

Task Order 75 - Data Mart Operations

Data Mart Operations Monthly SLA Metrics Report Deliverable 75.1.3d

Period Ending: 01/31/02



F E D E R A L
S T U D E N T A I D

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Task Order 75 - Data Mart Operations

Introduction.....3

Data Mart Availability **Note: Downtime for backups and scheduled outages are not shown3

CFO Data Mart Operations Status4

 Work Accomplished During This Period.....4

 Issues or Anticipated/Current Problems.....4

 Planned Work for Next Period4

 Batch Job Results (CFO).....5

 Help Desk Monthly Throughput (CFO).....6

 Help Desk Request Summary (CFO)6

 Help Desk Request Details (CFO)8

FP Data Mart Operations Status15

 Work Accomplished During This Period.....15

 Issues or Anticipated/Current Problems.....15

 Planned Work for Next Period15

 Help Desk Monthly Throughput (FP)16

 Help Desk Request Summary (FP).....17

 Help Desk Request Details (FP).....19



Task Order 75 - Data Mart Operations

Introduction

This is the seventh 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.

Data Mart Availability **Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Tues - January 1	100%	
Wed - January 2	100%	
Thurs - January 3	100%	
Fri - January 4	100%	
Sat - January 5	100%	
Sun - January 6	100%	
Mon - January 7	100%	
Tues - January 8	100%	
Wed - January 9	100%	
Thurs - January 10	100%	
Fri - January 11	100%	
Sat - January 12	100%	
Sun - January 13	100%	
Mon - January 14	100%	
Tues - January 15	100%	
Wed - January 16	100%	
Thurs - January 17	100%	
Fri - January 18	100%	
Sat - January 19	100%	
Sun - January 20	100%	
Mon - January 21	100%	
Tues - January 22	100%	
Wed - January 23	100%	
Thurs - January 24	100%	
Fri - January 25	100%	
Sat - January 26	100%	
Sun - January 27	100%	
Mon - January 28	100%	
Tues - January 29	100%	
Wed - January 30	100%	
Thurs - January 31	100%	



Task Order 75 - Data Mart Operations

CFO Data Mart Operations Status

Work Accomplished During This Period

- Provided daily monitoring of CFO data mart file loads when applicable.
- Provided daily monitoring of CFO data mart availability.
- Continued tracking SIRs and production support requests.
- Held scheduled biweekly CFO Data Mart Status Meeting.
- Resolved problem with missing data from Ombudsman Report.

Issues or Anticipated/Current Problems

- none

Planned Work for Next Period

- Continue daily monitoring of CFO data mart once loads resume.
- Continue daily monitoring of CFO data mart availability.
- Continue tracking SIRs and production support requests.
- Automate process of modifying and adding descriptions in CFO data mart.
- Rename subtotal columns in report.
- Create a new "Inactive Lenders" report.



Task Order 75 - Data Mart Operations

Batch Job Results (CFO)

Date Processed	Number of Rows Processed	Notes
Tues - January 1	720	
Wed - January 2	0	No data to load- New Years Holiday
Thurs - January 3	590	
Fri - January 4	1,430	
Sat - January 5	2,998	
Sun - January 6	0	
Mon - January 7	0	Log file confirms zero records loaded
Tues - January 8	39,298	
Wed - January 9	1,080	
Thurs - January 10	2,160	
Fri - January 11	2,418	
Sat - January 12	0	IEFAARS system was off line for Oracle upgrade. No batch files will be loaded until Jan 23.
Sun - January 13	0	
Mon - January 14	0	
Tues - January 15	0	
Wed - January 16	0	
Thurs - January 17	0	
Fri - January 18	0	
Sat - January 19	0	
Sun - January 20	0	
Mon - January 21	0	
Tues - January 22	0	
Wed - January 23	0	Data loads will not be processed at this time. Notification from Michelle Briscoe and Jim Green will be given when loads will start up again.
Thurs - January 24	0	
Fri - January 25	0	
Sat - January 26	0	
Sun - January 27	0	
Mon - January 28	0	
Tues - January 29	0	
Wed - January 30	0	
Thurs - January 31	0	



Task Order 75 - Data Mart Operations

Help Desk Monthly Throughput (CFO)

Bug Fix

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

Enhancement Requests

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

Product Support

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

Help Desk Request Summary (CFO)

Total Records: 8

ID	Status	Request Type	Title	Priority	DateOpened	DateClosed
292	5	Bug Fix	Missing Log file for 12/21/01	Medium	12/21/2001	1/9/2002
303	5	Bug Fix	Ombudsman Report	Medium	1/7/2002	
309	5	Bug Fix	Missing Log and Dmp files for 1/11/02	Medium	1/11/2002	1/23/2002
194	1	Enhancement	Automate process of modifying and adding descriptions	High	8/15/2001	
287	5	Enhancement	Ability to change the subtotal titles	Low	12/3/2001	1/4/2002



Task Order 75 - Data Mart Operations

ID	Status	Request Type	Title	Priority	DateOpened	DateClosed
163	1	Enhancement	File Layout change	Medium	7/25/2001	
321	5	Prod. Support	Reset password for Dave Pappone	High	1/30/2002	1/30/2002
301	5	Prod. Support	CFO Callout Document	Low	1/4/2002	1/23/2002



Task Order 75 - Data Mart Operations

Help Desk Request Details (CFO)

Total Records: 8

ID: 163 - File Layout change

Request	Enhancement	Priority	Medium	Assigned	Tina Liu
Open Date:	7/25/2001 3:15:00 PM	Requestor	Russell Young		
Target Date:	3/31/2002	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 cancell the meeting because Anna MacDonald would not



Task Order 75 - Data Mart Operations

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.

9/11/2001(Keisha Contee) Spoke with Russell Young said the Oracle Financials extract may not be implemented until January 1, 2002. Therefore, this issue has taken low priority. Russell will be our point of contact for this issue.

11/26/01 (Bob Audet) Assigned to Bob.

12/3/01 (Bob Audet) Set this issue to Postponed since the file layout change may not be changed until January

ID: 194 - Automate process of modifying and adding descriptions

Request Enhancement **Priority** High **Assigned** Lisa Phillips
Open Date: 8/15/2001 8:00:00 AM **Requestor** Russell Young
Target Date: 2/20/2002 **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.

8/27/2001 (Keisha Contee) Waiting for Test environment

9/26/2001 (Keisha Contee) We have a Test environment. Also the Production environment has been upgraded to Oracle 8.1.7.

I spoke with Annie and she will begin gathering requirements from Jeff beginning next Monday, October 1. If Chirayu is available, the update process can be completed by October 15.

11/26/01 (Bob Audet) Sent an email to Russell Young to determine all areas where we need to automate the update process. Started this for the object code --> object group --> cost type and organization --> division --> channel relationships. Awaiting feedback from Russell on whether we need to do the same for activity code --> project relationship and object 2, 3, and 4 relationships.

