

# **EMIS Redesign – Performance Period Plan**

## ***Performance Period***

***Start Date – 7/15/2010, 12 Noon***

***Scheduled End Date – 8/13/2010, 12 Noon***

The EMIS-Redesign (EMIS-R) Project is moving into the final phase before post implementation, the Performance Period. This collaborative effort will not only exercise the entire system end-to-end, but at the end of the Performance Period, ODE, Regional sites and districts will have become very familiar with the new EMIS vertical reporting system.

## **General Information**

The objective of the Performance Period is to test the performance of the new vertical reporting framework for meeting the State’s EMIS reporting requirements. This timeframe provides ODE, Regional Sites, and districts an opportunity to verify that the system meets specifications and make any necessary adjustments to improve the system based on feedback from users.

The Performance Period is a timeframe where the system needs to be available 98.5% of the time for all Regional sites, districts and ODE for thirty (30) consecutive calendar days. This is calculated by system use of the 25 Regional sites and ODE over a 30 calendar day period, using a standard work week (submissions 8am-5pm and required processing time thereafter). If “Uptime” falls below the required 98.5% metric, the Performance Period must restart.

The vendor has up to two opportunities during the Performance Period to prove the system is ready for implementation. If the system functions for thirty (30) consecutive days a second opportunity is not necessary. If the system fails, the vendor will make the necessary changes, and the second opportunity will begin. The vendor has up to ninety (90) days during this second opportunity to meet the thirty (30) consecutive calendar day requirement. In order to achieve this goal the following information is being provided to ensure a successful collaboration between all participants.

## Detail Information

The performance period will include both Flat File and SIF Agent submissions. During the Performance Periods five Collection Requests (Manifests) will be made available:

- FY10 October (K)
- FY10 March (D)
- FY10 Yearend (N)
- FY10 Graduate (G)
- FY10 Five-Year Forecast (P)

For FY10 October (K) ODE is requesting that districts first submit their October data and once this has been submitted they can move on to FY10 Yearend (N). There may be requests to recollect/re-prepare or resubmit October data once again to test any of the issues that may arise associated with the first submission.

Three of these data sets: FY10 Yearend (N), FY10 Graduate (G) and FY10 Five-Year Forecast (P), are also being submitted during this same timeframe via the legacy EMIS system to meet operational requirements. Data submitted for these three active reporting periods via the Data Collector will not be used as the operational data set for State and Federal reporting requirements.

Additional information can be found at [EMIS-R](#)

## Performance Period Submission Goals

Outlined below are the requested submission goals to be implemented for Performance Period. Within the **first two weeks** a gradual increase in district participation is being requested; ITCs will be determining member district participation. The submission goals for the remainder of the thirty (30) day period only show the dates where 100% district participation is requested. Our hope is that all districts will continue using the new system as often as possible throughout the performance period, even though no per-day goals have been established. ODE and the EMIS-R vendors realize that not all districts will be able to participate at this level. This schedule was intentionally developed to help ensure valuable feedback related to system performance levels. If the vendor is not able to maintain “Up Time” (see page 5) the Performance Period must be re-started and new Performance Period Submission Goal tables will be provided.

### **Performance Period Submission Goals**

<b>Date</b>	<b>Percent of Districts</b>
<b>7/16/2010, Friday</b>	<b>25</b>
<b>7/20/2010, Tuesday</b>	<b>50</b>
<b>7/22/2010, Thursday</b>	<b>75</b>
<b>7/27, 2010, Tuesday</b>	<b>100</b>
<b>8/13/2010, Friday</b>	<b>100</b>

## Performance Period Role Descriptions

Defined below are role descriptions which describe the minimum effort being requested for this collaborative effort:

**EMIS-R Vendors** (Edustructures and sub-contractor, IBM) – provide HelpDesk Level 2 Support and timely resolution of priority issues; provide Issue Log List Updates and Daily Summary/Overviews with Issues Outstanding and Issues Resolved; validation of data collection for accuracy and completeness.

**ODE** – communicate daily/weekly Performance Period status updates; monitor CA-UniCenter HelpDesk, EMIS Redesign folder; monitor Report Collector and data loads to Staging and the Operational Data Store; ensure Level 2 validations are working properly and errors are communicated to Local Education Agencies. Work with ITCs and vendor to triage Level 1 validation errors.

