

FSA FMS Application Management

FMS Applications Operations - Monthly Report Deliverable 88.1.1h

Period Ending: 07/31/02



FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 88.1.1h Executive Summary

Period Ending 07/31/02

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	96
2.1	Response Time - Medium	90%	100%	50
2.2	Response Time - Low	90%	100%	29
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	96
2.4	Resolution Time -Medium (Complex)	90%	100%	79
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	
	Other Service Metrics			
2.7	Resolution Quality	95%	100%	175
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	7
	Help Desk Metric			
3.0	Request Volume	100	175	175

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 07/01/01 through 07/31/01
- 2) Started Daily COD Error Log updates due to current COD issues.
- 3) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted, COD processing, LAP access issues, and functional user issues.
- 4) Created a FMS Help Desk Process Document.
- 5) Held FMS change request meetings for FSA Channels and Internal Operations.

(See Appendix A for detailed explanations of the Metrics.)

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Service Level Metric 2.0

Response Time - High

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	94.0%	97.0%	99.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	94.0%	97.0%	99.0%	100.0%	

Service Level Metric 2.1

Response Time - Medium

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	99.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	99.0%	

Service Level Metric 2.2

Response Time - Low

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						98.0%	100.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						98.0%	100.0%	

Service Level Metric 2.3

Resolution Time - High (Complex)

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	97.0%	99.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	97.0%	99.0%	

Service Level Metric 2.4

Resolution Time - Medium (Complex)

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	

Service Level Metric 2.5

Resolution Time - High (Simple)

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Resolution Time (%)															>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend															

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Service Level Metric 2.6

Resolution Time - Medium (Simple)

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Resolution Time (%)															>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend															

Service Level Metric 2.7

Resolution Quality

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	>=95%
Green Target (%)	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	90% to 95%
Data Quality	AD														<=90%
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Service Level Metric 2.8

Work Estimate Accuracy

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Resolution Time (%)															>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD														<=85%
Color Trend															

Service Level Metric 2.9

Service Reporting Delivery

	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Service Reporting Delivery (day)	7	7	7	7	7	7	7	7	7	7	7	7	7	7	<=7
Green Target (Calender Day)	7	7	7	7	7	7	7	7	7	7	7	7	7	7	8
Data Quality	AD														>=9
Color Trend		7	7	7	7	7	7	7	7	7	7	7	7	7	

Help Desk Metric 3.0

Request Vol. (Info.Only)

