

Department of Education Monthly Progress Report – November 2000

NSLDS

Contractual Issues

Date	Issue	Proposed Resolution	Status
09/30/00	CLIN 004 Funding	Modification Required	Modification required to correct Modification 13 funding amount provided. Funding required for CLIN 004 was \$133,983 versus \$134,008.99.
09/30/00	CLIN 006 Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding. Per discussion with CO, Funding to be provided next period.
08/31/00	CLIN 013 Travel	Modification Required	Modification required to increase travel NTE by \$50k to a new total of \$175k. Actual costs to date exceeds \$120k.

Technical Issues

There are no technical issues for NSLDS for November.

System Availability

On Tuesday November 28th, the NSLDS Production web server experienced an outage from 11:05 until 11:52. NT Support attempted to access the IP address but was unsuccessful. NT Support copied a new file to restore the system.

Outage: 47 Minutes

Responsibility: CSC Responsibility

CSC: For the month of November, NSLDS: - System Availability was 100% - DB2 Availability was 100% - CICS Availability was 100% - Web Server Availability was 99.88	ACTUAL: For the month of November, NSLDS: - System Availability was 100% - DB2 Availability was 100% - CICS Availability was 100% - Web Server Availability was 99.88%
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Software Changes

Testing of RMDS version 2.3 was stopped on NSLT due to unavailability of non-archived reports. Testing was resumed on the NSLP development DB2, NSLD, and was successful. RMDS version 2.3 is now ready for installation on NSLP, which is scheduled for 12/9/00.

The SFA Net LPAR was placed into production on October 30, 2000. All external providers, except for the Web Servers and NSLPC, have been migrated to this system. No major outages occurred during the migration of the external providers to this system.

CA-Unicenter TNG agents are being installed in a System Test environment. Once thoroughly tested, this suite of agents will interface with a TNG server to provide enhanced operational and performance monitoring capabilities. Testing is still in progress.

BMC product upgrades are in progress. These upgrades are in preparation for an upgrade of DB2 to version 6. Insight/DB2 V6.1 is scheduled for installation on 12/1/00.

A Virtual Tape Subsystem is being implemented across all SFA mainframe systems. The VTS PTFs were applied to the NSLS LPAR.

Security Information

The NSLDS User Summary Report for November:

Total ED Users	1,644
Total School Users	20,857
Total GA users	801
Total PIC Users	480
Total VDC Users	173
<u>All Other Users</u>	<u>736</u>
Total Users	24,691
Total Revoked	8,239
Total CICS Users	24,240
Total TSO Users	1,641

Resource Utilization Information

This information is now contained in the appendices of this document.

NSLDS Print Quantities

Month	Cut Sheet Laser Printing	AD Hoc BUD Reports	BUD Reports	Tracking of Green (RR) Cards/BUD NOBUD Reports
October 1999	2,934	9,440	2,215	0
November 1999	720	575	0	6266
December 1999	3,766	24	0	0
January 2000	1,086	939	0	0
February 2000	3,150	0	6,452	0
March 2000	3,033	232	0	9,058
April 2000	3,384	0	0	0
May 2000	2,902	0	0	0
June 2000	2,851	0	0	0
July 2000	2502	0	0	0
August 2000	3213	0	0	0
September 2000	2778	0	0	0
FY00 Total	32,319	11,210	8,667	15,324
October 2000	3,279	0	2,994	0
November 2000	2,148	0	0	635
December 2000				
January 2001				
February 2001				
March 2001				
April 2001				
May 2001				
June 2001				
July 2001				
August 2001				

September 2001				
FY01 Year to Date	5427	0	2,994	635

PEPS

Contractual Issues

Date	Issue	Proposed Resolution	Status
9/30/00	Administrative Correction	Modification	Admin correction required for Modification 7. Mod 7 references exercise of CLIN 05 instead of FY01 CLIN 06. Also, CSC has not received mod number 6 or mod number was skipped.
09/30/00	Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding.
4/1/00	GFI Shipment	Exercise CLIN 14	DOEd is requested to exercise CLIN 14 for GFI shipment services previously performed for the DOEd. Awaiting modification and payment for services invoiced.
4/1/00	Administrative Correction	Modification	Admin correction required for Modification 4 & 5 to correct CLIN and Funding typo.
12/1/98	Travel	Exercise CLIN 13	DOEd is requested to exercise CLIN 13 for travel and increase the NTE to \$25K Per notification billables have exceeded \$15K. Awaiting modification.