**Regional Sites** (23 ITCs, Columbus City and Akron City) – assist Local Education Agencies to collect and submit data, Provide Level 1 Training and support to LEAs; escalate applicable technical issues found by districts to Level 2 Vendor Support; manage software updates in a timely manner; and monitor system performance. Provide assistance in determining Level 1 validation analysis.

**Local Education Agency (LEA)** – (Public Schools, ESCs, & JVSDs) – the most significant role for LEAs is the submission of Collection Requests through the Data Collector to ODE. In addition, suggestions regarding layouts for data previews or validation reports, as well as general procedural questions are to be submitted via the CA-UniCenter HelpDesk.

## Issue Reporting Process

### Technical Issues

For technical issues during the Performance Period a List of Email Addresses which includes ODE, Regional Sites and Vendors will be used with a template for issue identification and sharing. This will ensure that everyone is aware of anything and everything occurring and the status of each issue throughout this period. This issue reporting process will require that all involved parties use the List of Email Addresses provided prior to the start of the Performance Period by simply using *Reply to All* when submitting an issue to Edustructures.

It is crucial that this List of Email Addresses be used only when an issue or critical question arises (General questions should be addressed by the ITC itself or via the CA-UniCenter HelpDesk). Once an email is sent by the Regional Site or ODE, the responsible Support Engineer from Edustructures will review the issue or question and provide an acknowledgement with an Estimated Time of Completion (ETC) for an issue and/or a resolution to resolve the situation or question.

When a district issue cannot be resolved by an ITC, the ITC should escalate the issue through the process described above. Whenever possible the ITC should include as many of the following pieces of information to help improve the time required for resolution (which are included in the template that will be provided prior to the start of the Performance Period):

- Full description of the problem (Detailed explanation)
- Expected behavior (What was the expectation)
- Screen shots where applicable (Print-Screen Function)
- Log files for each component (Regional site will need to be contacted immediately to collect these before a new collection occurs or the logs will be overwritten)
- Environmental considerations, including network usage, database server performance, etc. (Did anything in your network environment change)
- Steps to reproduce the issue (What steps were taken to get this result)

Regional sites have been trained and will be able to assist with resolving many issues including the follow:

- Login Credentials
- How to load a Flat File
- Checking the ZIS queues for the agents and seeing if they are jammed
- Making sure that the agents are registered
- Agents services should be started
- Set up email notifications for districts in Data Collector
- How to turn logging back up in the event of a problem and back down to keep performance high

- 1) If the Regional site or ODE cannot resolve the issue, they will escalate the issue to a Level 2 dedicated Edustructures System Support Engineer supporting that site. The Regional site or ODE will provide the System Support Engineer with all the collected information as part of the escalation process.
- 2) The Edustructures System Support Engineer will:
  - a. Review the Email explaining the issue and acknowledge the email with a Case number. Case numbers are used to track all support calls. TestTrack numbers are used by the System Support Engineer if development efforts are needed and will be referenced in a Case number.
  - b. If the issue is something a System Support Engineer can resolve quickly over a Web meeting and/or conference call, they will contact the Regional site or ODE directly to resolve the issue and after the resolution, they will send an email stating the issue associated to the Case number has been resolved and closed.

- c. If the problem is determined as needing development assistance, the System Support Engineer will open a TestTrack number and email that number to the Regional site with an estimated time for completion as part of the Case number.
- d. Upon resolution of every issue, the Edustructures System Support Engineer will respond to the requesting Regional site or ODE contact, including the Case Number and/or TestTrack number, stating the issue has been resolved. This notification will go out to the List of Email Addresses, not just the impacted entity.

### **Non-Technical Issues**

Non- technical issues as related to the Data Collector, and what districts are seeing as they use the Data Collector, and level 1/2 validations feedback are to be reported via the CA-Unicenter. ODE along with the help of ITCs will determine if there is a Collection Request (manifest) issue.

