

Task Order 76 - IFAP/Schools Portal Operations

Task Order 76 – IFAP/Schools Portal Support

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

Period Ending: 1/31/02



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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.
- Submitted suggestions for improving the IFAP and School Portals search help pages.
- Continued efforts on improving the performance of the Autonomy search engine.
- Implemented plan for CSCC to update contact lists on IFAP and Schools Portals site using Interwoven.
- Modified Interwoven to allow CSCC to upload graphics for documents.
- Implemented security feature to IFAP site what prevents users from browsing directory contents.

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Help Desk Monthly Throughput

Incoming Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's		1		1
SFA TeamSite Access				
User Support	6	4	2	12
Misc. Requests/Enhancements	5	11	10	26
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests		1	2	3
VDC Outages				
Monthly Total	11	17	14	42

Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's		1		1
SFA TeamSite Access				
User Support	6	4	2	12
Misc. Requests/Enhancements	5	11	12	28
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests			2	2
VDC Outages				
Monthly Total	11	16	16	43

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	1	4	8	13
VDC Outages				
Monthly Total	1	4	10	15

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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%	97.6%	40 of 41 ¹
1.1	Work Estimate Accuracy	90%	0%	0 of 1 ²
1.2	Service Reporting Delivery	7 th of Month	1/7/02	

1. SIR #419 had to be reworked.
2. One complex SIR was reassigned to the ITA Team and does not appear in this Metric. Also, the time estimate was missed for the other complex SIR (423).

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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%	100%	1 of 1
2.1	SFA TeamSite Access	96%		
2.2	User Support	96%	100%	12 of 12
2.3	Misc. Requests/Enhance.	96%	100%	28 of 28
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%		
	Totals	96%	100%	41 of 41

* 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* - Number of users who registered with the IFAP site during the reporting month.
- *Statistic 3.5* - Number of users who logged into the IFAP site with their User ID during the reporting month.
- *Statistic 3.6* - The five most common publication types subscribed to in Option #3.
- *Statistic 3.7* - Number of unique IFAP users that subscribe *only* to Option #4 (IFAP additions by Program/Service).
- *Statistic 3.8* - The five most common topics subscribed to in Option #4.

Number	Description	Value(s)	% Change
3.0	Users subscribing to one or more options	1,304	2.9% (+33)
3.1	Users subscribing only to default option	205	12.5% (+4)
3.2	Users subscribing only to Option #2	3	0% (+0)
3.3	Users subscribing only to Option #3	30	12.9% (+4)
3.4	Users Registered during the month	249	75.4% (+107)
3.5	Users who last logged in during month	356	60.4% (+134)
3.6	Five most common types from Option #3	1. SFA Handbooks (583)	
		2. Federal Registers (552)	
		3. NSLDS Reference Materials (543)	
		4. Training Guides (544)	
		5. Pell Grant Program Materials (539)	
		5. Regulation Compilations (539)	
3.7	Users subscribing only to Option #4	2	0% (+0)
3.8	Five most common topics in Option #4	1. Training/Conferences/Meetings (580)	
		2. Federal Pell Grant Program (561)	
		3. National Student Loan Data System (NSLDS) (557)	
		4. Campus Based Programs (547)	
		5. FAFSA Processing/SAR/ISIR (544)	
		5. Refunds and Repayments (544)	

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Appendix A – Monthly Request Summary

Date Opened	Title	Priority	Status	Date Closed	Incentive Met
10/30/01 11:53 AM	Add New SFA Coach to IFAP	Low	Closed	1/10/02 10:00 AM	N/A ¹
12/20/01 10:00 AM	Problem Seeing Images in Interwoven	Low	Closed	1/10/02 10:00 AM	Yes
12/20/01 10:00 AM	Add Users Receiving Subscriptions	Low	Closed	1/8/02 10:30 AM	Yes
1/3/02 8:30 AM	SIR 409	Medium	Closed	1/3/02 10:30 AM	Yes
1/3/02 10:45 AM	SIR 410	Low	Closed	1/3/02 1:00 PM	Yes
1/4/02 8:00 AM	SIR 411	Low	Closed	1/4/02 8:15 AM	Yes
1/4/02 3:00 PM	SIR 412	Low	Closed	1/7/02 1:30 PM	Yes
1/7/02 9:00 AM	IFAP Page Missing	High	Closed	1/7/02 9:30 AM	Yes
1/7/02 10:30 AM	SIR 413	High	Closed	1/7/02 11:00 AM	Yes
1/7/02 11:15 AM	SIR 414	High	Closed	1/7/02 12:50 PM	Yes
1/7/02 11:30 AM	Another Deployment Problem?	High	Closed	1/7/02 1:30 PM	Yes
1/8/02 1:15 PM	SIR 415	High	Closed	1/8/02 2:15 PM	Yes
1/9/02 2:15 PM	Request for HW and SW Info	High	Closed	1/9/02 2:45 AM	Yes
1/10/02 12:36 PM	SIR 418	Low	Closed	1/11/02 12:30 PM	Yes
1/10/02 10:15 AM	SIR 417	Medium	Closed	1/10/02 11:00 AM	Yes
1/10/02 11:10 AM	Remove Duplicate IFAP ID	Medium	Closed	1/10/02 11:15 AM	Yes
1/11/02 3:30 PM	SIR 419	Low	Closed	1/14/02 2:15 PM	Yes
1/11/02 4:24 PM	SIR 420	Medium	Closed	1/14/02 2:15 PM	Yes
1/14/02 1:30 PM	SIR 421	Medium	Closed	1/14/02 4:45 PM	Yes
1/14/02 5:00 PM	SIR 422	Medium	Closed	1/15/02 9:00 AM	Yes
1/15/02 8:50 AM	Enable IFAP Autonomy Search	Low	Open		N/A ²
1/15/02 9:00 AM	SIR 423	Low	Closed	1/31/02 5:00 PM	N/A ³
1/15/02 11:00 AM	SIR 416	High	Closed	1/15/02 12:00 PM	Yes
1/15/02 12:45 PM	SIR 424	Low	Closed	1/16/02 1:45 AM	Yes
1/15/02 1:45 PM	Renaming Workareas	Low	Closed	1/16/02 8:30 AM	Yes
1/15/02 1:48 PM	Remove Portal ID	Low	Closed	1/15/02 2:30 PM	Yes
1/15/02 2:00 PM	SIR 425	Low	Closed	1/16/02 10:30 AM	Yes
1/15/02 2:00 PM	SIR 426	Low	Closed	1/16/02 4:00 PM	Yes
1/17/02 10:15 AM	SIR 427	Medium	Closed	1/23/02 4:18 PM	Yes ⁴
1/17/02 10:15 AM	SIR 428	Medium	Closed	1/17/02 11:30 AM	Yes
1/17/02 10:30 AM	SIR 429	Medium	Closed	1/18/02 8:45 AM	Yes
1/18/02 10:00 AM	SIR 430	Medium	Closed	1/18/02 4:15 PM	Yes
1/18/02 10:00 AM	SIR 431	Medium	Closed	1/22/02 1:45 PM	Yes

