



Schools Portal and IFAP Applications Maintenance Reference Guide

The information in this guide is intended to assist resources on the Schools Portal and IFAP Applications Maintenance team. It contains useful information concerning the design, deliverables, and daily tasks for IFAP and Schools Portal.

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Transition Information:

- *Assumptions Document:* A list of skills and applications that the contractor should be knowledgeable in to take over this role.
- *Transition Checklist:* A checklist covering functions that the vendor will be trained in.
- *Schools Portal/IFAP Responsibility Matrix:* States responsible organizations for activities relating to the operations of IFAP and Schools Portal.
- *Quick Reference Guide:* A list of phone numbers and contact information for FSA employees on IFAP and Schools Portals.

Design Documents: **As released in Production Documents.

- *SFA Portal Application Architecture and Detailed Design:* Analysis of technical requirements for FSA Portal.
- *Low Level Design Documents:* Detailed file structure and content layout of the SFA Schools Portal.
- *Detailed Database Design for FSA Portals:* Describes the layout of the relational database used in the implementation of the FSA Portal version 1.02.
- *IFAP Migration Requirements Document:* Overall description of the IFAP application, including the requirements, environments, and figures and tables.
- All other Deliverables relating to Requirements and Design Documents can be found at: http://FSAnet/cio/library/task_order/task10/task_order121.htm

Production Readiness Review Documents:

- *Due Diligence Checklist:* Operations, Automation, Technical Architecture, and Migration Strategy.
- *IFAP Escalation Procedure Document and Callout Document:* explains troubleshooting procedures for Schools Portal and IFAP for ED staff and Mod Partner Ops.
- *Memorandum of Understanding:* VDC Service Level Requirements for IFAP and Schools Portal.



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Operations and Procedural Information:

- *Content Management and Functional Processes & Procedures Document:* Content creation and delivery processes, and Teamsite functional procedures.
- *IFAP/Schools Portal Diagnostic List:* Help document to assist VDC with determining who to forward technical support calls to for FSA IFAP and Schools Portal Applications.
- *Inventory of Systems and Servers:* document that lists all the software and hardware affecting the IFAP/Schools Portals sites including a guide to URLs, server names and IP addresses.
- *Frequently asked questions:* a list of FAQs that do not fall into one or the other categories.

Issue Tracking Database:

- *Rational ClearQuest User Guide:* A guide for submitting requests to the support team, with instructions on querying and reporting.