

Task Order 75 - Data Mart Operations

Data Mart Operations Monthly SLA Metrics Report Deliverable 75.1.2c

Period Ending: 08/31/01





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Introduction

This is the third 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 (after deliverable 75.1.1 is approved and resubmitted). A major focus of the next few months will be working with key customers to define the service level targets.

Data Mart Availability

Date	Availability (%)	Notes
Wed - August 1	96%	Data Mart reporting instance was down between the hours of 9:30am and 10:30am
Thu - August 2	100%	
Fri - August 3	99.80%	MicroStrategy Intelligent server was restarted; server was down from 4:30pm to 4:40pm
Mon - August 6	97%	VDC was having problems w/ all applications; data mart's reporting instance was down from 8:00am to 8:50am
Tue - August 7	100%	
Wed - August 8	100%	
Thu - August 9	100%	
Fri - August 10	100%	
Mon - August 13	97%	Data Mart meta data warehouse was down from 8:00am to 8:50am. It was upgraded to version 8.1.7 on Sunday, August 12th. The script provided by Oracle does not restart warehouses in version 8.1.7, therefore the VDC had to restart the meta data warehouse manually.
Tue - August 14	100%	
Wed - August 15	100%	
Thu - August 16	100%	
Fri - August 17	98%	Data mart reporting instance was down from 9:00am 9:30am because of metadata corruption. The Microstrategy Intelligent Server had to be restarted.
Mon - August 20	100%	
Tue - August 21	100%	
Wed - August 22	100%	
Thu - August 23	100%	
Fri - August 24	100%	
Mon - August 27	100%	
Tue - August 28	100%	
Wed - August 29	100%	
Thu - August 30	100%	
Fri - August 31	100%	



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CFO Data Mart Operations Status

Work Accomplished During This Period

- Completed version 1.0 of deliverable 75.1.1.
- Revised and awaiting customer input before resubmitting version 2.0 of deliverable 75.1.1.
- Provided daily monitoring of CFO data mart file loads.
- Continue tracking SIRs and production support requests.
- Continued investigation of possible change in CFO source file layout.
- Began initializing configuration of Test environment.

Issues or Anticipated/Current Problems

- Need to gather more information and clarification on the possible change in the CFO source file layout.
- Can not complete enhancements to CFO data mart because a testing environment is not configured

Planned Work for Next Period

- Continue data mart knowledge transfer activities.
- Discuss and document concerns with possible file layout change for the CFO data mart.
- Finalize CFO Data Mart Security Access clean up.
- Begin Informatica mapping enhancements to automate description update process.
- Continue to provide daily monitoring of CFO data mart loads.
- Configure testing environment.
- Attend meeting to finalize CFO security access issues.
- Attend Data Mart status meeting to discuss issues and concerns.



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Batch Job Results (CFO)

Date Posted	Number of Rows Processed	Notes
Wed - August 1	5513	
Thu - August 2	26938	
Fri - August 3	4924	
Sat - August 4	0	
Sun - August 5	0	
Mon - August 6	1786	
Tue - August 7	2060	
Wed - August 8	4946	
Thu - August 9	23674	
Fri - August 10	16294	
Sat - August 11	0	
Sun - August 12	0	
Mon - August 13	2238	
Tue - August 14	52532	
Wed - August 15	2222	
Thu - August 16	6012	
Fri - August 17	17436	
Sat - August 18	0	
Sun - August 19	0	
Mon - August 20	2486	
Tue - August 21	14900	
Wed - August 22	7572	
Thu - August 23	41082	
Fri - August 24	2350	
Sat - August 25	0	
Sun - August 26	124	
Mon - August 27	1992	
Tue - August 28	4898	
Wed - August 29	2570	
Thu - August 30	35592	
Fri - August 31	18672	



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Help Desk Monthly Throughput (CFO)

System Investigation Requests

Category	High	Medium	Low	Total
Carry Forward	1	0	0	1
New	3	2	3	8
Closed	2	2	1	5
End of Month Balance	2	0	2	4

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	0	1	2	3
New	0	1	3	4
Closed	0	0	1	1
End of Month Balance	0	2	4	6

Help Desk Request Summary (CFO)

Total Records: 16

ID	Status	Request	Title	Priority	Opened	Closed
152	Open	Enhancement	Need list of Org Codes within report	Low	7/20/2001	
153	Open	Enhancement	New Monthly Report - Status of Funds Report	Low	7/20/2001	
188	Closed	Enhancement	Change the name of CFO Data Mart	Low	8/13/2001	8/13/2001
195	Open	Enhancement	Document the update process for the CFO data mart	Low	8/16/2000	
196	Open	Enhancement	Document table dependencies and descriptions	Low	8/16/2001	
163	Open	Enhancement	File Layout change	Medium	7/25/2001	
194	Open	Enhancement	Automate process of modifying and adding descriptions	Medium	8/15/2001	
162	Open	Prod. Support	CFO data mart Security	High	7/25/2001	
175	Closed	Prod. Support	Data Marts went down	High	8/3/2001	8/3/2001
190	Closed	Prod. Support	CFO DB Instance Went Down again	High	8/15/2001	8/15/2001
192	Open	Prod. Support	Update the description fields in the dimension tables	High	8/15/2001	
189	Closed	Prod. Support	Clean up CFO Data Mart	Low	8/13/2001	8/13/2001
214	Open	Prod. Support	Create documentation for Data Marts Physical Structure	Low	8/21/2001	



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ID	Status	Request	Title	Priority	Opened	Closed
215	Open	Prod. Support	Data Mart Contact List	Low	8/21/2001	
177	Closed	Prod. Support	Missing data for Friday July 27	Medium	8/3/2001	8/7/2001
183	Closed	Prod. Support	Inconsistent Channel Ids throughout lookup tables	Medium	8/9/2001	8/16/2001

Help Desk Request Details (CFO)

Total Records: 16

ID: 152 -Need list of Org Codes within report

Request Enhancement **Priority** Low **Assigned** Keisha Contee
Open Date: 7/20/2001 10:00:00 AM **Requestor** David Pappone
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

When I drill to the Channel level, there is a "channel" called SFA. I need to have a list of the org codes that are included in that and they may need to be revised.