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Date Opened	Title	Priority	Status	Date Closed	Incentive Met
1/22/02 8:45 AM	SIR 432	Low	Closed	1/22/02 9:45 AM	Yes
1/22/02 4:45 PM	Security Weakness – Browsing Dirs	High	Closed	1/23/02 12:30 PM	Yes
1/23/02 3:30 PM	Correct doc0220_bodyoftext.htm page	Medium	Closed	1/23/02 3:40 PM	Yes
1/23/02 3:59 PM	Add 2002 Award Year Under DL	Medium	Closed	1/23/02 4:09 PM	Yes
1/24/02 2:30 PM	DPCLATTERS Deployment	Medium	Closed	1/24/02 3:00 PM	Yes
1/24/02 3:15 PM	SIR 433	Low	Closed	1/24/02 3:45 PM	Yes
1/25/02 8:45 AM	TGolden1 cannot access IFAP	High	Closed	1/25/02 8:50 AM	Yes
1/25/02 12:45 AM	Trouble Saving a DCR	High	Closed	1/25/02 2:00 PM	Yes
1/28/02 10:15 AM	SIR 434	Medium	Closed	1/28/02 2:00 PM	Yes
1/28/02 10:57 AM	SFALinks.html Problem	High	Closed	1/28/02 11:27 AM	Yes
1/28/02 11:53 AM	SIR 435	Medium	Open		N/A ²
1/30/02 12:06 PM	Add Award Year On DLTR jsp page	Medium	Closed	1/30/02 12:30 PM	Yes

1. SIR was transferred to the ITA team to complete (closed to reflect this).
2. These SIRs were still opened at the end of the reporting period.
3. Complex SIR not applicable to the incentive fee.
4. SIR 427 required clarification that delayed completion.

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Appendix B – Monthly Availability

This chart displays monthly availability for the websites. Availability Percentage is based on a 24-hour day, and excludes scheduled downtime for maintenance.

Date	Availability %	Notes
(Tue) 1 Jan 2002	100%	
(Wed) 2 Jan 2002	100%	
(Thu) 3 Jan 2002	100%	
(Fri) 4 Jan 2002	100%	
(Sat) 5 Jan 2002	100%	
(Sun) 6 Jan 2002	100%	
(Mon) 7 Jan 2002	100%	su35e10 server did not reboot properly over the weekend, causing failover to su35e12. There was no impact on end users resulting from this occurrence.
(Tue) 8 Jan 2002	41.7%	Connections between IHS and WAS applications were hanging preventing connections to IFAP site. Problem began at 6:40pm on 1/7/02 and lasted 14 hours.
(Wed) 9 Jan 2002	100%	
(Thu) 10 Jan 2002	100%	
(Fri) 11 Jan 2002	100%	
(Sat) 12 Jan 2002	100%	
(Sun) 13 Jan 2002	100%	
(Mon) 14 Jan 2002	100%	
(Tue) 15 Jan 2002	100%	
(Wed) 16 Jan 2002	100%	
(Thu) 17 Jan 2002	100%	
(Fri) 18 Jan 2002	100%	
(Sat) 19 Jan 2002	100%	
(Sun) 20 Jan 2002	100%	
(Mon) 21 Jan 2002	100%	
(Tue) 22 Jan 2002	100%	
(Wed) 23 Jan 2002	100%	
(Thu) 24 Jan 2002	100%	
(Fri) 25 Jan 2002	100%	
(Sat) 26 Jan 2002	100%	
(Sun) 27 Jan 2002	100%	
(Mon) 28 Jan 2002	100%	
(Tue) 29 Jan 2002	100%	
(Wed) 30 Jan 2002	100%	
(Thu) 31 Jan 2002	93.8%	JRun application needed to be restarted. Downtime resulted in users not being able to access Schools Portal Headlines or Calendar pages.