



*“We Help
Put America
Through
School”*

EAI Integration Monthly Meeting

March 7, 2002



EAI Integration Monthly Meeting Schedule



Date	Location	Time
December 6, 2001	Room 221 B	10:00-11:00
January 10, 2002*	Room 221 A	10:00-11:00
February 7, 2002	Room 221 A	10:00-11:00
March 7, 2002	Room 221 A	10:00-11:00
April 4, 2002	Room 221 A	10:00-11:00
May 2, 2002	Room 221 A	10:00-11:00
June 6, 2002	Room 221 A	10:00-11:00
July 11, 2002*	Room 221 A	10:00-11:00
August 1, 2002	Room 221 A	10:00-11:00
September 5, 2002	Room 221 A	10:00-11:00

Completed

Upcoming

*These meetings will be held on the second Thursday of the month due to holidays.

Agenda



EAI Core Support Services

Status

Plan for Deploying COD Interfaces

Appendix A: How to get “On the Bus”

Operations Support Strategy

Services provided to Application teams by EAI Core Support are comprehensive. They include:



EAI Core Services Support

Business Integration Design	Architecture Design	System Installation/ Admin	Interface Development	Performance Testing	Operations Support and Maintenance
<ul style="list-style-type: none"> • How can applications integrate with the Enterprise Solution? • What are Application/ Trading Partner business needs? • If data transformation is necessary, what are Application/ Trading Partner data specifications? 	<ul style="list-style-type: none"> • Determine application needs: Online &/or Batch • Assess application needs • Propose EAI Solution 	<ul style="list-style-type: none"> • Install EAI Products • Configure EAI Products • Administer EAI products 	<ul style="list-style-type: none"> • Install MQ SW • Configure MQ SW & Verify • Build Application Interfaces with or without application team assistance • SME support during application testing 	<ul style="list-style-type: none"> • Measure message response time • Analyze Data Throughput rates 	<ul style="list-style-type: none"> • EAI SME Support • EAI Architecture Upgrades /Patches



EAI Key Points of Contact:

System/Initiative	EAI Lead
<ul style="list-style-type: none"> ▪ DMCS Replacement ▪ CSID & PEPS Replacement, ▪ Financial Partners Data Mart ▪ FARS Retirement ▪ Enterprise Data Warehouse ▪ NSLDS Re-engineering ▪ e-Campus Based ▪ FAFSA on the Web ▪ FSA Portal ▪ Single Sign On & Security 	<p>Eric Suzuki Eric.N.Suzuki@accenture.com (202) 962-0743</p>
<ul style="list-style-type: none"> ▪ Consistent Answers ▪ Business Integration 	<p>Bruce Kingsley Bruce.Kingsley@accenture.com (202) 962-0793</p>
<ul style="list-style-type: none"> ▪ FMS 	<p>Lauren Brett lgbrett@rsgltd.com (202) 962-0733</p>
<ul style="list-style-type: none"> ▪ LO Web 	<p>Barnet Malkin barnet@bitSMART.com (202) 962-0645</p>
<ul style="list-style-type: none"> ▪ COD ▪ eServicing 	<p>Scott Gray sgray@rsgltd.com (202) 962-0795</p>

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Status



Application	Status
FMS	<ul style="list-style-type: none">Started User Acceptance Testing (UAT) between COD, EAI and FMS (3/20).Planning Integrated Systems Test between COD, FMS, and EAI.
eCB	<ul style="list-style-type: none">Finalizing interface between eCB and the EAI bus for file transfer to FMS. (3/19 go-live date)
SAIG	<ul style="list-style-type: none">Performance testing 3/8
COD	<ul style="list-style-type: none">The EAI Team provided support to Common Origination and Disbursement (COD) for school testing, user acceptance testing and inter-system testing.EAI Team preparing for COD Production deployment. (start 3/14)
FPDM	<ul style="list-style-type: none">Developing interfaces to FMS, PEPS, NSLDS.
FARS Retirement	<ul style="list-style-type: none">Completed FMS to CMDM interface testing.FMS to CMDM interface go-live 3/8.

Major Issues



Issue	Status
<p>EAI is working with ACS to develop a strategy and schedule for upgrading OpenVMS and MQSeries.</p>	<p>The proposed strategy is to wait to implement the OpenVMS upgrade. Current software versions of the EAI architecture will be deployed to Production. Once the new version of the Data Integrator product is released, then upgrades for DataIntegrator, Open VMS, and MQSeries will be tested and implemented at once.</p> <p>Installed OVMS7.3, MQ5.1 and DI 4.2.4 on a test server. This test server is different from the CRDEV2 server.</p>

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Plan for Deploying COD Interfaces

Appendix A: How to get “On the Bus”

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Plan for Deploying COD Interfaces

COD Systems	Software Validation	Software Configuration	Adapter Installation	Readiness Testing	Patches/Upgrades
CPS		3/14		3/19	
DLSS	TBD	TBD		3/19	
LO Web	3/13	3/15	3/18	3/19	
FMS	3/13	3/15	3/18	3/19	3/29
NSLDS		3/14		3/19	
PEPS	3/13	3/15	3/18	3/19	
SAIG	3/13	3/15	3/18	3/19	
EAI Bus 1	3/13	3/14, 3/15	3/18	3/19	3/29
EAI Bus 2	3/13	3/14, 3/15	3/18	3/19	3/29

Next Meeting



April 4, 2002

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EAI Core Support Services

Status

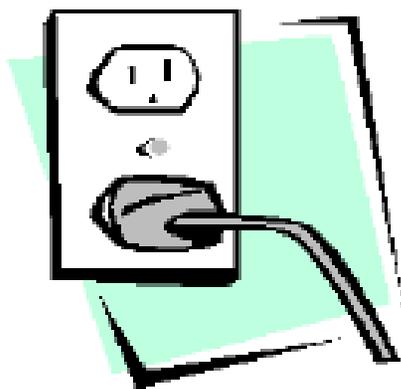
Plan for Deploying COD Interfaces

Appendix A: How to get “On the Bus”

Operations Support Strategy



Building an EAI Interface



- **EAI provides services to application teams.**
- **The EAI Core Team implements the EAI products on the target system platforms and validates the ability to process system functionality.**
- **Application development teams plug into these services and develop application interfaces.**