Technical Issues

The EAPP test server migration was scheduled for December 8 and the EAPP production server migration was scheduled for December 15. These were postponed to January 12 and January 19 do to unavailability of PEPS Operations resources.

System Availability

- 1st Outage: Thursday, November 2nd 20:00 - 20:25
- 2nd Outage: Monday, November 13th 16:36 - 17:14
- 3rd Tuesday: November 21st 10:08 - 10:25 & 15:26 - 15:40 & 16:15 - 16:41
- 4th Outage: Wednesday, November 22nd 09:50 - 10:00
- 5th Outage: Friday, November 24th 15:10 -15:15 & 18:15 - 18:30
- 6th Outage: Monday, November 27th 11:17 - 11:40, 16:40 - 17:02, 17:44-18:24 & 19:40 - 20:30
- 7th Outage: Wednesday, November 29th 13:00 - 13:27, 14:58-15:08, 15:20 - 15:28 & 16:50 - 16:58

Operations found the PEPS web site unavailable fifteen times throughout the month of November. NT Support discovered that the outages were due to the Oracle Web Listener program and the server was rebooted each time to regain accessibility.

- 1st Outage: 25 Minutes
- 2nd Outage: 38 Minutes
- 3rd Outage: 57 Minutes
- 4th Outage: 10 Minutes
- 5th Outage: 20 Minutes
- 6th Outage: 135 Minutes
- 7th Outage: 53 Minutes
- Responsibility: PEPS Support Staff

CSC: For the month of November, PEPS: - System Availability was 100% - Database Availability was 100%	ACTUAL: For the month of November, PEPS: - System Availability was 100% - Database Availability was 100%
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- Web Server Availability was 100%	- Web Server Availability was 99.09%
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DLOS

Contractual Issues

Date	Issue	Proposed Resolution	Status
09/30/00	CLIN 0005 Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding. Per discussion with CO, Funding to be provided next period.

Technical Issues

CSC and EDS are working to migrate LOWeb and LOWeb-T from K570 servers to new L class servers on December 15, 2000.

System Availability

Wednesday, November 1st, 17:20 - 17:45

The TNG console displayed a message that indicated the DLOS/LC database losprod1 had a status of "down." The outage was caused by an assertion failure. The DBA recycled the database to regain productivity.

Outage: 25 Minutes

Responsibility: EDS

1st Outage: Friday, November 3rd 06:25 - 07:28

2nd Outage: Monday, November 6th 15:25 - 18:27

3rd Outage: Tuesday, November 7th 07:06 - 11:15

The DLOS/LC database was down on three occasions throughout the month of November. The outages were due to a corrupted database, which also affected web users. The Informix group truncated the database and recreated the corrupted files to restore the system. In each incident, the LC web site was restarted to resolve the problem. An upgrade to the Informix database was performed on November 18, 2000.

1st Outage: 63 Minutes

2nd Outage: 182 Minutes

3rd Outage: 249 Minutes

Responsibility: EDS

Tuesday, November 14th 00:55 - 01:12

TNG displayed a message stating that the Informix instance had a status of being down. The DBA was contacted and he restarted the database.

Outage: 17 Minutes

Responsibility: EDS

Wednesday, November 15th 13:50 - 17:30

Operations received a message on the DLOS TNG console stating that the Informix Instance losprod1 was down. The database became unavailable due to accession failures and corruption. The DBA rebuilt the indexes and restored the database.

Outage: 220 Minutes

Responsibility: EDS

System Outage: Friday, November 24th 10:00 - 10:30

Database Outage: Friday, November 24th 07:40 - 10:30

EDS discovered that the DLOS/LC Informix database was inoperable. The Informix Logical log had also shutdown and assertion errors were found on the main console. The outage was due to a shared memory failure and in order to clear out the area, a reboot to the DLOS/LC system needed to take place.

