

FSA FMS Application Management

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

Period Ending: 05/31/02



FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 88.1.1f Executive Summary

Period Ending 05/31/02

| Service Level | Description | Current Month | | Quantity |
|---------------|-----------------------------------|---------------|--------|----------|
| | | Target | Actual | |
| | Response Times | | | |
| 2.0 | Response Time - High | 90% | 100% | 105 |
| 2.1 | Response Time - Medium | 90% | 100% | 117 |
| 2.2 | Response Time - Low | 90% | 100% | 0 |
| | Resolution Times | | | |
| 2.3 | Resolution Time - High (Complex) | 90% | 100% | 105 |
| 2.4 | Resolution Time -Medium (Complex) | 90% | 100% | 117 |
| 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% | 222 |
| 2.8 | Work Estimate Accuracy | 90% | 100% | |
| 2.9 | Service Reporting Delivery | 7 | 7 | 7 |
| | Help Desk Metric | | | |
| 3.0 | Request Volume | 100 | 222 | 222 |

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 05/01/01 through 05/31/01
- 2) FMS worked closely with Direct Loan servicing (ACS Contractors) to process refund payments through FMS. Due to large volume of payments and issues with AP in FMS the system was having processing problems.
- 3) Implemented FMS Operations change request plan in FMS Operations and FSA community.
- 4) Assisted with Lender Re-design Teams access to FMS from Chicago through a VPN.
- 5) Added and updated 3% volume of user to FMS.
- 6) 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 "go live" review and implementation, LEAP 1288 form issues, and functional user issues.
- 7) Executed and reviewed user audit reports for FMS security, ran the reports and audited user every two weeks this month.
- 8) Created Oracle Discoverer installation plan for CFO reconciliation team, and updated current FMS Discoverer user Log.
- 9) Went live with FSA LAP application to 4000 users.
- 10) Updated all FMS security forms with new or adjust responsibilities.
- 11) Created new Change Request form and process to increase understanding and ease of use with FMS.
- 12) Submitted FMS Deliverable 88.1.2 - Over 80 Enhancements to FSA.
- 13) Reviewed and updated LAP help desk readiness plan.

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

FMS Applications Management
 Deliverable 88.1.1f
 05/31/02

Service Level Metric 2.0

Response Time - High

| | Current Month | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Jan-02 | Feb-02 | Mar-02 | Apr-02 | May-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% | 96.0% | 94.0% | 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% | 96.0% | 94.0% | 97.0% | |

Service Level Metric 2.1

Response Time - Medium

| | Current Month | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Jan-02 | Feb-02 | Mar-02 | Apr-02 | May-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% | 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 2.2

Response Time - Low

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

Service Level Metric 2.3

Resolution Time - High (Complex)

| | Current Month | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Jan-02 | Feb-02 | Mar-02 | Apr-02 | May-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% | 94.0% | 96.0% | 95.0% | >=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% | 94.0% | 96.0% | 95.0% | |

Service Level Metric 2.4

Resolution Time - Medium (Complex)

| | Current Month | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Jan-02 | Feb-02 | Mar-02 | Apr-02 | May-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 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Jan-02 | Feb-02 | Mar-02 | Apr-02 | May-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 88.1.1f
 05/31/02

Service Level Metric 2.6

Resolution Time - Medium (Simple)

