplicationType:** CFO DataMart

Description

In reviewing the files I found that we are missing the following post dates -
2/12/01 through 2/16/01
4/14/01 (appears to be some kind of specialty file only a few thousand dollars)
6/1/01
6/13/01

Resolution:

Activity

Following dates:

1. 6/1/2001
2. 2/12/2001
3. 2/13/2001
4. 2/14/2001
5. 2/15/2001

We received log files for the following dates which says "ORACLE NOT AVAILABLE," so Anna needs to resend those files again. It seems Oracle was down when export was run and we never got any data.

sfa.021601.dmp
sfa.sunday.030401.dmp
sfa.sunday.031101.dmp
sfa.031101.dmp
sfa.Sunday.041501.log (this file might have the data for 4/14/01)

We did not get sfa.041401.dmp file (specialty file) for the above reason. We did not get sfa.061301.dmp and sfa.061401.dmp files, one of the possibilities could be the manhole fire which occurred on the 14th and the 15th of June.

6/29/2001 (Keisha Contee) Russell sent Anna an email requesting for the files from 2/16 and 6/13.

7/2/2001 (Keisha Contee) Anna sent the files from 2/16 and 6/13. Keisha successfully loaded the files into the CFO DataMart.



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FP Data Mart Operations Status

Work Accomplished During This Period

- Knowledge transfer activities were initiated.
- The Help Desk Request Database was established.
- There were not any major Production issues during the period.
- There were a large number of enhancement requests submitted, all relating to system reports. There were 17 requests for revisions to existing reports and 1 request for a new report. One has been completed.

Issues or Anticipated/Current Problems

None

Planned Work for Next Period

- Develop deliverable 75.1.1 to complete the knowledge transfer, define roles and responsibilities, implement Help Desk tools, and define metric, policies and procedures.
- Implement scripts and procedures for the monthly batch job, run Lender Association process, and complete the initial batch run by the end of July.
- Hold a Power Users meeting to discuss Enhancement priorities by late July or early August.
- Begin migrating Informatica, MicroStrategy, and FP Data Mart from Sun server to HP server. Anticipated completion date by the end of August.

Batch Job Results (FP)

The monthly batch job will run for the first time at the end of July.



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Help Desk Monthly Throughput (FP)

Production Issues

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	0	0	0
Closed	0	0	0	0
End of Month Balance	0	0	0	0

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	0	2	0	2
New	0	8	7	18
Closed	0	0	1	1
End of Month Balance	0	10	6	19

Help Desk Request Summary (FP)

Total Requests: 20

ID	Status	Request	Title	Priority	Opened	Closed
255	Assigned	Enhancement	1130 and 1189 Reports	Low	6/6/2001	
256	Assigned	Enhancement	1189 Reports	Low	6/7/2001	
260	Open	Enhancement	1130 and 1189 Reports	Low	6/7/2001	
261	Closed	Enhancement	Column Collapse	Low	6/8/2001	6/26/2001
263	Assigned	Enhancement	New Report needed (ED form 799)	Low	6/14/2001	
264	Assigned	Enhancement	New Report Needed (like Leading Lenders)	Low	6/14/2001	
267	Assigned	Enhancement	New Report (Loans Sold)	Low	6/14/2001	
246	Assigned	Enhancement	Lender Scorecard and Other New Reports	Medium	6/6/2001	
247	Assigned	Enhancement	Report Access for Users other than GA or Lenders	Medium	5/30/2001	
249	Closed	Enhancement	Yearly Report Modification	Medium	6/5/2001	7/6/2001



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251	Assigned	Enhancement	Top 100 Loan Holders	Medium	5/22/2001	
253	Assigned	Enhancement	799 Reports and Lender Search Reports	Medium	6/6/2001	
254	Closed	Enhancement	Fiscal Quarter Prompt	Medium	6/6/2001	7/6/2001
257	Assigned	Enhancement	New Report	Medium	6/8/2001	
258	Closed	Enhancement	Loan Type Categorization	Medium	6/8/2001	7/6/2001
259	Open	Enhancement	Reserve Fund Balance Line	Low	6/8/2001	
262	Open	Enhancement	Quarter/Year Determination	Low	6/8/2001	
265	Assigned	Enhancement	New Report (Comparison)	Medium	6/14/2001	
266	Assigned	Enhancement	New Report (Annual Totals)	Medium	6/14/2001	
268	Assigned	Enhancement	New Report (Void, etc.)	Medium	6/14/2001	



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Help Desk Request Details (FP)

ID: 246 - Lender Scorecard and Other New Reports

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/6/2001 12:00:00 PM **Requestor** Sullivan
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart
Description

Need to revise the way that the values are determined for the Lender Scorecard. In addition, reports will be required that show the build up of the summary information that is on the scorecard.