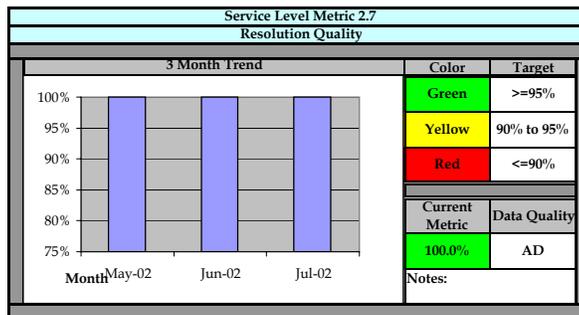
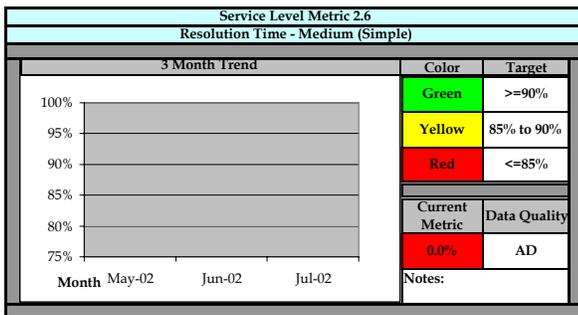
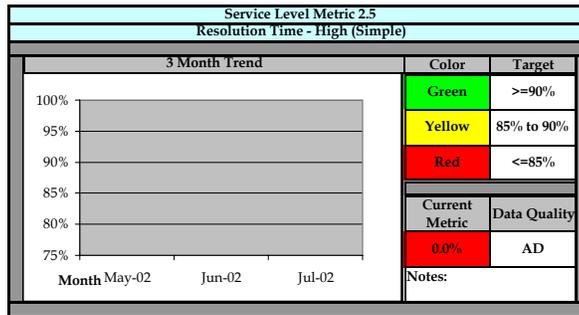
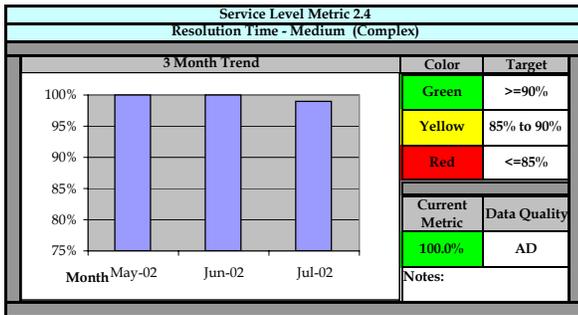
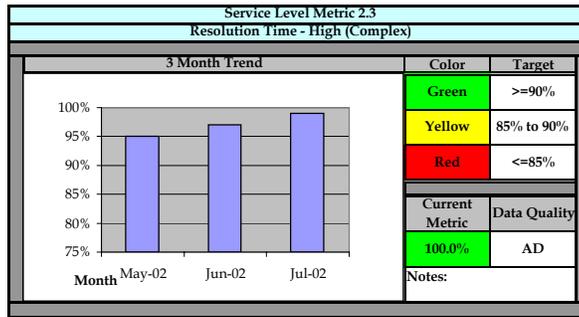
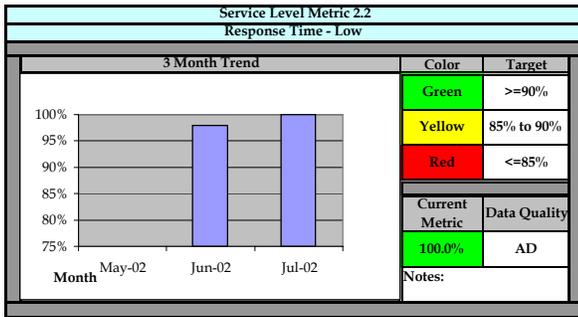
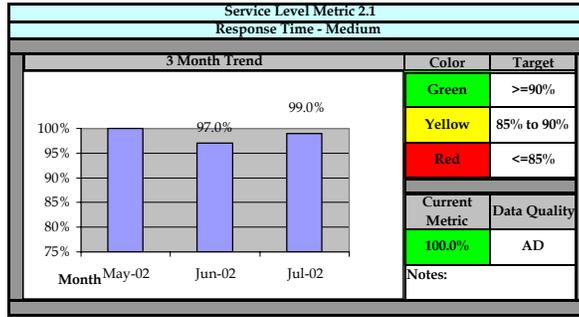
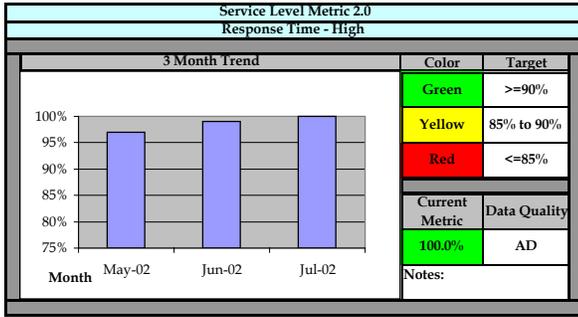
	Current Month	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Current Targets
Number of Requests	37	27	37	25	72	69	89	115	237	245	259	222	143	175	<=100
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100 to 150
Data Quality	AD														>150
Color Trend		27	37	25	72	69	89	115	237	245	246	222	143	175	

