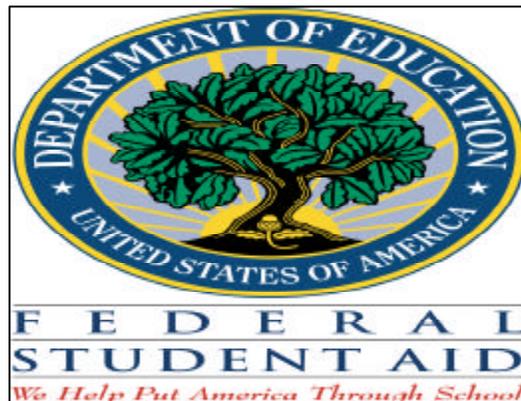


FSA FMS Application Management

FMS Applications Operations - Monthly Report **Deliverable 88.1.1g**

Period Ending: 06/30/02



FMS APPLICATIONS OPERATIONS-MONTHLY REPORT
Deliverable 88.1.1g
Executive Summary

Period Ending 06/30/02

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	90
2.1	Response Time - Medium	90%	100%	44
2.2	Response Time - Low	90%	100%	8
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	90
2.4	Resolution Time -Medium (Complex)	90%	100%	52
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%	143
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	7
	Help Desk Metric			
3.0	Request Volume	100	143	143

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 06/01/01 through 06/30/01
- 2) Added and updated 2% volume of user to FMS.
- 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) Executed and reviewed user audit reports for FMS security, ran the reports and audited user every two weeks this month.
- 5) Inpitted all FMS Help Desk calls into the updated tracking database for month of June.

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

FMS Applications Management
 Deliverable 88.1.1g
 06/30/02

Service Level Metric 2.0

Response Time - High

	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	94.0%	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%	96.0%	94.0%	97.0%	99.0%	

Service Level Metric 2.1

Response Time - Medium

	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-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%	100.0%	97.0%	>=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%	97.0%	

Service Level Metric 2.2

Response Time - Low

	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Current Targets
Response Time (%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						98.0%	>=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%						98.0%	

Service Level Metric 2.3

Resolution Time - High (Complex)

	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Current Targets
Resolution Time (%)	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	97.0%	>=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%	94.0%	96.0%	95.0%	97.0%	

Service Level Metric 2.4

Resolution Time - Medium (Complex)

	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-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%	>=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%	100.0%	

Service Level Metric 2.5

Resolution Time - High (Simple)

	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-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															

FMS Applications Management
 Deliverable 88.1.1g
 06/30/02

Service Level Metric 2.6

Resolution Time - Medium (Simple)

	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-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	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-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	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-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	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-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)