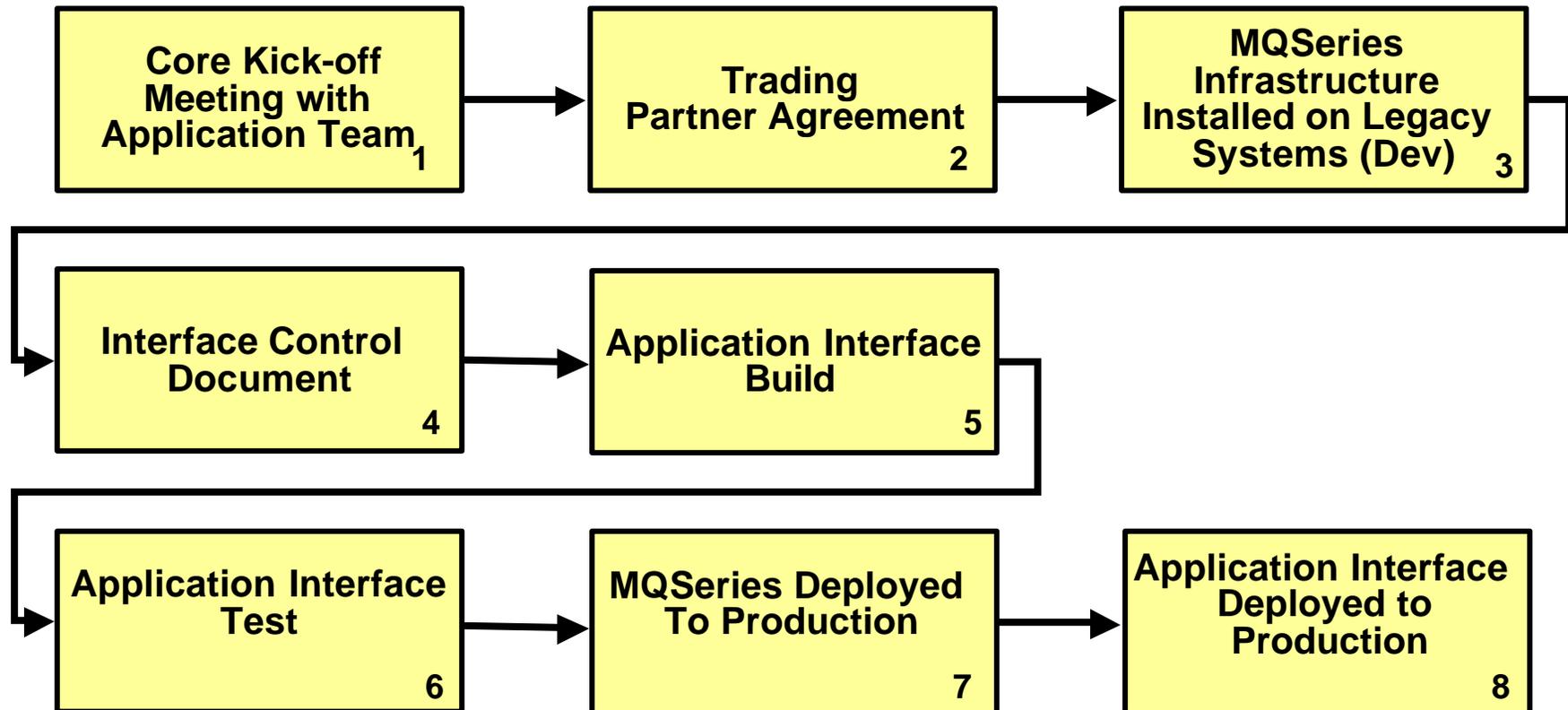


Building an EAI Interface Is a Joint Effort

<i>Task</i>	<i>EAI Team Responsibility</i>	<i>Application Team Responsibility</i>
Identify target machine	Support	Primary
Assess Target Machine (HW Capacity, OS Versions, etc.)	Primary	Primary
Install MQ Software (MQ Series, Data Integrator, MQMon)	Primary	Support
Configure MQ Software and Verify (May include building an interface for test purposes)	Primary	Support
Identify Application Interface Functions (Define functional requirements, formats, layouts, Prepare Interface Control Document)	Support	Primary
Build Application Interfaces	Support	Primary
Test Interfaces	Support	Primary
Migrate Into Production	Primary for Infrastructure	Primary for Application Interface



Steps to implement Interfaces.



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ITA & EAI Operations Support Strategy

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Operations Support Model

Operations Support Examples

FSA Operations Responsibility Matrix

Operations Documents

Issues

Overview



The objective of this presentation is to propose an enterprise operations strategy for Modernization Partner. This operations support strategy is intended to cover the following FSA applications:

- CFO Data Mart
- COD
- Consistent Answers
- EAFS
- eServicing
- eCB
- DLM Data Mart
- Exit Counseling
- FAFSA
- FARS Retirement
- FMS
- FPDM
- FP Portals
- IFAP
- Ombudsman
- Policy Guidance
- Schools Portal
- FSANet
- Students Portal

Strategy



The ITA & EAI Operations support model for problem management will:

Track issues and change control items.

Rational ClearQuest provides the following:

- Issue Logging
- Issue Notification
- Issue Tracking

Provide timely support and escalation.

Escalation procedures will be based on problem severity level:

- Critical
- High
- Work Request

Use a tiered organizational structure.