Resolution:

Activity

7/25/2001 (David Pappone) The table that maps the org codes to SFA Channels needs to be examined and likely updated. Since the original allocation of the org codes, we have refined our understanding and identified some errors. Also, there have likely been additional org codes added. We need to see a listing of all possible org codes and to which channel each is associated. This is critically necessary for two primary reasons. 1) In order for our plans to match our actuals, we need to have a consistent accounting of which org codes hit against which channels. 2) If there are org codes that haven't been picked up at all the funds may not appear in any of our reports. The failure to accomplish this request in a timely manner would result in the generation and distribution of reports of questionable integrity. As the end of the fiscal year approaches, this is becoming increasingly critical.

08/03/2001 (Keisha Contee) Annie has sent David an excel spreadsheet of the org codes. He will make changes to the spreadsheet and send it back to Annie. The new codes will be loaded via Informatica using the spreadsheet.

08/27/2001 (Keisha Contee) waiting for test environment



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ID: 153 - New Monthly Report - Status of Funds Report

Request Enhancement **Priority** Low **Assigned** Mark Mandrella
Open Date: 7/20/2001 10:00:00 AM **Requestor** David Pappone
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

I generate the Status of Funds report for SFA each month based on data mart data. However, with the way the data comes off the data mart, it takes two days for me to put it in the format I need it. I think (using custom groups and consolidations) this report can be made to run itself, thereby saving me days worth of work every month. Jeff was helping me with a report during the last couple days he was here, but we didn't get very far. I need assistance in creating this report.

Resolution:

Activity

7/25/2001 (David Pappone) Currently, I compile two reports each month. The Summary Status of Funds report and the Detail Status of Funds report. While the data mart has made it easier to run these reports than in the past, there is still considerable room for improvement. Currently, the Detail report takes at least 2 full days to prepare. It is my belief that through enhanced reports using Microstrategy Desktop, the currently two day report could be run virtually at the click of a button. A report directly from the Data Mart, in addition to saving time, would also be more accurate than a report that requires two days of manipulation in MS Excel. Jeff Scudder and I were working on this report before he left, but more work is required.

8/3/01 (Mark Mandrella): Called Dave Pappone and set up a meeting to further discuss the requirements for this report. The meeting is scheduled for 8/6/01 at 1:00 on ROB3-4642.

ID: 162 - CFO data mart Security

Request Prod. Support **Priority** High **Assigned** Keisha Contee
Open Date: 7/25/2001 3:00:00 PM **Requestor** Russell Young
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

As part of TO 75 there is to be an administrative review.

Under this action, one of the first things I need to get done is a cleanup of who has access to the CFO data mart. The CFO data mart security methods should mirror those of the FP data mart. This means changing the IDs to the EDNET logon IDs, password change on initial logon, and password expiration. Further there are IDs assigned that I do not know to whom they belong to. I would also like to see each individual/group have there own ID. So that the administrative ID used by me and David would be different from that used by Accenture. This would enable us to better track usage of the data mart. I would like some help in accomplishing this but we



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also need to know who will need access and what type.

Resolution:

Activity

7/25/2001 (Thomas Schweikert) Assign it to Annie. You and Annie should try to print out a list of all of the user ids and identify those that Accenture owns and which of those can be deleted. Also identify which ids are shared, delete them and create named user ids (such as one for yourself). Then we need a meeting with Russell and Willie Sutton (FP data mart) to review the ids that SFA owns and clean those up as well.

7/31/2001 (Keisha Contee) Sent email to Wille Sutton asking if he could send info on the FP users, their user groups, and which users should be deleted or maintained.

8/1/2001 (Keisha Contee) Arranged meeting for August 9 to discuss security issues.

8/2/2001 (Nancy Krecklow) Nancy is referring to the list of Data Mart users: some of the user ids at the bottom on the last page that are enclosed in 'red' are not FP users. These are userids that we will need to determine whether or not they are valid users.

8/9/2001(Keisha Contee) Attended meeting w/ Russell and David. They will finalize user groups and decide if there should be one security officer for data marts.

8/27/2001 (Keisha Contee) Will attend another meeting on Sept 6 to finalize security plan



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ID: 163 - File Layout change

Request Enhancement **Priority** Medium **Assigned** Keisha Contee
Open Date: 7/25/2001 3:15:00 PM **Requestor** Russell Young
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

Sometime in the mid August timeframe, the Mod Partner - CIO will be moving the Informatica applications from a Sun server to an HP server. The Mod Partner - CIO is planning this effort and will be the main group responsible for it. We will have to test to verify that our processes are still working appropriately. Their current plan is to have the HP environment up so that we can 'run in parallel' (this does NOT mean that we will be updating the data base twice) and verify that the process works appropriately prior to turning off the Sun server.

