Attachment 2: Sample Customer Report

WCF CUSTOMER REPORT FOR TZ SERVICES DURING PERIOD 09 2009, JUNE:

WCF Service TZ Order Information

TZ Estimate Total	**$0.0**
TZ Total Amount Consumed YTD	**$0.0**
Percent of Estimate Used:	**52.51%**

WCF Service Usage by Project Code for Account Number DPHTT

Registration ID	Billing Title	JUNE 1-30 Details		YTD Details Through JUNE 30			
		Hrs	Amount	Hrs	Amount	Estimate	Remaining
RDP0ASRT	ASSERT	0	$0.0	0	$0.0	$0.0	$0.0
RDP0NLOS	LOCATOR	0	$0.0	0	$0.0	$0.0	$0.0
RDP0SECU	Security Awareness Role-Based Training Enhancements/Maintenance	0	$0.0	0	$0.0	$0.0	$0.0
RDPECPIC	eCPIC: Electronic Capital Planning and Investments Control System	0	$0.0	0	$0.0	$0.0	0.0
RDPISOCA	IT Security and Operations (ISO) Conference	0	$0.0	0	$0.0	$0.0	$0.0
RDPOTOPN	OTOP Intranet Maintenance	0	$0.00	0	$0.0	$0.0	$0.0
RTZMANUL	TISS - Information Security Manual Update	0	$0.00	0	$0.0	$0.0	$0.0
	Totals	**00**	**$0.0**	**0.0**	**$0.0**	**$0.0**	**$0.0**

Note:
There should be at least a month's delay in the year-to-date billing being reflected on the WCF Billing Statement
Reports due to the additional time required to complete the billing process.

Billing Title   **ASSERT**
Registration ID   **RDP0ASRT**
Account Number   **DPHTASSRT**
Customer
NCC Manager
Contractor Project Lead
Narrative

The Database Support Services (DBSS) staff provided general support to the developers and users. The DB administrator monitored the ASSERT database performances daily using various Structured Query Language scripts and provided the information to developers and technical consultant. The DBA investigated peak-hours database performance issues.

Blling Title   **LOCATOR**
Registration ID   **RDP0NLOS**
Account Number   **DPH1D0001**
Customer
NCC Manager
Contractor Project Lead
Narrative

The Database Support Services (DBSS) staff provided Oracle database-related support for the application owners and developers including:

- Assisting the Locator Administrator in researching and resolving a data error; an incorrect title was being displayed for an employee in the application.

- Completing the weekly execution of the data loading scripts for the Intranet and Internet environments and providing the resulting log files to the Locator Administrator.

- Extracting the current RTP data and sending the file to headquarters for processing.

- Keeping application owners and developers informed about scheduled outages.

- Running additional data refresh jobs or ad hoc database updates at the request of the Locator Administrator to correct data errors.

- Updating passwords in compliance with National Technology Services Division (NCC) policy.

- Reminding the customers who have database links to the Locator data when it is time to update their passwords.

- Instructing EPA employees and contactors about the processes for updating their personal information as necessary.

Billing Title   **Security Awareness Role-Based Training Enhancements/Maintenance**
Registration ID   **RDP0SECU**
Account Number   **DPHTP0001**
Customer
NCC Manager
Contractor Project Lead
Narrative

The Web and Application Deployment (WebDev) Group completed SECU database name changes and Security Awareness database updates.

The WebDev Group designed and implemented Lotus scripts to support security databases.

Billing Title   **eCPIC: Electronic Capital Planning and Investments Control System**
Registration ID   **RDPECPIC**
Account Number   **DPHTP0001**
Customer
NCC Manager
Contractor Project Lead
Narrative

The Database Support Services (DBSS) staff recompiled some invalid objects on the production schema.

The DBSS staff performed database maintenance as needed.

The DBSS staff performed the database upgrade as needed for a new version of the application.

Billing Title   **IT Security and Operations (ISO) Conference**
Registration ID   **RDPISOCA**

Account Number   DPHTS0001
Customer
NCC Manager
Contractor Project Lead
Narrative

There was no reportable activity during this reporting period.

Billing Title   OTOP Intranet Maintenance
Registration ID   RDPOTOPN
Account Number   DPHTT0002
Customer
NCC Manager
Contractor Project Lead
Narrative

There was no reportable activity during this reporting period.

Billing Title   TISS - Information Security Manual Update
Registration ID   RTZMANUL
Account Number   DPHTT0002
Customer
NCC Manager
Contractor Project Lead
Narrative