

Task Order 76 - IFAP/Schools Portal Operations

Task Order 76 – IFAP/Schools Portal Support

IFAP/Schools Portal Monthly SLA Metrics Report Deliverable 76.1.1h

Period Ending: 2/28/02



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

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Introduction

This is the monthly metrics report for Task Order 76, IFAP and Schools Portal Support. 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.
- Continued efforts on improving the performance of the Autonomy search engine. These efforts included enabling searching on the Federal Register pages of the ED web site and synchronizing the IFAP and Schools Portal search databases.
- Added Interwoven template to allow CSCC to update contact phone numbers for regional call centers.
- Began efforts to assemble transition documents for the new subcontractor.

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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	2		3
Misc. Requests/Enhancements	3	6	10	19
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests			2	2
VDC Outages				
Monthly Total	4	8	12	24

Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support	1	2		3
Misc. Requests/Enhancements	3	6	10	19
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests	1	1	2	4
VDC Outages				
Monthly Total	5	9	12	26

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		3	10	13
VDC Outages				
Monthly Total		3	10	13

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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%	100%	22 of 22
1.1	Work Estimate Accuracy	90%	100%	4 of 4
1.2	Service Reporting Delivery	7 th of Month	3/7/02	

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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%	19 of 19
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%		
	Totals	96%	100%	22 of 22

* 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	1,521	16.6% (+217)
3.1	Users subscribing only to default option	403	96.6% (+198)
3.2	Users subscribing only to Option #2	3	0% (+0)
3.3	Users subscribing only to Option #3	30	0% (+0)
3.4	Users Registered during the month	242	(2.8%) (-7)
3.5	Users who last logged in during month	342	(3.9%) (-14)
3.6	Five most common types from Option #3	1. SFA Handbooks (576)	
		2. Federal Registers (543)	
		3. NSLDS Reference Materials (537)	
		4. Training Guides (537)	
		5. FAFSAs and Renewable FAFSAs (533)	
3.7	Users subscribing only to Option #4	1	(50%) (-1)
3.8	Five most common topics in Option #4	1. Training/Conferences/Meetings (578)	
		2. Federal Pell Grant Program (557)	
		3. National Student Loan Data System (NSLDS) (552)	
		4. Campus Based Programs (543)	
		5. Student Eligibility (540)	
		5. Refunds and Repayments (540)	

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Appendix A – Monthly Request Summary

Date Opened	Title	Priority	Status	Date Closed	Incentive Met
11/9/01 9:00am	Synchronize IFAP and SP Search DBs	High	Closed	2/28/02 3:30pm	N/A ¹
11/29/01 10:15am	SIR 378	Low	Closed	2/1/02 2:49pm	N/A ¹
1/15/02 8:50am	Enable search on ED Federal Register	Low	Closed	2/28/02 3:30pm	N/A ¹
1/28/02 11:53am	SIR 435	Medium	Closed	2/14/02 5:00pm	N/A ¹
2/1/02 12:28pm	SIR 437	Medium	Closed	2/5/02 10:49am	Yes
2/1/02 3:00pm	SIR 436	Low	Closed	2/8/02 2:40pm	Yes
2/4/02 11:30am	SIR 443	Medium	Closed	2/4/02 2:30pm	Yes
2/4/02 2:10pm	SIR 438	High	Closed	2/4/02 4:15pm	Yes
2/4/02 2:56pm	Link to COD jsp Page	Medium	Closed	2/4/02 4:19pm	Yes
2/5/02 8:00am	SIR 439	Low	Closed	2/5/02 9:00am	Yes
2/5/02 10:00am	SIR 440	Low	Open		N/A ²
2/5/02 11:30am	SIR 441	Medium	Closed	2/5/02 5:45pm	Yes
2/6/02 10:50am	SIR 442	Low	Closed	2/11/02 3:00pm	Yes
2/8/02 8:50am	SIR 445	Low	Closed	2/11/02 10:50am	Yes
2/8/02 11:45am	SIR 446	Low	Open		N/A ²
2/11/02 1:40pm	Single Login Info for Colleen	High	Closed	2/11/02 2:30pm	Yes
2/12/02 1:00pm	Add 2002-2003 award year to jsp	High	Closed	2/13/02 11:00am	Yes
2/12/02 2:45pm	SIR 444	Medium	Closed	2/14/02 10:10am	Yes
2/13/02 2:30pm	SIR 449	Low	Closed	2/15/02 11:30am	Yes
2/13/02 2:30pm	SIR 448	Low	Closed	2/14/02 10:00am	Yes
2/14/02 1:15pm	Increase attachments for edereferences	Medium	Closed	2/14/02 1:30pm	Yes
2/15/02 2:15pm	SIR 450	High	Closed	2/15/02 2:30pm	Yes
2/20/02 8:15am	SIR 451	Low	Closed	2/20/02 9:30am	Yes
2/20/02 11:46am	IFAP and SP System Diagrams	Medium	Closed	2/20/02 3:26pm	Yes
2/20/02 3:00pm	SIR 452b	Low	Closed	2/20/02 5:45pm	Yes
2/22/02 2:45pm	SIR 452a	Medium	Closed	2/28/02 12:54pm	Yes ³
2/25/02 11:30am	SIR 453	Low	Closed	2/25/02 2:00pm	Yes
2/26/02 1:00pm	SIR 454	Low	Closed	2/26/02 1:45pm	Yes

1. Complex SIR not applicable to the incentive fee.
2. This SIR was still open at the end of the reporting period.
3. SIR 452a 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
(Fri) 1 Feb 2002	87.5%	Production Database server (HPV2) crashed; 3 hour outage from 7:40am until 10:40am
(Sat) 2 Feb 2002	100%	
(Sun) 3 Feb 2002	100%	
(Mon) 4 Feb 2002	100%	
(Tue) 5 Feb 2002	100%	
(Wed) 6 Feb 2002	100%	
(Thu) 7 Feb 2002	100%	
(Fri) 8 Feb 2002	100%	
(Sat) 9 Feb 2002	100%	
(Sun) 10 Feb 2002	100%	
(Mon) 11 Feb 2002	60.4%	HPV1/HPV2 crashes at VDC caused total outage of 9.5 hours (from 2:30am until 11am and again at 1:45pm until 2:45pm)
(Tue) 12 Feb 2002	91.7%	Hanging connections between IFAP web server and application server caused 2 hour outage from 3:45pm until 5:45pm
(Wed) 13 Feb 2002	100%	
(Thu) 14 Feb 2002	100%	
(Fri) 15 Feb 2002	100%	
(Sat) 16 Feb 2002	100%	
(Sun) 17 Feb 2002	100%	
(Mon) 18 Feb 2002	100%	
(Tue) 19 Feb 2002	100%	
(Wed) 20 Feb 2002	100%	
(Thu) 21 Feb 2002	100%	
(Fri) 22 Feb 2002	97.9%	½ hour outage from 3:45pm until 4:15pm. VDC attributed problem to network failure.
(Sat) 23 Feb 2002	100%	
(Sun) 24 Feb 2002	87.5%	HPV1/HPV2 failure caused 3 hour outage from 7:15am until 10:15am.
(Mon) 25 Feb 2002	100%	
(Tue) 26 Feb 2002	100%	
(Wed) 27 Feb 2002	100%	
(Thu) 28 Feb 2002	100%	