Resolution:

Activity

7/13/2001 (Annie Barton) Waiting for Power Users to meet and discuss this issue. Meeting is to take place in the beg of August.

ID: 247 - Report Access for Users other than GA or Lenders

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 5/30/2001 12:00:00 PM **Requestor** Haenal-Beck, Roca-Baker,
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart
Description

It would be nice to have reports that were not based upon a given GA ID or Lender ID. Need to have reports that are structured to help find some overall problems. For example, 799 Part II - show all lenders that have a loan type of 'TG' so that we can compare with the loan consolidation information

Resolution:

Activity

This will need to be done on a report by report basis. The existing reports do not need to change. The users are requesting new reports that will allow something other than searching by Lender or GA ID's.

7/13/2001 (Annie Barton) Waiting for Power Users to meet and discuss this issue. Meeting is to take place in the beg of August.



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ID: 249 - Yearly Report Modification

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/5/2001 12:00:00 PM **Requestor** Harding
Target Date: **Estimated Effort** 0
Closed 7/6/2001 12:00:00 PM **ApplicationType:**FP DataMart

Description

For reports that show a year/qtr, show the ending month of the quarter instead of the FQ# or CQ# (this is related to ID# 253)

Resolution:

Added some date desc columns to the database. Changed the 'fiscal qtr' attribute to be 'quarter (ending date)'. This now displays the last day of the month for any place in the data mart that shows the qtr date in a prompt (excluding request # 262)

Activity

Added some data description columns to the database. Changed the 'fiscal qtr' attribute to the 'quarter (ending date)'. This now displays the last day of the month for any place in the data mart that shows the qtr date in a prompt (excluding ID# 262)

ID: 251 - Top 100 Loan Holders

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 5/22/2001 12:00:00 PM **Requestor** Harding/Sensenev
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

We would like to make changes to the way that the Top 100 Loan Holders report is created. We will need to discuss the requirements in further detail. Collect history for Lender Associations and create this report 'As of' a particular date. Only include those lenders if the associate lender has a balance > 0. Use the parent LID name, city, and state.

Resolution:

Activity



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ID: 253 - 799 Reports and Lender Search Reports

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/6/2001 12:00:00 PM **Requestor** Sullivan
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

There are times when the entire 799 report (and possibly the Lender Search report) needs to be viewed (and possibly printed). It would be nice if this could occur as a single document instead of having to view/print several individual reports. This needs to be further researched. With the current structure of the reports with information in the 'page by' area, this might mean that the 'full report' does not display as expected.

Resolution:

Activity

ID: 254 - Fiscal Quarter Prompt

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/6/2001 12:00:00 PM **Requestor**
Target Date: **Estimated Effort** 0
Closed 7/6/2001 12:00:00 PM **ApplicationType:**FP DataMart

Description

The prompts which request dates usually ask for a fiscal quarter. This can be confusing for users and the GA's and the Lenders. A possible recommendation is to show the ending month for the quarter instead of using FQ 1, 2, 3, 4. This might avoid the confusion.

Note:

1130 - Part A and Both Part C;
 FN/LN Principal Comparison;
 Lender 799 G/L Comparison;
 Lender changes in Loan principal;
 Multi-Year Portfolio Analysis;
 Part II/Part V Disbursement Comparison by Loan Type;
 Part III/Part VI Comparison;
 Lender 799 Reports - All
 Lender Search Reports - All

Resolution:

Added some date desc columns to the database. Changed the 'fiscal qtr' attribute to be 'quarter (ending date)'. This now displays the last day of the month for any place in the data mart that shows the qtr date in a prompt (excluding request # 262)



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Activity

Added some date desc columns to the database. Changed the 'fiscal qtr' attribute to the 'quarter (ending date).' This now displays the last day of the month for any place in the data mart that shows the qtr date in a prompt (excluding ID# 262)

ID: 255 - 1130 and 1189 Reports

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/6/2001 12:00:00 PM **Requestor** Sullivan
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

For some of the reports, it would be nice to see the 'A-1,' 'A-2,' etc. so that the information may be more specifically tied back to the original form

Resolution:

Activity

ID: 256 - 1189 Reports

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/7/2001 12:00:00 PM **Requestor** Chiu/Duffin
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

For 1189 parts, the selection criteria needs to be entered 9 times to get the 'full report'. There should be a way to view the complete report without having to enter the selection/prompt information multiple times.

Resolution:

Activity



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ID: 257 - New Report

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/8/2001 12:00:00 PM **Requestor** Harding
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Need an 'all' report (based upon Annual report: Financial funds Stmt and Sources/Uses of Funds, Pending and Contingent Transactions). For a selected year, a report is needed that will show annual information on all guarantors.

