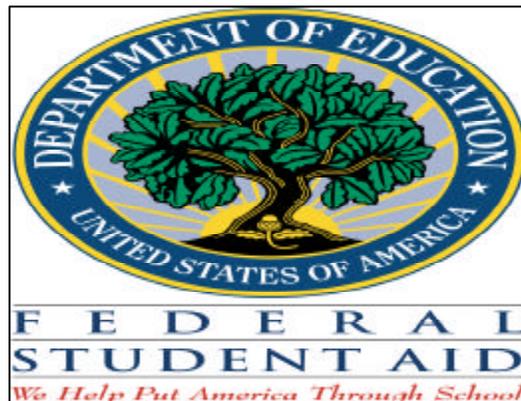


# **FSA FMS Application Management**

## **FMS Applications Operations - Monthly Report** **Deliverable 88.1.1i**

Period Ending: 08/31/02



# FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

## Deliverable 88.1.1i Executive Summary

Period Ending 08/31/02

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
2.0	Response Time - High	90%	100%	163
2.1	Response Time - Medium	90%	100%	110
2.2	Response Time - Low	90%	100%	30
	<b>Resolution Times</b>			
2.3	Resolution Time - High (Complex)	90%	100%	178
2.4	Resolution Time -Medium (Complex)	90%	100%	125
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	
	<b>Other Service Metrics</b>			
2.7	Resolution Quality	95%	100%	303
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	7
	<b>Help Desk Metric</b>			
3.0	Request Volume	100	303	303

### **Monthly Highlights**

- 1) Logged all FMS Help Desk calls from 08/01/01 through 08/31/01
- 2) Continued 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 FAQ for LAP users.
- 5) Held FMS change request meetings for FSA Channels and Internal Operations.

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

FMS Applications Management  
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**Data Tracking Starts 08/01/02 ----- 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
<b>VDC Montly Availability for 08/2002</b>			
Thursday	8/1/2002	100%	
Friday	8/2/2002	100%	
Saturday	8/3/2002	100%	
Sunday	8/4/2002	100%	
Monday	8/5/2002	100%	
Tuesday	8/6/2002	100%	
Wednesday	8/7/2002	100%	
Thursday	8/8/2002	100%	
Friday	8/9/2002	100%	
Saturday	8/10/2002	100%	
Sunday	8/11/2002	100%	
Monday	8/12/2002	100%	
Tuesday	8/13/2002	100%	
Wednesday	8/14/2002	100%	
Thursday	8/15/2002	100%	
Friday	8/16/2002	100%	
Saturday	8/17/2002	100%	
Sunday	8/18/2002	100%	
Monday	8/19/2002	100%	
Tuesday	8/20/2002	100%	
Wednesday	8/21/2002	100%	
Thursday	8/22/2002	100%	
Friday	8/23/2002	100%	
Saturday	8/24/2002	100%	
Sunday	8/25/2002	100%	
Monday	8/26/2002	100%	
Tuesday	8/27/2002	100%	
Wednesday	8/28/2002	100%	
Thursday	8/29/2002	100%	
Friday	8/30/2002	100%	
Saturday	8/31/2002	100%	

<b>Total</b>	<b>08/01/02 thru 08/31/02</b>	<b>100 % ---- This is the monthly average of Availability.</b>
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**Service Level Metric 2.0**

**Response Time - High**

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

**Service Level Metric 2.1**

**Response Time - Medium**

	Current Month	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-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%	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%	100.0%	100.0%	100.0%	97.0%	99.0%	100.0%	

**Service Level Metric 2.2**

**Response Time - Low**

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

**Service Level Metric 2.3**

**Resolution Time - High (Complex)**

	Current Month	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Current Targets
Resolution Time (%)	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	94.0%	96.0%	95.0%	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%	94.0%	96.0%	95.0%	97.0%	99.0%	100.0%	

**Service Level Metric 2.4**

**Resolution Time - Medium (Complex)**

	Current Month	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-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%	99.0%	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%	99.0%	97.0%	