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

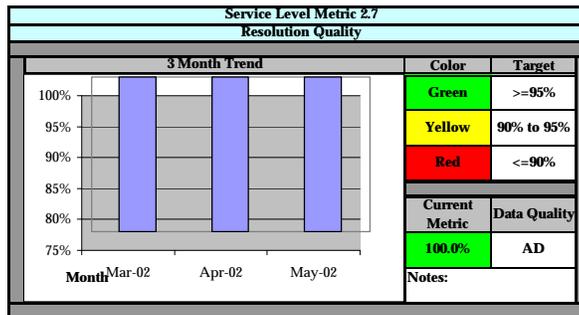
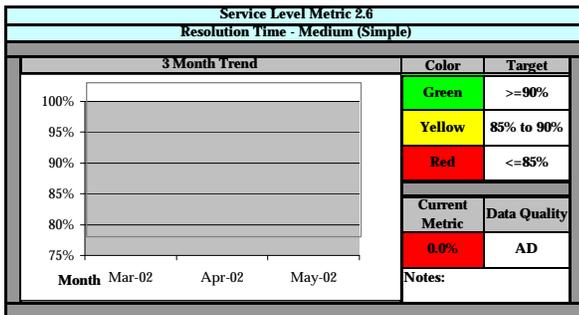
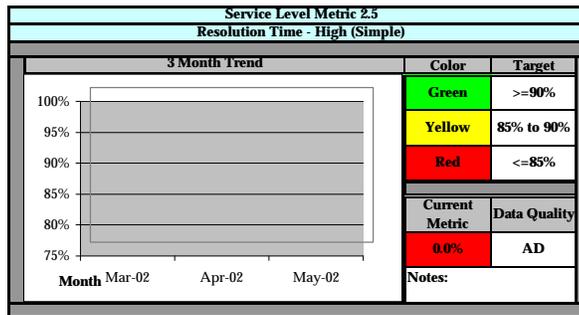
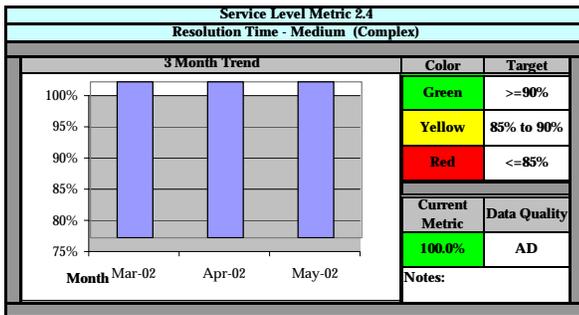
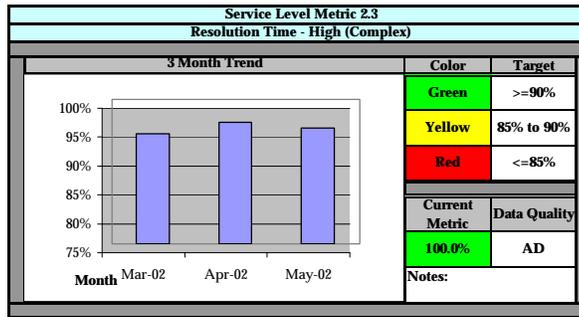
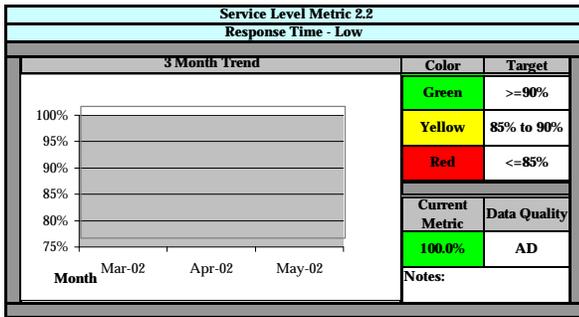
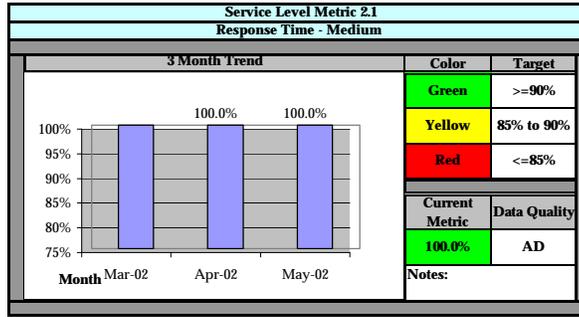
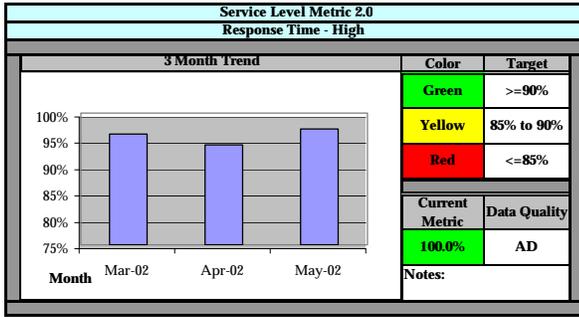
| | Current Month | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Jan-02 | Feb-02 | Mar-02 | Apr-02 | May-02 | Current Targets |
|------------------------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| Number of Requests | 37 | 33 | 37 | 27 | 37 | 25 | 72 | 69 | 89 | 115 | 237 | 245 | 259 | 222 | <=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 | | 33 | 37 | 27 | 37 | 25 | 72 | 69 | 89 | 115 | 237 | 245 | 246 | 222 | |

