



Federal Student Aid (FSA) *Student Aid on the Web*

Release 2 Implementation **Status Report**

Deliverable 79.3.1b
September 9, 2003



Change Record

Date	Author	Version	Change Reference
9/9/03	Heather Stevens	1.0	Original submission.



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1. Executive Summary

1.1 Introduction

On Sunday, September 7, 2003, *Student Aid on the Web* (formerly known as the Students Portal) Release 2 was implemented in production (<http://studentaid.ed.gov/>). The following document describes the activities completed in support of this implementation.

1.2 Background

In April 2002, FSA launched Release 1.0 of both the Students and FP Portals. In September 2002, Release 1.1 of the Students Portal and Release 2 of the FP Portal were made available with additional information, tools, and links. Release 2 of the Students Portal was delayed so that the necessary paperwork and postings could take place to meet the Privacy Act requirements for System of Record as well as the Office of Management and Budget (OMB) requirements for the Information Collection Clearance (ICC) process. In August 2003, the Students Portal was renamed to *Student Aid on the Web*.

Approval to move forward with the implementation of Release 2 was received from OMB on Thursday, September 4, 2003 with the approval of the ICC packet.

1.3 Report Organization

This Implementation Status Report includes the following:

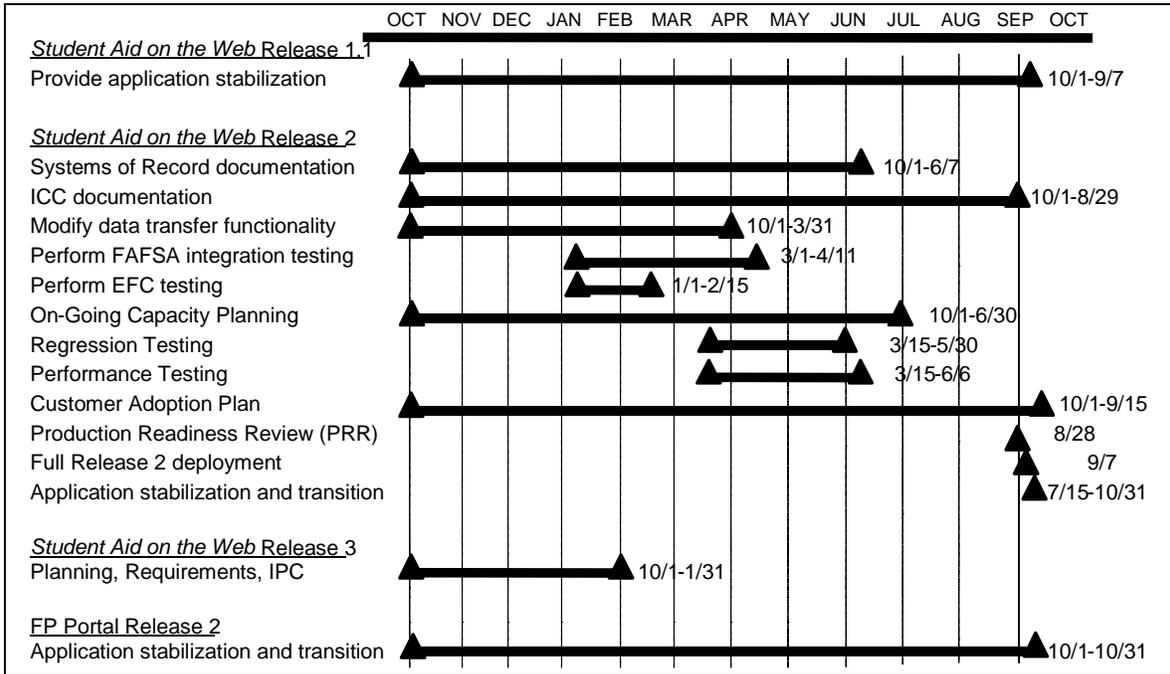
- Section 2. *Student Aid on the Web Status*. This section provides an update on completed and planned activities.
- Section 3. *Implementation Summary*. This section provides an update on the activities completed in association with the implementation of Release 2 during the weekend of September 5-7, 2003.
- Section 4. *Summary*. This section provides a summary of the project and production status.