### **ODE and Edustructures Daily Triage:**

- A daily Triage between the ODE (PM) and Edustructures (PM) will occur for any reported issues to determine the Level of Severity:
  - 1 – Down (No or unacceptable workaround)
  - 2 – Critical (Acceptable workaround)
  - 3 – General Defect (Important defect that needs to be addressed in a timely manner, but does not hinder the reporting of EMIS required data)
  - E – Enhancement Request
  - U – User Error
- Once a Severity Level 1 event has been determined, the time and date will be noted and will begin counting as “Downtime” until resolved
- All issues will be mutually prioritized and addressed as quickly as possible

### **Issue Resolution by Edustructures:**

Edustructures will provide ODE and Regional sites a daily list of all items noted during the Performance Period highlighting all outstanding issues.

## **What is “Uptime”**

### **Definition:**

All components of the project are operational and all functions of the project are available to its users per established goals.

## **What is “Downtime” (Severity Level 1)**

### **Definition:**

This is a period when any part of the project is inoperable due to failure of the system or a particular component to operate. A downtime period is determined after successful validation of

the claimed issue; an example would be if an issue has occurred that meets one or more of the following criteria:

- Reproducible, or happens frequently
- Prevents the LEA from completing a data collection/submission and/or receiving status updates in a reasonable timeframe
- Prevents ODE from receiving a submission
- Submitted data does not get stored in the ODS and/or data is lost requiring resubmission (State level)
- Informatica rules fail to execute (State level)

**Examples:**

- Data Collection will repeatedly not start after a reasonable number of attempts and basic troubleshooting
- SIS agent hangs intermittently
- ZIS or SIF agent will not restart or stay running
- Data Collector does not submit data
- Data Collector does not receive Level 2 errors
- ETL will repeatedly not start after a reasonable number of attempts and basic troubleshooting, or requires repeated manual intervention for continued processing of the data (State level)
- Report Collector or DCWE user interface does not respond or hangs (State-level, not related to connectivity issues)

## **What is not “Downtime”**

**Definition:**

An issue has occurred that meets one or more of the following criteria:

- Documentation clarity or improvements
- Level 1 or Level 2 validation issues that are not functional errors of the system
- Manifest logic issues related to Level 1 Validation errors.
- Missing data in SIS or USAS/USPS
- Data quality issues
- Hardware, network, or third-party application problems
- Failures in any software not delivered and licensed for the EMIS-R project (i.e. MS Windows, MS SQL Server, VMWare)
- Issue is not reproducible

**Examples:**

- USPS web service or application is offline
- Oracle IdM site is unavailable
- Database server goes offline (As long as this is not a reoccurring issue)
- Electricity goes out

- User cannot access User Interface(s) due to connectivity issues
- Informatica server does not respond due to hardware or other environmental issues.  
(State-level)

## Communications

Four sources of communications will be utilized during the Performance Period, List of Email Addresses, as described in the Issue Reporting Process section, Edustructures Support Site, EMIS-R Newsflash, and the CA-Unicenter HelpDesk. The purpose of the remaining three communication sources (the List of Email Addresses is described in the Issue Reporting Process section) is described below.

- Edustructures Support Site – During the Performance Period, software updates may be needed. The same existing processes that are being used today will continue to be used during this period. The plan to update software will be evaluated on an as needed basis, even if there are updates that are not critical, but could improve performance. If a software component has been updated and either is required to solve an issue or will just be adding additional functionality, the ITCs will be notified via their Support Engineer that the updated software is available through the Edustructures Support Site.
- EMIS-R Newsflash – ODE will utilize this Newsflash to disseminate information related to the following items (not inclusive)
  - Software Release Updates
  - Performance Period status
  - Collection Requests (Manifest) updates
  - Level 1 & 2 Validation updates
- CA-Unicenter HelpDesk – EMIS Redesign folder – It is expected that Regional Sites and districts will have comments, requests, and general procedural questions during the Performance Period. These need to be submitted via the HelpDesk. ODE will review these items and make determinations that will be shared in a document during or after the close of the Performance Period. The HelpDesk should not be used for critical technical issue resolution; the List of Email Addresses should be utilized for this purpose.

## Performance

The level of performance varies widely across the ITCs. The timeframe to complete a collection or prepare is directly related to the number of districts attempting the same actions at or close to the same timeframe. The fewer districts working on the system will reduce the amount of time needed to accomplish the collection and prepare phases. Edustructures System Support Engineers have worked with each ITC to try and optimize performance with their system that was provided by the State and will continue to do so.