The Informatica resource who originally installed the product will be back to re-install it on the HP server. In addition, Chirayu Patel, who developed the Informatica processes for both the CFO and FP data marts, will be back to help verify and test the application on the HP server.

Resolution:

Activity

7/25/2001 (Russell Young) At some point we need to contact the Ed's CFO to see if their new system will change the file we will receive after September 30. This file update process is part of the maintenance Task Order. If you going to have the Informatica people in can we build some time in their schedule to work on this. I guess we need first to talk to ED CFO about this.

7/25/2001 (Nancy Krecklow) Thanks for the heads up on the potential file layout change. When Tom returns next week he will need to set up a meeting with you to discuss this further (Anna McDonald probably needs to be involved in this meeting). If the file layout will change effective Oct 1st, we need time to make sure that we have the proper Informatica process in place to accept the new layout.

7/27/2001 (Keisha Contee) Will contact Russ Young to set up a meeting to discuss the issue further.

7/31/2001 (Keisha Contee) Set up meeting on August 7 to discuss issues.

8/7/2001(Keisha Contee) Nancy and I decided to cancel the meeting because Anna MacDonald would not be available. Meeting will be scheduled for sometime next week.

8/27/2001 (Keisha Contee) The meeting was rescheduled for August 29

8/29/2001(Keisha Contee) The meeting was cancelled because key players would not be able to attend. I found that Anna is not the lead for this effort. The lead is James Perry. I have sent him an email requesting his assistance, but he has yet to respond.



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ID: 175 - Data Marts went down

Request Prod. Support **Priority** High **Assigned** Annie Barton
Open Date: 8/3/2001 4:30:00 PM **Requestor**
Target Date: **Estimated Effort** 0
Closed 8/3/2001 4:40:00 PM **ApplicationType:** CFO DataMart

Description

Users could not view FP and CFO reports

Resolution:

Users could not see reports because Annie restarted the MicroStrategy Intelligent server in order to synchronize the metadata.

Activity

ID: 177 - Missing data for Friday July 27

Request Prod. Support **Priority** Medium **Assigned** Keisha Contee
Open Date: 8/3/2001 9:59:00 AM **Requestor**
Target Date: **Estimated Effort** 0
Closed 8/7/2001 10:00:00 AM **ApplicationType:** CFO DataMart

Description

It appears that we are having CFO data mart problems. The reports I am running are showing virtually no pay data for the entire month of July. I let Russell know about this problem and he determined that July 27th post data was not loaded into the data base. There was \$6M in labor costs that day. Why hasn't the July 27th data shown up yet? It is critical that this gets resolved quickly

Resolution:

Activity

8/3/2001 (Keisha Contee) Message sent to Anna MacDonald: We have discovered that there is missing data for July 27th in the CFO data mart. I do not recall any records coming over for this day. Please check your resources to see if there was data posted for July 27th. If so, please ftp the file so that I can load it into the data mart as soon as possible. It is urgent that we resolve this issue by late Monday morning.

8/6/2001 (Anna MacDonald) I was out on last Thursday and Friday. I can run this tonight and send it to you later this afternoon/Tuesday morning depending on system usage today.

8/6/2001 (Keisha Contee) I will only need Friday's (July 27) data. It is okay with me if were to send the file this afternoon, but I am not sure if it will be okay with David and Russell. Please check with them to see if this afternoon or tomorrow morning isn't too late.

8/6/2001(Anna MacDonald) Can you check with them? My voice mail on Friday said I wouldn't be in until



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Monday, the next time you should contact one of our other DBA's if it's urgent. Wen Huang at 401-1788 or Michelle Briscoe 401-8557. We have a lot happening today, I'll let YOU know once the file is FTP'd and you can coordinate with your group.

8/7/2001 (Keisha Contee) Loaded the missing data, but discovered another issue. The aggregate tables had not refreshed. They will refresh tomorrow around 1:00am. Will ask Annie to check the report to see if the correct data is in the database.

ID: 183 - Inconsistent Channel Ids throughout lookup tables

Request Prod. Support **Priority** Medium **Assigned** Keisha Contee
Open Date: 8/9/2001 2:00:00 PM **Requestor** Russell Young
Target Date: **Estimated Effort** 0
Closed 8/16/2001 5:00:00 PM **ApplicationType:** CFO DataMart
Description

There are inconsistent Channel Ids throughout the lookup tables in the CFO data mart.

Resolution:

Activity

8/9/2001 (Keisha Contee) Annie, Chirayu, Russell, David, and I have discovered that there is no automated process that will updated the Channel Ids. Russell was under the impression that there should be an automated process.

Russell is going to list the new and revised channel ids in an excel spreadsheet. Then the data from the spreadsheet will be loaded into the database. This will be the update approach until an automated process is put into place.

There will be a meeting scheduled to discuss this issue further.

8/14/2001(Keisha Contee) created a mappings to reload the Lkp_Organization table and update the Organization table. The sessions were successful and the data mart was updated without problems.

Chirayu found three scripts that runs every night. These scripts may undo the changes we made to the data mart. I have sent a copy of the script to Russell Young to confirm my suspicions.

8/15/2001(Russell Young) I know the org script is going to change back everything you just changed. So we do have to work on these scripts or better yet devise a better way to update the tables. I need to find time to look at the other tables and scripts.

8/15/2001(Keisha Contee) I am going to rerun the two sessions to correct the data and ask Chirayu to disable the scripts.



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There is a meeting today with Russell and Dave to go over a maintenance plan so that the updates can be automated.