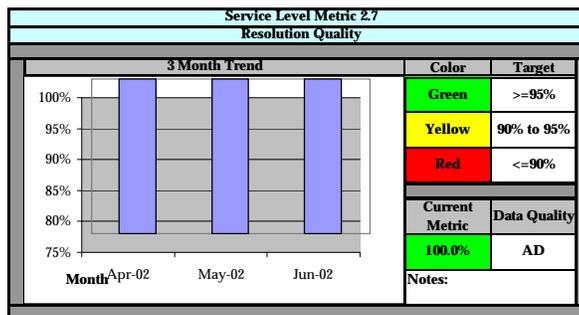
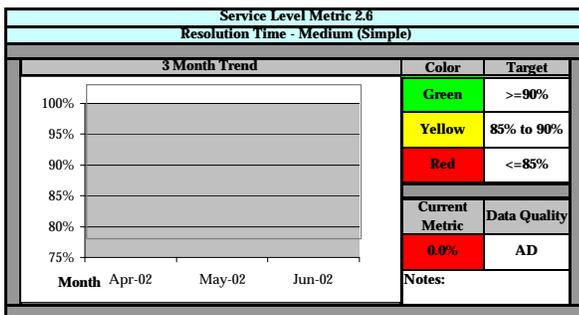
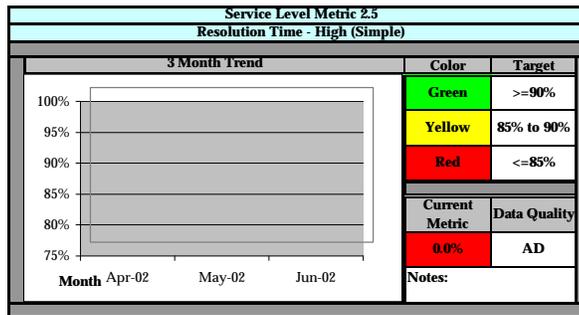
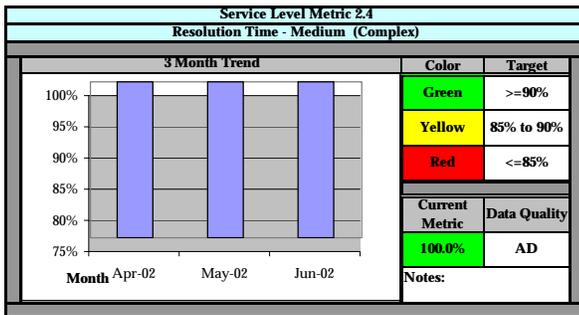
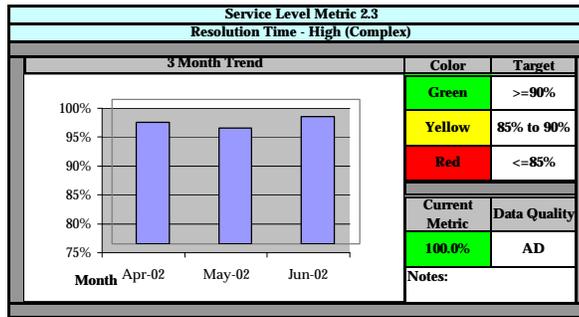
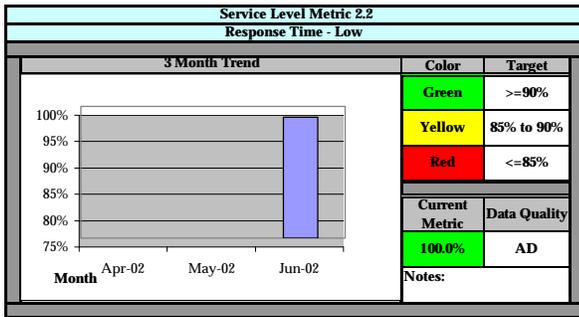
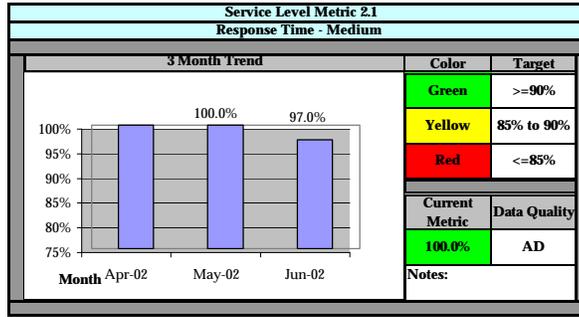
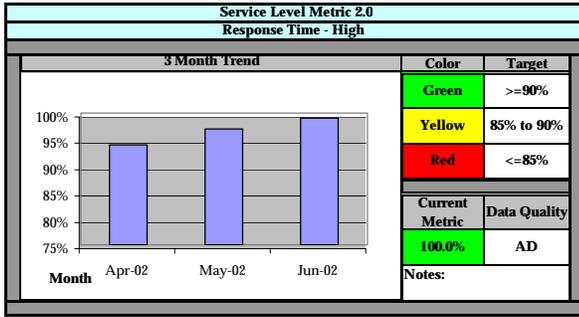
	Current Month	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Current Targets
Number of Requests	37	37	27	37	25	72	69	89	115	237	245	259	222	143	<=100
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100 to 150
Data Quality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

FMS Applications Management

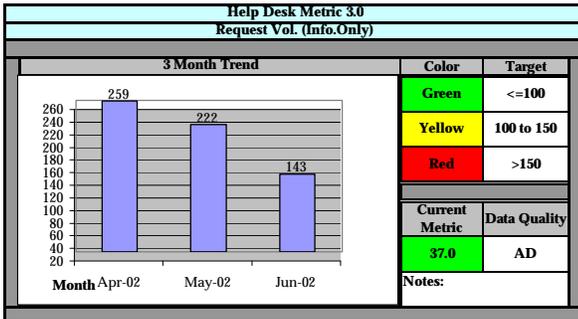
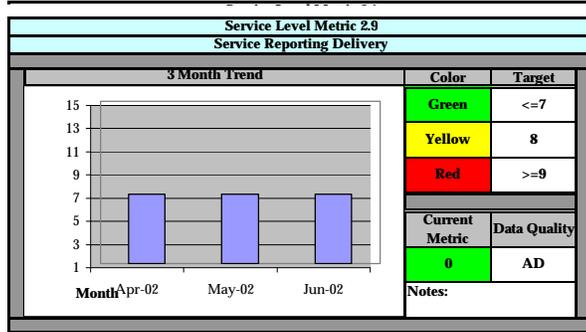
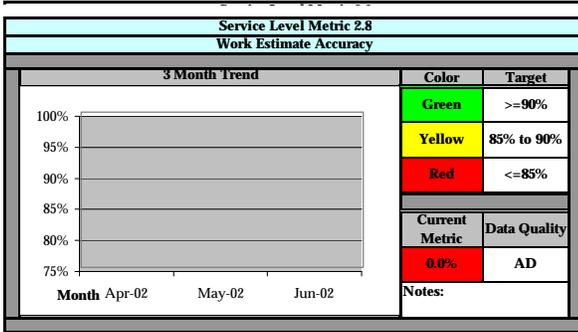
Deliverable 88.1.1g