System Outage: 30 Minutes
Database Outage: 170 Minutes
Responsibility: EDS

<p>CSC: For the month of November, DLOS/LC: - System Availability was 100% - Web Server Availability was 100%</p>	<p>ACTUAL: For the month of November, DLOS/LC: - System Availability was 99.93% - Database Availability was 97.78% - Web Server Availability was 98.85%</p>
<p>For the month of November, DLOS/LO: - System Availability was 100% - Web Server Availability was 100%</p>	<p>For the month of November, DLOS/LO: - System Availability was 100% - Database Availability was 100% - Web Server Availability was 100%</p>

PELL

Contractual Issues

Date	Issue	Proposed Resolution	Status
09/30/00	CLIN 0005 Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding.

Technical Issues

There are no technical issues for PELL for November.

System Availability

Thursday, November 2nd 18:00 - 19:47

The PELL Production web server experienced an outage due to an ASP0115 error. NT Support rebooted the server to clear the problem and also provided a trace of the information to Microsoft.

Outage: 107 Minutes

Responsibility: ACS

1st Outage: Monday, November 13th 18:56 - 20:13

2nd Outage: Wednesday, November 15th 09:05 - 09:25

3rd Outage: Thursday, November 23rd 01:13 - 02:05

The PELL Production web site experienced three outages throughout the month of November. The outages were all due to a COOL GEN communication bridge failure. In each case, NT Support rebooted the server to restore connectivity.

1st Outage: 77 Minutes

2nd Outage: 20 Minutes

3rd Outage: 52 Minutes

Responsibility: ACS

Monday, November 20th 07:00 - 08:00

The PELL Production web server experienced an outage on Monday, November 20th from 07:00 until 08:00. NT Support rebooted the server, but that did not clear the problem. Once the mainframe NSL08 line was started on both the NSLDS side and the SFANET side, connectivity was established.

Outage: 60 Minutes

Responsibility: CSC NT Support

CSC: For the month of November, PELL/P: - System Availability was 100%.	ACTUAL: For the month of November, PELL/P: - System Availability was 100%
For the month of November, PELL/RFMS: - System Availability was 100% - DB2 Availability was 100% - CICS Availability was 100% - Web Server Availability was 99.85%	For the month of November, PELL/RFMS: - System Availability was 100% - DB2 Availability was 100% - CICS Availability was 100% - Web Server Availability was 99.22%

Software Changes

An upgrade from OS/390 2.4 to OS/390 2.8 is in progress. Software inventory was completed and all requisitioned DASD has been received and set up. A new I/O configuration was implemented as part of the

installation of the additional DASD. The Software Factory order was received and restored to DASD. All PTFs for toleration maintenance have been ordered.

Plans are being developed to upgrade the Cool:Gen environment to V5.1 . These plans are in a very early stage and target dates are not yet available.

A Virtual Tape Subsystem is being implemented across all SFA mainframe systems. The VTS maintenance was received and the Holddata is being reviewed.

Two addresses were defined on the PELL system as Quick Tape consoles. They are 7A4 (PELD) and 7C4 (PELP).

Help Desk Report

Dec99	Jan00	Feb00	Mar00	Apr00	May00	Jun00	Jul00	Aug00	Sept00	Oct00	Nov00
Number of Help Desk Calls taken for Pell											
35	33	19	71	43	55	36	25	39	41	58	21
% Answered in 30 seconds											
89%	90%	81%	75%	83%	79%	90%	83%	84%	89%	77%	75%
Number of Tickets Closed											
31	31	17	33	34	33	24	13	18	20	18	6
% Tickets Closed in less than 2 Business Days											
97%	100%	100%	100%	100%	100%	92%	92%	83%	100%	100%	100%

Resource Utilization Information

This information is now contained the appendices of this document.

