

Task Order 76 - IFAP/Schools Portal Operations

Task Order 76 – IFAP/Schools Portal Support

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

Period Ending: 5/31/02



F E D E R A L
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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 use and performance of the Autonomy search engine.
- Continued transition to long term maintenance provider.

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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	3	5	9
Misc. Requests/Enhancements		1	13	14
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests			1	1
VDC Outages				
Monthly Total	1	4	19	24

Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support	1	3	5	9
Misc. Requests/Enhancements		1	12	13
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests				
VDC Outages				
Monthly Total	1	4	17	22

Outstanding Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support				
Misc. Requests/Enhancements			2	2
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests		2	4	6
VDC Outages				
Monthly Total		2	6	8

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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 FSA 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%		
1.2	Service Reporting Delivery	7 th of Month	6/7/02	

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Incentive-Based Metrics Definitions

- *Metric 2.0 (FSA TeamSite ID's)* – Requests for creating or modifying TeamSite ID's will be resolved within one business day.
- *Metric 2.1 (FSA 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	FSA TeamSite ID's	96%		
2.1	FSA TeamSite Access	96%		
2.2	User Support	96%	100%	9 of 9
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%	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	2,194	8.2% (+179)
3.1	Users subscribing only to default option	1040	15.0% (+156)
3.2	Users subscribing only to Option #2	2	0% (+0)
3.3	Users subscribing only to Option #3	33	3.0% (+1)
3.4	Users Registered during the month	217	62.7% (-136)
3.5	Users who last logged in during month	313	49.2% (-154)
3.6	Five most common types from Option #3	1. SFA Handbooks (525)	
		2. Federal Registers (481)	
		3. Training Guides (473)	
		4. NSLDS Reference Materials (468)	
		5. Regulation Compilations (467)	
		5. Pell Grant Materials (467)	
3.7	Users subscribing only to Option #4	1	0% (+0)
3.8	Five most common topics in Option #4	1. Training/Conferences/Meetings (523)	
		2. Federal Pell Grant Program (505)	
		3. National Student Loan Data System (NSLDS) (491)	
		4. Campus-Based Programs (487)	
		5. Student Eligibility (486)	

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Appendix A – Monthly Request Summary

Date Opened	Title	Priority	Status	Date Closed	Incentive Met
4/29/02 10:45am	SIR 500	Low	Closed	5/2/02 3:45pm	Yes
5/1/02 2:45pm	SIR 503	Medium	Closed	5/1/02 3:30pm	Yes
5/2/02 11:00am	Fix SP Confirmation Page	Low	Closed	5/9/02 8:00am	Yes
5/3/02 9:45am	SIR 504	Low	Closed	5/7/02 8:45am	Yes
5/3/02 10:45am	SIR 505	Low	Closed	5/7/02 11:15am	Yes
5/3/02 1:15pm	Information on Password Encryption	Medium	Closed	5/3/02 1:30pm	Yes
5/3/02 3:45pm	SIR 506	Low	Closed	5/9/02 8:00am	Yes
5/6/02 2:45pm	SIR 507	Low	Closed	5/7/02 11:15am	Yes
5/7/02 3:15pm	Padma cannot deploy to FSA News	Medium	Closed	5/7/02 3:30pm	Yes
5/8/02 10:00am	SIR 508	Low	Open		N/A ¹
5/8/02 11:30am	Trouble with registration.htm page	Low	Closed	5/8/02 12:00pm	Yes
5/10/02 10:15am	Create Dreamweaver Instructions	Low	Closed	5/24/02 1:45pm	Yes
5/13/02 10:15am	SIR 509	Low	Closed	5/13/02 11:15am	Yes
5/13/02 2:15pm	Marcello needs subscription info	Low	Closed	5/14/02 3:45pm	Yes
5/14/02 9:45am	Verify email delivery	Low	Closed	5/16/02 2:45pm	Yes
5/17/02 10:00am	DCR freezing when posting	High	Closed	5/17/02 10:45am	Yes
5/17/02 2:15pm	SIR 510	Low	Closed	5/20/02 9:30am	Yes
5/21/02 10:00am	NSLDSMATERIALS Deploy Failed	Medium	Closed	5/21/02 11:00am	Yes
5/23/02 2:40pm	Visual Format SW Needed	Low	Closed	5/24/02 11:30am	Yes
5/23/02 3:45pm	SIR 511	Low	Closed	5/28/02 10:15am	Yes
5/24/02 9:45am	SIR 512	Low	Closed	5/28/02 10:15am	Yes
5/24/02 10:45am	SIR 514	Low	Closed	5/28/02 11:00am	Yes
5/24/02 11:30am	SIR 513	Low	Closed	5/24/02 9:00pm	Yes
5/30/02 1:30pm	SIR 515	Low	Open		N/A ¹
5/31/02 1:30pm	SIR 516	Low	Open		N/A ¹

1. These SIR's were still open at the end of the reporting period.

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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
(Wed) 1 May 2002	100%	
(Thu) 2 May 2002	100%	
(Fri) 3 May 2002	100%	
(Sat) 4 May 2002	100%	
(Sun) 5 May 2002	100%	
(Mon) 6 May 2002	70.8%	Approximate 7 hour outage in Viador application (started at approximately 8:20am)
(Tue) 7 May 2002	100%	
(Wed) 8 May 2002	100%	
(Thu) 9 May 2002	100%	
(Fri) 10 May 2002	100%	
(Sat) 11 May 2002	100%	
(Sun) 12 May 2002	100%	
(Mon) 13 May 2002	100%	
(Tue) 14 May 2002	100%	
(Wed) 15 May 2002	100%	
(Thu) 16 May 2002	100%	
(Fri) 17 May 2002	100%	
(Sat) 18 May 2002	100%	
(Sun) 19 May 2002	100%	
(Mon) 20 May 2002	100%	
(Tue) 21 May 2002	100%	
(Wed) 22 May 2002	100%	
(Thu) 23 May 2002	100%	
(Fri) 24 May 2002	100%	
(Sat) 25 May 2002	100%	
(Sun) 26 May 2002	100%	
(Mon) 27 May 2002	100%	
(Tue) 28 May 2002	97.2%	Viador application needed to be restarted to correct a problem (40 minute outage starting around 10:30am)
(Wed) 29 May 2002	100%	
(Thu) 30 May 2002	100%	
(Fri) 31 May 2002	100%	