

Task Order 76 - IFAP/Schools Portal Operations

Task Order 76 – IFAP/Schools Portal Support

IFAP/Schools Portal Monthly SLA Metrics Report **Deliverable 76.1.1e**

Period Ending: 11/30/01



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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.
- Successfully integrated the Calendar Templates into the various Interwoven DCR Templates.
- Submitted suggestions for improving the IFAP and School Portals search help pages.
- Continued to provide suggestions for improving the performance of the Autonomy search engine.

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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 | | 3 | 4 | 7 |
| Misc. Requests/Enhancements | | 5 | 21 | 26 |
| IFAP Autonomy Links | | | | |
| Schools Portal Autonomy Links | | | | |
| Complex Requests | | 2 | 1 | 3 |
| VDC Outages | 1 | | | 1 |
| Monthly Total | 1 | 10 | 26 | 37 |

Resolved Requests

| Request Type | High | Medium | Low | Total |
|-------------------------------|----------|----------|-----------|-----------|
| SFA TeamSite ID's | | | | |
| SFA TeamSite Access | | | | |
| User Support | | 3 | 4 | 7 |
| Misc. Requests/Enhancements | | 5 | 17 | 22 |
| IFAP Autonomy Links | | | | |
| Schools Portal Autonomy Links | | | | |
| Complex Requests | | | 1 | 1 |
| VDC Outages | 1 | | | 1 |
| Monthly Total | 1 | 8 | 22 | 31 |

Outstanding Requests

| Request Type | High | Medium | Low | Total |
|-------------------------------|----------|----------|-----------|-----------|
| SFA TeamSite ID's | | | | |
| SFA TeamSite Access | | | | |
| User Support | | | | |
| Misc. Requests/Enhancements | | | 2 | 2 |
| IFAP Autonomy Links | | | | |
| Schools Portal Autonomy Links | | | | |
| Complex Requests | | 2 | 8 | 10 |
| VDC Outages | | | | |
| Monthly Total | 0 | 2 | 10 | 12 |

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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 | 100% | 93.3% | 28 of 30 ¹ |
| 1.1 | Work Estimate Accuracy | 90% | 0% | 0 of 1 |
| 1.2 | Service Reporting Delivery | 7 th of Month | 12/7/01 | |

1. The VDC Outage (SIR 382) is not included in this Service Level Metric.

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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% | 7 of 7 |
| 2.3 | Misc. Requests/Enhance. | 96% | 100% | 22 of 22 |
| 2.4 | IFAP Autonomy Hyperlinks | 96% | | |
| 2.5 | Schools Portal Autonomy | 96% | | |
| | Totals | 96% | 100% | 29 of 29 |

* 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 | 1,087 |
| 3.1 | Users subscribing only to default option | 28 |
| 3.2 | Users subscribing only to Option #2 | 3 |
| 3.3 | Users subscribing only to Option #3 | 27 |
| 3.4 | Five most common types from Option #3 | 1. SFA Handbooks (599) |
| | | 2. Federal Registers (575) |
| | | 3. Training Guides (564) |
| | | 4. Regulation Compilations (562) |
| | | 5. NSLDS Reference Materials (561) |
| 3.5 | Users subscribing only to Option #4 | 4 |
| 3.6 | Five most common topics in Option #4 | 1. Training/Conferences/Meetings (595) |
| | | T2. Federal Pell Grant Program (574) |
| | | T2. National Student Loan Data System (NSLDS) (574) |
| | | 4. Student Eligibility (562) |
| | | 5. FAFSA Processing/SAR/ISIR (561) |

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Appendix A – Monthly Request Summary