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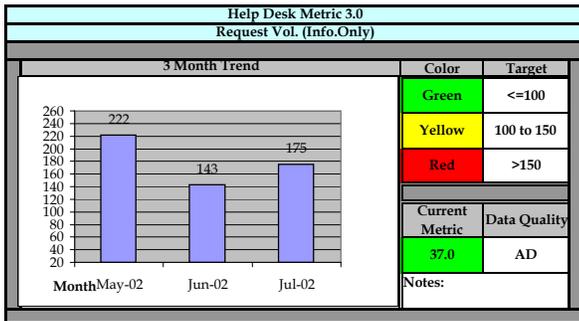
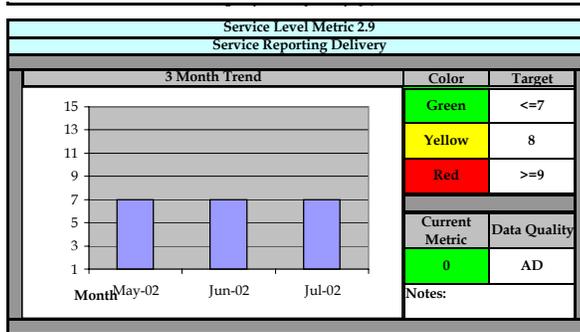
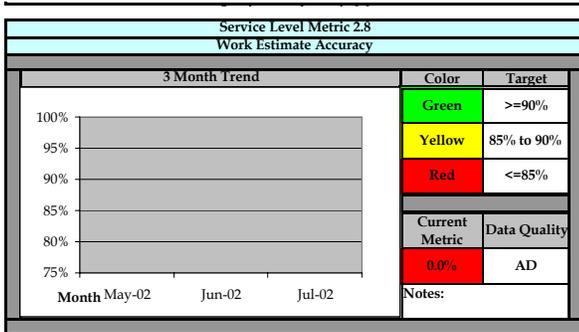
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Trend Analysis

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Trend Analysis
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Notes for the Past 3 Months	
Service Level Metric 1.0	
Service Level Metric 1.1	
Service Level Metric 1.2	
Service Level Metric 1.3	
Service Level Metric 1.4	
Service Level Metric 1.5	
Service Level Metric 1.6	
Service Level Metric 1.7	
Service Level Metric 1.8	
Service Level Metric 1.9	
Service Level Metric 1.10	
Service Level Metric 1.11	

Data Tracking Starts 07/01/02 ----- Monthly Availability

This chart displays monthly availability for the application. Availability percentage is based on a 24-hour day, and excludes scheduled downtime for maintenance.

Day	Date	Availability	Notes
VDC Montly Availability for 06/2002			
Monday	7/1/2002	100%	
Tuesday	7/2/2002	100%	
Wednesday	7/3/2002	100%	
Thursday	7/4/2002	100%	
Friday	7/5/2002	100%	
Saturday	7/6/2002	100%	
Sunday	7/7/2002	100%	
Monday	7/8/2002	100%	
Tuesday	7/9/2002	100%	
Wednesday	7/10/2002	100%	
Thursday	7/11/2002	100%	
Friday	7/12/2002	100%	
Saturday	7/13/2002	100%	
Sunday	7/14/2002	100%	
Monday	7/15/2002	100%	
Tuesday	7/16/2002	100%	
Wednesday	7/17/2002	100%	
Thursday	7/18/2002	100%	
Friday	7/19/2002	100%	
Saturday	7/20/2002	100%	
Sunday	7/21/2002	100%	
Monday	7/22/2002	100%	
Tuesday	7/23/2002	100%	
Wednesday	7/24/2002	100%	
Thursday	7/25/2002	100%	
Friday	7/26/2002	100%	
Saturday	7/27/2002	100%	
Sunday	7/28/2002	100%	
Monday	7/29/2002	100%	
Tuesday	7/30/2002	100%	
Wednesday	7/31/2002	100%	

Total	07/01/02 thru 07/31/02	_____ %	---- This is the monthly average of Availability.
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FSA Program Metric - July 2002

This Report will display the number of issues per FSA program that come into FMS for the month.

FSA / ED Program	Total Issues Opened for June	Total Issues Closed for June	Issues Remaining Open
CBS	0	0	0
CMDM	1	1	0
COD	41	41	0
DLC	3	3	0
DLO	6	6	0
DLS	5	5	0
ED Budget	0	0	0
ED CFO	3	3	0
FFEL DCS	0	0	0
FFEL GA/VFA	0	0	0
FMS	8	8	0
Forms 2000	10	10	0
FP Datamart	0	0	0
FSA CFO	13	13	0
FSA Rep/Bdgt	0	0	0
FSA/ED Treas	1	1	0
LaRS/LAP	54	54	0
LEAP/SLEAP	0	0	0
Other	25	25	0
PELL	5	5	0
TOTAL	175	175	0

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FMS Issue Type Tracking - June 2002

This metric / report will give us a snap shot of the most request type of help, and help designate any training or communication needs.

