



*“We Help  
Put America  
Through  
School”*

# **ITA & EAI Operations Support Strategy**

# Agenda



Introduction

Operations Support Model

Operations Support Examples

FSA Operations Responsibility Matrix

# 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

We are imbedding ITA & EAI into the current process.

# 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:

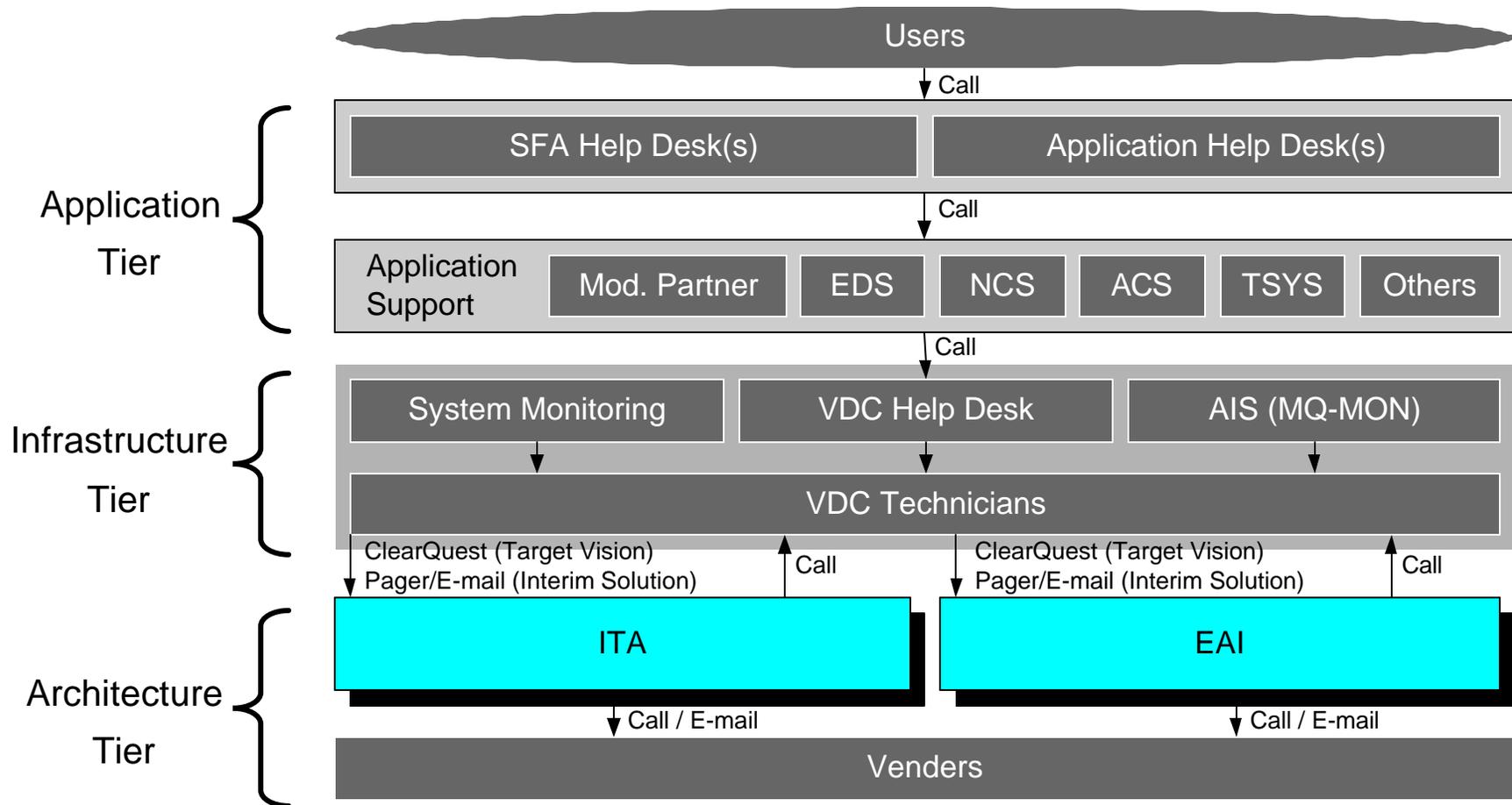
- Application Tier – Help Desk, FSA Ops
- Infrastructure Tier – Data Center
- Architecture Tier – ITA & EAI