Trend Analysis

06/30/02



**FMS Applications Management
Deliverable 88.1.1g
Trend Analysis
06/30/02**



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	

FMS Applications Management
 Deliverable 88.1.1g
 06/30/02

**No Data this month ----- 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			
(Sat)	06/01/2002	100%	
(Sun)	06/02/2002	100%	
(Mon)	06/03/2002	100%	
(Tue)	06/04/2002	100%	
(Wed)	06/05/2002	100%	
(Thu)	06/06/2002	100%	
(Fri)	06/07/2002	100%	
(Sat)	06/08/2002	100%	
(Sun)	06/09/2002	100%	
(Mon)	06/10/2002	100%	
(Tue)	06/11/2002	100%	
(Wed)	06/12/2002	100%	
(Thu)	06/13/2002	100%	
(Fri)	06/14/2002	100%	
(Sat)	06/15/2002	100%	
(Sun)	06/16/2002	100%	
(Mon)	06/17/2002	100%	
(Tue)	06/18/2002	100%	
(Wed)	06/19/2002	100%	
(Thu)	06/20/2002	100%	
(Fri)	06/21/2002	100%	
(Sat)	06/22/2002	100%	
(Sun)	06/23/2002	100%	
(Mon)	06/24/2002	100%	
(Tue)	06/25/2002	100%	
(Wed)	06/26/2002	100%	
(Thu)	06/27/2002	100%	
(Fri)	06/28/2002	100%	
(Sat)	06/29/2002	100%	
(Sun)	06/30/2002	100%	

Total	06/01/02 thru 06/30/02	_____ % ----	This is the monthly average of Availability.
--------------	-----------------------------------	--------------	---

FMS Applications Management
 Deliverable 88.1.1g
 06/30/02

FSA Program Metric - June 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 for June
CBS	0	0	0
CMDM	0	0	0
COD	19	19	0
DLC	2	2	0
DLO	9	9	0
DLS	14	14	0
ED Budget	0	0	0
ED CFO	2	2	0
FFEL DCS	0	0	0
FFEL GA/VFA	1	1	0
FMS	10	10	0
Forms 2000	11	11	0
FP Datamart	2	2	0
FSA CFO	30	30	0
FSA Rep/Bdgt	2	2	0
FSA/ED Treas	0	0	0
LaRS/LAP	20	20	0
LEAP/SLEAP	8	8	0
Other	90	90	0
PELL	3	3	0
TOTAL	255	255	0

Other	<p>Due to FMS Database updates that occurred this month. The Other Metric on this sheet is not represented in the overall call total this month for the metics in sheets one, two and three. In the following months it will be recorded with the total calls for the month.</p>
--------------	--

FMS Applications Management
 Deliverable 88.1.1g
 06/30/02

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	12	14	0	26
Complex Requests	9	4	0	13
Feeder File Issue	29	0	0	30
FMS General	2	3	0	5
FSA / Dept. of ED Help Call	0	0	90	90
Question / Query	7	12	1	20
System Access Issue	19	0	0	19
System ID's Issue	9	8	0	17
User Suprt. / Funct. Issues	3	3	0	6
VDC Outages	0	0	0	0
TOTAL	90	44	91	255

FSA / Dept. of ED Help Call	<p>Due to FMS Database updates that occurred this month. The FSA / Dept. of ED Help Call Metric on this sheet is not represented in the overall call total this month for the metics in sheets one, two and three. In the following months it will be recorded with the total calls for the month.</p>
------------------------------------	--

FMS Change Request Metric - June 2002

Change Requests Open	Critical	High	Medium	Low	Total
CBS	1	1	1	0	3
CMDM	0	0	0	0	0
COD	3	8	0	0	11
DLC	2	8	0	0	10
DLO	2	4	0	0	6
DLS	5	21	1	2	29
ED Budget	0	0	0	0	0
ED CFO	1	3	0	0	4
FFEL DCS	1	0	0	0	1
FFEL GA/VFA	0	9	2	7	18
FMS	6	9	3	0	18
FP Datamart	0	0	0	0	0
FSA CFO	8	25	5	1	39
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	1	4	4	0	9
PELL	4	8	2	0	14
Total	34	101	18	10	163

Change Request Closed	Critical	High	Medium	Low	Total
CBS	0	1	0	0	1
CMDM	0	0	0	0	0
COD	0	0	0	0	0
DLC	0	5	3	0	8
DLO	0	0	0	0	0
DLS	3	11	1	0	15
ED Budget	0	0	0	0	0
ED CFO	0	1	0	0	1
FFEL DCS	0	0	0	0	0
FFEL GA/VFA	2	18	6	2	28
FMS	2	3	0	0	5
FP Datamart	0	0	0	0	0
FSA CFO	0	7	0	1	8
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	2	0	0	4
PELL	1	2	1	0	4
Total	10	48	10	4	75

New Change Request for June / 02	Critical	High	Medium	Low	Total
CBS	1	0	0	0	1
CMDM	0	0	0	0	0
COD	1	8	0	0	9
DLC	0	0	0	0	0
DLO	1	0	0	0	1
DLS	1	2	0	0	3
ED Budget	0	0	0	0	0
ED CFO	0	0	0	0	0
FFEL DCS	1	0	0	0	1
FFEL GA/VFA	0	3	0	0	3
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	2	0	0	0	2
Total	8	15	0	0	23

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.