PELL Print Quantities

Month	Images
October 1999	419,272
November 1999	239,775
December 1999	226,188
January 2000	102,765
February 2000	105,874
March 2000	101,349
April 2000	58,674
May 2000	95,424
June 2000	113,764
July 2000	121,790
August 2000	115,568
September 2000	104,662
FY00 Total	1,805,105
October 2000	60,480
November 2000	64,308
December 2000	
January 2001	
February 2001	

March 2001	
April 2001	
May 2001	
June 2001	
July 2001	
August 2001	
September 2001	
FY01 Year to Date	124,788

Common SFA

Contractual Issues

Date	Issue	Proposed Resolution	Status
10/00	Additional Requirement	CSC Proposal Submission	Government approval of Proposals for BMC Enterprise, EAI Infrastructure Augmentation and several other tasks pending.
09/29/00	Funding – CLIN 013	Modification Required	CSC requests the Travel CLIN NTE be increased and funded to \$125K. Actual expenses incurred have exceeded \$118K.
09/30/00	CLIN 0006 Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding. Per discussion with CO, Funding to be provided next period.

Technical Issues

UNIX Services - The following actions occurred:

- Installed HP's Glance Plus software pack on LCWEB and LOWEB.
- Repaired DLT1 and DLT2 on PLLOS010.
- Installed and upgraded the following servers with Informix 7.31 UC7:
 - PLLOS000
 - VALOS000
 - VALOS010
 - PLLOS010
- Tested Informix 7.31 UC7 on VALOS000.
- Changed mount points to point to the 7.31 UC7 release of Informix on VALOS000 and VALOS010.
- Rebooted LOWEB to test application fixes and automatic startup.
- Replaced SCSI Bus or SCSI Backplane on FMS.
- Replaced the O/S Mirrored 9GB hard drive due to a bad green light.
- Deinstalled disk arrays and installed 1000 base-t ethernet cards on SAIG production/standby.

NT Services - The following actions occurred:

- Upgraded the Omniback software on each of the following servers to the latest version to support the new HP Tape Library:
 - SFANT001
 - SFANT002
 - SFANT003
 - SFANT004
 - SFANT006
 - SFAHPNT
- Removed unused files from DASD to free up available space on the NT server EASI. Implemented a new website and IP address for the Modernization Handbook application on the same server.
- Implemented the new Technology Handbook website on the EASI NT server.
- Implemented the new website on the Ombudsman NT server.
- Reconfigured and rebooted the EAI Application servers, SFANT002 and SFANT003.
- Reconfigured the network cards to run at 100mbps on SFANT001 through SFANT006.
- Removed Showcode and DVWSSR.dll (NT Security Hazards) from the following NT servers:
 - Ombuds-Sieble
 - EASI
 - SAIGDEV
 - SAIGFTP
 - OmbudsDBS
 - NSLDSFAP1
 - NSLDSFAP2

SAIGPROD
CDS
SFANTHP
CTRLSA1
Webtrends

- Removed CA TNG and set up traces for SNA on PELLPROD to enable the capturing of information at the time of errors. Implemented additional traces on the PELLPROD NT server.
- Installed a SCSI Interface Card to support the HP Tape Library on PELLCTD.
- Assisted the Application Vendor with Register and Unregister DLLs on PELLPROD.
- For Webtrends, implemented additional profiles to gather statistics on LOWEB, LCWEB and the SUN UNIX IFAP and Portals systems.
- Built the EAPP/PEPS test environment on a server at the VDC in preparation for the migration of the EAPP/PEPS boxes from Washington.
- Rebuilt the EAPP/PEPS Test environment on one of the servers from Washington.

System Availability

Network

Wednesday, November 15th 03:56 - 07:57

Operations noticed that all SFA web sites were not responding properly. Network Support found the problem to be internet-related. Genuity (formerly GTE) was contacted and they informed Network Support that they had lost contact with a router in their infrastructure. A Genuity technician remapped a circuit in Boston, MA to resolve the problem and restored connectivity to the VDC. As a preemptive action, CSC changed the notification policy with Genuity. Previously, the notification process was not used until Genuity had determined the extent of the outage. All Genuity network problems that could affect Internet access to the VDC will be paged to the Meriden NES problem pager via text update, as soon as they happen. This will help coordinate the restorative activities that take place when an Internet problem is detected.