8/15/2001 (Keisha Contee) Discovered three scripts that undid all of our changes. We are going to turn off the scripts and reload the correct data into the two tables.

Chirayu, Annie, and myself are arranging for a day when we can come in and update the Informatica mappings and sessions to accommodate this problem. Refer to request 193

ID: 188 - Change the name of CFO Data Mart

Request	Enhancement	Priority	Low	Assigned	Annie Barton
Open Date:	8/13/2001 1:00:00 PM	Requestor	Russell Young		
Target Date:		Estimated Effort	0		
Closed	8/13/2001 3:00:00 PM	ApplicationType:	CFO DataMart		

Description

Change name of data mart to 'Chief Financial Officer' and add a project description. I have completed this enhancement as of this morning. The only thing left to do is to have the VDC restart the MSTR service so that the old project is taken off the website (I will have Carl do this early tomorrow morning.

Resolution:

Activity

8/13/2001 (Annie Barton) I have completed this enhancement as of this morning. The only thing left to do is to have the VDC restart the MSTR service so that the old project is taken off the website (I will have Carl do this early tomorrow morning.



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ID: 189 - Clean up CFO Data Mart

Request Prod. Support **Priority** Low **Assigned** Annie Barton
Open Date: 8/13/2001 8:00:00 AM **Requestor** Russell Young
Target Date: **Estimated Effort** 0
Closed 8/13/2001 5:00:00 PM **ApplicationType:** CFO DataMart

Description

Clean up the CFO Production Warehouse by removing unused tables.

Resolution:

Activity

8/13/2001 (Annie Barton) I am writing this email to notify everyone of some changes that I have made to the CFO Oracle Database. In talking with Dave Pappone, we decided that it was a good idea to 'clean-up' the CFO Data Mart. So, one of the first steps was to analyze the tables in the warehouse and determine whether or not they were microstrategy tables or Informatica tables. It is important to note that:

1. If a table does not exist in the MSTR Warehouse catalog, MSTR does not know that table exists and does not use it when developing/running/modifying reports.
2. If a table is not in the MSTR Warehouse Catalog and is NOT used as a staging or logging table by Informatica, then the CFO Data Mart does NOT use that table.
3. Users are not able to create/add/modify tables. So, if the tables are not used by MSTR or Informatica then no one uses them and they were simply temp tables that were never deleted.
4. We have no Test or Development Environment. So, when CFO was having problems, Jeff Scudder (old MSTR Consultant) would create these temp tables in Production. He was attempting to determine what data was missing from Warehouse due to the many failed Informatica sessions. Unfortunately, these tables were never deleted after the testing took place.

We had about 15 of these junk/temp tables in the CFO Production warehouse (listed below). These tables were pretty easy to identify because they did not follow the normal naming standards. A lot of them had 'Bkp' or 'Backup' or 'Junk' or 'Check' in their name. So, I worked closely with Dave (user), Chirayu, and Keisha to determine which tables were MSTR, Informatica, and junk tables. Then, after reviewing each individual table and identifying the junk tables, I dropped them.

Dropped Tables:

Bkp_Lkp_FMSS_Account
 Bkp_Lkp_GL_Account
 Bkp_Lkp_GL_Category
 Budget_Check
 Budget_Dim
 Budget_Plan_Check
 CP_Lkp_Fiscal_Month



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Day_Fix
Fct_Posted_Side_FY
Junk_Loaddate
Lkp_Doc_Line_Distinct
Lkp_FMSS_Account_Backup
MaxDate
Posted_Side_Check

ID: 190 - CFO DB Instance Went Down again SFA

Request Prod. Support **Priority** High **Assigned** Mark Mandrella
Open Date: 8/15/2001 1:10:00 PM **Requestor** Mark Mandrella
Target Date: **Estimated Effort** 0
Closed 8/15/2001 1:15:00 PM **ApplicationType:** CFO DataMart

Description

CFO Datamart DB instance went down during development work. I called Rich Ryan and he restarted it. PS We have been monitoring the system carefully and after dropping the tables, the system is still functioning as expected.

Resolution:

Rich Ryan restarted the instance. According to his log files, it is the same Oracle SW problem that has been occurring for a while.

Activity

ID: 192 - Update the description fields in the dimension tables

Request Prod. Support **Priority** High **Assigned** Keisha Contee
Open Date: 8/15/2001 1:00:00 PM **Requestor** Russell Youing
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

CFO DataMart contains the value 'unknown' in many of its description fields within the dimension tables.

Resolution:

Activity

8/15/2001 (Keisha Contee) We found that the descriptions do not come over in the source. They need to be manually updated evr six months. I am generating a list of unknown and existing descriptions along with their codes. This list will be given to Russell and Dave. Once the update the list, it can be reloaded into the database.

8/16/2001 (Keisha Contee) All enhancements have been put on hold until we acquire a test environment.



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ID: 194 - Automate process of modifying and adding descriptions

Request Enhancement **Priority** Medium **Assigned** Keisha Contee
Open Date: 8/15/2001 8:00:00 AM **Requestor** Russell Young
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

There is currently no process to update or add new descriptions to to the data mart.

Resolution:

Activity

8/15/2001 (Keisha Contee) Chirayu, Annie, and Keisha plan make the enhancement on Saturday August 25.

ID: 195 - Document the update process for the CFO data mart

Request Enhancement **Priority** Low **Assigned** Keisha Contee
Open Date: 8/16/2000 3:00:00 PM **Requestor** Annie Barton
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

Document the update process for the CFO data mart.