FMS Applications Management

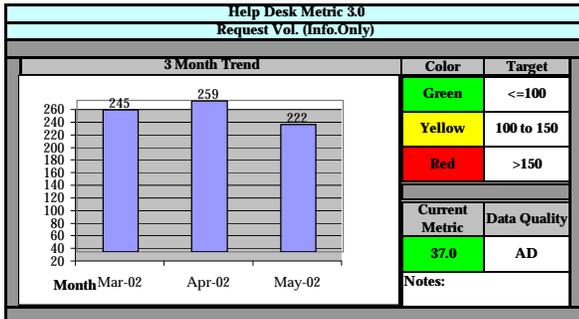
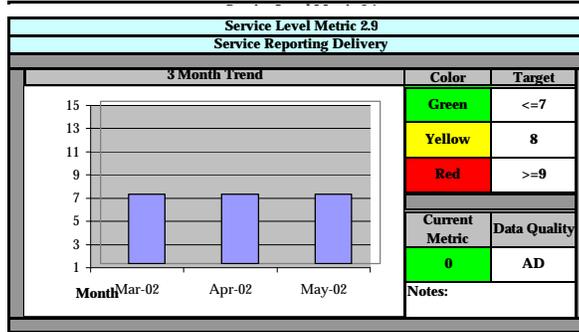
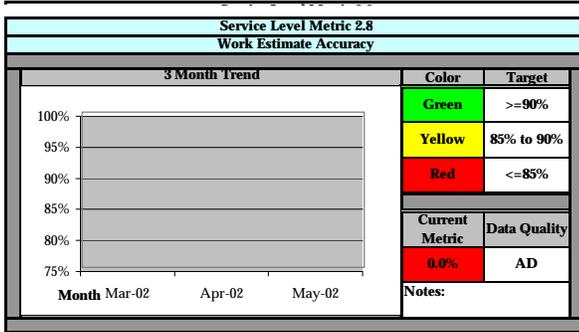
Deliverable 88.1.1f

Trend Analysis

05/31/02



**FMS Applications Management
Deliverable 88.1.1f
Trend Analysis
05/31/02**



| 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 | |

FMS Applications Management
 Deliverable 88.1.1f
 05/31/02

DRAFT ----- No DATA ----- 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.

| Date | Availability | Notes |
|-----------|--------------|--|
| 1-May-02 | 100% | |
| 2-May-02 | 100% | |
| 3-May-02 | 100% | |
| 4-May-02 | 100% | |
| 5-May-02 | 97.90% | FMS Application went down affecting Production. Total downtime was ½ hour. |
| 6-May-02 | 100% | |
| 7-May-02 | 100% | |
| 8-May-02 | 100% | |
| 9-May-02 | 100% | |
| 10-May-02 | 100% | |
| 11-May-02 | 100% | |
| 12-May-02 | 100% | |
| 13-May-02 | 100% | |
| 14-May-02 | 100% | |
| 15-May-02 | 100% | |
| 16-May-02 | 100% | |
| 17-May-02 | 100% | |
| 18-May-02 | 100% | |
| 19-May-02 | 100% | |
| 20-May-02 | 100% | |
| 21-May-02 | 100% | |
| 22-May-02 | 100% | |
| 23-May-02 | 100% | |
| 24-May-02 | 100% | |
| 25-May-02 | 100% | |
| 26-May-02 | 100% | |
| 27-May-02 | 100% | |
| 28-May-02 | 100% | |
| 29-May-02 | 100% | |
| 30-May-02 | 100% | |
| 31-May-02 | 100% | |