Outage: 241 Minutes

Responsibility: CSC Network Support

CSC: For the month of November: - Network Availability was 99.44%	ACTUAL: For the month of November: - Network Availability was 99.44%
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PIN

Friday, November 10th 09:00 - 11:00

Network Support noticed that the HPN5 server was hanging up users who were trying to access the PIN server. The HPN6 server was out of service so NCS could make application changes. Midrange Support reported the Netscape process UXD was not up on HPN5 and the secure sites kept going up and down. NCS installed a JDBC driver on the HPN5 server and the web site became accessible.

Outage: 120 Minutes

Responsibility: NCS

CSC: For the month of November, PIN: - Web Server Availability was 100%	ACTUAL: For the month of November, PIN: - Web Server Availability was 99.72%
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FASFA on the Web

Sunday, November 5th 11:32 - 12:53

Midrange Support informed Operations that the HPN5 and HPN6 (FASFA on the Web) web sites were not responding correctly on Netscape. NCS informed Operations that an application change was made to Netscape. After the change was applied, the web site became accessible.

Outage: 81 Minutes
Responsibility: NCS

CSC: For the month of November, FASFA on the Web: - Web Server Availability was 100%	ACTUAL: For the month of November, FASFA on the Web: - Web Server Availability was 99.81%
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SAIGFTP

TNG reported a ping error on the SAIGFTP web site on Sunday, November 19th at 20:10. Operations was not informed until Monday, November 20th at 09:15 that the SAIGFTP web server appeared to be locked up. NT Support rebooted the web site to regain availability.

Outage: 785 Minutes
Responsibility: CSC NT Support

CSC: For the month of November, SAIGFTP: - Web Server Availability was 98.18%	ACTUAL: For the month of November, SAIGFTP - Web Server Availability was 98.18
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OMBUDSMAN

Thursday, November 2nd 09:00 - 09:18

The OMBUDSMAN database did not start after the backups had completed. NT Support discovered that the outage was related to a bad tape drive. The DBA restarted the database to clear the problem.

Outage: 18 Minutes
Responsibility: CSC NT Support

CSC: For the month of November, OMBUDSMAN: - Web Server Availability was 99.96%	ACTUAL: For the month of November, OMBUDSMAN: - Web Server Availability was 99.96
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CPS

Contractual Issues

Date	Issue	Proposed Resolution	Status
09/26/00	Additional Requirement	Modification Required	Funding still required for delayed migration activities under migration CLIN for the B-Table submission of 2/4/00. This B-Table update was incorporated into the contract via Modification 8 dated September 18, 2000. B-Table update reflected the migration date change notice received via E-Mail from D. Elliott on 2/18/99.
09/30/00	CLIN 0005 Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding. Per discussion with CO, Funding to be provided next period.

Technical Issues

The CPS Production LPAR has been prepared for incorporation into the SFA Production Parallel Sysplex environment. The OS/390 upgrade has been completed and insertion into the Sysplex will be scheduled after prerequisite microcode updates are applied.

System Availability

DB2 Outage: Sunday, November 5th 23:35 - 23:56

CICS Outage: Sunday, November 5th 23:45 - 23:56

NCS informed Operations that their image copy jobs were not executing. Operations tried to cancel the image copies, but was unsuccessful. Operations decided to bring the DB2 region down. All CICS regions and DB2 regions were successfully recycled.

DB2 Outage: 21 Minutes

CICS Outage: 11 Minutes

Responsibility: CSC Operations

System Outage: Sunday, November 19th 10:18 - 11:08

DB2 Outage: Sunday, November 19th 15:49 - 16:20

CICS Outages: Sunday, November 19th 16:05 - 16:20

Operations noticed that the nightly backups for CPS were declining. Operations investigated the delay and discovered that many of the scratch tapes pulled were kicked down with an NS 32 code. The system was IPL'd at 10:18, but that did not clear the problem. The system experienced a degradation from 11:08 to 16:05. Operations decided to bring down all DB2s and all CICS regions to regain productivity. All applications became functional and Operations confirmed with NCS help desk that all clients were able to access the regions.