12/03/01 (Bob Audet) Sent another email to CFO Power Users to verify comments made on 11/26/01 and



Task Order 75 - Data Mart Operations

moved issue to 'Needs Clarification'

12/11/01 (Bob Audet) Met with Russell Young and he wants to set up a meeting with David Pappone and me to discuss how the Activity Code should be used. Note: The ETL routines will need modifications since they are currently incorrect. Furthermore, Russell wants to keep the Object 2, 3, 4 tables/relationships. Need to verify if the SQL Script is still used. Recommend CFO users maintaining relationship tables for the object --> object 2, 3, 4 mapping instead of SQL scripts. A new ETL routines will need to be created.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) sent email to Russell to follow up. Reassigned to Lisa.

1/4/01 (LP): Updated object 2, 3, and 4 ETL mappings in Informatcia on test server. Everything runs fine. Waiting to move to production after speaking with Russell and meeting with Tina.

1/11/02 (LP): Sent a follow up email to Russell for clarification.

1/11/02(LP): Russell's reply: At this time all issues with updating the support data tables need to be put on hold to we figure out what the data will look like from the new FMSS system. All of our efforts need to be focused on changes that maybe needed to accommodate this new data. The Department indicated that they could have this worked out by 2/04. So at this time lets keep this item open.

1/11/02(LP): Changed target date to 2/20 since we are awaiting response from client on 2/4.

ID: 287 - Ability to change the subtotal titles

Request	Enhancement	Priority	Low	Assigned	Tina Liu
Open Date:	12/3/2001 2:00:00 PM	Requestor	David Pappone		
Target Date:	1/4/2002	Estimated Effort	0		
Closed	1/4/2002 10:16:00 AM	ApplicationType:	CFO DataMart		

Description

David Pappone wanted the ability to rename the subtotal column names because the subtotal names are hard to determine what the Total represents.

Resolution:

Sub-totals button on the report --> Click Advanced... --> Click New --> Add new Subtotal name --> Select the appropriate attributes in the across level section --> Click 'Ok' --> Delete original selection for "Total"->Check the new subtotal in the Definition Tab->Click Advanced->Select the appropriate attributes in the across level section -> Click 'Ok'

Activity

12/03/01 (Bob Audet) Called MSTR Technical Services and opened Case #151030. This functionality is not available now or in the next release. Submitted to MSTR Technology for enhancement.

12/04/01 (Bob Audet) MicroStrategy Technology logged an enhancement request Enhancement (Log id



Task Order 75 - Data Mart Operations

140457)

12/10/01 (Bob Audet) Received call from Technical Support and was told to use the following workaround, which DID NOT WORK. Click on the Sub-totals button on the report --> Click Advanced... --> Click New --> Add new Subtotal name --> Select the appropriate attributes in the across level section --> Click 'Ok' --> Check the new subtotal in the Definition Tab.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Tried the workaround with some extra steps: 1. Delete original selection for "Total". 2. After the final step "Check the new subtotal in the Definition Tab", click on the Advanced button to select the right level again. Scheduled a phone call with Dave to talk about the workaround tomorrow morning around 10:00am.

ID: 292 - Missing Log file for 12/21/01

Request	Bug Fix	Priority	Medium	Assigned	Lisa Phillips
Open Date:	12/21/2001 9:37:00 AM	Requestor	Lisa Phillips		
Target Date:	1/15/2002	Estimated Effort	0		
Closed	1/9/2002 3:57:00 PM	ApplicationType:	CFO DataMart		

Description

Missing log file for 12/21/01 load.

Resolution:

Email from Michelle: I apologize for just getting back with you. However, we do not have any file later than 1/2/02.

-Since data seemed to be loaded fine with no errors in Informatica, I will assume the load was completed

Activity

12/21/01 (LP): contacted Michelle Briscoe and left a message telling her to ftp files to server for daily load.

12/24/01 (LP): Michelle will be out of town until the 7th of January. Will contact her then.

1/7/01 (LP):

Michelle,

If you could please ftp the log file for the December21 load I would appreciate it. The dmp file appears to be in the /loaded_files directory, but the log file that day was not received. Although it seems like everything was loaded correctly, I would just like to verify the number of records loaded into the datamarts for that day.

Thanks!



Task Order 75 - Data Mart Operations

ID: 301 - CFO Callout Document

Request Prod. Support **Priority** Low **Assigned** Lisa Phillips
Open Date: 1/4/2002 12:26:00 PM **Requestor** Tom Schweikert
Target Date: 1/14/2002 **Estimated Effort** 0
Closed 1/23/2002 10:00:00 AM **ApplicationType:** CFO DataMart

Description

Create the CFO callout document

Resolution:

Activity

1/9/02: Created document and awaiting Tom's comments.

1/10/02: Send email to Russell and David to get home contact information.

1/11/02: Updated callout document. Awaiting response from VDC via Tom to confirm all other information is correct.

1/16/02: Tom sent callout document to Gail Gurley to satisfy requirement for contact info for her DR plan update. Have not received reply from VDC yet.

ID: 303 - Ombudsman Report

Request Bug Fix **Priority** Medium **Assigned** Tina Liu
Open Date: 1/7/2002 10:30:00 AM **Requestor** David Pappone
Target Date: 2/1/2002 **Estimated Effort** 0
Closed 2/1/2002 9:15:00 AM **ApplicationType:** CFO DataMart

Description

Tina and Lisa -

In the new reports Bob created, I am not getting any data returned for the Ombudsman division (EN2). There has to be data out there, however, and when I create my own report I do get data for Ombudsman. Something seems to be wrong. Can you look into this? Thanks.

David J. Pappone
 U.S. Department of Education

Resolution:

Add Ombudsman division to the consolidation.

Activity

1/7/2002 (Tina Liu) Assigned to Mark.

1/23/2002 (Tina Liu) Reassigned to Tina. The problem is that th original Division consolidation does not



Task Order 75 - Data Mart Operations

include Ombudsman division. Created a new testing report with the revised Division consolidation (called Division_Test for now) and saved the report in the CFO (Test) project, shared report/Enhancement/ID303. Sent to Dave to verify.

1/25/2002 (Tina Liu) The report cannot be displayed properly in Web, logged an issue with MSTR Tech support #156208. Sent email to the tech support with the steps to reproduce the error. Current discovery is that the report will return no data if the consolidation remains on the page level and the channel filter selects channels that do not include the division elements placed on top of the Division consolidation definition. For our case, it is the "FP" channel whose division elements are placed on top of the Division consolidation definition.

(1/28/2002) Tina Liu: Contacted Dave for the final workaround solution, agreed upon adding Ombudsman division to the "Division" consolidation on Friday morning along with other change requests.