**Service Level Metric 2.5**

**Resolution Time - High (Simple)**

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

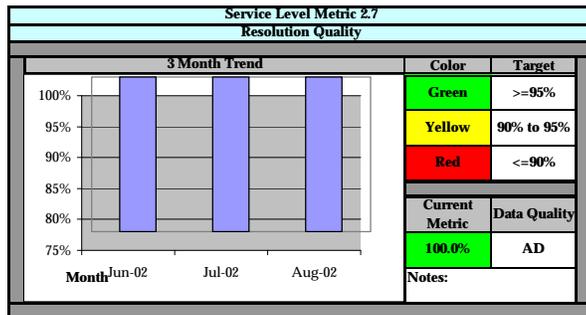
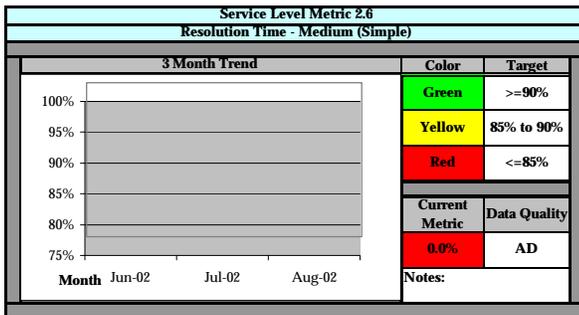
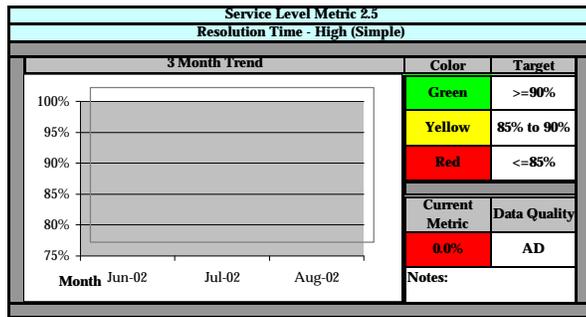
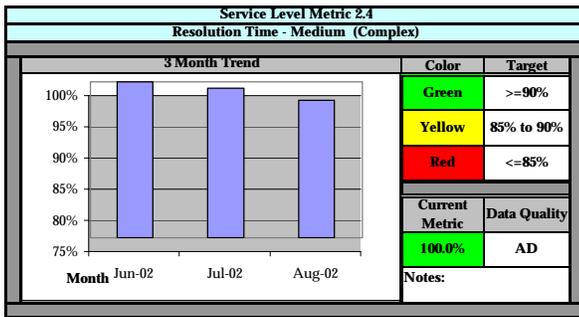
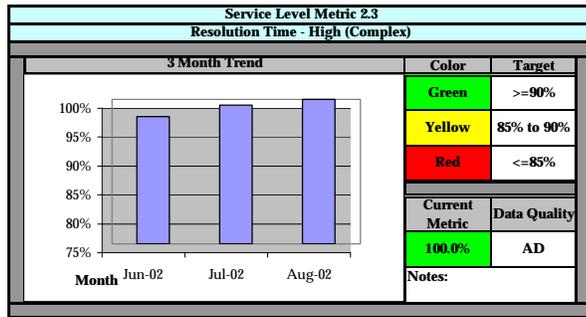
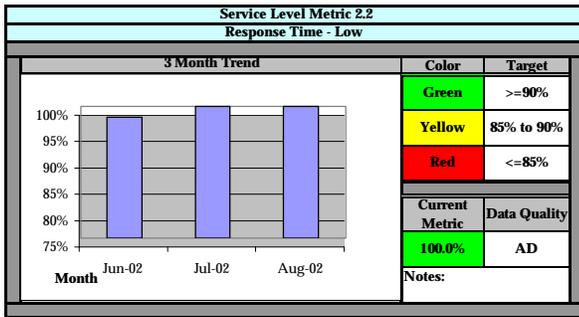
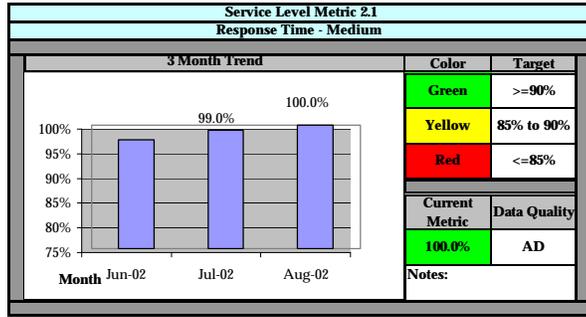
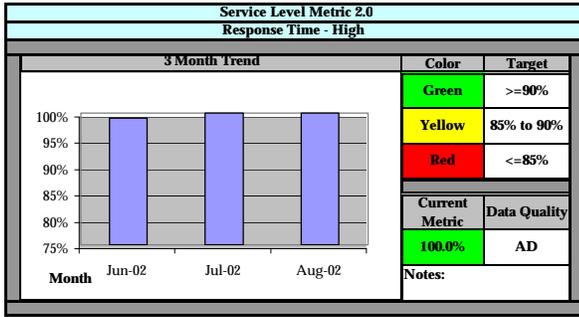
	Current Month	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Current Targets
Number of Requests	37	37	25	72	69	89	115	237	245	259	222	143	175	303	<=100
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100 to 150
Data Quality	AD														>150
Color Trend		37	25	72	69	89	115	237	245	246	222	143	175	303	