System Outage: 50 Minutes

DB2 Outage: 31 Minutes

CICS Outage: 15 Minutes

Responsibility: CSC Operations

Thursday, November 30th 16:12 - 17:05

NCS informed Operations that TSO users were unable to logon to CPS. Operations determined that a terminal located at the NCS site in Iowa City caused the problem. The terminal caused an MVS storage-related error. Operations attempted to recycle TCPIP, but was unsuccessful. Operations determined that three PTFs were needed and an IPL would be required. CPS was successfully IPL'd and the PTFs were applied to the system.

Outage: 53 Minutes

Responsibility: CSC Operations

<p>CSC: For the month of November, CPS:</p> <ul style="list-style-type: none"> - System Availability was 99.76% - DB2 Availability was 99.88% - CICSPODM Availability was 99.94% - CICSPRD2 Availability was 99.94% - Web Server Availability was 100% 	<p>ACTUAL: For the month of November, CPS:</p> <ul style="list-style-type: none"> - System Availability was 99.76% - DB2 Availability was 99.88% - CICSPODM Availability was 99.94% - CICSPRD2 Availability was 99.94% - Web Server Availability was 100%
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Software Changes

The upgrade to the BMC QuickStart program product has been delayed. The current version must be updated to maintain vendor support. Further activity for this upgrade will be delayed until NCS has a clear understanding of changes introduced by the new version, and a new Development/Test LPAR has been made available. Requirements for this new LPAR are being defined. Upgrade of this product will take place on the Test LPAR first.

A new “Development” LPAR is being created to support the upgrade of Image Plus and future development projects. Once “System Tested” by CSC Technical Services, this LPAR will be made available for applications development/testing and migration of system software upgrades and maintenance. OS/390 2.8 has been implemented in production and activities on this LPAR have been resumed. Operating system and program products are being installed. A draft workplan is under development. A joint meeting with CSC, NCS and SFA will be scheduled once the draft workplan is available.

A Virtual Tape Subsystem (VTS) is being implemented across all SFA mainframe systems. CPS is currently selected to be the first SFA system to migrate to VTS tape processing. VTS is ready for testing on the CPSS LPAR.

Preparations are underway to upgrade DB2 to Version 6. Initial activities are the application of maintenance to DB2 for co-existence and the installation of several Platinum program products (Detector, Log Compress, Log Analyzer and Subsystem Analyzer).

MIM is being considered for DASD sharing between CPS LPARs.

Resource Utilization Information

This information is now contained in the appendices of this document.

CPS Print Quantities

CPS

Month	Laser Printing Standard Services	Laser Printing Non-Standard Services	Multiple Part Pages/Self Mailers Standard	Multiple Part Pages/Self Mailers Non- Standard
October 1999	1,888,056	1,888,056	666,131	666,131
November 1999	1,977,522	1,977,522	12,617	12,617
December 1999	10,360,494	10,360,494	1,894,088	1,894,088
January 2000	5,107,636	5,107,636	139,536	139,536
February 2000	4,875,399	4,875,399	745,900	745,900
March 2000	9,088,901	9,088,901	1,886,097	1,886,097
April 2000	9,366,994	9,366,994	3,177,443	3,177,443
May 2000	5,959,679	5,959,679	926,478	926,478
June 2000	4,313,724	4,313,724	813,968	813,968
July 2000	5,092,355	5,092,355	791,193	791,193
August 2000	4,160,253	4,160,253	634,620	634,620
September 2000	2,877,394	2,877,394	467,545	467,545
FY00 Total	65,068,407	65,068,407	12,155,616	12,155,616
October 2000	2,122,219	2,122,219	350,944	350,944
November 2000	4,117,783	4,117,783	899,843	899,843
December 2000				
January 2001				
February 2001				
March 2001				
April 2001				
May 2001				
June 2001				
July 2001				
August 2001				
September 2001				
Year to Date	6,240,002	6,240,002	1,250,787	1,250,787