ID: 309 - Missing Log and Dmp files for 1/11/02

Request	Bug Fix	Priority	Medium	Assigned	Lisa Phillips
Open Date:	1/11/2002 9:30:00 AM	Requestor	Lisa Phillips		
Target Date:		Estimated Effort	0		
Closed	1/23/2002 10:48:00 AM	ApplicationType:	CFO DataMart		
Description					

Missing the log and dmp files for 1/11/02

Resolution:

Received log files from Michelle on 1/23 and data was loaded correctly.

Activity

1/11/02 (LP): Contacted Michelle Briscoe by phone and email to FTP files to the server

1/16/02 (Mark M): we have not received any data loads since January 10th. Lisa has contacted Michelle about this, and we are awaiting a response.

1/16/02 (LP): Spoke with Michelle regarding missing data from 1/10/02 to the current day. The IEFARS system was shut down on Jan 10, and will be down for conversioning until Jan 22. Michelle's team is working with Jim Green on the conversioning of the data to Oracle Financials. On Jan 22, the IEFARS system will be up and running again, at which time they will restart processing data and ftp log and dmp files. Currently while the IEFARS system is down, no new data is being added to the tables. There are still two missing days worth of data that has not been received (data load for 1/10/02 (1/9/02 data) and data load for 1/11/02 (1/10/02 data)). Michelle will ftp these files on Jan 23 when the system is restarted.



Task Order 75 - Data Mart Operations

ID: 321 - Reset password for Dave Pappone

Request Prod. Support **Priority** High **Assigned** Tina Liu
Open Date: 1/30/2002 12:11:00 PM **Requestor** David Pappone
Target Date: **Estimated Effort** 0
Closed 1/30/2002 12:14:00 PM **ApplicationType:** CFO DataMart
Description

The password for CFO power user David Pappone has expired for the production server.

Resolution:

Reset the password for another 90 days. Sent email to notify the user.

Activity



Task Order 75 - Data Mart Operations

FP Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for December.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Researched password expiration problem.
- Began report modifications to region re-work issue.
- Resolved issues for percentage error in Lender Consolidation Loan Rebate Fee Analysis Report.
- Completed Data Mart Migration for FP.
- Assisted Nancy with Consolidation Holder Report.
- Began work on replacing SFA logo with new FSA logo on Dev/Test site.

Issues or Anticipated/Current Problems

None

Planned Work for Next Period

- Continue Microstrategy reporting enhancements.
- Continue to provide daily monitoring of FP Data Mart.
- Continue issue resolution for open FP requests.
- Meet with FP Users to discuss open issues and requests.
- Complete January FP monthly data load.



Task Order 75 - Data Mart Operations

Help Desk Monthly Throughput (FP)

Bug Fix

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

Prod. Support

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

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	2	2	7	11
New	0	0	0	0
Closed	0	0	1	1
End of Month Balance	2	2	6	10

Phase II Requests

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

Help Desk

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	14	1	1	16
Closed	14	0	0	14
End of Month Balance	0	1	1	2



Task Order 75 - Data Mart Operations

Help Desk Request Summary (FP)

Total Requests: 35

ID	Status	Request	Title	Priority	DateOpened	DateClosed
230	Open	Bug Fix	Login before projects are displayed	High	9/6/2001	
314	Closed	Bug Fix	'% Re-work on the "% difference" column difference' wrong	High	1/23/2002	
227	Open	Bug Fix	Page-by area not working as expected	Medium	6/4/2001	
280	Open	Bug Fix	Problem with Part IV	Medium	11/15/2001	
78	Open	Enhancement	799 Reports - E8	High	6/6/2001	
291	Open	Enhancement	Consolidation Holder Report	High	12/14/2001	
80	Open	Enhancement	Drill to multiple templates in report - E32	Low	7/28/2001	
202	Open	Enhancement	Inactive Lender Report	Low	8/22/2001	
203	Open	Enhancement	Region Re-Work	Low	8/22/2001	
255	Open	Enhancement	Element List Prompts for Documents	Low	9/18/2001	
279	Open	Enhancement	Use Address Info for Parent Lender	Low	10/31/2000	
283	Closed	Enhancement	Ahmad Usmani wants view access to the schema objects	Low	11/16/2001	1/4/2002
296	Open	Enhancement	Replace SFA Logo on MSTR Web Site	Low	12/7/2001	
81	Open	Enhancement	1189 /1130 Reports	Medium	6/7/2001	
228	Open	Enhancement	Search for Lender by name	Medium	6/4/2001	
298	Closed	Help Desk	Add FP User ID's	High	1/3/2002	1/3/2002
299	Closed	Help Desk	Add Lisa Kornerup to FP Datamart	High	1/3/2002	1/3/2002
302	Closed	Help Desk	Reset James Foley's Password	High	1/4/2002	1/4/2002
304	Closed	Help Desk	Willie Needed User ID's	High	1/7/2002	1/7/2002
305	Closed	Help Desk	Linda Elrod Having Access Trouble	High	1/8/2002	1/8/2002
306	Closed	Help Desk	Reset Roberta Russo's Password	High	1/9/2002	1/9/2002



Task Order 75 - Data Mart Operations

ID	Status	Request	Title	Priority	DateOpened	DateClosed
307	Closed	Help Desk	Add FP Dev Access	High	1/9/2002	1/9/2002
308	Closed	Help Desk	Reset John Jebian's Password	High	1/9/2002	1/9/2002
310	Closed	Help Desk	Reset FPDM Password for Joseph Pire	High	1/10/2002	1/10/2002
311	Closed	Help Desk	Reset Password for Nicholas Voltaggio	High	1/17/2002	1/17/2002
312	Closed	Help Desk	Reset Richard Criswell's Password	High	1/18/2002	1/18/2002
313	Closed	Help Desk	Data Mart Export Error	High	1/18/2002	1/18/2002
315	Closed	Help Desk	Reset Leslie Richard's Login	High	1/23/2002	1/23/2002
320	Closed	Help Desk	Reset Constantino Conte's password	High	1/30/2002	1/30/2002
316	Open	Help Desk	404 Error Explanation Needed	Low	1/24/2002	
318	Open	Help Desk	Problems with Excel Export	Medium	1/28/2002	
88	Closed	Phase II	New Report needed (ED form 799) - E18	Low	6/14/2001	1/22/2002
317	Closed	Prod. Support	Error in report results reported	High	1/28/2002	1/28/2002
319	Open	Prod. Support	Error Running Report	High	1/29/2002	
157	Open	Prod. Support	Data Mart users lose access when NT patches are installed	Low	7/18/2001	



Task Order 75 - Data Mart Operations

Help Desk Request Details (FP)

Total Records: 35

ID: 78 - 799 Reports - E8

Request Enhancement **Priority** High **Assigned** Mark Mandrella
Open Date: 6/6/2001 12:00:00 PM **Requestor** Paul Sullivan
Target Date: 2/1/2002 **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.

