



Task Order 76 - IFAP/Schools Portal Operations

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

Period Ending: 7/31/01





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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

- Added the COD area to the IFAP Interwoven TeamSite workarea. This also included adding COD to the Autonomy search engine and as a weekly subscription option for end users.
- The work under Task Order 43 ended in mid-July; and the work on the new Task Order 76 began on July 16.
- Continued to provide user support to the CSCC in regards to user support, application bug fixing, updates, and enhancements.

Issues or Anticipated/Current Problems

- The Interwoven TeamSite program will be upgraded to a newer version in August.



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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				
Misc. Requests/Enhancements	3	2	8	16
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests				
VDC Outages	3			
Monthly Total	6	2	9	17

Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's			1	1
SFA TeamSite Access				
User Support				
Misc. Requests/Enhancements	3	2	8	16
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests				
VDC Outages	3			
Monthly Total	6	2	9	17

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				
VDC Outages				
Monthly Total	0	0	0	0



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Metrics Definitions

- *Metric 1.0 (Response Time High Priority)* – This metric measures the percentage of requests with a priority labeled “high” that have been responded to within 4 business hours or less. High Priority requests are those requests or issues deemed to be business-critical.
- *Metric 1.1 (Response Time Medium Priority)* – This metric measures the percentage of requests with a priority labeled “medium” that have been responded to within 6 business hours or less. Medium Priority requests are those requests or issues that are essential but not business-critical.
- *Metric 1.2 (Response Time Low Priority)* – This metric measures the percentage of requests with a priority labeled “low” that have been responded to within 8 business hours or less. Low Priority requests are all other requests not deemed High or Medium.
- *Metric 1.3 (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 1.4 (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 1.5 (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	
	Response Times			
1.0	High	90%	100%	6
1.1	Medium	90%	100%	2
1.2	Low	90%	100%	9
	Other Service Metrics			
1.3	Resolution Quality	90%	100%	14 of 14
1.4	Work Estimate Accuracy	90%	-	0
1.5	Service Reporting Delivery	7 th of Month	8/7/01	



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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%		
2.3	Misc. Requests/Enhance.	96%	100%	13 of 13
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%		
	Totals	96%	100%	14 of 14

* 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* - The five most common publication types subscribed to in Option #3.
- *Statistic 3.5* - Number of unique IFAP users that subscribe *only* to Option #4 (IFAP additions by Program/Service).
- *Statistic 3.6* - The five most common program/topic (subject) pairs subscribed to in Option #4.

Number	Description	Value(s)
3.0	Users subscribing to one or more options	1,146
3.1	Users subscribing only to default option	74
3.2	Users subscribing only to Option #2	32
3.3	Users subscribing only to Option #3	9
3.4	Five most common types from Option #3	1. SFA Handbooks (869)
		2. Training Guides (846)
		3. Regulation Compilations (843)
		4. Pell Grant Program Materials (842)
		5. NSLDS Quick Reference Guide (842)
3.5	Users subscribing only to Option #4	4
3.6	Five most common pairs in Option #4	1. Verification/Federal Pell Grant Program (847)
		2. Student Eligibility/Fed. Pell Grant Program (844)
		3. FAFSA Processing/Fed. Pell Grant Program (842)
		4. Refunds & Repayments/Fed. Pell Grant Prog. (842)
		5. Verification/Student Eligibility (841)



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Appendix A – Monthly Request Summary

Date Opened	Title	Priority	Status	Date Closed
7/16/01 8:00am	IFAP Server is Down	High	Closed	7/16/01 9:15am
7/16/01 12:30pm	SIR 242	High	Closed	7/16/01 2:30pm
7/16/01 3:45pm	SIR 243	Low	Closed	7/18/01 5:00pm
7/17/01 8:00am	SIR 244	Low	Closed	7/18/01 5:00pm
7/17/01 4:30pm	SIR 245	High	Closed	7/17/01 5:30pm
7/18/01 12:00pm	SIR 246	High	Closed	7/18/01 12:15pm
7/18/01 1:30pm	SIR 247	High	Closed	7/19/01 8:00am
7/18/01 1:30pm	SIR 248	Medium	Closed	7/19/01 7:00pm
7/18/01 1:45pm	SIR 249	Low	Closed	7/19/01 11:45am
7/19/01 2:00pm	SIR 250	Low	Closed	7/20/01 2:30pm
7/19/01 3:45pm	SIR 251	Low	Closed	7/19/01 7:30pm
7/20/01 8:15am	SIR 252	Low	Closed	7/25/01 5:00pm
7/24/01 11:00am	SIR 253	Low	Closed	7/25/01 9:30am
7/25/01 2:45pm	SIR 254	Low	Closed	7/25/01 4:30pm
7/27/01 11:15am	SIR 255	Medium	Closed	7/30/01 9:30am
7/30/01 1:00pm	SIR 256	Low	Closed	7/31/01 12:30pm
7/30/01 3:45pm	SIR 257	High	Closed	7/31/01 1:45pm