Resolution:

Activity

ID: 258 - Loan Type Categorization

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/8/2001 12:00:00 PM **Requestor** Senseney
Target Date: **Estimated Effort** 0
Closed 7/6/2001 12:00:00 PM **ApplicationType:**FP DataMart

Description

Need the 3 data book reports by loan type; Based upon Collections on Default Loans for all FFEL Loan Types, Default Dollars Paid to Lenders for all loan types, and Loan Volume commitment for all FFEL loan types.

Resolution:

Added a custom group to the 3 data book reports. The custom group includes: all five individual FFEL loan types and an 'All Loan Types'.

Activity

Added a custom group to the 3 data book reports. The custom group includes: all five individual FFEL loan types and an 'All Loan Types.'



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ID: 259 - Reserve Fund Balance Line

Request Enhancement **Priority** Medium **Assigned**
Open Date: 6/8/2001 12:00:00 PM **Requestor** Harding
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Add a 'Reserve Fund Balance (Cash)' Line.
 Affected Reports: Sources/Uses of Funds, Pending and Contingent Transactions

Resolution:

Activity

7/13/2001 (Annie Barton) Need Informatica Consultant

ID: 260 - 1130 and 1189 Reports

Request Enhancement **Priority** Low **Assigned**
Open Date: 6/7/2001 12:00:00 PM **Requestor** Chiu/Duffin
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Add the 1189/1130 form line number to the reports

Resolution:

Activity

ID: 261 - Column Collapse

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/8/2001 12:00:00 PM **Requestor** Harding
Target Date: **Estimated Effort** 0
Closed 6/26/2001 12:00:00 PM **ApplicationType:**FP DataMart

Description

Collapse the columns to have only one column on the reports.
 Reports Affected: Annual Report: Financial Funds Stmt, Sources/Uses of Funds, Pending and Contingent Trans.

Resolution:

Created two new metrics ('Fund Amount' & 'Financial Fund Amount'). They sum the necessary facts from the different fact tables. I also deleted the other metrics that previously existed on the reports.

Activity



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Created two new metrics ('Fund Amount' & 'Financial Fund Amount'). They sum the necessary facts from the different fact tables. I also deleted the other metrics that previously existed on the reports.

ID: 262 - Quarter/Year Determination

Request Enhancement **Priority** Medium **Assigned**
Open Date: 6/5/2001 12:00:00 PM **Requestor** Harding
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Part IV of the 799 report and Part IV of the Lender search report show an applied quarter year of the Fiscal quarter/year not the calendar quarter/year as in the current report. SFA needs to determine which quarter/year they want to use for the reports. The GA reports and the Lender reports might want to use different approaches.

Affected Reports: 799 - Part IV and Lender Search Report - Part IV (may not need the lender search report based upon ID# 248)

Resolution:

Activity

7/13/2001 (Annie Barton) Need Informatica Consultant

ID: 263 - New Report needed (ED form 799)

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Wallace
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

A new report is need to add the information currently available on X200 Inquiry Sheet - Tracking File. This report shows all transactions related to an ED form 799 by LID and quarter

Resolution:

Activity



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ID: 264 - New Report Needed (like Leading Lenders)

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Wallace
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart
Description

A report like the Leading Lenders report (GLINT825). This report would give the Ending Principal Balance and loan originations during the fiscal year. It would be better if the balances and loan originators were reported by loan type as well.

Resolution:

Activity

Waiting for Power Users to meet and discuss this issue. Meeting is to take place in the beg of August.

ID: 265 - New Report (Comparison)

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor**
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart
Description

A report that would compare all lenders that reported consolidated loans (loan type TC) on the ED form 799 with lenders that paid consolidation loan rebate fees for the same time period.

Resolution:

Activity



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ID: 266 - New Report (Annual Totals)

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Wallace
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart
Description

A report that would provide annual totals by LID from part II of the ED form 799 for Code FS (Fee on loans made and sold) and FB (loans bought if the purchasing lender owed the origination fees).

Resolution:

Activity

ID: 267 - New Report (Loans Sold)

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Wallace
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart
Description

A report showing lenders with all loans reported as sold on ED form 799 during a year (GLINT833).

Resolution:

Activity

ID: 268 - New Report (Void, etc.)

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Wallace
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart
Description

A report showing Voids, cures, claims filed, and claims paid for information (cumulative for fiscal years). On the same report show end of year totals for ending principal balance and totals for borrowers in repayment.

Resolution:

Activity



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Waiting for Power Users to meet and discuss this issue. Meeting is to take place in the beg of August.