9/18/2001 (Annie Barton) Since Mark has been out and this is a high priority, I have started working on this. I received my NT ID so that Carl can add me to the permissions on the document directory. I contacted Carl notifying him of this request. He added me to the document directory, however, I need access to a frame relay machine. I talked with Josh Nash and he set me up on a frame relay machine. I installed MSTR Desktop on that machine and started working on this enhancement.

11/19/01- Reassigned to Mark.

11/27/01 (Mark Mandrella): currently working to resolve a server issue preventing the creation of documents.

12/11/01 (Bob Audet) Emailed Benson Hwang, the NT Administrator of SFANT001 and SFNT004 machines, for (1) shared directory information (I.e., name of shared directory, who has access, what type of access do these users have) and (2) if the Intelligent Server service is running as a system account or a



Task Order 75 - Data Mart Operations

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

Request Enhancement **Priority** Low **Assigned** Tina Liu
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.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement. Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because we do not know if the Phase II will be using MSTR 7.2 or not.

ID: 81 - 1189 /1130 Reports

Request Enhancement **Priority** Medium **Assigned** Mark Mandrella
Open Date: 6/7/2001 12:00:00 PM **Requestor** Chiu/Duffin
Target Date: 2/1/2002 **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

9/18/2001 (Annie Barton) Since Mark has been out and this is a high priority, I have started working on this. I received my NT ID so that Carl can add me to the permissions on the document directory. I contacted Carl notifying him of this request. He added me to the document directory, however, I need access to a frame relay machine. I talked with Josh Nash and he set me up on a frame relay machine. I installed MSTR Desktop on that machine and started working on this enhancement.

11/19/01- Reassigned to Mark.

11/27/01 (Mark Mandrella): currently working to resolve a server issue preventing the creation of documents.

12/11/01 (Bob Audet) Emailed Benson Hwang, the NT Administrator of SFANT001 and SFNT004 machines, for (1) shared directory information (I.e., name of shared directory, who has access, what type of access do these users have) and (2) if the Intelligent Server service is running as a system account or a network account.

12/11/01 (Bob Audet) Changed the issue status to 'Postponed' since a duplicate issue (Issue #255) already

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

Request	Phase III	Priority	Low	Assigned	Tina Liu
Open Date:	6/14/2001 12:00:00 PM	Requestor	Jerry Wallace		
Target Date:		Estimated Effort	0		
Closed	1/22/2002 4:39:00 PM	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:

Closed for Phase III enhancement.

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.

9/7/2001 (Annie Barton) The data does not exist in the data mart so this enhancement will be completed in Phase II or Phase III.

11/29/01 (Bob Audet) Met with the FP Power users yesterday and they still consider this issue most likely a Phase III request. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/22/2002 (Tina Liu) close this issue and mark it as Phase III.



Task Order 75 - Data Mart Operations

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

Request Prod. Support **Priority** Low **Assigned** Tina Liu
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 lose access to Microstrategy reports when patches are installed on the NT server.

Resolution:

Reassign Security Roles for each project on the server. See Applications Maintenance manual for further details.

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.

11/26/01 (Bob Audet) We tried to add groups in 2-tier mode with server down. Still does not work. Reassigned to Bob.

12/14/01 (Bob Audet) Recommend further research. May want to postpone until next upgrade at DOE.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Reassigned to Mark.

1/23/2002 (Tina Liu) Reassigned to Tina.

1/29/2002 (Tina Liu) Called MSTR Tech Support and logged a new issue #156885. Needs to verify on I-server version (7.1 had this bug but was fixed in newer versions) Left a message on Benson's answer machine.

1/30/2002 (Tina Liu) The I-server version is actually 7.1, so it is a known issue for MicroStrategy. This bug is fixed on 7.1.1. We will need to wait until the upgrade to 7.2 to have this issue fixed because no other intermediate upgrade is planned for now. Remove the target date for now.

ID: 202 - Inactive Lender Report

Request Enhancement **Priority** Low **Assigned** Tina Liu
Open Date: 8/22/2001 10:00:00 AM **Requestor** Jerry Wallace
Target Date: 2/1/2002 **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



Task Order 75 - Data Mart Operations

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

9/12/2001 (Annie Barton) Started working on this enhancement. I opened an MSTR Tech Support Case (# 133930) dealing with advanced filters. Currently, I am waiting for the Tech Engineer to return my call.

9/20/2001 (Annie Barton) Attempting to find a new solution to get this report developed. Will continue working on this enhancement.

9/27/2001 (Annie Barton) Developed sample report in Test Environment. Contacted Jerry to have him review it.

11/20/01 (Annie Barton) Waiting for Jerry's Response. Sent him a reminder email on 11/19/2001.

11/26/01 (Bob Audet) Reassigned to Bob.

11/01/01 (Annie Barton) Have not heard from Jerry regarding the report. There are actually no results returned because I cannot find a lender that fits that description. So, I sent Jerry another email today asking him if he can find a lender that fits the criteria. If not, does he want to cancel the report?

11/27/01 (Bob Audet) Sent Jerry a follow-up email regarding this issue for further information that Annie Barton requested.

12/05/01 (Bob Audet) Checked the 'Needs Clarification' status option since we are waiting for user feedback to move forward with this issue. Jerry needs to provide the proper lender criteria.

1/2/2002 (Tina Liu) Reassigned to Tina

1/7/2002 (Tina Liu) Contacted Jerry Wallace and got his response as follows:

"I know that we had discussed this request with Annie and Bob. They were never able to get any data based on the criteria. They had asked me for information about lender id's that met the criteria. During my last conversation with Bob, I told him that I had doubts that any lenders with recent inactivity met the ending balance threshold, so we need to try with a lower ending balance or eliminate the ending balance calculation from the report."

Proposed to Jerry for a 3rd option: "leave the ending balance calculation but prompt for a threshold. We may set

the default value to be greater than 10,000". Jerry thought the 3rd option is feasible. Started working on it.

1/11/2002 (Tina Liu) Fixed filter bugs with original report generated by Annie/Bob and saved three sample



Task Order 75 - Data Mart Operations

reports in shared reports directory (Shared Reports -> Enhancement -> ID202). Sent email to Jerry to review those reports.

1/17/2002 (Tina Liu) Talked to Jerry regarding the web page timeout error he constantly ran into. It could be the network/firewall issue. Sent him a sample report for the state of Iowa as requested by Jerry, waiting for his response.

1/28/2002 (Tina Liu) Called Jerry Wallace and left a message for update on the testing status. Sent URL and testing steps to Lisa and Mark for verification at meantime.