Resolution:

Activity



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ID: 196 - Document table dependencies and descriptions

Request Enhancement **Priority** Low **Assigned** Keisha Contee
Open Date: 8/16/2001 3:00:00 PM **Requestor** Annie Barton
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart
Description

Document the table dependencies and add table descriptions for the CFO warehouse

Resolution:

Activity

ID: 214 - Create documentation for Data Marts Physical Structure

Request Prod. Support **Priority** Low **Assigned** Keisha Contee
Open Date: 8/21/2001 5:00:00 PM **Requestor** Jim Greene
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart
Description

Use Oracle Designer to generate an ER diagram for CFO and FP data marts. Also, generate reports from Informatica that will give information about the data marts' metadata.

Resolution:

Activity



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ID: 215 - Data Mart Contact List

Request Prod. Support **Priority** Low **Assigned** Keisha Contee
Open Date: 8/21/2001 5:00:00 PM **Requestor** Jim Greene
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** CFO DataMart

Description

Create a data mart contact list with all data mart users and support.

Resolution:

Activity



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FP Data Mart Operations Status

Work Accomplished During This Period

- Completed version 1.0 of deliverable 75.1.1.
- Revised and awaiting customer input before resubmitting version 2.0 of deliverable 75.1.1.
- Completed monthly FP load for July.
- Continue tracking SIRs and production support requests.
- Provided daily monitoring of FP Data Mart.
- Attended meeting with FP users to discuss enhancements and requests for phase II.

Issues or Anticipated/Current Problems

None

Planned Work for Next Period

- Continue knowledge transfer activities.
- Complete FP monthly batch load for August.
- Continue FP Data Mart Security Access clean up.
- Continue Microstrategy reporting enhancements.
- Continue Informatica mapping enhancements.
- Continue to provide daily monitoring of FP Data Mart.
- Attend Data Mart status meeting to discuss issues and concerns.

Batch Job Results (FP)

On August 24th, the data for half of May and all off June was loaded into the FP data mart. August's data is scheduled to load by the September 14th.



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Help Desk Monthly Throughput (FP)

Carry Forward	0	2	2	4
New	4	1	0	5
Closed	3	1	0	4
End of Month Balance	1	0	1	5

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	1	7	4	12
New	0	4	9	13
Closed	0	7	2	9
End of Month Balance	1	4	11	16

Phase II Requests

Category	High	Medium	Low	Total
Carry Forward	0	2	3	5
New	0	0	0	0
Closed	0	1	0	1
End of Month Balance	0	1	3	4

Help Desk Request Summary (FP)

Total Requests: 39

ID: 72 - Lender Scorecard and Other New Reports - E2

Request Phase II **Priority** Medium **Assigned** Annie Barton

Open Date: 6/6/2001 12:00:00 PM **Requestor** Paul Sullivan

Target Date: 3/1/2002 **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.



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8/21/2001 (Annie Barton) Meeting with users to define requirements for Lender Score Card.

8/22/2001 (Annie Barton) This enhancement has been moved to Phase II.

ID: 73 - Report Access for Users other than GA or Lenders - E3

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 5/30/2001 12:00:00 PM **Requestor** Haenel-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:

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 ids.

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.

8/27/2001 (Annie Barton) The users had their August meeting, however they did not have enough time to define the requirements for this enhancement. So, we are still unable to start working on this enhancement.

ID: 76 - Top 100 Loan Holders - E6

Request Phase II **Priority** Low **Assigned** Annie Barton
Open Date: 5/22/2001 12:00:00 PM **Requestor** Harding/Senseny
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:



Task Order 75 - Data Mart Operations

Activity

8/21/2001 (Annie Barton) Waiting for Power Users meeting in August.

8/21/2001 (Annie Barton) Users do not need report for another year and a half. Requires us to collect history on Lender Associations.

ID: 78 - 799 Reports and Lender Search Reports - E8

Request	Enhancement	Priority	High	Assigned	Mark Mandrella
Open Date:	6/6/2001 12:00:00 PM	Requestor	Paul 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

8/21/2001 (Annie Barton) Waiting to get NT ID approved for Annie. Request may be reassigned to Mark because he has an ED LAN account.

8/21/2001 (Annie Barton) Mark needs to contact Carl Reese to add Mark's User ID to SFA NT001 so that he can create documents.

9/6/2001 (Annie Barton) Mike Duffin contacted me and said users would like enhancement fixed ASAP.



Task Order 75 - Data Mart Operations

ID: 80 - Drill to multiple templates in report - E32

Request Phase II **Priority** Low **Assigned** Annie Barton
Open Date: 7/28/2001 10:00:00 AM **Requestor** Susan Haenel-Beck
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Drill to multiple templates for "Consolidation Load Fee Payment Analysis Report"

Resolution:

Activity

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy

8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

ID: 81 - 1189 /1130 Reports - E10,15

Request Enhancement **Priority** Medium **Assigned** Mark Mandrella
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

8/21/2001 (Annie Barton) Mark needs to contact Carl Reese to add Mark's User ID to SFA NT001 so that he can create documents.

9/6/2001 (Annie Barton) Mike Duffin contacted me and said users would like enhancement fixed ASAP.



Task Order 75 - Data Mart Operations

ID: 84 - Reserve Fund Balance Line - E14

Request Phase II **Priority** Medium **Assigned** Annie Barton
Open Date: 4/4/2000 2:02:00 PM **Requestor** Nettie Harding
Target Date: 8/31/2001 **Estimated Effort** 0
Closed 8/25/2001 3:00:00 PM **ApplicationType:**FP DataMart

Description

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

Resolution:

I updated the d_GA_FUNDS (adding the 'Reserve Fund Balance (Cash)' line to the table) table and then updated F_GA_FUND_USES.

