

*Task Order 76 - IFAP/Schools Portal Operations*

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# Task Order 76 – IFAP/Schools Portal Operations

## IFAP/Schools Portal Monthly SLA Metrics Report Deliverable 76.1.1c

Period Ending: 9/30/01



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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.
- Fixed the Schools Portal Viador Sign-in/Sign-up problem.
- Successfully designed/added the SFA Guidance Relating to Terrorist Attacks area on IFAP Web Site.
- Successfully designed the COD external outreach page with a clickable map on IFAP testing environment and ready for production.

#### *Upcoming Issues*

- The upgraded Interwoven TeamSite program version 5.0 is ready for CSCC to test and use in October.

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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	2	1		3
Misc. Requests/Enhancements	5	16	10	31
IFAP Autonomy Links				
Schools Portal Autonomy Links		1		1
Complex Requests		1	2	3
VDC Outages				
<b>Monthly Total</b>	<b>7</b>	<b>19</b>	<b>12</b>	<b>38</b>

#### Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support	2	1		3
Misc. Requests/Enhancements	5	16	10	31
IFAP Autonomy Links				
Schools Portal Autonomy Links		1		1
Complex Requests		1		1
VDC Outages				
<b>Monthly Total</b>	<b>7</b>	<b>19</b>	<b>10</b>	<b>36</b>

#### 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			4	4
VDC Outages				
<b>Monthly Total</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>

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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 7<sup>th</sup> day of the month.

### Metrics Report Summary

Service Level	Description	Current Month		Quantity
		Target	Actual	
1.0	Resolution Quality	90%	100%	36 of 36
1.1	Work Estimate Accuracy	90%	-	0
1.2	Service Reporting Delivery	7 <sup>th</sup> of Month	9/5/01	

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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%	3 of 3
2.3	Misc. Requests/Enhance.	96%	100%	31 of 31
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%	100%	1 of 1
	<b>Totals</b>	96%	100%	35 of 35

\* 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	<b>1,018</b>
3.1	Users subscribing only to default option	<b>30</b>
3.2	Users subscribing only to Option #2	<b>4</b>
3.3	Users subscribing only to Option #3	<b>17</b>
3.4	Five most common types from Option #3	1. SFA Handbooks (636)
		2. Federal Registers (616)
		3. Training Guides (609)
		4. NSLDS Reference Materials (608)
		5. Regulation Compilations (608)
3.5	Users subscribing only to Option #4	<b>5</b>
3.6	Five most common topics in Option #4	1. Training/Conferences/Meetings (643)
		2. National Student Loan Data System (NSLDS) (622)
		3. Federal Pell Grant Program (620)
		4. Student Eligibility (615)
		5. Refunds and Repayments (610)

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### Appendix A - Monthly Request Summary

Date Opened	Title	Priority	Status	Date Closed	Incentive Met
9/4/2001 1:36:00 PM	SIR 303	Medium	Closed	9/4/2001 2:00:00 PM	Yes
9/5/2001 9:58:00 AM	SIR 304	Medium	Closed	9/5/2001 11:00:00 AM	Yes
9/5/2001 10:07:00 AM	SIR 305	Medium	Closed	9/5/2001 6:30:00 PM	Yes
9/5/2001 10:07:00 AM	SIR 302	Medium	Closed	9/26/2001 4:10:00 PM	n/a
9/5/2001 5:00:00 PM	SIR 306	Low	Closed	9/6/2001 11:30:00 AM	Yes
9/7/2001 5:00:00 PM	SIR 307	Low	Closed	9/8/2001 12:00:00 PM	Yes
9/10/2001 8:00:00 AM	SIR 308	Low	Closed	9/10/2001 11:30:00 AM	Yes
9/13/2001 7:17:00 AM	SIR 309	Medium	Closed	9/13/2001 9:40:00 AM	Yes
9/13/2001 12:30:00 PM	SIR 310	Low	Open		n/a
9/14/2001 8:00:00 AM	SIR 311	Medium	Closed	9/14/2001 3:00:00 PM	Yes
9/17/2001 11:25:00 AM	SIR 294	Low	Open		n/a
9/17/2001 1:10:00 PM	SIR 312	Medium	Closed	9/17/2001 5:14:00 PM	Yes
9/17/2001 1:17:00 PM	SIR 313	Medium	Closed	9/17/2001 5:38:00 PM	Yes
9/17/2001 1:23:00 PM	SIR 314	Low	Closed	9/17/2001 5:49:00 PM	Yes
9/18/2001 10:25:00 AM	SIR 315	Medium	Closed	9/18/2001 10:47:00 AM	Yes
9/18/2001 2:58:00 PM	SIR 316	High	Closed	9/18/2001 3:30:00 PM	Yes
9/18/2001 5:00:00 PM	drmaterial Deployment	High	Closed	9/18/2001 6:00:00 PM	Yes
9/19/2001 7:46:00 AM	SIR 317	Medium	Closed	9/19/2001 10:00:00 AM	Yes
9/19/2001 11:00:00 AM	PGRFMS deployment	High	Closed	9/19/2001 11:30:00 AM	Yes
9/19/2001 11:25:00 AM	SIR 318	Low	Closed	9/19/2001 6:30:00 PM	Yes
9/19/2001 2:13:00 PM	SIR 320	Medium	Closed	9/19/2001 3:30:00 PM	Yes
9/19/2001 2:33:00 PM	SIR 319	Medium	Closed	9/19/2001 2:51:00 PM	Yes
9/19/2001 3:05:00 PM	SIR 319 - Addition	Medium	Closed	9/19/2001 3:50:00 PM	Yes
9/19/2001 3:41:00 PM	SIR 322	Medium	Closed	9/19/2001 7:30:00 PM	Yes
9/19/2001 3:47:00 PM	SIR 323	Medium	Closed	9/19/2001 6:04:00 PM	Yes
9/19/2001 5:16:00 PM	Bad NSLDS Page	High	Closed	9/19/2001 6:00:00 PM	Yes
9/20/2001 2:45:00 PM	SIR Number 324	Low	Closed	9/21/2001 10:29:00 AM	Yes
9/20/2001 3:03:00 PM	SIR Number 325	Low	Closed	9/21/2001 10:39:00 AM	Yes
9/21/2001 12:28:00 PM	SIR Number 326	High	Closed	9/21/2001 5:41:00 PM	Yes
9/21/2001 12:36:00 PM	SIR Number 328	Low	Closed	9/21/2001 4:14:00 PM	Yes
9/21/2001 2:15:00 PM	SIR Number 327	Low	Closed	9/21/2001 5:45:00 PM	Yes
9/25/2001 7:32:00 AM	SIR 329	Medium	Closed	9/25/2001 10:02:00 AM	Yes
9/25/2001 3:28:00 PM	COD Map Request	Low	Closed	9/26/2001 12:46:00 PM	Yes
9/26/2001 7:26:00 AM	SIR 330	Medium	Closed	9/26/2001 12:18:00 PM	Yes
9/26/2001 7:41:00 AM	SIR 331	High	Closed	9/26/2001 12:58:00 PM	Yes
9/26/2001 11:52:00 AM	Change Headline Title	Medium	Closed	9/26/2001 12:57:00 PM	Yes
9/26/2001 2:28:00 PM	SIR 332	High	Closed	9/28/2001 3:34:00 PM	Yes
9/27/2001 9:37:00 AM	SIR 333	Medium	Closed	9/27/2001 11:18:00 AM	Yes