

# **Federal Student Aid (FSA) Enterprise Portal – Release 1**

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**Responsibility Matrix**



1.0 Purpose .....3



## **1.0 Purpose**

The purpose of this document is to identify the appropriate organizational owners of several important processes and procedures in Enterprise Portal (Students and Financial Partners) Release 1.0. This is a living document, and should be updated continuously as changes to the production environment of Enterprise Portal (Students and Financial Partners) 1.0 are introduced.

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Task No.	TASK DESCRIPTION	Organization					Owner
		Financial Partners & Students Channel	FSA/CIO	Application Maintenance (Mod Partner)	Architecture Operations (Mod Partner)	Infrastructure Operations (CSC)	
	<b>Requirements, Capacity Planning and Recommendations</b>						X
1A	<i>Submit Hardware and Software Requirements for each Web project/task order.</i>				P	S	Arch Ops
1B	Submit Hardware and Software Requirements for each Web project/task order (Acquisition).	A			P	S	Arch Ops
2	Perform technical reviews of hardware changes and coordinate the installation or deinstallation of hardware. Ensure the appropriate facilities (floor space, power, air conditioning) are available.				S	P	CSC Service Delivery
3	Notify all teams of all expected HW/SW deliveries.					P	CSC
	<b>Installation Setup and Systems Configuration for Development and Production Environments</b>						X
4	Receive and configure hardware, OS software, and network purchased by FSA/CIO.					P	CSC Network
4A	Receive and configure application software purchased by FSA/CIO.				P	S	Arch Ops
5	Installation and Configuration of Operating System				-	P	CSC Sys Admin
5A	On-going configuration/performance tuning of Operating System				S	P	CSC
6	Installation and Configuration of System Utilities and/or Application tools					P	CSC Sys Admin

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7	Installation and Configuration of Network & Communication Infrastructure				-	P	CSC Network
8	Installation and Configuration of Backup Facility					P	CSC Sys Admin
9	Installation and Configuration of Security System					P	CSC Sys Admin
	<b>Applications Administration and Management</b>						X
10	Identify staffing requirements			J	J	J	Joint
11	Identify staff training requirements necessary to perform job duties	J	J	J	J	J	Joint
12	Identify and attend technical and management training seminars with Internet/Web focus	J	J	J	J	J	Joint
13	Provide FSA CIO with IP source/destination, ports and protocols information for application developers requiring access to the Enterprise Portal (Students and Financial Partners) system (to initiate security authorization process).	N/A	N/A	N/A	N/A	N/A	x
14	Provide CSC with IP source/destination, ports and protocols information to authorize access for the specified application developer	N/A	N/A	N/A	N/A	N/A	x
15	Set up remote administration capabilities for authorized users					P	CSC Sys Admin
16	Responsible for install and upgrades of Database software in all environments.			S	S	P	CSC DBA
17	Configure of ITA products.			S	P	S	Arch Ops
18A	Deploy Enterprise Portal (Students and Financial Partners) application software			S		P	CSC Sys Admin
18B	Provide application and database process alert scripts for use by CA-TNG. (Note: Application alert scripts not initially required, but may be required in future)	N/A	N/A	N/A	N/A	N/A	X
18C	Application executable alert scripts are TBD.	N/A	N/A	N/A	N/A	N/A	X

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18D	CA-TNG training, if necessary, to be provided by FSA.	N/A	N/A	N/A	N/A	N/A	X
19	Monitor and analyze ITA product logs.			P	S	S	App Maint
20	Provide Enterprise Portal (Students and Financial Partners) Application Statistics.			P			App Maint
21	Provide Enterprise Portal (Students and Financial Partners) application support for users.			P			App Maint
22	Provide information for Web based data entry on proper system use and protection of system information resources.	N/A	N/A	N/A	N/A	N/A	X
23	Respond to user feedback and oversee implementation of Enterprise Portal (Students and Financial Partners) application changes and/or corrections as needed.	S	S	P			App Maint
24	Develop trouble-shooting procedures to respond to server/communications problems.					P	CSC Service Delivery
25	Develop trouble-shooting procedures to respond to application problems.				S	P	CSC Service Delivery
26	Configure Network Dispatcher as servers are added and removed.				S	P	CSC Service Delivery
27	Install and configure WAS, I.H.S., ITA Frameworks, Database Clients, etc. as servers are added and removed.				P	S	Arch Ops
	<b>Performance Management and Reliability</b>						X
28	Perform server maintenance on a scheduled basis that is communicated to all teams.					P	CSC Sys Admin
29	Notify designated contacts on any scheduled downtime for upgrades and/or maintenance.			S	S	P	CSC Service Delivery
30	Identify and recommend tools (development, testing, etc.)	J	J	J	J	J	Joint
31	Utilize a defined tracking and reporting system for problem reports and problem resolution. Distribute these reports on the defined frequency.			S	S	P	CSC Operations