1/29/2002 (Tina Liu) Called Jerry Wallace and got permission to migrate to production server. Will be migrated on 2/1/2002.

2/1/2002 (Tina Liu) Database crash during the migration. Could not finish this report on time, needs to postpone till next Friday.

ID: 203 - Region Re-Work

Request Enhancement **Priority** Low **Assigned** Mark Mandrella
Open Date: 8/22/2001 10:00:00 AM **Requestor** Jerry Wallace
Target Date: 2/10/2002 **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

11/19/01- Awaiting clarification from Annie regarding issue- reassigned to Bob

11/29/01 (Bob Audet) Emailed Chirayu Patel to figure out why there are no Informatica sessions that populate the D_LNDR_STATE and D_LNDR_REGION tables even though mappings exist to populate them and the tabels are used in reports. Chirayu said that the FP users provided a file called Contact List, which was used for a one-time load. Spoke with Nettie Harding and she said tha the FP users need to determine if the relationship between region and state should be removed all together. She will discuss this with the users. (Affects 8 reports: Consolidation Loan Rebate Fee, LID, Origination Fees Bought, Origination Fees Sold, Parent/Lender Address Info, Part II/Part V Disbursement Comparison by loan type, SR Consolidation Loan Fee Payment Analysis, and Summarized Origination Fees Reports)

12/03/01 (Bob Audet) Changed Status Option to 'Needs Clarification' since awaiting feedback from power users.

1/2/2002 (Tina Liu) Reassigned to Tina.



Task Order 75 - Data Mart Operations

1/3/2002 (Tina Liu) Reassigned to Lisa.

1/4/2002 (Lisa Phillips): Sent email to Jerry asking him to verify exactly what they are looking for to begin to start solving the issue.

1/8/02 (LP): Send a follow up email to Jerry and Nettie b/c I have not heard a response back yet.

1/8/02 (LP): Received e-mail from Jerry-
Lisa,

The Data Mart currently uses the 10 regional designations from the School Channel. I know we have complained since we have to run multiple regional reports for each of our 4 Partner Service Regions.

I. Our Eastern Region includes: (New York, Boston, and Philadelphia or Regions 1, 2, & 3)
(states included are: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont, Delaware, Maryland,
New Jersey, New York, Pennsylvania, Virginia, West Virginia, Virgin Islands, Puerto Rica, and the District of Columbia)

II. Our Southern Region includes: (Atlanta, Dallas, and Kansas City regions or Regions 4, 6, & 7)
(states included are: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Arkansas, Iowa, Kansas, Kentucky, Louisiana, Missouri, Nebraska, New Mexico, Oklahoma, and Texas)

III. Our Northern Region includes only: (Chicago or Region 5)
(states included Illinois, Indiana, Michigan, Ohio, and Wisconsin)

IV. Our Western Region includes: (San Francisco, Seattle, and Denver or Regions 8, 9, & 10)
(states included are: Alaska, Arizona, California, Hawaii, Idaho, Nevada, Colorado, Montana, North Dakota, Oregon,
South Dakota, Utah, Washington, Wyoming, American Samoa, Guam, Republic of Palau, Republic of Marshall Islands,
the Northern Marianas, and the Federated States of Micronesia.

Nettie: I is my perspective on this that we wanted to make changes so that we could get all of the data related to each of our regions with running multiple queries/reports for each school channel region, do you agree?

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

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



Task Order 75 - Data Mart Operations

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.

11/29/01 (Bob Audet) Called MicroStrategy Technical Support to gather further information regarding this issue. Tech Support person recommended upgrading to 7.1 sp3 or ideally 7.1 sp4. This issue was fixed in the ASP code version 7.1.312.114. Need to decide if we will upgrade to 7.1 sp4.

1/3/2002 (Tina Liu) Reassigned to Tina.

1/4/2002 (Tina Liu) After discussing with Tom, this bug fix is postponed to after MSTR 7.2 release.

ID: 228 - Search for Lender by name

Request	Enhancement	Priority	Medium	Assigned	Tina Liu
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 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 Haenel-Beck requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

11/29/01 (Bob Audet) Called MicroStrategy Technical Support and they fixed confirmed the issue for release 7.2 Beta 1. I recommend that we wait until general availability of 7.2 in Q1 of 2002.

1/2/2002 (Tina Liu) Reassigned to Tina.



Task Order 75 - Data Mart Operations

ID: 230 - Login before projects are displayed

Request Bug Fix **Priority** High **Assigned** Tina Liu
Open Date: 9/6/2001 10:00:00 AM **Requestor** Annie Barton
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart

Description

For security purposes it is better if the user logs in first and then chooses the appropriate project. This method will only display the projects the user can access. With situation, when the users' password expires, they are not prompted to change it and locked out of the project.

Resolution:

Activity

9/6/2001 (Annie Barton) Awaiting a new release in Microstrategy to implement this new procedure.

11/26/2001 (Bob Audet) This issue is linked to issue #229, Assigned to Bob.

11/29/01 (Bob Audet) Emailed the FP Power Users to decide if this issue should be closed since a workaround from Issue #229 was provided and the issue subsequently closed.

12/03/01 (Bob Audet) Moved to 'Needs Clarification' because the FP Power Users need to decide whether this issue can be closed since it is similar to Issue #229 that was closed.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/11/2002 (Tina Liu) Sent email to Nettie Harding for action update.

1/18/2002 (Tina Liu) called Nettie to clarify the status and then called Tech support, logging two issues: 155688 for desktop password expiration reminder and 155689 for web login twice. Tech support for issue 155689 provided a resolution: log in as Administrator, click on a project -> preferences -> Project defaults -> Project display and change the Project list selection from "Show all the projects connected to the Web Server before the user logs in" to "Log in, then show the projects accessible by the supplied login". This setting will not hold after user logs out and then relogin after a while. Reset the target date to 2/1/2002.

1/22/02 (Tina Liu): The preference setting on production server was actually successful after rechecking it today. But the dev web server reported error: "Error Saving Personal Preferences. Your project default preferences could not be saved. Your permissions on the Web folder or in its contents may be incorrect". MSTR Tech Support provided two tech notes "TN5600-7X0-0304" and "N5600-7X0-0142" to tackle this issue. Sent email to Benson Hwang for the security property setting of file AdminOptions.xml on dev server. Benson changed the setting to allow changes, now it works on dev server as well.

1/29/02 (Tina Liu): The login and projects setting works fine with MSTR Web 7.1.2 version but is not stable for the 7.1 version. For the password expiration problem, MSTR Tech support is still investigating on it. For now, run scripts in MSTR Command center to gather user profiles and run a java program



Task Order 75 - Data Mart Operations

accenture.modpartner.datamart.FileTransform to change the format of the user profile files to be sorted in ascending order based on the password expiration time and put properties of the same user into one row, which may later be exported to an Excel file and sent to Willie Sutton. The first file generated on today has already been sent to Willie to review.