# Key Players



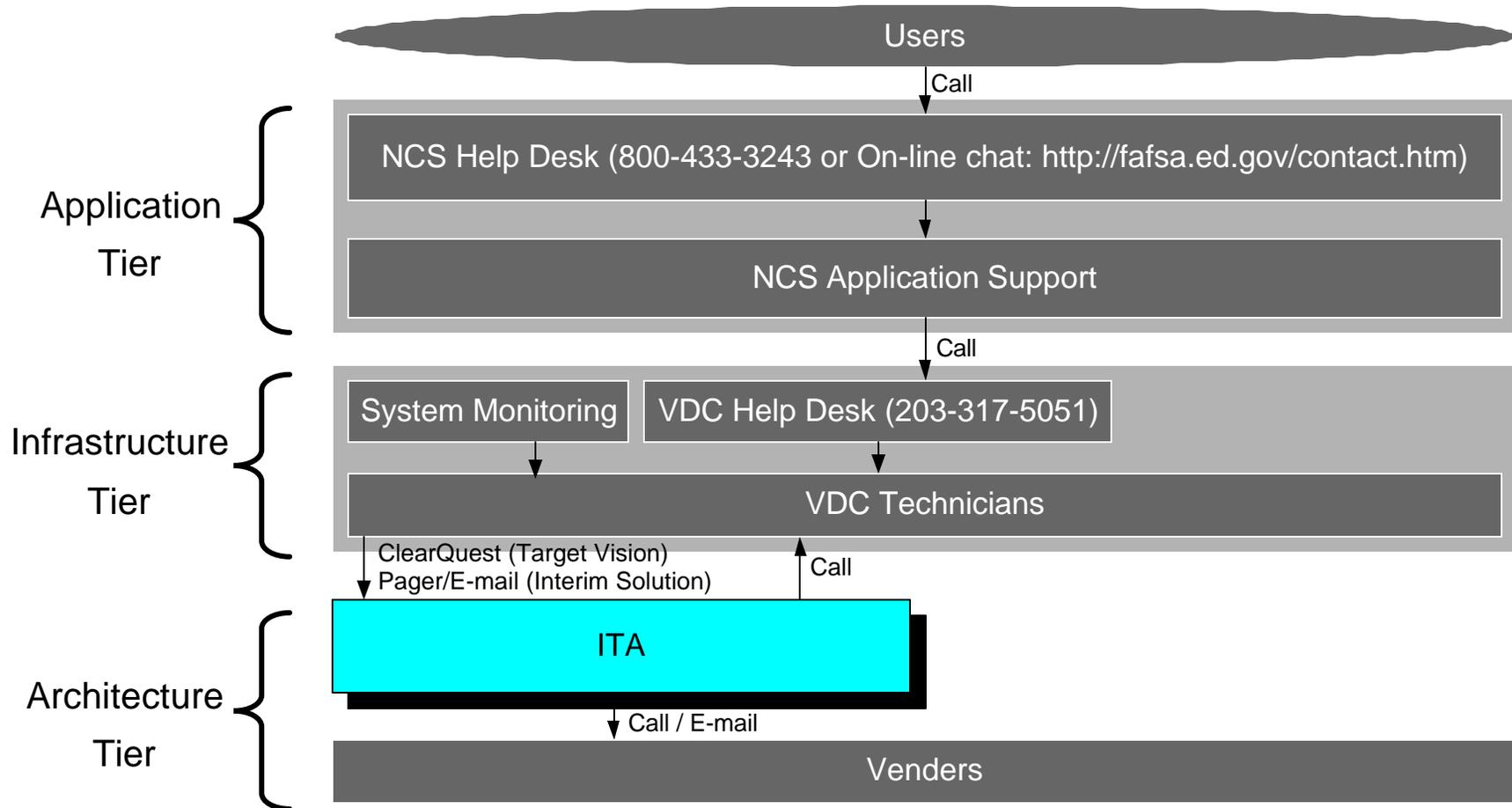
Group	Description
Users	Application users (students, financial partners, schools)
FSA Help Desk	FSA customer service
Application Maintenance	Modernization Partner application support
Other Supported Applications	Non-Modernization Partner application support
VDC Help Desk	CSC customer service
AIS	CSC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