Activity

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

7/19/2001 (Keisha Contee) Emailed Annie to get more information on the request.

8/21/2001(Keisha Contee) Request reassigned to Chirayu. Chirayu will need to modify table structure and adjust Informatica mappings accordingly.

ID: 85 - 1130 and 1189 Reports - E11

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

Add the 1189/1130 form line number to the reports

Resolution:

Activity

9/5/2001 (Annie Barton) Looking into adding the Line Numbers to the reports.



Task Order 75 - Data Mart Operations

ID: 88 - New Report needed (ED form 799) - E18

Request Phase II **Priority** Low **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Jerry 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

8/21/2001 (Annie Barton) Need to determine if the data already exists in the data mart. If not, a new Informatica process will need to be created to load the necessary data.

ID: 89 - New Report Needed (like Leading Lenders) - E19

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Jerry 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.



Task Order 75 - Data Mart Operations

ID: 91 - New Report (Annual Totals) - E21

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Jerry Wallace
Target Date: **Estimated Effort** 0
Closed 8/24/2001 3:00:00 PM **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:

I developed three new reports, 'Origination Fees Bought', 'Origination Fees Sold', 'Summarized Origination Fees Report'.

Activity

8/21/2001 Annie Barton) Enhancement turned into three new reports that currently exist in the Test environment and will be migrated on 8/24/2001.

ID: 92 - New Report (Loans Sold) - E22

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Jerry 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



Task Order 75 - Data Mart Operations

ID: 93 - New Report (Void, etc.) - E23

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 6/14/2001 12:00:00 PM **Requestor** Jerry Wallace
Target Date: **Estimated Effort** 0
Closed 8/24/2001 3:00:00 PM **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:

Developed new report 'Claims Filed Compared to Claims Paid' and new table 'Agg_Lndr_Prin_Changes_Yearly'.

Activity

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

ID: 96 - All Reports - E26

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 7/3/2001 12:00:00 PM **Requestor** Susan Haenel-Beck
Target Date: **Estimated Effort** 0
Closed 8/5/2001 10:00:00 AM **ApplicationType:**FP DataMart
Description

Delete the Web URL on the bottom of the reports when printing.

Resolution:

Microstrategy excepts Interent Explorer print settings by default. So the way to fix this issue is to open Interent Explorer, go to File, Page Setup, Footer Options, and delete '&u'

Activity



Task Order 75 - Data Mart Operations

ID: 157 - Data Mart users loose access when NT patches are installed

Request Prod. Support **Priority** Low **Assigned** Annie Barton
Open Date: 7/18/2001 10:00:00 AM **Requestor** Annie Barton
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Data Mart users loose access to Microstrategy reports when patches are installed on the NT server.

Resolution:

Activity

7/18/2001 (Keisha Contee) Annie logged problem on the Microstrategy web site. Microstrategy suggested we upgrade to version 7.1.1 and the problem would be resolved. We are currently running version 7.1.1. Annie will continue to investigate the issue.

ID: 158 - Create mapping to update AGG_LNDR_SPA_FEES table

Request Enhancement **Priority** Medium **Assigned** Keisha Contee
Open Date: 7/24/2001 10:00:00 AM **Requestor** Annie Barton
Target Date: **Estimated Effort** 0
Closed 8/24/2001 4:00:00 PM **ApplicationType:**FP DataMart

Description

create a mapping to update AGG_LNDR_SPA_FEES
 refer to request 263 for info on reports

Resolution:

Created mapping to update AGG_LNDR_SPA_FEES

Activity

7/24/2001 (Keisha Contee) Requires informatica to create mapping to update AGG_LNDR_SPA_FEES

7/25/2001 (Keisha Contee) Completed enhancements. Chirayu will confirm changes before further testing and migration to production



Task Order 75 - Data Mart Operations

ID: 159 - Enhance fields on mapping to reflect calendar date

Request Enhancement **Priority** Medium **Assigned** Keisha Contee
Open Date: 7/24/2001 10:00:00 AM **Requestor** Annie Barton
Target Date: **Estimated Effort** 0
Closed 8/24/2001 5:00:00 PM **ApplicationType:**FP DataMart

Description

Need to enhance mapping in order for 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.

Resolution:

Activity

7/24/2001 (Keisha Contee) Need to speak with Annie to get more detail

7/25/2001 (Keisha Contee) Completed enhancements. Chirayu will confirm changes before further testing and migration to production.

ID: 160 - create mapping to update AGG_LNDR_REBATE_FEES table

Request Enhancement **Priority** Medium **Assigned** Keisha Contee
Open Date: 7/24/2001 10:00:00 AM **Requestor** Annie Barton
Target Date: **Estimated Effort** 0
Closed 8/24/2001 4:00:00 PM **ApplicationType:**FP DataMart

Description

create a mapping to update AGG_LNDR_REBATE_FEES
 refer to request 263 for info on reports

Resolution:

Created mapping to update AGG_LNDR_REBATE_FEES

Activity

7/24/2001 (Keisha Contee) Requires informatica to create mapping to update AGG_LNDR_REBATE_FEES

7/25/2001 (Keisha Contee) Completed enhancements. Chirayu will confirm changes before further testing



Task Order 75 - Data Mart Operations

ID: 184 - Add 'drill to templates' to Con Loan Fee Pay Analysis - E31

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 8/1/2001 1:01:00 PM **Requestor** Haenel-Beck, Harding
Target Date: **Estimated Effort** 0
Closed 8/16/2001 1:01:00 PM **ApplicationType:**FP DataMart

Description

Users want to add 'drill to template' feature. They would like to drill to the detailed Lender Consolidation Rebate Fee Report.