FFELS

Contractual Issues

Date	Issue	Proposed Resolution	Status
11/30/00	Travel Funding	Modification Required	CSC requests the Travel CLIN NTE be increased and funded to \$70K. Actual expenses incurred have exceeded \$59K.
09/30/00	CLIN 0005 Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding.
4/28/00	Additional Requirement	Modification Required	Updated B-Tables submitted 04/28/00. Need B-tables incorporated into the contract.
9/1/99	SPS Software	Proposal/Modification Required	CSC was notified that the license for the SPS product EDITRANS belonged to Raytheon, not OSFAP. Updated B Table submitted 04/28/00 to reflect the procurement of a separate license.
9/30/99	CLIN 003 CLIN 004	Modification Required	System Migrated on 10/31/99. Revised B-Table needed to reflect revised CLIN 003 and CLIN 004 activity. Updated B-Tables submitted 04/28/00.

Technical Issues

Uploaded additional books to support Book manager as requested by FFEL.

System Availability

Monday, November 6th 00:00 - 00:25

The IPL for the FFEL system was performed after its scheduled maintenance window due to the differences that occurred in the HMC and Operation's book for load address and load parm. Operations was informed that changes were made to the books and the HMC book had the correct addresses. The system was successfully IPL'd and Operations applied the appropriate changes to their book.

Outage: 25 Minutes

Responsibility: CSC Operations

Tuesday, November 21st 12:30 - 13:05

The FFEL help desk reported users clocking when they were accessing the GSLCIPA region. Operations discovered that transaction GDAWG143 was causing the CICS spool to fill up. The archive job did not have enough CPU to process the job and the transaction was also utilizing 60% of the CPU. The two users utilizing the transaction were cancelled and the system returned back to production.

Outage: 35 Minutes

Responsibility: Raytheon

CSC: For the month of November, FFELS: - System Availability was 99.94% - IDMS Availability was 100% - CICS Availability was 100% - Server Availability was 100%	ACTUAL: For the month of November, FFELS: - System Availability was 99.86% - IDMS Availability was 100% - CICS Availability was 100% - Server Availability was 100%
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Software Changes

The IDMS Upgrade project is underway. The Project Definition and Project Plan have been completed and weekly conference calls are being conducted with SFA, Raytheon, and CSC. Production cutover to version 14.1 of CA-IDMS-related products is scheduled for mid-February.

A Virtual Tape Subsystem (VTS) is being implemented across all SFA mainframe systems. MVS exits (CA version), PTFs for the Parallel Sysplex, and 252 PTFs were applied to test the LPAR FELS. VTS was implemented in the test LPAR FELS.

Quick Tape was implemented.

Quick Tape and VTS support was added to the IODF.

The Vision Results program product has been installed.

CDS

Contractual Issues

Date	Issue	Proposed Resolution	Status
11/30/00	Travel Funding	Modification Required	CSC requests the Travel CLIN NTE be increased and funded to \$40K. Actual expenses incurred have exceeded \$31K.
09/30/00	CLIN 0005 Funding	Modification Required	Modification required to provide 1 st quarter FY 01 funding.

Technical Issues

There are no technical issues to report for CDS for November.

System Availability

No outages occurred on CD System, database, CICS regions, or web server in the month of November. CDS availability was 100%.

CSC: For the month of November, CDS: - System Availability was 100% - DB2 Availability was 100% - CICS Availability was 100% - Web Server Availability was 100%	ACTUAL: For the month of November, CDS: - System Availability was 100% - DB2 Availability was 100% - CICS Availability was 100% - Web Server Availability was 100%
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Software Changes

An upgrade from OS/390 2.4 to OS/390 2.8 is in progress. Product requirements research has been completed and the CSC Factory Order has been placed. Once the draft work plan is complete, we will be scheduling meetings with all stakeholders to make any necessary changes, finalize the project plan and begin conversion.

CoolGen V5.1 has been installed on CDS. The databases have been loaded, a special logon proc (#SPFC51) has been created and ACS testing is in progress. To date, all testing has been successful. The target production implementation date is pending completion of workstation toolset software installation and testing by ACS.

A Virtual Tape Subsystem (VTS) is being implemented across all SFA mainframe systems. The MVS maintenance has been completed and testing the VTS system on the CDBD Test LPAR is ready.