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32	Perform technical reviews of OS/Network software changes and coordinate the installation or deinstallation of software i.e. patches, PTFs	S	S	S	S	P	CSC Sys Admin
32A	Perform technical reviews of ITA product changes and coordinate the installation or deinstallation of software (e.g., patches, PTF's, etc.)	S	S	S	P	S	Arch Ops
33	Responsible for providing support for internal and external audits.			S	S	P	CSC Service Delivery
34	Responsible for generating weekly system performance report for the production servers to include CPU Utilization, Disk Activity, Network Utilization, and Memory Utilization.				S	P	CSC Service Delivery
35	Identify and implement any short-term fixes to eliminate the immediate ITA problems.			S	P	S	Arch Ops
35A	Identify and implement any short-term fixes to eliminate the immediate Enterprise Portal (Students and Financial Partners) application problems.			P	S	S	App Maint
36	A permanent, corrective action will be identified and implemented with appropriate follow-up to ensure the fault is eliminated from the ITA products.			S	P	S	Arch Ops
36A	A permanent, corrective action will be identified and implemented with appropriate follow-up to ensure the fault is eliminated from the Enterprise Portal (Students and Financial Partners) application.			P	S	S	App Maint
37	The problem will be documented and tracked by the respective contractors' problem management process.			J	J	J	Joint
	<b>COMPUTER OPERATIONS</b>						x
38	Follow all appropriate Change Management, Problem Resolution & Escalation Procedures.	J	J	J	J	J	Joint

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39	Document/Report Student Channel hardware/software problems following the troubleshooting and escalation procedures.			S	S	P	CSC Service Delivery
41	Provide 24 x 7 system level support of Enterprise Portal (Students and Financial Partners) production and development infrastructure.			S	S	P	CSC Operations
41A	Provide 24 x 7 system level support of Enterprise Portal (Students and Financial Partners) production and development ITA products.			S	P	S	Arch Ops
41B	Provide 24 x 7 system level support of Enterprise Portal (Students and Financial Partners) production and development Enterprise Portal (Students and Financial Partners) application.			P	S	S	App Maint
42	Monitor computer room environment and ensure that the systems are operational.					P	CSC Operations
43	Provide removable tape support to include: mounts, tracking, onsite, off-site storage, tape purchasing, shipping and receiving.					P	CSC Operations
44	Provide an immediate response to unplanned events by identifying, escalating, and documenting the problem.			S	S	P	CSC Sys Admin/Arch Ops
45	Coordinate hardware issues with appropriate vendors.					P	CSC Sys Admin
46	Update procedures and documentation accordingly.			S	S	P	CSC Operations/Arc Ops
47	Provide Single Point of Contact (Command Center) for Network and Server Operations.					P	CSC Operations
48A	Provide Single Point of Contact for ITA Operations for CSC to call.				P		Arch Ops
49	Provide a Single Point of Contact (Service Delivery Manager) for business issues and service levels.	S		S	S	P	CSC Service Delivery
50	Schedule/monitor CA-TNG batch processing.	N/A	N/A	N/A	N/A	N/A	x

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51	Maintain CA-TNG Calendars.	N/A	N/A	N/A	N/A	N/A	x
52	Maintain CA-TNG Event Management Definitions. Distribute reports on a defined frequency.					P	CSC Sys Admin
53	Maintain CA-TNG Job and Jobset Definitions. Update and distribute definition spreadsheets as changes are made.	N/A	N/A	N/A	N/A	N/A	x
54	Performabend resolution on batch operations.	N/A	N/A	N/A	N/A	N/A	x
55	Restart jobs onceabend has been resolved.	N/A	N/A	N/A	N/A	N/A	x
56	Create morning report with processing statistics for numbers of records processed and abort log.	N/A	N/A	N/A	N/A	N/A	x
57	Distribute Morning report statistics	N/A	N/A	N/A	N/A	N/A	x
58	Respond to system and network outages, hardware failures, and inquiries concerning problem status.					P	CSC Service Delivery
59A	Respond to Enterprise Portal (Students and Financial Partners) application unavailability and inquiries concerning problem status.			P			App Maint
59B	Respond to application unavailability and inquiries concerning problem status.				P		Arch Ops
60	Reporting for system and network outages, hardware failures, and inquiries concerning problem status.			S	S	P	CSC Service Delivery
61A	Reporting for application unavailability and inquiries concerning problem status.			S	P	S	Arch Ops
	<b>SECURITY</b>						x
62	Disseminate privacy-related information that may affect FSA related systems		P				CIO
63	Perform regular penetration testing of the systems and provide documentation of results to Student Channel					P	CSC Service Delivery
64	Stay current with FSA security regulations and guidelines	J	J	J	J	J	Joint