# Planned Operations Support Model

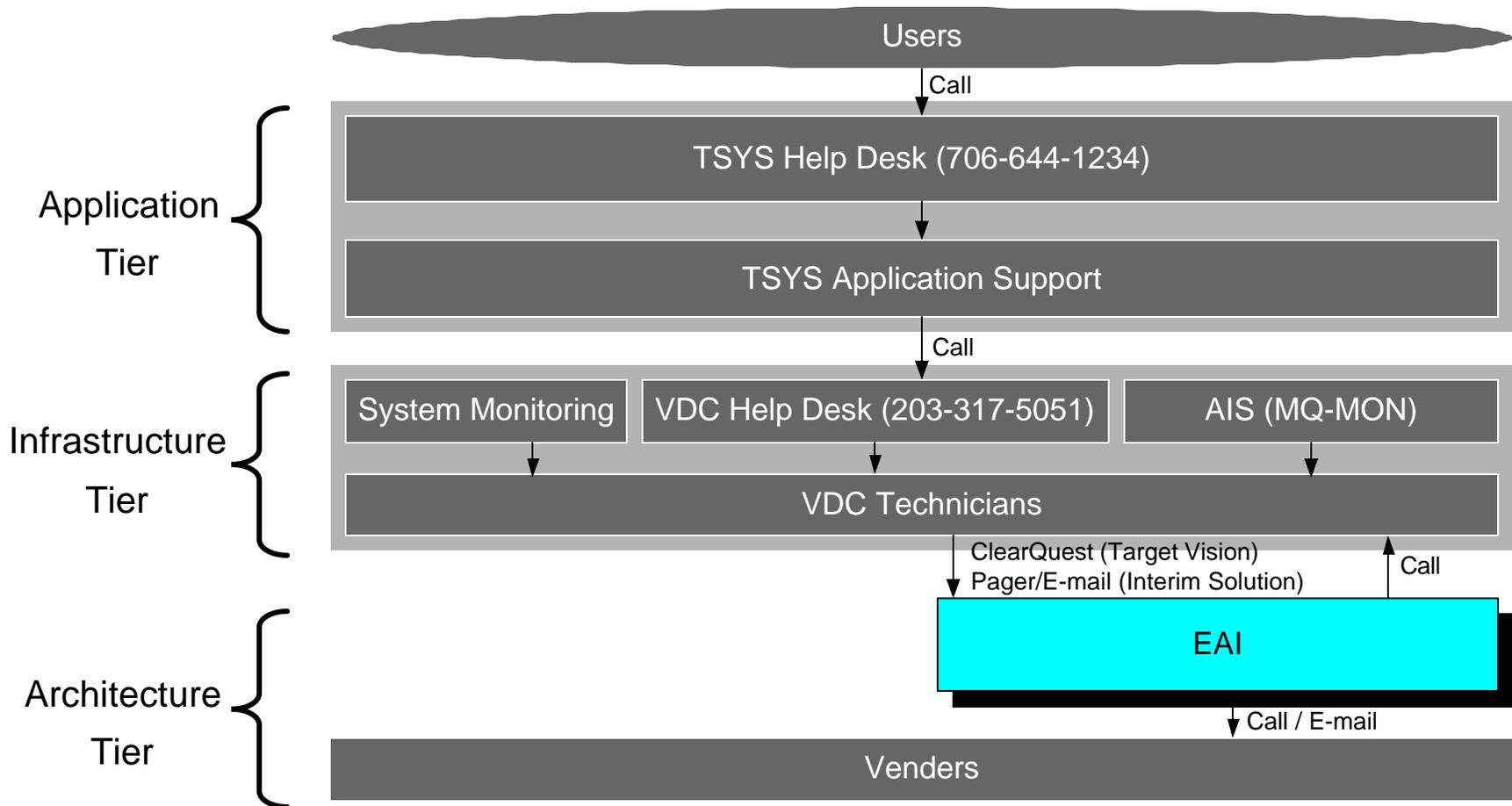


- ITA & EAI are only called by VDC technicians.
- ITA & EAI call upon support from higher tiers of support.

# Example - FAFSA



# Example - COD





# 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"> <li>Field all user calls</li> <li>Problem resolution using Troubleshooting Guides</li> <li>Problem resolution assistance to Application Management Excellence team</li> <li>Issue logging</li> <li>Issue tracking</li> </ul>	<ul style="list-style-type: none"> <li>Application problem investigation</li> <li>Application problem resolution</li> <li>Issue Escalation (VDC)</li> <li>Issue tracking</li> <li>Issue closing (application owners)</li> </ul>	<ul style="list-style-type: none"> <li>System Monitoring</li> <li>Infrastructure maintenance</li> <li>Problem identification</li> <li>Problem resolution using Troubleshooting Guides</li> <li>Problem resolution assistance to ITA &amp; EAI teams</li> <li>Issue logging</li> <li>Issue assignment</li> </ul>	<ul style="list-style-type: none"> <li>Architecture problem investigation</li> <li>Architecture problem resolution</li> <li>Architecture production change and enhancement support instructions</li> <li>Architecture product specialty support</li> </ul>