



Task Order 76 - IFAP/Schools Portal Operations

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IFAP/Schools Portal Monthly SLA Metrics Report Deliverable 76.1.1b

Period Ending: 8/31/01





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Introduction

This is the monthly metrics report for Task Order 76, IFAP and Schools Portal Support Operations. The purpose of this task order is to provide the capability to sustain the IFAP and Schools Portal applications such that Schools Channel customers can be provided with integrated, timely, and user-friendly access to existing information databases and resources. This report measures Accenture's performance in providing support as defined in the Metrics Based Service Targets Document.

Executive Summary

Work Accomplished During This Period

- Continued to provide user support to the CSCC in regards to user support, application bug fixing, updates, and enhancements.
- Continued to provide user support to the CSCC in regards to Interwoven deployments.
- Continued to provide user support to the CSCC in regards to IFAP/Schools Portal databases maintenance.
- Provided Interwoven training for CSCC in regards to new feature of Interwoven TeamSite program version 5.0.

Upcoming Issues

- The upgraded Interwoven TeamSite program version 5.0 will be ready for CSCC to test in September.



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Help Desk Monthly Throughput

Incoming Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support	1			1
Misc. Requests/Enhancements	2	17	21	40
IFAP Autonomy Links				
Schools Portal Autonomy Links			1	1
Complex Requests			2	2
VDC Outages				
Monthly Total	3	17	24	44

Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support	1			1
Misc. Requests/Enhancements	2	17	21	40
IFAP Autonomy Links				
Schools Portal Autonomy Links			1	1
Complex Requests				
VDC Outages				
Monthly Total	3	17	22	42

Outstanding Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support				
Misc. Requests/Enhancements				
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests			2	2
VDC Outages				
Monthly Total	0	0	2	2



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Metrics Definitions

- *Metric 1.0 (Resolution Quality)* – This metric measures the level of rework effort required for completed requests. A rework request is one that is submitted that identifies a problem with the given solution for a previously closed request.
- *Metric 1.1 (Work Estimate Accuracy)* – This metric measures the accuracy of the work effort estimates provided to SFA for complex requests. The target is to complete a request within a 20% variance from the actual effort it takes to resolve the request.
- *Metric 1.2 (Service Reporting Delivery)* – This metric covers the timely delivery of the monthly metrics reports. It is measured by the number of days from the delivery target to the 7th day of the month.

Metrics Report Summary

Service Level	Description	Current Month		Quantity
		Target	Actual	
1.0	Resolution Quality	90%	100%	42 of 42
1.1	Work Estimate Accuracy	90%	-	0
1.2	Service Reporting Delivery	7 th of Month	9/7/01	



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Incentive-Based Metrics Definitions

- *Metric 2.0 (SFA TeamSite ID's)* – Requests for creating or modifying TeamSite ID's will be resolved within one business day.
- *Metric 2.1 (SFA TeamSite Access)* – Requests for modifying user access privilege to the TeamSite server will be resolved within 4 hours.
- *Metric 2.2 (User Support)* – Requests for user support for clarification/explanation of how to use software products like Interwoven, Viador, Oracle, Autonomy, etc., will be resolved within one business day.
- *Metric 2.3 (Misc. Requests/Enhancements)* – Requests for application bug fixing and/or enhancements that do not fall within another definition or are not a complex request. These will be resolved within one business day for requests that have a High priority, two business days for Medium priority, and five business days for Low priority requests.
- *Metric 2.4 (IFAP Autonomy Hyperlinks)* – Requests for new hyperlinks to documents residing within the file structure of the IFAP site, to be included in the Autonomy search capability, will be resolved within one business day.
- *Metric 2.5 (Schools Portal Hyperlinks)* – Requests for new hyperlinks to external websites for the Schools Portal site, to be included in the Autonomy search capability, will be resolved within three weeks.

Incentive-Based Metrics Summary

Service Level	Description	Current Month		Quantity
		Target*	Actual	
2.0	SFA TeamSite ID's	96%		
2.1	SFA TeamSite Access	96%		
2.2	User Support	96%	100%	1 of 1
2.3	Misc. Requests/Enhance.	96%	100%	40 of 40
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%	100%	1 of 1
	Totals	96%	100%	42 of 42

* The incentive is met when the *combined* percentage of all incentive-based metrics met is at or above 96%.



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IFAP Monthly Usage Statistics

The following is a description of the statistics for subscription option usage for the IFAP site.

- *Statistic 3.0* - Number of unique IFAP users that subscribe to one or more of the subscription options.
- *Statistic 3.1* - Number of unique IFAP users that subscribe to *only* the default (weekly) option.
- *Statistic 3.2* - Number of unique IFAP users that subscribe *only* to option #2 (Frequently generated IFAP documents).
- *Statistic 3.3* - Number of unique IFAP users that subscribe *only* to Option #3 (IFAP additions by Publication Type).
- *Statistic 3.4* - The five most common publication types subscribed to in Option #3.
- *Statistic 3.5* - Number of unique IFAP users that subscribe *only* to Option #4 (IFAP additions by Program/Service).
- *Statistic 3.6* - The five most common topics subscribed to in Option #4.