FMS Applications Management
Deliverable 88.1.1f
05/31/02

DRAFT ----- No DATA ----- FSA Program Metric

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

| Dept of ED PROGRAM | Total Issues for May | Total Issues Closed for May | Total Issues currently open for May |
|---------------------------|-----------------------------|------------------------------------|--|
| FSA CFO | | | |
| PELL | | | |
| CB | | | |
| LEAP | | | |
| DLO | | | |
| DLC | | | |
| FFEL GA / VFA | | | |
| LaRS / LAP | | | |
| FFEL DCS | | | |
| ED Budget | | | |
| ED Treasury | | | |
| CMDM | | | |
| ED CFO | | | |
| COD | | | |
| FP Datamart | | | |
| DLS | | | |
| Total | | | |

FMS Applications Management
Deliverable 88.1.1f
05/31/02

DRAFT ----- No DATA ----- FMS Issue Type Tracking

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 |
|----------------------------------|-------------|---------------|------------|--------------|
| System ID's Issue | | | | |
| System Access Issue | | | | |
| User Support / Functional Issues | | | | |
| Change Requests / Enhancements | | | | |
| Question / Query | | | | |
| FSA / Dept of ED Help Call | | | | |
| Complex Requests | | | | |
| VDC Outages | | | | |
| File Feeder Issue | | | | |
| FMS General | | | | |
| Monthly Total | | | | |

FMS Applications Management

Deliverable 88.1.1f

05/31/02

DRAFT ----- No DATA ----- FMS Change Request Metric

| Change Requests Open | Critical | High | Medium | Low | Total |
|----------------------|----------|------|--------|-----|-------|
| FSA CFO | | | | | |
| PELL | | | | | |
| CB | | | | | |
| LEAP | | | | | |
| DLO | | | | | |
| DLC | | | | | |
| FFEL GA / VFA | | | | | |
| LaRS / LAP | | | | | |
| FFEL DCS | | | | | |
| ED Budget | | | | | |
| ED Treasury | | | | | |
| CMDM | | | | | |
| ED CFO | | | | | |
| COD | | | | | |
| FP Datamart | | | | | |
| DLS | | | | | |
| FSA CFO | | | | | |

| Change Request Closed | Critical | High | Medium | Low | Total |
|-----------------------|----------|------|--------|-----|-------|
| FSA CFO | | | | | |
| PELL | | | | | |
| CB | | | | | |
| LEAP | | | | | |
| DLO | | | | | |
| DLC | | | | | |
| FFEL GA / VFA | | | | | |
| LaRS / LAP | | | | | |
| FFEL DCS | | | | | |
| ED Budget | | | | | |
| ED Treasury | | | | | |
| CMDM | | | | | |
| ED CFO | | | | | |
| COD | | | | | |
| FP Datamart | | | | | |
| DLS | | | | | |
| FSA CFO | | | | | |

| New Change Request | Critical | High | Medium | Low | Total |
|--------------------|----------|------|--------|-----|-------|
| FSA CFO | | | | | |
| PELL | | | | | |
| CB | | | | | |
| LEAP | | | | | |
| DLO | | | | | |
| DLC | | | | | |
| FFEL GA / VFA | | | | | |
| LaRS / LAP | | | | | |
| FFEL DCS | | | | | |
| ED Budget | | | | | |
| ED Treasury | | | | | |
| CMDM | | | | | |
| ED CFO | | | | | |
| COD | | | | | |
| FP Datamart | | | | | |
| DLS | | | | | |

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. |