1/30/2002 (Tina Liu): MSTR Tech Support sent email confirming that the password expiration problem has been fixed for MSTR Web release 7.2, which is scheduled to come in late Q1/2002 or early Q2/2002. Change the status to be postponed until the next upgrade to MSTR 7.2.

Type:ID:255- Element List Prompts for Documents

Request : Enhancement

Priority Low

Assigned Tina Liu

Closed Date:

Open Date:9/18/2001 **Requestor** Annie Barton

ApplicationType:

FP DataMart

Description

The users would like to be prompted only once for the 799, 1189, 1130 document reports. These documents are made up of several reports all containing the exact same prompts. Right now, users are prompted for the same information multiple times for one document. They would like to be prompted only once. They want this prompt be an element list prompt instead of a value prompt.

Log:

Resolution:

Activity

9/18/2001 (Annie Barton) I logged this with MSTR Tech Support. They do not have a work around. The only work around is to create a value prompt. This will prompt users only once per document, but the users will have to remember the specific GA id, LID, and Quarter. MSTR has logged it as MSTR enh #142588. We will have to wait for the release after MSTR 7.2 (which will probably be in about 2 years)

1/18/2002 (Tina Liu) Reassigned to Tina.

1/24/2002 (Tina Liu) Contacted the MSTR Tech Support again for the status update.

ID: 279 - Use Address Info for Parent Lender

Request Enhancement

Priority Low

Assigned Tina Liu

Open Date: 10/31/2000 12:00:00 PM **Requestor** Susan Haenel-Beck

Target Date: 2/1/2002 **Estimated Effort** 0

Closed

ApplicationType:FP DataMart

Description

Susan thinks it may be a good idea to use the Parent Lender address information instead of the child lender in the prompt associated with 'Lender Consolidation Loan Rebate Fee Analysis' Report.

Resolution:



Task Order 75 - Data Mart Operations

Activity

10/31/01 (Annie Barton) I discussed this issue with Susan and she is going to contact Nettie Harding for her input. I am waiting to hear back from Nettie.

11/26/01 (Bob Audet) Users need to decide what they want. Reassigned to Bob.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/4/2002 (Tina Liu) Sent email to Susan to follow up. Called Susan and clarified the user request. The first draft of the new report is generated in personal folders of tliu.

1/7/2002 (Tina Liu) Sent proposed report format to Susan. Ran into problems with running the report in web (the desktop is OK). Opened a tech support case with MSTR, case #154207.

1/9/2002 (Tina Liu) Got phone call from MSTR Tech support saying that this is a known defect on MSTR Web 7.1, they are still working on it. She promised to call back tomorrow on any further update.

1/10/2002 (Tina Liu) MSTR Tech support sent an email with possible workaround. Applied the workaround and got another type of error in Web. Sent MSTR Tech support a document with the embedded filter/prompt architecture diagram and the screenshot of the new error log, pending response from MSTR Tech support. Change status to Postponed, Target Date reset to 2/1/2002 for now.

1/30/2002 (Tina Liu) Called MSTR Tec Support again for update. The person who is responsible is promised to call back with a status.

ID: 280 - Problem with Part IV

Request	Bug Fix	Priority	Medium	Assigned	Mark Mandrella
Open Date:	11/15/2001 2:15:00 PM	Requestor	Susan Haenel-Beck		
Target Date:	2/1/2002	Estimated Effort	0		
Closed		ApplicationType:	FP DataMart		

Description

There is a problem with the data in Part IV for LID 809479, quarter ending 3/31/99. It seems that the amounts are doubled for this quarter; however, in corresponding Part V, the balance is correct. This is throwing off all of our analysis reports. Please take a look at this to see what may be driving the error.

Resolution:

11/19/01 (Mark Mandrella) - the data in the database is correct; what the report is extracting are records of document types ON and SN (Original and Supplemental Submissions). This particular lender code had a high number of type SN's and made the amount look double. It is yet to be determined if the report should only include type ON.

Activity

11/27/01 (Mark Mandrella) - re-opening this issue for the time being. Susan is meeting this week with some FP people and they may want to change this report in some way to avoid the ON and SN mixup.



Task Order 75 - Data Mart Operations

12/05/01 (Bob Audet) Here are Susan's comments:

Sorry, Mark. We discussed this with Bob Audet (sp?). It seems to be affecting a minor portion of lenders and is an issue with how E-Systems processed some 799's. The payments were not made on the original submissions but there are amounts reported in the ending principal balance and average principal balance fields. The supplemental was then processed and resulted in duplicate balances (but not payments).

At our meetings, it was determined that if we can identify these lenders, a change to the database can be made to prevent duplication. Ahmed is our contact on this change and I'm working with him to see if we can resolve it. Should I work with you first?

1/3/2002 (Tina Liu) Reassigned to Mark.

ID: 283 - Ahmad Usmani wants view access to the schema objects

Request	Enhancement	Priority	Low	Assigned	Tina Liu
Open Date:	11/16/2001 9:00:00 AM	Requestor	Ahmad Usmani		
Target Date:	1/15/2002	Estimated Effort	0		
Closed	1/4/2002 5:00:00 PM	ApplicationType:	FP DataMart		

Description

Due an issue with MicroStrategy only the Administrator can access the schema objects unless the workaround from TN5300-007-0039 is implemented. Tried to implement the workaround for only FP PowerUsers, but did not work when the Everyone user group was also given access to the schema objects

Resolution:

workaround provide by Technote TN5300-007-0039, the screenshot on that technote is wrong. Just follow the text steps.

Activity

11/26/01 (Bob Audet) Tried workaround provide by Technote TN5300-007-0039 and it did not work when the Everyone group was added.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Tried the workaround provided by Technote TN5300-007-0039 and found out that there is inconsistency in the document (the screenshot is different than what is indicated in the text content). The workaround seems working fine if I follow the text rather than the screenshot. Needs to clarify with Bob for the situation of adding everyone group. Why do we need to do that?

1/4/2002 (Tina Liu) Applied the workaround to the FP power users in FP test environment and got confirmed by Ahmad. Suggest to close the issue.



Task Order 75 - Data Mart Operations

ID: 291 - Consolidation Holder Report

Request Enhancement **Priority** High **Assigned** Tina Liu
Open Date: 12/14/2001 10:00:00 **Requestor** Nettie Harding
Target Date: 2/8/2002 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

Need adhoc report ASAP that provides: Attributes--Lender Name and ID, City, State, Loan Status Code, Quarter End Dates; Metrics--Ending principal balance on Part V and the amount is greater than "0". Would like to get report prompted on Loan Status so that just "TC" type loans can be selected and can get it grouped by parent or not grouped by parent. Currently interested in quarters ending 12/31/1999 through

Resolution:

Activity

12/14/01 (Bob Audet) Started to work on the report and have run into some issues with the number of rows returned exceeds the governing limits set by the FP project. Need to ask Nettie if we can prompt off of other information to reduce the number of rows returned.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Reassigned to Mark.