# FMS Applications Management

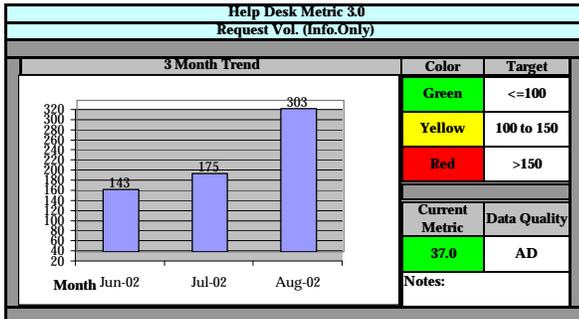
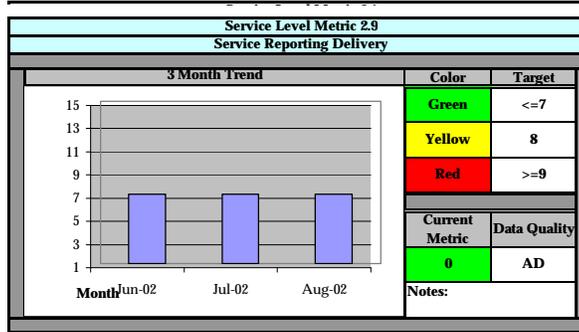
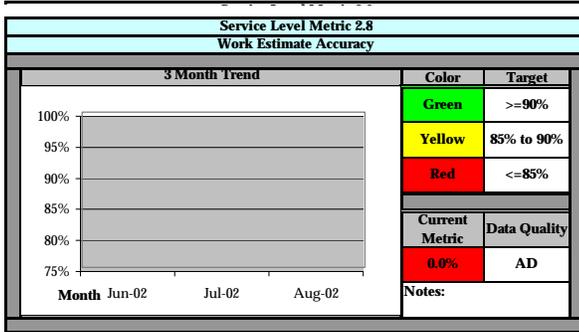
## Deliverable 88.1.1i

### Trend Analysis

**08/31/02**



**FMS Applications Management  
Deliverable 88.1.1i  
Trend Analysis  
08/31/02**



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	

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**FSA Program Metric - Aug. 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	0	0	0
COD	70	70	0
DLC	10	10	0
DLO	29	29	0
DLS	40	40	0
ED Budget	0	0	0
ED CFO	1	1	0
FFEL DCS	1	1	0
FFEL GA/VFA	0	0	0
FMS	1	1	0
Forms 2000	24	24	0
FP Datamart	2	2	0
FSA CFO	31	31	0
FSA Rep/Bdgt	0	0	0
FSA/ED Treas	0	0	0
LaRS/LAP	78	78	0
LEAP/SLEAP	0	0	0
Other	4	4	0
PELL	12	12	0
<b>TOTAL</b>	<b>303</b>	<b>303</b>	<b>0</b>

FMS Applications Management

Deliverable 88.1.1i

08/31/02

**FMS Issue Type Tracking - Aug. 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	9	5	1	15
Complex Requests	1	1	0	2
Feeder File Issue	60	33	0	93
FMS General	1	0	0	1
FSA / Dept. of ED Help Call	0	0	36	36
Question / Query	5	4	20	29
System Access Issue	75	5	0	80
System ID's Issue	0	3	0	3
User Suprt. / Funct. Issues	25	15	3	43
VDC Outages	0	1	0	1
<b>TOTAL</b>	<b>176</b>	<b>67</b>	<b>60</b>	<b>303</b>