Resolution:

'Drill to template' feature was added to report. This request refers to E32.

Activity

8/6/2001(Annie Barton) Tech Support Enhancement #137013 or #127716

ID: 185 - Add the Cumulative Average Balances from Part IV

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 8/7/2001 8:00:00 AM **Requestor** Jerry Wallace
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Add the Cumulative Average Balances from Part IV for Consolidation Loan Rebate Fee Analysis Report.

Resolution:

Activity

9/5/2001 (Annie Barton) waiting for Power Users to approve enhancement.

ID: 186 - Add the Parent Lender ID to the Report

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 8/8/2001 8:00:00 PM **Requestor** Nettie Harding
Target Date: **Estimated Effort** 0
Closed 8/20/2001 1:01:01 PM **ApplicationType:**FP DataMart

Description

Add the Parent Lender ID to the Report

Resolution:

We added Parent Lender ID to Load Consolidation Rebate Fee Analysis.

Activity



Task Order 75 - Data Mart Operations

ID: 197 - DB Login was deleted from Desktop

Request Prod. Support **Priority** High **Assigned** Mark Mandrella
Open Date: 8/17/2001 8:00:00 AM **Requestor** Mark Mandrella
Target Date: **Estimated Effort** 0
Closed 8/17/2001 9:30:00 AM **ApplicationType:**FP DataMart

Description

Somehow, the CFO and FP DB instances had their DB logins removed, which prevented access to the database.

Resolution:

In Desktop, created the DBogins for the instances missing them. Then had VDC restart the Intelligence Server. This problem and resolution is also documented on Microstrategy SupportWeb: Document ID TN5300-007-0036

Activity

ID: 199 - Miscalculated Metrics in Lender Interest Benefits Report

Request Prod. Support **Priority** Medium **Assigned** Annie Barton
Open Date: 8/20/2001 1:42:00 PM **Requestor** Susan Haenel-Beck
Target Date: **Estimated Effort** 0
Closed 8/20/2001 2:00:00 PM **ApplicationType:**FP DataMart

Description

The wrong values were being returned for two of the metrics in the Lender Interest Benefits Report.

Resolution:

To resolve the issue, I removed the dimensionality set on the two metrics and set it back to the report level.

Activity

ID: 201 - Active Lender Report

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 8/22/2001 10:00:00 PM **Requestor** Jerry Wallace
Target Date: 10/22/2001 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

He wants a report that shows all of the Lids, State, City, Portfolio Ending Balance, Last Quarterly Filing Date. This should only display Lenders that have filed a 799 in the last 4 quarters.

Resolution:

Activity



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ID: 202 - Inactive Lender Report

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 8/22/2001 10:00:00 AM **Requestor** Jerry Wallace
Target Date: 10/22/2001 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

He wants a report that shows all of the Lids, State, City, Portfolio Ending Balance, Last Quarterly Filing Date. This should only display Lenders that have NOT filed a 799 in the last 4 quarters, but have filed a 799 in the past 5-8 quarters. Also, we should only include Lenders where the Portfolio Ending Balance is greater than 10,000.

Resolution:

Activity

ID: 203 - Region Re-Work

Request Enhancement **Priority** Low **Assigned** Keisha Contee
Open Date: 8/22/2001 10:00:00 AM **Requestor** Jerry Wallace
Target Date: 10/22/2001 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Look at Informatica Load Process and determine how D_Lndr_Regions and D_Lndr_States tables are loaded... From what source table? Then, after determining that we need to contact the users and see if we have the correct Region---> State mapping and identify if we need to change the source mapping.

Resolution:

Activity

ID: 204 - Lender Reports, Part VI - Update column heading

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 8/24/2001 10:00:00 AM **Requestor** Nick Voltaggio
Target Date: **Estimated Effort** 0
Closed 8/27/2001 1:01:01 PM **ApplicationType:**FP DataMart

Description

Update column heading "interim" to have parenthetical reference, such as: "(I/S & Grace)"



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Resolution:

I updated the D_Lndr_Loan_Status table and that fixed the problem.

Activity

ID: 205 - FNLN Principle Comparison Update

Request	Enhancement	Priority	Low	Assigned	Annie Barton
Open Date:	8/27/2001 10:00:00 AM	Requestor	Nick Voltaggio		
Target Date:		Estimated Effort	0		
Closed	9/5/2001 10:00:00 AM	ApplicationType:	FP DataMart		

Description

Add Loan Interest Rate to the current report.

Resolution:

Activity

09/04/2001 (Annie Barton) added Loan Interest Rate to report and waiting for users to respond.



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ID: 206 - 799 G/L Comparison' Update

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 8/27/2001 1:01:01 PM **Requestor** Nick Voltaggio
Target Date: **Estimated Effort** 0
Closed 9/5/2001 1:00:00 PM **ApplicationType:**FP DataMart

Description

Add the 'Loan Type' attribute to the report.

Resolution:

Activity

9/04/2001(Annie Barton) Added Loan Types to report and waiting for users to respond.