1/18/2002 (Tina Liu) Reassigned to Tina, reset target date to be 2/8/2002. Called Nettie for clarification, left a message. Sent an email to her as well. Worked out a sample report with an extra state prompt to reduce the number of rows returned. Sent email to Nettie for testing.

ID: 296 - Replace SFA Logo on MSTR Web Site

Request Enhancement **Priority** Low **Assigned** Mark Mandrella
Open Date: 12/7/2001 4:00:00 PM **Requestor** Faitha Flowers
Target Date: 4/1/2002 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

We need to replace the SFA logo on the datamart web sites with the new logo.

Resolution:

Activity

12/7/01: The new logo does not come out until next year. Once released, will handle this request.

1/8/02 (Mark M): the new logo will not be available until April 2002

1/22/02 (Tina Liu) A temporary new logo has been created for the dev web server. The following files have



Task Order 75 - Data Mart Operations

been changed: _toolbar_default.asp, GenericHeader.asp, Projects.asp, images/SFA_Logo3.jpg. Two image files are added for customizing the tab and bar color for the Home web page: images/tab_top_000064.gif, images/Line_000064.gif. All original asp files that have been changed were renamed to <filename_old.asp>.

ID: 298 - Add FP User ID's

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/3/2002 11:45:00 AM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/3/2002 11:45:00 AM **ApplicationType:**FP DataMart
Description

Create User ID's for FP Datamart for:

Brenda Ware (epbware)
 Amanda Wingo (enawingo)
 Jeff J. Sant (jjsant)

Resolution:

created the ID's

Activity

ID: 299 - Add Lisa Kornerup to FP Datamart

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/3/2002 11:30:00 AM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/3/2002 4:00:00 PM **ApplicationType:**FP DataMart
Description

Add Lisa Kornerup to the DEV and PROD versions of FP datamart

Resolution:

created the ID's - she got Power User level access

Activity

ID: 302 - Reset James Foley's Password

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/4/2002 3:00:00 PM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/4/2002 3:15:00 PM **ApplicationType:**FP DataMart
Description

Reset James Foley's password. It expired



Task Order 75 - Data Mart Operations

Resolution:

reset and notified

Activity

ID: 304 - Willie Needed User ID's

Request	Help Desk	Priority	High	Assigned	Mark Mandrella
Open Date:	1/7/2002 3:30:00 PM	Requestor	Willie Sutton		
Target Date:		Estimated Effort	0		
Closed	1/7/2002 3:45:00 PM	ApplicationType:	FP DataMart		

Description

Williw wants the ID's and phone numbers of the following people:

David Bundren
 Liza Kornerup
 Nancy Krecklow
 Michael Page

Resolution:

sent the ID's to Willie. Only Liza and Nancy have ID's; and no phone numbers available.

Activity

ID: 305 - Linda Elrod Having Access Trouble

Request	Help Desk	Priority	High	Assigned	Mark Mandrella
Open Date:	1/8/2002 3:00:00 PM	Requestor	Linda Elrod		
Target Date:		Estimated Effort	0		
Closed	1/8/2002 4:00:00 PM	ApplicationType:	FP DataMart		

Description

Linda Elrod is still having problems with her new ID

Resolution:

Linda had a valid ID all along, but she was trying to access the site from a different link. I pointed her to the correct link and everything is OK.

Activity

1/8/02 (Mark M): I looked at the ID and everything is OK on the MSTR end. I duplicated the ID and tested that one on the FP site, and it turned out to be fine. So, I reset Linda's password and informed her to try it.



Task Order 75 - Data Mart Operations

ID: 306 - Reset Roberta Russo's Password

Request Help Desk **Priority** High **Assigned**
Open Date: 1/9/2002 8:00:00 AM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/9/2002 8:30:00 AM **ApplicationType:**FP DataMart

Description

Reset Roberta Russo's FP password (username = eprusso)

Resolution:

Activity

ID: 307 - Add FP Dev Access

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/9/2002 10:30:00 AM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/9/2002 1:00:00 PM **ApplicationType:**FP DataMart

Description

Provide FP Dev environment access to:

Tim Lin (eptlin; CIO/VDC Rep, 202-377-3585)
 Bing Yi (epbyi; CIO/VDC Rep, 202-377-3583)

Resolution:

created the ID's after receiving clarification.

Activity

1/9/02 (Mark M): I am unclear if these people need power user rights or normal rights, since they are VDC liasons. I asked Willie to clarify what type of access they need. Email sent at 10:45am

ID: 308 - Reset John Jebian's Password

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/9/2002 3:30:00 PM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/9/2002 4:00:00 PM **ApplicationType:**FP DataMart

Description

John Jebian's password expired and needs to be reset (username = epjebian)

Resolution:

reset the password

Activity



Task Order 75 - Data Mart Operations

ID: 310 - Reset FPDM Password for Joseph Pire

Request Help Desk **Priority** High **Assigned** Tina Liu
Open Date: 1/10/2002 2:20:00 PM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/10/2002 4:50:00 PM **ApplicationType:**FP DataMart

Description

Reset FPDM Password for Joseph Pire (user id: epjpire).

Resolution:

Reset it for 90 days. The end user must change password when he logs in next time. Emailed the end user and Willie.

Activity

ID: 311 - Reset Password for Nicholas Voltaggio

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/17/2002 12:45:00 PM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/17/2002 1:15:00 PM **ApplicationType:**FP DataMart

Description

Reset the password for Nicholas Voltaggio (epnvoltaggio)

Resolution:

reset the password

Activity

ID: 312 - Reset Richard Criswell's Password

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/18/2002 9:45:00 AM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/18/2002 10:00:00 AM **ApplicationType:**FP DataMart

Description

Reset Richard Criswell's FP password

Resolution:

reset the password

Activity



Task Order 75 - Data Mart Operations

ID: 313 - Data Mart Export Error

Request Help Desk **Priority** High **Assigned** Tina Liu
Open Date: 1/18/2002 11:40:00 AM **Requestor** Shine, Martha
Target Date: **Estimated Effort** 0
Closed 1/18/2002 2:00:00 PM **ApplicationType:**FP DataMart

Description

User was having a problem downloading from Data Mart to Excel spreadsheets. The web page froze on her.

Resolution:

User's machine did not have excel properly installed (it needs MicroSoft SR1).

Activity

1/18/2002 (Tina Liu): Assigned to Tina.