Number	Description	Value(s)
3.0	Users subscribing to one or more options	1,008
3.1	Users subscribing only to default option	30
3.2	Users subscribing only to Option #2	5
3.3	Users subscribing only to Option #3	13
3.4	Five most common types from Option #3	1. SFA Handbooks (674)
		2. Federal Registers (651)
		3. Training Guides (648)
		4. Pell Grant Program Materials (645)
		5. NSLDS Reference Materials (644)
3.5	Users subscribing only to Option #4	5
3.6	Five most common topics in Option #4	1. Training/Conferences/Meetings (674)
		2. National Student Loan Data System (NSLDS) (665)
		3. Federal Pell Grant Program (662)
		4. Student Eligibility (655)
		5. Refunds and Repayments (653)



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Appendix A - Monthly Request Summary

DateOpen	Title	Priority	Status	DateClosed	Incentive Met
8/1/2001 1:45 PM	SIR 259	Low	Closed	8/1/2001 4:00 PM	Yes
8/1/2001 1:45 PM	SIR 258	Medium	Closed	8/1/2001 3:00 PM	Yes
8/2/2001 8:30 AM	SIR 260	Medium	Closed	8/2/2001 9:00 AM	Yes
8/2/2001 9:30 AM	SIR 261	Medium	Closed	8/2/2001 12:30 PM	Yes
8/3/2001 8:00 AM	SIR 262	Low	Closed	8/3/2001 10:45 AM	Yes
8/3/2001 11:00 AM	SIR 263	Medium	Closed	8/3/2001 7:00 PM	Yes
8/3/2001 1:00 PM	SIR 264	Medium	Closed	8/3/2001 2:00 PM	Yes
8/6/2001 1:00 PM	SIR 265	Low	Closed	8/8/2001 12:45 PM	Yes
8/7/2001 8:00 AM	SIR 266	Low	Closed	8/7/2001 11:00 AM	Yes
8/7/2001 8:00 AM	SIR 267	Low	Closed	8/7/2001 4:15 PM	Yes
8/8/2001 11:15 AM	SIR 268	Low	Closed	8/8/2001 12:30 PM	Yes
8/8/2001 12:00 PM	SIR 269	Low	Closed	8/10/2001 9:15 AM	Yes
8/8/2001 12:15 PM	SIR 270	Low	Closed	8/8/2001 3:15 PM	Yes
8/8/2001 2:30 PM	SIR 271	Medium	Closed	8/8/2001 4:30 PM	Yes
8/9/2001 8:45 AM	SIR 272	Low	Closed	8/13/2001 4:00 PM	Yes
8/9/2001 8:45 AM	SIR 273	Low	Closed	8/10/2001 9:45 AM	Yes
8/9/2001 12:30 PM	SIR 274	Low	Open		n/a
8/9/2001 3:15 PM	SIR 275	Low	Open		n/a
8/13/2001 11:00 AM	SIR 276	Medium	Closed	8/14/2001 10:30 AM	Yes
8/13/2001 2:15 PM	SIR 277	Medium	Closed	8/14/2001 9:45 AM	Yes
8/15/2001 8:15 AM	SIR 278	Low	Closed	8/15/2001 3:30 PM	Yes
8/15/2001 8:15 AM	SIR 279	Medium	Closed	8/15/2001 10:45 AM	Yes
8/15/2001 1:00 PM	SIR 280	Medium	Closed	8/15/2001 2:45 PM	Yes
8/17/2001 11:45 AM	User wants doc limit	High	Closed	8/17/2001 12:00 PM	Yes
8/21/2001 10:00 AM	SIR 281	High	Closed	8/21/2001 12:45 PM	Yes
8/22/2001 9:00 AM	SIR 282	High	Closed	8/22/2001 9:15 AM	Yes
8/22/2001 11:45 AM	SIR 283	Medium	Closed	8/22/2001 1:15 PM	Yes
8/23/2001 12:00 PM	SIR 285	Medium	Closed	8/23/2001 2:30 PM	Yes
8/23/2001 12:15 PM	SIR 284	Medium	Closed	8/24/2001 3:00 PM	Yes
8/23/2001 3:30 PM	SIR 287	Medium	Closed	8/24/2001 11:15 AM	Yes
8/23/2001 4:30 PM	SIR 288	Low	Closed	8/24/2001 4:00 PM	Yes
8/23/2001 4:45 PM	SIR 289	Medium	Closed	8/24/2001 3:00 PM	Yes
8/24/2001 10:45 AM	SIR 290	Low	Closed	8/29/2001 8:00 AM	Yes
8/24/2001 11:30 AM	SIR 286	Low	Closed	8/24/2001 7:15 PM	Yes
8/24/2001 12:30 PM	SIR 291	Medium	Closed	8/24/2001 1:00 PM	Yes
8/27/2001 12:00 PM	SIR 292	Low	Closed	8/27/2001 4:30 PM	Yes
8/27/2001 12:00 PM	SIR 293	Low	Closed	8/31/2001 12:00 PM	Yes



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DateOpen	Title	Priority	Status	DateClosed	Incentive Met
8/29/2001 8:00 AM	SIR 295	Low	Closed	8/29/2001 10:00 AM	Yes
8/29/2001 1:45 PM	SIR 296	Medium	Closed	8/29/2001 2:45 PM	Yes
8/30/2001 3:30 PM	SIR 299	Low	Closed	8/30/2001 5:30 PM	Yes
8/30/2001 3:45 PM	SIR 297	Low	Closed	8/30/2001 4:45 PM	Yes
8/30/2001 3:45 PM	SIR 298	Low	Closed	8/31/2001 9:45 AM	Yes
8/31/2001 5:00 PM	SIR 301	Low	Closed	9/4/2001 5:00 PM	Yes
8/31/2001 5:00 PM	SIR 300	Low	Closed	8/31/2001 7:00 PM	Yes