EVEA

Contractual Issues

Date	Issue	Proposed Resolution	Status
9/29/00	Change in Scope	Modification Required	Scope revision anticipated for the Performance Measurement task (subtask of the Modernization Blueprint task). CSC anticipates revised SOO to affect schedule, scope, and price. ROM estimate is currently \$24k for additional funds required.
9/29/00	Change in Scope	Modification Required	Scope reduction in effect for the EDNET Monitoring Task. CSC proceeding in accordance with its 10/17/00 detailed status report. CSC anticipates revised SOO to affect schedule, scope, and price. ROM estimate is currently \$226k for additional funds above current funded amount.

Technical Status

- Modernization Blueprint
 - Developed work plans, as directed, for leveraging value from CSC work to date.
- Performance Management and Reporting
 - Implementation of Web-enabled Oracle based tracking system completed
 - Delivered on 10/27/00
 - Working Maintenance and deployment issues with Analysis channel
- Data Encyclopedia
 - Began work on Phase 4 – Conceptual Enterprise data model (CEDM)
 - Delivered version 3 of 4 of CEDM on 11/30/00, next delivery scheduled for 12/31/00
 - Fully responsible for data standardization activities
- Student Statement – Highway 1
 - Develop Internet connectivity to SFA legacy systems.
 - Task completed
- Rational Software Support
 - Gimmel Systems Inc. on board to provide UML and IPT support
 - Supporting FMS Requirements development
 - Supporting the Data Modeling Team evaluation of Rational's data modeling capability.
- 3rd Party Test
 - Phase 1 complete – Identify test requirements for external entities to interface with customer systems
 - Working with customer to further define phase 2

SFA Project Management Issues

Current Activities	
CBS	The CBS server migration is scheduled for December.
SAN Migrations	FMS is scheduled for December.
FTS 2001	100% complete.
PEPS	EAPP production server migration is scheduled for December.
Disaster Recovery Testing	The PEPS DR test is scheduled for December 9th.
OIG Audit	The Inspector General has completed a majority of their findings with no major security exposures identified. CSC has provided all of the network configuration files requested by the ED contracts group. The auditors' final report is scheduled for release on October 1st. CSC has been provided a preliminary copy of the report and is responding to or addressing all VDC-related findings.
FAFSA Express	CSC has completed configuration of the hardware for this project on time and has notified the application developer that they can begin customization.
FFELS Routers	CSC is awaiting contract authorization to begin work.
FOTW and Student Pin Site	CSC completed a study of the capacity requirements for the next busy season cycle and presented options to Jeanne Saunders on November 2nd. CSC is awaiting contract authorization to proceed with the selected capacity option.

Trip Report

The following travel-related expenses were incurred during the month of November.

Name	Dates	Cities	Purpose	Accomplishments	Authorized By
Jerry Ryznar	11/11/00 - 11/15/00	Lanham, MD to Dallas, TX	Electronic Access Conference	Attended conference	C. Dickens

SFA Performance Utilization Reports

See the Excel files that were sent along with this Monthly Progress Report for the performance utilization reports. Included are

Appendix A	Processor Utilization Report
Appendix A1	FOTW CPU Detail
Appendix A1	PIN CPU Detail
Appendix A2	PELL CPU Allocation
Appendix B	UNIX System Performance Report
Appendix C	NT Server Report
Appendix D	Network Performance Report
Appendix D1	FOTW Networking
Appendix E	System Batch Report
Appendix F	CICS System Report
Appendix G	TSO System Report
Appendix H	GFI Inventory

Disaster Recovery Test Dates

Student Financial Assistance Systems Disaster Recovery Test Dates - Comdisco					
System	Last Test Date	Next Test Date	Length	Start Time	Facility
NSLDS	06/25/2000	TBD			North Bergen, NJ
DLOS	05/10/2000	TBD			Carlstadt, NJ
PELL	10/13/00	TBD			North Bergen, NJ
CPS	09/13/2000	TBD			North Bergen, NJ
CDS	07/22/2000	TBD			North Bergen, NJ
PEPS	08/18/1999	12/09/2000	23 hours	8:30	Carlstadt, NJ
FFELS	07/06/2000	TBD			North Bergen, NJ