| Date Opened | Title | Priority | Status | Date Closed | Incentive Met |
|--------------------|-----------------------------------|-----------------|---------------|--------------------|----------------------|
| 8/9/01 3:15 PM | SIR 275 | Low | Closed | 11/2/01 3:35 PM | N/A* |
| 11/2/01 12:45 PM | SIR 351 | Medium | Closed | 11/2/01 4:30 PM | Yes |
| 11/5/01 12:37 PM | SIR 355 | Low | Closed | 11/6/01 11:06 AM | Yes |
| 11/5/01 12:30 PM | SIR 353 | Low | Closed | 11/5/01 2:15 PM | Yes |
| 11/5/01 12:37 PM | SIR 354 | Low | Closed | 11/6/01 12:37 PM | Yes |
| 11/6/01 10:30 AM | SIR 357 | Low | Closed | 11/7/01 9:32 AM | Yes |
| 11/6/01 12:18 PM | SIR 358 | Medium | Closed | 11/6/01 3:50 PM | Yes |
| 11/6/01 12:36 PM | SIR 352 | Low | Closed | 11/7/01 2:40 PM | Yes |
| 11/7/01 1:43 PM | SIR 359 | Low | Closed | 11/7/01 3:54 PM | Yes |
| 11/9/01 1:45 PM | SIR 360 | Low | Closed | 11/9/01 4:45 PM | Yes |
| 11/13/01 10:00 AM | Rework Search Help | Low | Open | | N/A** |
| 11/14/01 1:30 PM | SIR 361 | Medium | Closed | 11/14/01 3:45 PM | Yes |
| 11/15/01 10:30 AM | SIR 362 | Low | Closed | 11/15/01 1:45 PM | Yes |
| 11/15/01 11:15 AM | Add Search Capability to E-CFR | Low | Open | | N/A** |
| 11/16/01 12:00 PM | Review the CFG Files in Staging | Medium | Closed | 11/16/01 2:30 PM | Yes |
| 11/19/01 12:30 PM | SIR 363 | Low | Closed | 11/19/01 2:30 PM | Yes |
| 11/20/01 12:30 PM | SIR 364 | Low | Closed | 11/21/01 11:00 AM | Yes |
| 11/20/01 12:45 PM | SIR 365 | Low | Closed | 11/20/01 4:45 PM | Yes |
| 11/20/01 3:45 PM | SIR 366 | Low | Closed | 11/20/01 4:15 PM | Yes |
| 11/20/01 4:45 PM | SIR 367 | Low | Closed | 11/21/01 10:00 AM | Yes |
| 11/21/01 11:15 AM | SIR 368 | Low | Closed | 11/21/01 1:30 PM | Yes |
| 11/21/01 12:30 PM | SIR 369 | Low | Closed | 11/21/01 1:00 PM | Yes |
| 11/26/01 12:30 PM | SIR 370 | Low | Open | | N/A** |
| 11/26/01 2:15 PM | SIR 371 | Low | Closed | 11/27/01 8:30 AM | Yes |
| 11/26/01 3:26 PM | SIR 374 | Medium | Closed | 11/29/01 5:50 PM | Yes |
| 11/27/01 8:15 AM | SIR 372 | Low | Closed | 11/27/01 11:00 AM | Yes |
| 11/27/01 9:30 AM | Review Autonomy Results Weighting | Medium | Open | | N/A** |
| 11/27/01 9:30 AM | Investigate Quotes in Autonomy | Medium | Open | | N/A** |
| 11/27/01 3:36 PM | SIR 373 | Medium | Closed | 11/30/01 12:15 PM | Yes |
| 11/28/01 9:28 AM | SIR 375 | Medium | Closed | 11/29/01 3:07 PM | Yes |
| 11/28/01 11:25 AM | SIR 376 | Low | Closed | 11/30/01 3:30 PM | Yes |
| 11/28/01 2:18 PM | SIR 377 | Low | Closed | 11/30/01 10:30 AM | Yes |
| 11/29/01 10:15 AM | SIR 378 | Low | Open | | N/A** |
| 11/29/01 1:45 PM | SIR 380 | Low | Closed | 11/30/01 1:30 PM | Yes |

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| Date Opened | Title | Priority | Status | Date Closed | Incentive Met |
|------------------|---------|----------|--------|-------------------|---------------|
| 11/29/01 1:45 PM | SIR 379 | Low | Closed | 11/30/01 11:45 AM | Yes |
| 11/29/01 3:30 PM | SIR 381 | Medium | Closed | 11/30/01 11:45 AM | Yes |
| 11/29/01 4:30 PM | SIR 382 | High | Closed | 11/30/01 11:00 AM | N/A* |
| 11/30/01 4:00 PM | SIR 383 | Low | Open | | N/A** |

* These are Complex SIRs or VDC Outages that are not included in the Incentive requirement.

** These SIRs have not yet been completed; hence, no incentive attached.