Tiers of support and escalation include:

- Application Tier – Help Desk, FSA Ops
- Infrastructure Tier – Data Center
- Architecture Tier – ITA & EAI

Key Players



Group	Description
Users	Application users (students, financial partners, schools)
FSA Help Desk	FSA customer service
Application Maintenance	Modernization Partner application support
Other Supported Applications	Non-Modernization Partner application support
VDC Help Desk	CSC customer service
AIS	CSC MQSeries support
VDC Technicians	CSC infrastructure support
ITA	Modernization Partner Integrated Technical Architecture team
EAI	Modernization Partner Enterprise Application Integration team
Vendors	Commercial software support

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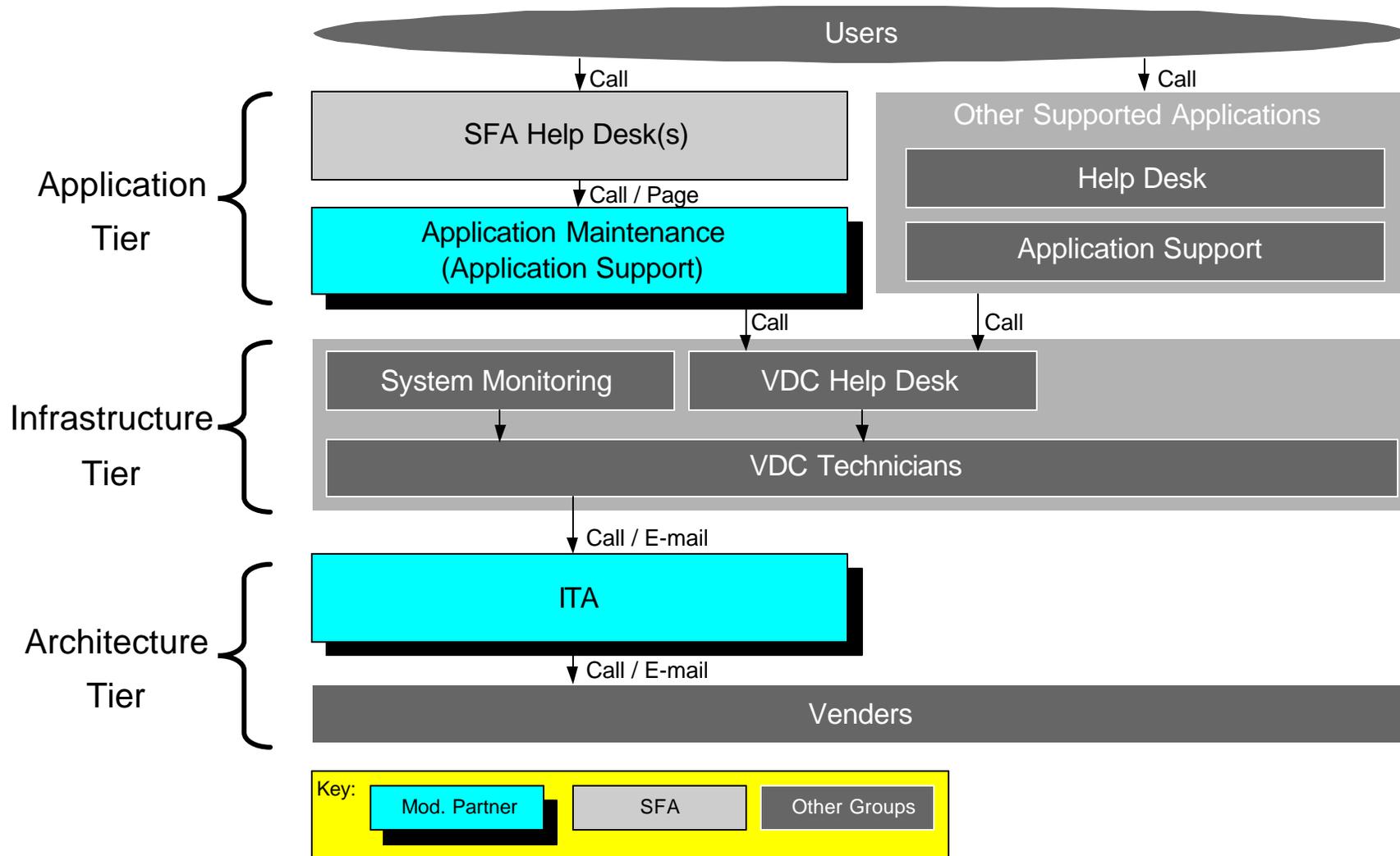
FSA Operations Responsibility Matrix