ID: 314 - '% difference' wrong

Request Bug Fix **Priority** High **Assigned** Tina Liu
Open Date: 1/23/2002 11:40:00 AM **Requestor** Annie Barton
Target Date: 2/1/2002 **Estimated Effort** 0
Closed 2/1/2002 9:15:00 AM **ApplicationType:**FP DataMart

Description

There needs to be some minor re-work done with the Lender Consolidation Loan Rebate Fee Analysis report. To understand what I am talking about, run the report for Alabama. You will see a lender id=800023. Look at the June 2000 date. There is 100% in the '% Difference' column when there really should be 0%. Just run it and let me know if you still see it. If you do, then let me know what I can do to help. I might be able to assist you from here if you can send me the metric definition (formula) for the % Difference metric. It probably has an "ApplySimple" in the formula that needs some re-work.

Resolution:

change the metric to:

ApplySimple("case when #0=0 and #1=0 then 0 when #0=0 and #1<>0 then 1 when #0 is null then 1 else #2 end", [Ending Balance for TC Loan Types Reported in Part IV], [(Rebate Fee Principal Amount) - (SPA Principal Amount)], [% Difference])

Activity

(1/23/2002) Tina Liu: Logged the issue and assigned to Tina. Created sample test report with an extra column to compare results with previous % difference column. Testing report is saved on FP test datamart Shared report/Enhancement/ID314.

(1/25/2002) Tina Liu: Submitted CSC change request for migrating the corresponding metric from testing to production on 2/1/2002.



Task Order 75 - Data Mart Operations

ID: 315 - Reset Leslie Richard's Login

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/23/2002 3:45:00 PM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 1/23/2002 4:00:00 PM **ApplicationType:**FP DataMart

Description

Reset Leslie Richard's password - it expired

Resolution:

reset the userid - password stayed the same

Activity

ID: 316 - 404 Error Explanation Needed

Request Help Desk **Priority** Low **Assigned** ahmad Usmani
Open Date: 1/24/2002 10:30:00 AM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

A user from NY called Willie Sutton to say he received a "404" error (URL not found) when he tried to download a file. Willie wants a solution provided to him in case another user asks for an explanation of why this is happening to them (it was fixed already, it seems)

Resolution:

Activity

ID: 317 - Error in report results reported

Request Prod. Support **Priority** High **Assigned**
Open Date: 1/28/2002 9:45:00 AM **Requestor** Susan Hansel-Beck
Target Date: **Estimated Effort** 0
Closed 1/28/2002 10:15:00 AM **ApplicationType:**FP DataMart

Description

Susan reported the problem in the following email:

I received the following datamart error when trying to run the Consolidation Loan Analysis report in the Risk Assessment folder for the state of West Virginia. I ran the report twice with the same results. I was able to run the report for New Jersey already this morning.

Error in report results



Task Order 75 - Data Mart Operations

Your request could not be processed due to a server error. Please try again. If the problem persists, contact the server Administrator.

(The object given is embedded inside another object, so it is not visible to this object. The object given is embedded inside another object, so it is not visible to this object. Index out of range QueryEngine encountered error: Call SQLDriverConnect got SQL_ERROR [S1000:12541: on JDBC] [Oracle][ODBC][Ora]General error. [IM006:0: on JDBC] [Microsoft][ODBC Driver Manager] Driver's SQLSetConnectAttr failed Error in Process method of Component: QueryEngineServer, Project 0, Job 3667, Error Code= -2147212544.)

Resolution:

Willie Sutton responded saying Susan no longer received the error when running the report. There may have been a network problem or temporary loss of availability of the datamart at the time the report was run, the exact cause is unclear.

Activity

1/28/02 (Mark M): I tried to duplciate the error Susan was getting, and I could not replicate it. Tina and Lisa also ran the report without problems from their PC's. I wrote back to Susan asking if this was perhaps a one-time occurrence or if it was a consistent problem from her end.

ID: 318 - Problems with Excel Export

Request Help Desk **Priority** Medium **Assigned** Mark Mandrella
Open Date: 1/28/2002 3:00:00 PM **Requestor** Drenica Spears
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart

Description

My name is Drenica Spears and I'm a contractor for the Department of Education. I am in the process of trying to assist a user of mine who is accessing the SFA Datamark database from our Windows NT Terminal Server via Internet Explorer 4.0. Mr. Pire is able to run the application however he is not able to export his report into Excel.

When trying to complete the task he receives an error stating that the export failed. I'm not certain how to assist with this issue being that it is a software related issue. I can provide assistance relative to the configuration of our Terminal Servers, but I need assistance with trying to resolve this export issue.

I can be reached at (202) 205-8374 or you can contact Mr. Joseph Pire at (718) 488-3044 (Office number) or 917-767-9099 (Alternative Work number).

Any assistance that you can provide will be greatly appreciated. Thanks!

Resolution:

Activity



Task Order 75 - Data Mart Operations

01/28/02 (Mark M): need clarification on which report, which datamart is causing the problem. Drenica should respond by the 29th.

1/29/02 (Mark M): user is accessing server through citrix and the server is running IE 4. Recommended trying to use the IE from his terminal, which should be version 5. Will report back on the status when it is completed and tried (1:00pm).

1/30/02 (Mark M): As of 2:00 today, Joe had not tested the fix. He will reply once it is tested.

ID: 319 - Error Running Report

Request Prod. Support **Priority** High **Assigned** Mark Mandrella
Open Date: 1/29/2002 1:44:00 PM **Requestor** Susan Haenel-Beck
Target Date: 2/8/2002 **Estimated Effort** 0
Closed **ApplicationType:**FP DataMart

Description

User received the following datamart error when trying to run the Consolidation Loan Analysis report in the Risk Assessment folder for the state of West Virginia. She ran the report twice with the same results. She was able to run the report for New Jersey already this morning.

Error in report results

Your request could not be processed due to a server error. Please try again. If the problem persists, contact the server Administrator.

Resolution:

Activity

1/29/2002 (Tina Liu): Assigned to Mark. This problem is not repeatable for now, sent email to Benson requesting Web server error log files.

ID: 320 - Reset Constantino Conte's password

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 1/30/2002 8:40:00 AM **Requestor** Constantino Conte
Target Date: **Estimated Effort** 0
Closed 1/30/2002 8:50:00 AM **ApplicationType:**FP DataMart

Description

Constantino Conte called saying he needed his password reset because it expired

Resolution:

reset password.

Note - this request did not come directly from Willie Sutton. User mentioned he has been getting this error



Task Order 75 - Data Mart Operations

message for a few days now, and was unable to get in contact with Willie about this. User got my number from another user who I reset their password a few weeks ago. I verified his email address and his userid login before resetting the expiration date for the user ID. I did not change the password the user originally had - that stayed the same.

Activity