

SFA Modernization Partner
United States Department of Education
Student Financial Assistance



EAI Application Maintenance Services
Report
November 2001-February 2002

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APPENDIX A: EAI APPLICATION MAINTENANCE SERVICES REPORT – NOV. '01 – FEB. '02



1 Introduction

1.1 Summary

The EAI team provides maintenance support for application teams after the rollout of the application interface. This report documents the application interface maintenance services provided by the EAI Release 3.0 team including software upgrades and issue troubleshooting and resolution. This report will define the services rendered during the months of November 2001 through February 2002.

2 EAI Interfaces

EAI Interfaces Implemented during this period include:

Ombudsman- National Student Loan Data System (NSLDS)

The Ombudsman's newly developed Siebel system has already been added to the EAI architecture during this period. This system, which is designed to track borrower complaints, is linked to the National Student Loan Database System (NSLDS). The Ombudsman system provides borrower social security numbers to NSLDS and in return receives information regarding all loans disbursed to that borrower.

Direct Loan Servicing System (DLSS)

The Direct Loan Servicing System (DLSS) tracks loans received from the booking process, through the in-school period, and through payoff from either the borrower or the Department of Education (defaulted loan).

A detailed description of issue #201 can be referenced in the attached issue resolution matrix. DLSS was not running MQSeries with the amount of memory IBM had recommended. As a result, IBM recommended that patches be applied to the OpenVMS operating system. The additional memory has been ordered. Upon its arrival, we installed it, applied the patches, and changed the memory kernel parameters.

3 Issue Resolution Matrix

The issue resolution matrix contains a list of numbered issues, their description, date, impact and resolution for interfaces deployed between November 1, 2001 through February 1, 2002.