Operations Documents

Issues



Existing Operations Support Model





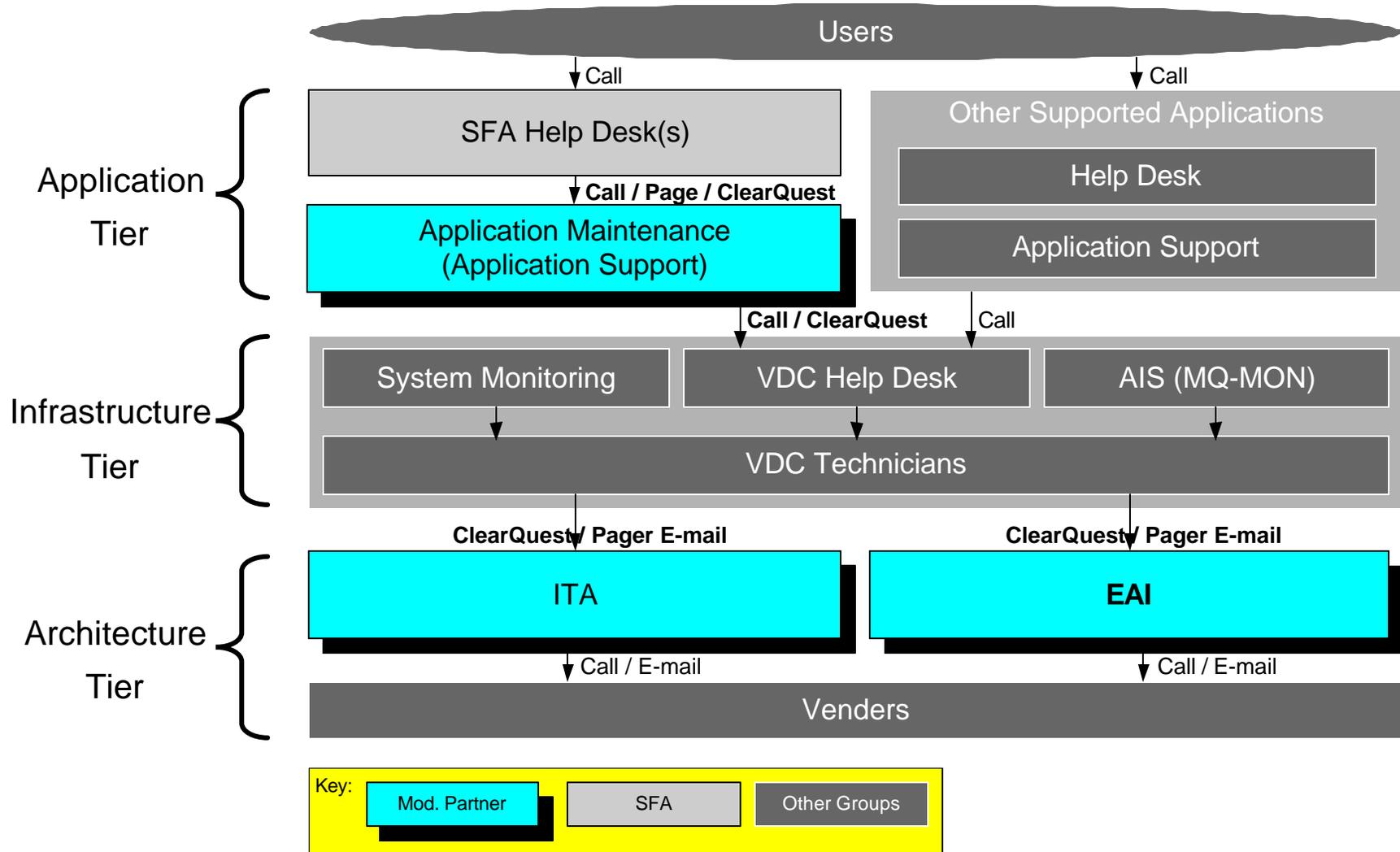
Operations Support Model Opportunities

The existing operations support model can be improved to become a more comprehensive and integrated operations solution.

- Use of a single enterprise-wide issue tracking tool will improve issue resolution flow between the different tiers of support.
- A single repository for issue tracking will improve the management, monitoring, and reporting of issue resolution.
- Addition of EAI monitoring and maintenance will support system interfaces for upcoming FSA applications.



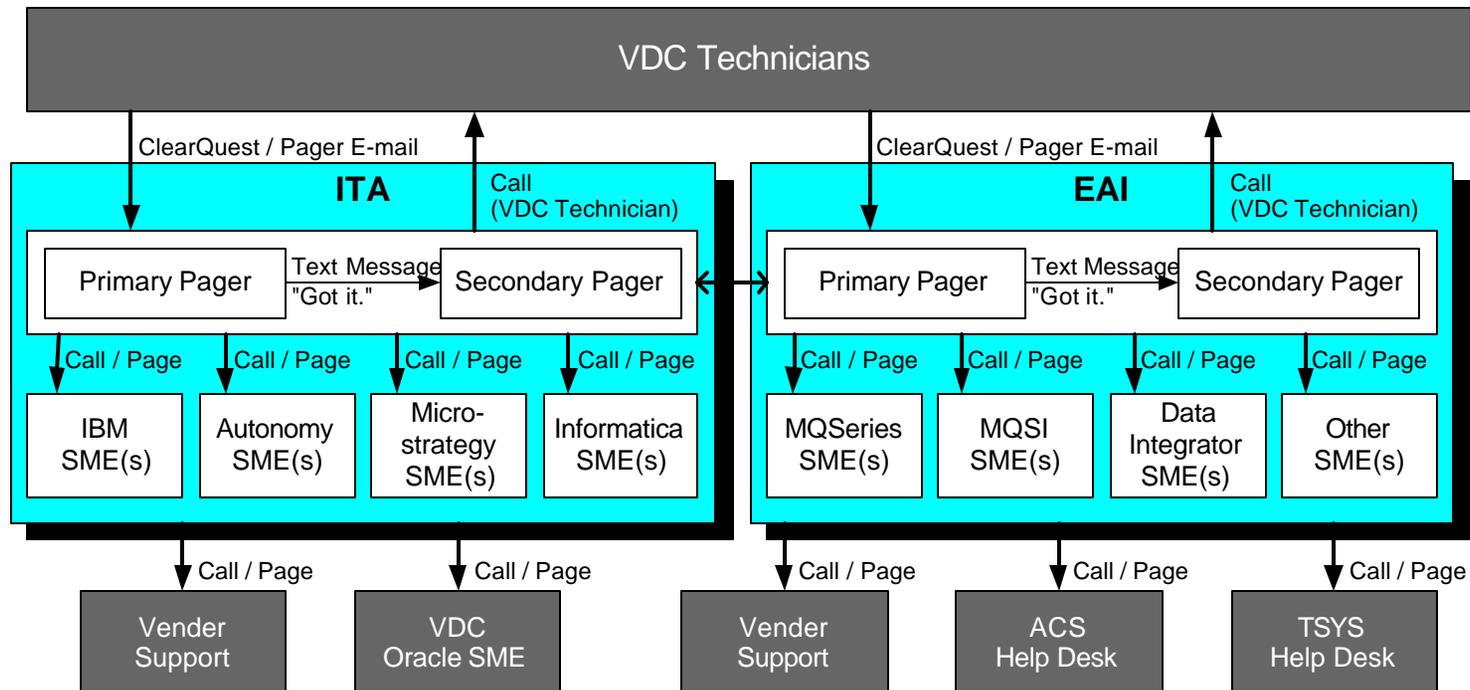
Planned Operations Support Model





Architecture Operations Support Model

The primary support person for ITA and EAI leverages product subject matter experts for problem resolution.