ID: 207 - Lender Reports, Parts II, III, and IV

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 8/24/2001 10:00:00 AM **Requestor** Nick Voltaggio
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Adjustments in this quarter should be codes so that drilling can be done to print a report of only adjustments.

Resolution:

Activity

ID: 210 - Change the Region Prompt to State Prompt on report

Request Enhancement **Priority** Medium **Assigned** Annie Barton
Open Date: 8/23/2001 1:00:00 PM **Requestor** Nettie Harding
Target Date: 9/30/2001 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Change the Region Prompt on the Lender Consolidation Analysis Report to a State Prompt. Also, remove the 'Region' attribute from the report and add the 'State' attribute.

Resolution:

Activity



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8/5/2001 (Annie Barton) Need the Power Users to approve change to enhancements.

ID: 212 - Add 'loan type' to "Part III/Part VI Comparison" Report

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 8/27/2001 1:01:00 PM **Requestor** Jerry Wallace
Target Date: 9/30/2001 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

The Part III/ Part VI Comparison is incorrect because it fails to consider loan type. Since Plus and UnSub loans are not eligible for interest, the only comparison needed for this is loan types TG and TC (yes, I realize only the those portions of TC that were originally subsidized and are now in deferment are eligible for interest in Part III)

Resolution:

Activity

ID: 213 - Add 'loan type' to "Part II/Part V Comparison" Report.

Request Enhancement **Priority** Low **Assigned** Annie Barton
Open Date: 8/27/2001 1:01:00 PM **Requestor** Jerry Wallace
Target Date: 9/30/2001 **Estimated Effort** 0
Closed 9/4/2001 10:00:00 AM **ApplicationType:**FP DataMart

Description

In the Lender, Other Reports-Part II to Part V Comparison, would be greatly improved if the loan types are shown in the comparison.

Resolution:

The Loan Types already exist on the report. The users have to move it from the page-by area to the layout of the report.

Activity



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ID: 218 - Datamart Passwords are expiring

Request Prod. Support **Priority** High **Assigned**
Open Date: 8/30/2001 1:30:00 PM **Requestor** Anna Allen
Target Date: **Estimated Effort** 0
Closed 8/30/2001 3:30:00 PM **ApplicationType:**FP DataMart

Description

Users passwords are expiring and they cannot log into the system

Resolution:

Went into Desktop and edited all user ID's to have them expire in 90 days.

Activity

ID: 219 - Report Timing Out

Request Bug Fix **Priority** High **Assigned** Mark Mandrella
Open Date: 8/30/2001 4:00:00 PM **Requestor** Mike Duffin
Target Date: **Estimated Effort** 0
Closed 9/4/2001 9:00:00 PM **ApplicationType:**FP DataMart

Description

Mike called saying that the Consolidation Loan Fee Payment Analysis report was getting an "Server Error" message when run.

Resolution:

I just wanted to let you know that the Consolidation Loan Fee Payment Analysis report is up and running.

Activity

8/30/2001 (Mark Mandrella) Changed the time out time to 1500 seconds. Awaiting verification from Mike the report will run.

8/31/2001 (Keisha Contee) Terri Butler discovered a cartesian join in the sql statement that ran the report.

9/2/2001(Annie Barton) Discovered that the month (Lender Payment Received Date from



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ID: 220 - User eprusso getting password error

Request Prod. Support **Priority** High **Assigned** Mark Mandrella
Open Date: 8/31/2001 8:00:00 AM **Requestor** Miek Duffin
Target Date: **Estimated Effort** 0
Closed 8/31/2001 8:15:00 AM **ApplicationType:**FP DataMart

Description

Roberta Russo is getting a password error and is unable to access the system

Resolution:

Reset the password and notified Roberta of such. The system is set so she must change the password after initial login.

Activity

ID: 227 - Page-by area not working as expected

Request Bug Fix **Priority** Medium **Assigned** Annie Barton
Open Date: 6/4/2001 10:00:00 AM **Requestor** Nancy Krecklow
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

This was logged as a problem with MicroStrategy. The MicroStrategy case number is: 130845. During testing, we fixed the report that had the problem, however there is the possibility that a user may modify their version of a report to re-create this problem.

Resolution:

Activity

7/10/2001 (Annie Barton) Defect in Microstrategy. Need to wait for new release to fix the problem.

ID: 228 - Search for Lender by name

Request Bug Fix **Priority** Medium **Assigned** Annie Barton
Open Date: 6/4/2001 10:00:00 AM **Requestor** Nancy Krecklow
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

The users wanted to be able to lookup by a lender name instead of a lender id. Annie put in most of the ability to do this, but then ran into a problem with MicroStrategy. She logged a MicroStrategy case number: 128596. Annie



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was able to allow a user to lookup a lender by typing in a one-word name, but the problem comes in when trying to search when multiple words are given.

Resolution:

Activity

6/7/2001 (Annie Barton) Paul requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

7/10/2001 (Annie Barton) Defect in Microstrategy. Need to wait for new release to fix the problem.

8/4/2001(Annie Barton) Susan Hanel-Beck requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

ID: 238 - Cannot export to an excel document

Request Prod. Support **Priority** Low **Assigned** Annie Barton
Open Date: 7/10/2001 10:00:00 AM **Requestor** Paul Sullivan
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Cannot export to an excel document

Resolution:

Activity

8/3/2001 (Annie Barton) NOT CLOSED!!! I replaced some of the code in the ExportOptions.asp file (on line 2); however, now they get an error message that really has no significance... still investigating further.

9/6/2001 (Annie Barton) Paul is the only user having this issue.