Request Type	High	Medium	Low	Total
Change Req. / Enhance	2	4	1	7
Complex Requests	5	8	0	13
Feeder File Issue	29	7	0	36
FMS General	1	0	0	1
FSA / Dept. of ED Help Call	0	1	23	24
Question / Query	5	23	4	33
System Access Issue	50	2	1	53
System ID's Issue	1	2	0	3
User Suprt. / Funct. Issues	1	3	0	4
VDC Outages	1	0	0	1
TOTAL	95	50	29	175

FMS Change Request Metric - July 2002

Change Requests Open	Critical	High	Medium	Low	Total
CBS	0	1	1	0	2
CMDM	0	0	0	0	0
COD	3	9	0	0	12
DLC	1	5	2	0	8
DLO	1	6	0	0	7
DLS	2	15	3	3	23
ED Budget	0	0	0	0	0
ED CFO	1	2	0	0	3
FFEL DCS	1	0	0	0	1
FFEL GAVFA	0	11	2	7	20
FMS	4	6	5	0	15
FP Datamart	0	0	0	0	0
FSA CFO	7	26	6	1	40
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	1	0	0	1
LaRS/LAP	0	0	0	0	0
LEAP/SLEAP	0	2	2	0	4
PELL	3	10	2	0	15
Total	23	94	23	11	151

Change Request Closed	Critical	High	Medium	Low	Total
CBS	0	1	0	0	1
CMDM	0	0	0	0	0
COD	1	0	0	0	1
DLC	0	5	3	0	8
DLO	0	0	0	0	0
DLS	4	18	1	2	25
ED Budget	0	0	0	0	0
ED CFO	0	2	0	0	2
FFEL DCS	0	0	0	0	0
FFEL GAVFA	2	19	6	2	29
FMS	3	5	0	0	8
FP Datamart	0	0	0	0	0
FSA CFO	1	8	0	1	10
FSA Rept/Budget	0	0	0	1	1
FSA/ED Treasury	0	0	0	0	0
LaRS/LAP	0	0	0	0	0
LEAP/SLEAP	2	5	2	0	9
PELL	1	2	1	0	4
Total	14	63	12	6	98

New Change Request for June /02	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	1	0	0	0	1
DLC	0	0	0	0	0
DLO	0	1	0	0	1
DLS	0	0	0	0	0
ED Budget	0	0	0	0	0
ED CFO	0	0	0	0	0
FFEL DCS	0	0	0	0	0
FFEL GAVFA	0	1	0	0	1
FMS	0	0	0	0	0
FP Datamart	0	0	0	0	0
FSA CFO	1	2	0	0	3
FSA Rept/Budget	0	0	0	0	0
FSA/ED Treasury	0	0	0	0	0
LaRS/LAP	0	0	0	0	0
LEAP/SLEAP	0	0	0	0	0
PELL	0	0	0	0	0
Total	2	4	0	0	6

SFA FMS APPLICATION MANAGEMENT

Metrics Based Service Target Report

Appendix A - Definition of Metrics

Metric #	Title and Definition
2.0	Response Time High Priority
2.1	Response Time Medium Priority
1.2	Response Time Low Priority
	Elapsed Time from initial logging of Request by Tier 1 Help Desk to acknowledgement of Request by the Application Management Team . For High Priority Requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.
2.3	Resolution Time High Priority (Complex)
2.4	Resolution Time Medium Priority (Complex)
2.5	Resolution Time High Priority (Simple)
2.6	Resolution Time Medium Priority (Simple)
	Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier I Help Desk that the Request has been resolved and that the solution is ready to be moved into production All movement of changes into Production is dependent on the VDC. In addition source code changes are dependent on Oracle Service level agreements and response from the Oracle Tech Support team. The Application Maintenance Team will manage the interface with Oracle but cannot directly control Oracle's Resolution Time. Measurements are made by Complex and Simple requests in a High and Medium priorities.
2.7	Resolution Quality
	This metric measures the level of rework effort required for completed requests. The target is 90% require no work during the first two weeks of being placed into production or over a normal business cycle.
2.8	Work Estimate Accuracy
	This metric measures the accuracy of the work effort estimates for complex requests. The target is 90% of the estimates end within a 20% plus or minus variance from the actual effort.
2.9	Service Reporting Delivery
	This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the 7 day target.
3.0	Help Desk Request Volume
	Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for SFA FMS management only.