ITA&EAI On-call Support Strategy



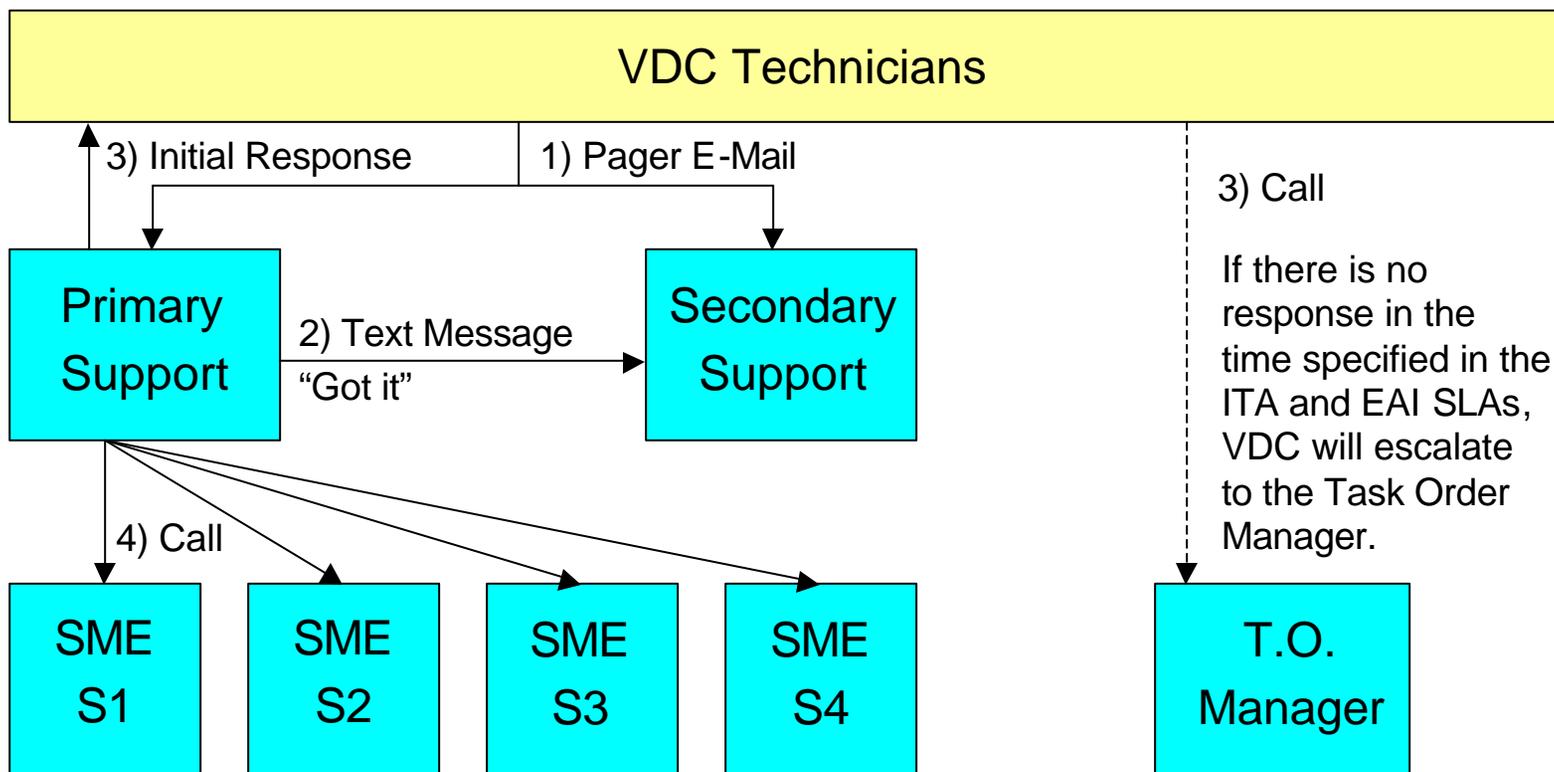
The on-call support strategy consists of the following:

- Single point of contact for all pagers
- Procedures for escalation to Task Order Manager
- Rotation of Primary and Secondary pagers [e.g. weekly]
- Rotation of SME support for each supported application [e.g. weekly]



Contact and Escalation Procedures

VDC Technicians will have one pager e-mail address and one escalation phone number to contact each team (ITA & EAI) .





Support Rotation Schedule

Support rotation will be flexible to meet the needs of users and minimize the support hours of personnel.

Subject Matter Expertise	SME	Software (S1)	Software (S2)	Software (S3)
	Person A	X		X
	Person B		X	
	Person C	X		
	Person D		X	
	Person E			X

Rotation Schedule	Pager Support	Week 1			Week 2			Week 3			Week 4		
	Primary		A			C			E			B	
Secondary		B			D			A			C		
Software Support		S1	S2	S3									
Primary SME		A	B	C	C	D	C	A	B	E	C	B	A
Secondary SME		C	D	D	A	B	D	C	D	A	A	D	E

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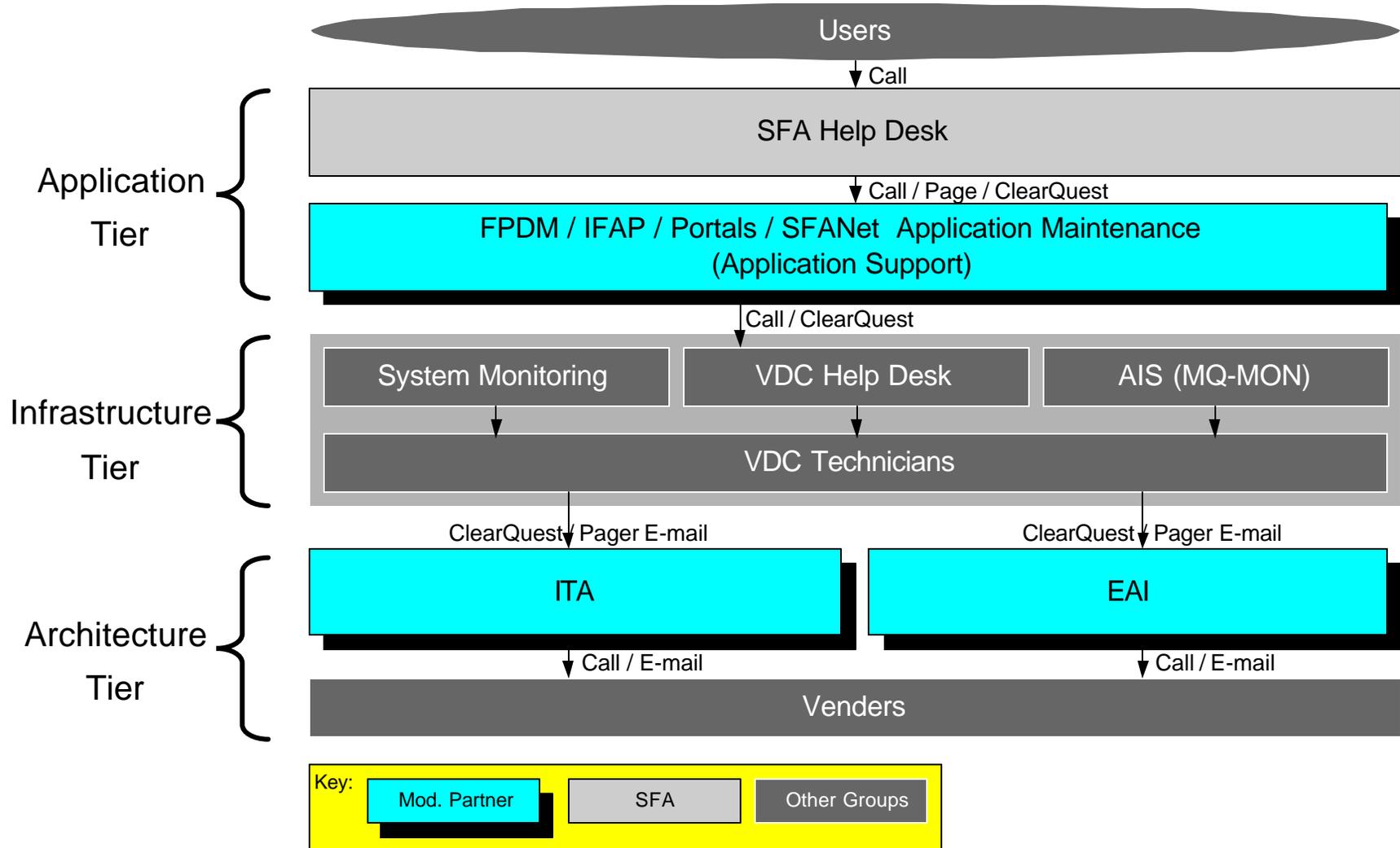
FSA Operations Responsibility Matrix