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65	Provide the processes and activities needed to create, modify, and delete Logon IDs.	N/A	N/A	N/A	N/A	N/A	x
66	Create user groups and security levels for user logins.	N/A	N/A	N/A	N/A	N/A	x
67	Maintain User IDs and passwords. The System Security Officer will provide authorization for users, and CSC will create and delete users as needed.	N/A	N/A	N/A	N/A	N/A	x
68	Utilize CA-TNG to implement security on the development and productions UNIX servers.	N/A	N/A	N/A	N/A	N/A	x
69	Provide any additional security requirements/guidelines to be met.	N/A	N/A	N/A	N/A	N/A	x
70	Provide adequate resources (such as space, CPU, memory) to run security tool for application security.					P	CSC
71	Provide CIO reports on unauthorized and or unsuccessful attempts to access the system.					P	CSC Sys Admin
72	Review security reports and take appropriate action(s) to ensure Student Channel assets are adequately protected.			S	S	P	CSC Security / Sys Admin
73	Review industry security alerts and determine appropriate course of action.	N/A	N/A	N/A	N/A	N/A	x
74	Recommend security enhancements.	N/A	N/A	N/A	N/A	N/A	x
75	Verify Login IDs have not been used before.	N/A	N/A	N/A	N/A	N/A	x
76	Determine security clearance level for employees, contractors and subcontractors associated with the Student Channel.	N/A	N/A	N/A	N/A	N/A	x
77	Provide a single point of contact for all security related issues.	J	J	J	J	J	Joint
	<b>SYSTEMS ADMINISTRATION</b>						x
76	Inventory and track system-level software components (such as the operating system and other non-application software) that make up the Midrange platform environment.					P	CSC Service Delivery

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77	Provide inventory information to the U.S. Department of Education.					P	CSC Service Delivery
78	Perform preventative maintenance according to supplier recommendations and based on the stability of the Midrange platform environment.					P	CSC Sys Admin
79	Responsible for evaluating, installing, and testing software fixes provided by HP, Compaq, Microsoft, etc. in accordance with the change management procedures.					P	CSC Sys Admin
80A	Responsible for installing and resolving failures for system-level or non-application software.					P	CSC Sys Admin
80B	Systems Administrator is responsible for restarting the system after consultation with appropriate team members.	S		S	S	P	CSC Sys Admin
81	Responsible for reviewing supplier product status and maintenance information of system-level software to identify current version information and known potential problems.					P	CSC Sys Admin
82	Responsible for the back-up and recovery of system-level data (such as the operating system and other application data stored on the system).					P	CSC Sys Admin
83	Renew and maintain software licenses for system-level software.					P	CSC Service Delivery
84	Renew & maintain Maintenance Agreements					P	CSC Service Delivery
	<b>DISASTER RECOVERY</b>						x
85	Responsible for restoring computer operations and the operating environments, both at the recovery location and at the old, repaired, or reconstructed data center site.					P	CSC Sys Admin

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86	Responsible for ensuring that all users and clients are familiar with the Disaster Recovery Plan and interface with users and clients during a disaster.		P					CIO
87	Responsible for restoring voice and data telecommunications links between VDC and the Student Channel locations.						P	CSC Network
88	Responsible for insuring accuracy of all designated critical applications.			P	S		S	App Maint
89	Responsible for reestablishing the tape library function at the primary site or at the alternate processing site.						P	CSC Operations
90	Responsible for restoring the operating environment at the primary site or at the alternate processing site.						P	CSC Sys Admin
91	Create and maintain emergency contacts list.	J	J	J	J		J	Joint
92	Escalate to designated personnel in the event of a disaster.	S	S	S	S		P	CSC Operations / Service Del.
	<b>CHANGE MANAGEMENT PROCEDURES</b>							x
93	Responsible for all system modifications of directories, security on directories, and access privileges to the UNIX servers. Remove security on directories, and access privileges to the UNIX servers.						P	CSC Sys Admin
94	Enterprise Portal (Students and Financial Partners) application or Arch Ops contractor requests change and provides necessary information (request name, date & time of change, change procedure backout plan, risk assessment, contact name) in written form so that VDC can complete the request.			J	J			Joint
95	Enterprise Portal (Students and Financial Partners) application or Arch Ops contractor sends request to the VDC representative for completion.			J	J			Joint