2. Student Aid on the Web Status

2.1 Overall Project Schedule

The overall project schedule for *Student Aid on the Web* and the Financial Partners Portal is shown below.



3. Implementation Summary

3.1 Production Readiness Review

The Production Readiness Review for Release 2 of *Student Aid on the Web* was held on Thursday, August 28, 2003. Approval to move forward with the implementation of Release 2 was received through a formal sign-off from Mike Rockis, Jeff Robinson, Adam Essex, Mary K. Muncie, and Mike Fillinich.

3.2 Implementation Activities

Computer Science Corporation (CSC) implemented the code/configuration/Autonomy changes in support of the release. The database changes were implemented on Friday, September 5, 2003. Xap Corporation deployed their changes on Saturday, September 6, 2003.

During the maintenance window on Sunday, September 7, 2003, CSC encountered some issues with servers su35e8 (the old Schools Portal server now used to support additional capacity for *Student Aid on the Web*), su35e15 (Autonomy), and su35e9 (WebSphere Application Server). su35e8 and su35e15 issues were resolved, however more time was required to troubleshoot su35e9. Waivers (up to 3PM) were requested by CSC and granted in order to allow resolution of the server issues past the normal maintenance window. The server issues were eventually resolved by late morning.

Once the server issues were resolved, testing began and it was discovered that users creating a new account were receiving an Internal Server Error after the registration was completed and they were transferring back to the Virtual Data Center (VDC) side of *Student Aid on the Web*. After talking to the Database Administrator (DBA) for CSC, it was determined that the database changes had been made however the supporting data in some of the tables had not been copied over. Once this miscommunication was identified and the changes needed to data were made, the Internal Server Error disappeared and testing resumed.

A user trying to add a bookmark could not have it save in the 'Access Bookmarks' page. After further troubleshooting, it was decided to remove the bookmark links from both VDC and Xap pages until the issue is resolved.

Xap noted that the FAFSA pre-population was not working and the issue would need some coordination with Pearson in order to resolve.



At 2:45PM, after all the changes were made and testing was completed, it was decided to have a 'Go' to move forward with the Akamai Domain Name System (DNS) change. After the change was made, time was needed for the DNS change to take effect and also changes were made to support www.studentaid.ed.gov in addition to studentaid.ed.gov. Testing began after nslookup confirmed the Akamai result was correct.

At 5:40PM, the *Student Aid on the Web* implementation, with Akamai, was completed.

3.3 Status of Outstanding Implementation Issues

Following is the current status of the issues encountered during the *Student Aid on the Web* implementation:

- Bookmarks

After working with the VDC DBA to examine the differences between the stage and production databases, it was discovered that the bookmark sequence was not created/copied in the production database. The bookmark sequence allows the `insertUserBookmark()` method in the bookmark code to insert bookmark data into the database bookmark tables. Without this sequence, adding bookmarks is not possible, explaining why no one could insert bookmarks during the implementation testing. A sequence has been created in production for the XAP_BOOKMARK and XAP_USER_BOOKMARK tables, under ECM CR # is 5082 on September 9, 2003. The Accenture and Xap team is in the process of moving the necessary code to production so that users can see and use the bookmark links.

- FAFSA Pre-population

Xap Corporation had to work with NCS Pearson to include the appropriate Uniform Resource Locator (URL) for the FAFSA Pre-population functionality. NCS Pearson has notified Xap to expect completion of the appropriate changes on Tuesday, September 9, 2003.

4. Summary

Release 2 of *Student Aid on the Web* was implemented successfully on Sunday, September 7, 2003. The Release included the Akamai solution to address an expected increase in users as a result of the significantly enhanced functionality.

Ongoing post-implementation activities include stabilization of the site, transition to the new Operating Partner, and support of marketing efforts.