Operations Documents

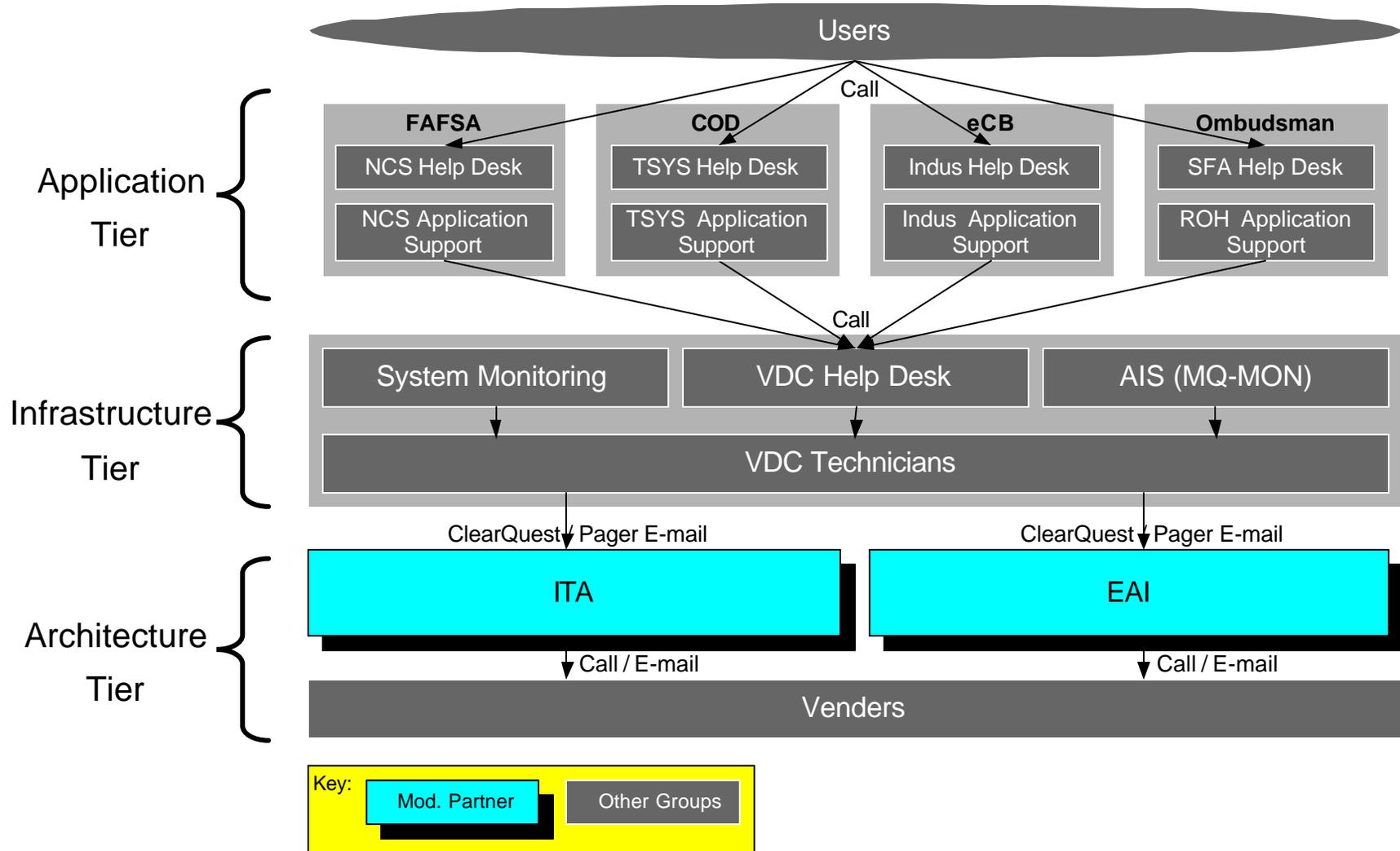
Issues



Example – Applications Using FSA Help Desk

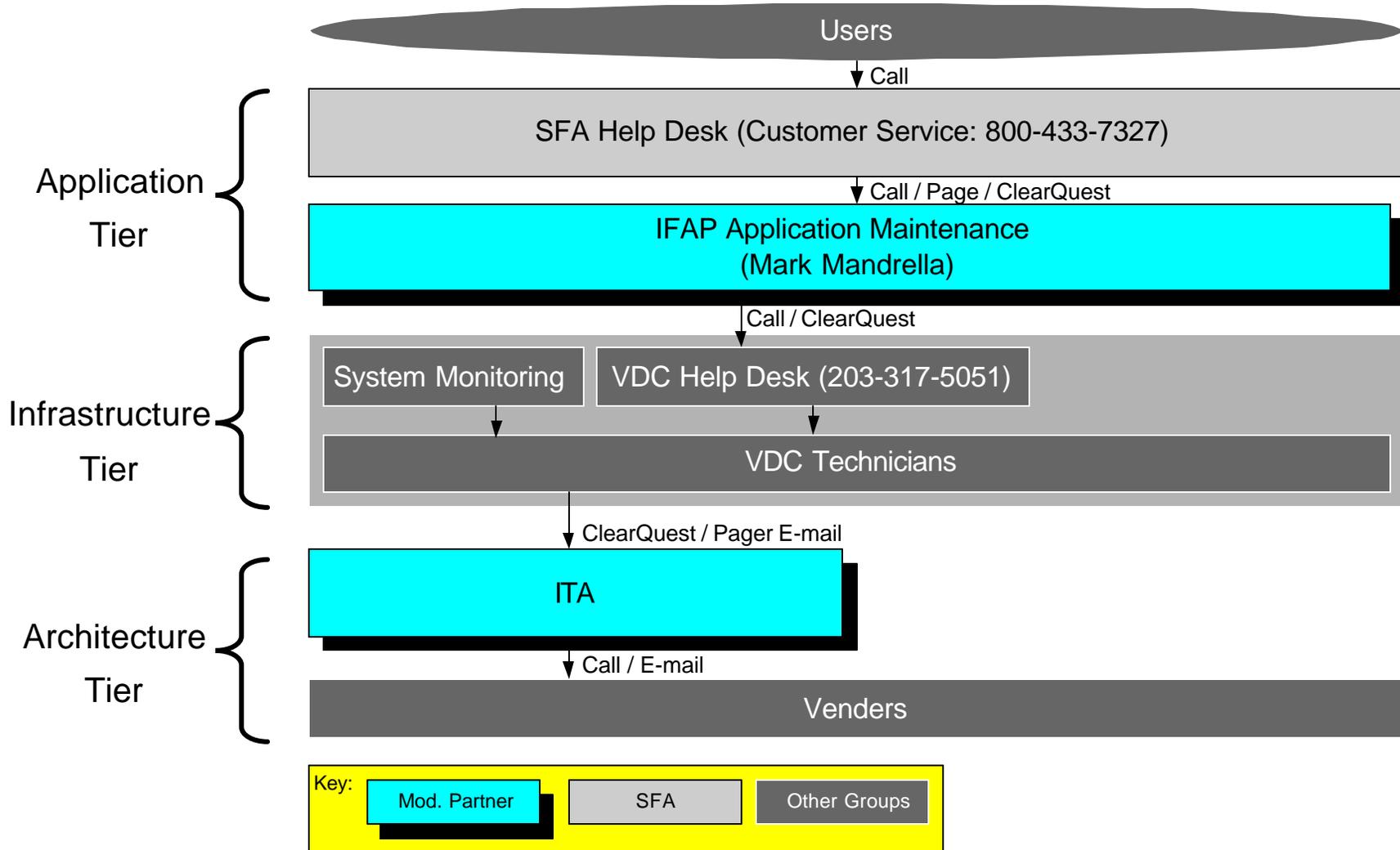


Example – Applications Using non-FSA Help Desk



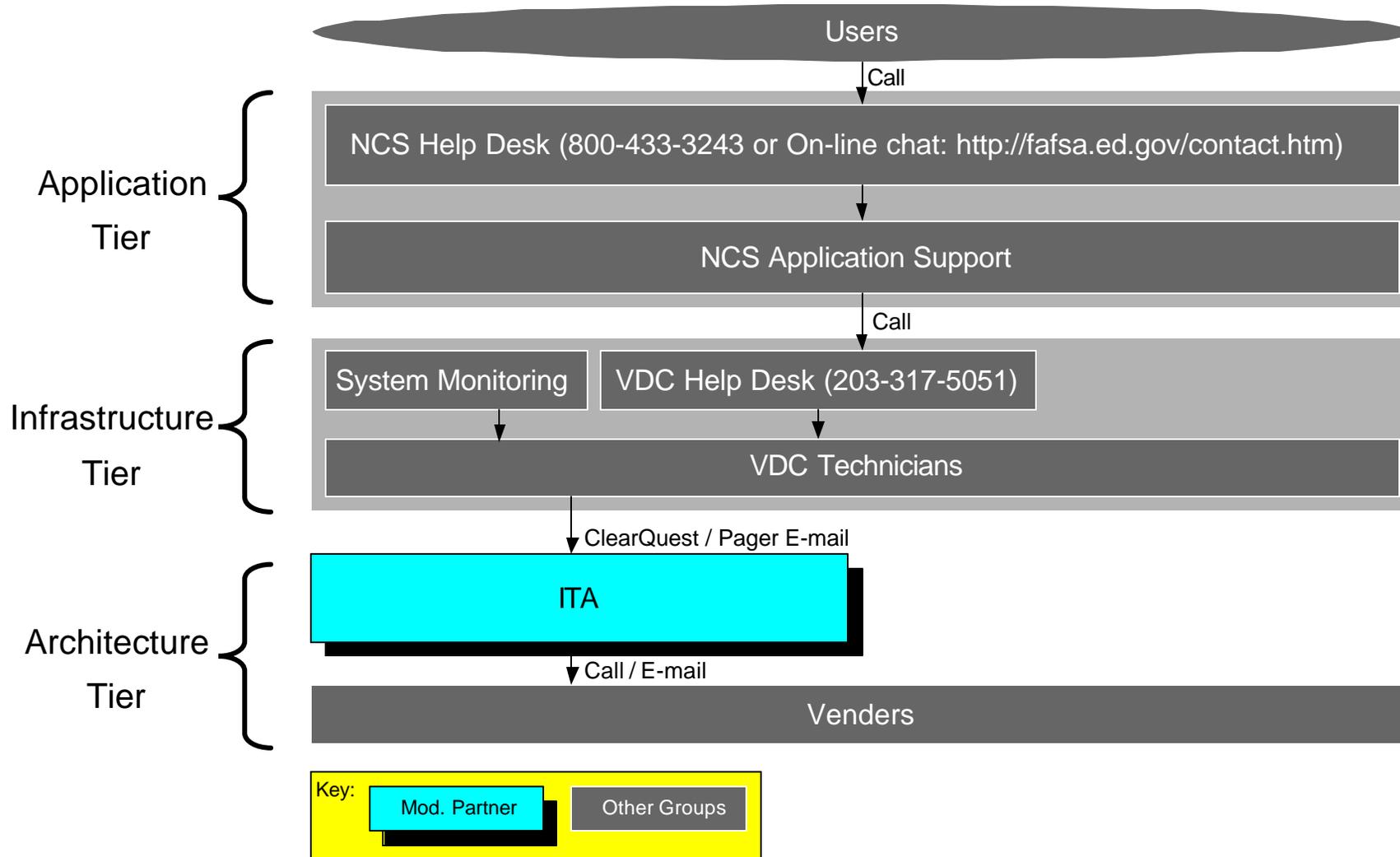


Example - IFAP

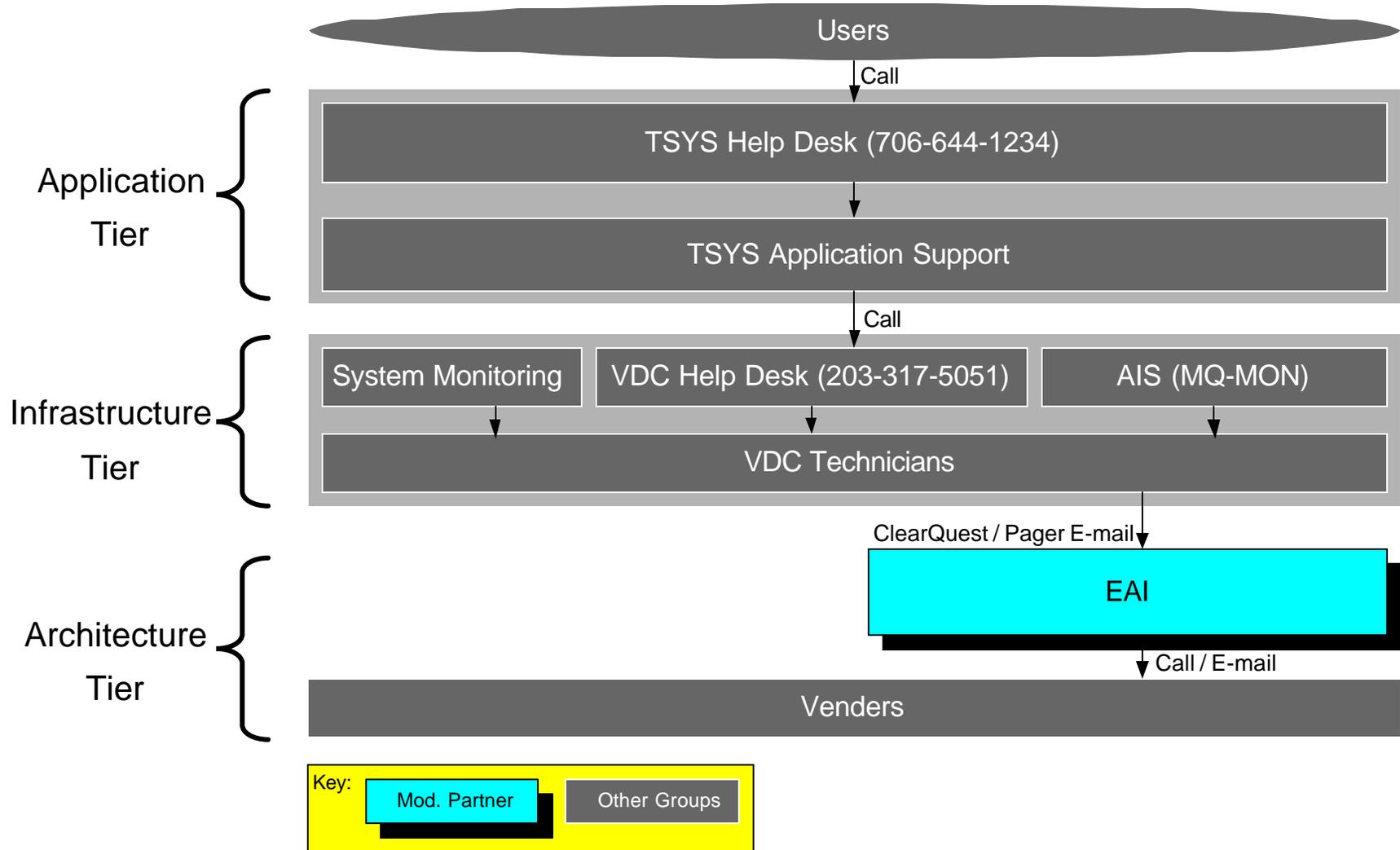




Example - FAFSA



Example - COD



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FSA Operations Responsibility Matrix

- Production operations support responsibility is shared by the different groups.

FSA Help Desk(s)	Appl. Maint.	Data Center	ITA & EAI
<ul style="list-style-type: none"> Field all user calls Problem resolution using Troubleshooting Guides Problem resolution assistance to Application Management Excellence team Issue logging Issue tracking 	<ul style="list-style-type: none"> Application problem investigation Application problem resolution Issue Escalation (VDC) Issue tracking Issue closing (application owners) 	<ul style="list-style-type: none"> System Monitoring Infrastructure maintenance Problem identification Problem resolution using Troubleshooting Guides Problem resolution assistance to ITA & EAI teams Issue logging Issue assignment 	<ul style="list-style-type: none"> Problem investigation Problem resolution Production changes and enhancements Product specialty support

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Operations Documents

- Each group of support is responsible for creating the following documents:

Document	AME	Data Center	ITA & EAI
Troubleshooting guides	X		X
Escalation Procedures	X	X	X
Call Out List	X	X	X
Vendor/Contract Maintenance Agreements	X		X
SLA Agreements	X	X	X
Problem/Issue Management tool User Guide			X

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Issues



- Lack of enterprise Operations Support tool for issue/change management.
- Lack of ITA/EAI Operations Support tool for issue/change management.
- Modernization Partner does not have access to the VDC's issue/change management tool.
- Will ITA and EAI support personnel have access to the Production servers for fixes? Is MQ-MON access sufficient?