Request Type Legend	
Request Type	Definition
Change Req. / Enhance	Any issue related to FMS Change Requests.
Complex Requests	Issues that are very technical in manner and cannot be resolved immediately, and need extensive research.
Feeder File Issue	Issues related to any file transfer with any FSA Program that feeds into FMS.
FMS General	Issues related to common technical problems or functional issues.
FSA / Dept. of ED Help Call	Any calls that are routed into the FMS Help Desk line that are not related to FMS, but related to the Dept. of ED.
Question / Query	Issues that are questions only, or inquiries about FMS.
System Access Issue	Issues related to user access to FMS.
System ID's Issue	Issues related to an FMS User ID or Password.
User Suprt. / Funct. Issues	Issues related to functional navigation, processing, reporting, and procedures.
VDC Outages	Issues related a FMS outage at the VDC.

FMS Applications Management

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08/31/02

<b>Priority Type Legend</b>	
<b>Priority</b>	<b>Definition</b>
High	Any issue that is stopping FMS business or in position to stop FMS business without attention by the Help Desk.
Meduim	Any issue that may be crital to business if not resolved, but there is a work around to process trasnactions and do FMS business.
Low	Any issue that is non critcal but needs attention, dose not involve FMS processing ability.

**FMS Change Request Metric - Aug. 2002**

Change Requests Open	Critical	High	Medium	Low	Total
CBS	0	1	1	0	2
CMDM	0	0	1	0	1
COD	3	7	0	0	10
DLC	1	4	2	0	7
DLO	0	6	2	0	8
DLS	1	13	3	2	19
ED Budget	0	0	0	0	0
ED CFO	0	2	0	0	2
FFEL DCS	1	0	0	0	1
FFEL GAVFA	0	5	2	7	14
FMS	4	7	5	0	16
FP Datamart	0	0	0	0	0
FSA CFO	7	28	5	1	41
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	2	3	10	0	15
<b>Total</b>	<b>19</b>	<b>79</b>	<b>33</b>	<b>10</b>	<b>141</b>

Change Request Closed	Critical	High	Medium	Low	Total
CBS	0	1	0	0	1
CMDM	0	0	0	0	0
COD	1	2	0	0	3
DLC	0	5	4	0	9
DLO	0	0	0	0	0
DLS	5	24	1	2	32
ED Budget	0	0	0	0	0
ED CFO	1	2	0	0	3
FFEL DCS	0	0	0	0	0
FFEL GAVFA	2	25	6	2	35
FMS	3	6	0	0	9
FP Datamart	0	0	0	0	0
FSA CFO	2	10	1	1	14
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
<b>Total</b>	<b>17</b>	<b>82</b>	<b>15</b>	<b>6</b>	<b>120</b>

New Change Request for June / 02	Critical	High	Medium	Low	Total
CBS	0	0	0	0	0
CMDM	0	0	0	0	0
COD	0	0	0	0	0
DLC	0	0	0	0	0
DLO	0	1	0	0	1
DLS	0	5	0	0	5
ED Budget	0	0	0	0	0
ED CFO	0	0	0	0	0
FFEL DCS	0	0	0	0	0
FFEL GAVFA	0	2	0	0	2
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	1	0	0	1
<b>Total</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>12</b>

Priority Type Legend	
Priority	Definition
Critical	A Change Request that needs to be implemented as an emergency. This is any CR that will fix an issue that stops FMS from achieving the FSA business needs.
High	A Change Request that effects FMS business needs and has a deadline date for implementation due to feeder system needs or FMS changes that effect transaction processing.
Medium	A Change Request that is not FMS business critical but would help increase work efficiency and effectiveness. This CR may be a reporting need, or reconciliation need between programs.

# SFA FMS APPLICATION MANAGEMENT

## Metrics Based Service Target Report

### Appendix A - Definition of Metrics

Metric #	Title and Definition
2.0	<b>Response Time High Priority</b>
2.1	<b>Response Time Medium Priority</b>
1.2	<b>Response Time Low Priority</b>
	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	<b>Resolution Time High Priority (Complex)</b>
2.4	<b>Resolution Time Medium Priority (Complex)</b>
2.5	<b>Resolution Time High Priority (Simple)</b>
2.6	<b>Resolution Time Medium Priority (Simple)</b>
	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	<b>Resolution Quality</b>
	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	<b>Work Estimate Accuracy</b>
	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	<b>Service Reporting Delivery</b>
	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	<b>Help Desk Request Volume</b>
	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.