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96	The VDC representative will input change into the VDC change management system and notify appropriate parties.					P	CSC Service Delivery
97	The VDC personnel will be responsible for implementing the change, which includes testing and documentation of all activities for implementing the change.					P	CSC Service Delivery
98	The VDC personnel will complete the change and notify the VDC representative that the change has been completed.					P	CSC Service Delivery
99	The VDC representative will notify the Mod Partner Dev team and the FSA person who initiated the request, that the change has been completed.					P	CSC Service Delivery
	<b>NETWORK OPERATIONS</b>						x
100	Maintain Network capacity to meet or exceed the Systems Operation Times and Required Availability as outlined in FSA standards documents, such as the FSA Modernization Blueprint.		P			S	CIO
101	Determine protocols and sufficient address ranges			S	S	P	CSC Network
102	Obtain and implement Virtual Data Center (VDC) Network access permissions from FSA.		S			P	CSC Network
103	Configure and operate *VDC Network Equipment (Routers, Firewalls, etc) to enforce FSA security rules.					P	CSC Network
104	Configure and operate CSC equipment (Routers, Firewalls, etc) located on application vendor premises to enforce FSA security rules.					P	CSC Network
105	Monitor VDC Network Equipment for evidence of security violations / violation attempts.					P	CSC Network

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106	Monitor Application Vendor Network Equipment for evidence of security violations / violation attempts.					P	CSC Network
107	Support VDC penetration testing efforts commissioned by the FSA.					P	CSC Network
	<b>DATABASE</b>						X
108	Recommend/select the most appropriate DBMS for development or modification of an application.			S	P	S	Arch Ops
109	Participate in the configuration of the DBMS on the runtime platform.			S	S	P	CSC DBA
110	Work with the Infrastructure team to install the DBMS and subsequent vendor releases and PTF's.			S	S	P	CSC DBA
111	Participate in and approve the application database design, to include:	There can be no related performance SLA's.					CSC DBA
	Assistance in determining data requirements, data relationships, and logical design			P			App Maint DBA
	Design of physical structures			P			DB A
	Consulting on the naming and definition of data elements			P			App Maint DBA
112	Create the database instance, name, establish directory structures, and allocate database files.			S		P	CSC DBA
113	Allocate databases and tablespaces based on the identified needs of the application and anticipated data growth.			S	S	P	CSC DBA
113A	Create scripts in development environment for creation of DB objects by CSC.			P	S	S	App Maint DBA
114	Create/alter database objects, including creation of tables, indexes, views, triggers, stored procedures, packages, sequences, synonyms, table constraints.			S	S	P	CSC DBA

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115	Work with the Security team to administer database access, including tasks such as:					P	CSC DBA
	create/enable roles or groups					P	CSC DBA
	grant permissions					P	CSC DBA
	assign default database/tablespaces					P	CSC DBA
	assign default roles or groups					P	CSC DBA
	set profiles and quotas					P	CSC DBA
	authorize user connections					P	CSC DBA
116	Coordinate production database deployment, including tasks such as:					P	CSC DBA
	moving files to production directories			P	S		App Maint DBA
	compiling stored procedures and triggers			P			App Maint DBA
	creating scripts for loads/unloads			P			App Maint DBA
117	Determine/implement appropriate database backup strategy, including decisions regarding database data files, control files, redo log files, transaction logs, export/import, dumps, and image copies.			S		P	CSC DBA/Sys Admin
118	Perform production database recovery when necessary (e.g., perform recovery/restore from backup data files and redo logs/transaction logs when the recovery cannot be handled by operational staff).					P	CSC DBA
119	Monitor and tune databases, including reallocating space as needed, determining archive process, and reorganizing databases as needed.			S	S	P	CSC DBA
120	Provide database design and call pattern reviews as required for in-house developed applications and COTS packages.					P	CSC DBA
121	Perform database problem tracking and resolution.					P	CSC DBA

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122	Review and recommend DBMS tools needed to manage the database environment.	There can be no related performance SLA's.				P	CSC DBA
123	Recommend DBMS standards and guidelines for database design and data access.	There can be no related performance SLA's.				P	CSC DBA
<b><i>P = Primary Lead: This team has the primary responsibility for completing the task even if it requires coordination with other teams.</i></b>							
<b><i>S=Support Role:</i></b>	<b><i>This team has the responsibility of providing support to the primary and all other teams that require assistance to complete the task.</i></b>						
<b><i>J=Joint Responsibility:</i></b>	<b><i>These teams have joint responsibility for completing the task.</i></b>						