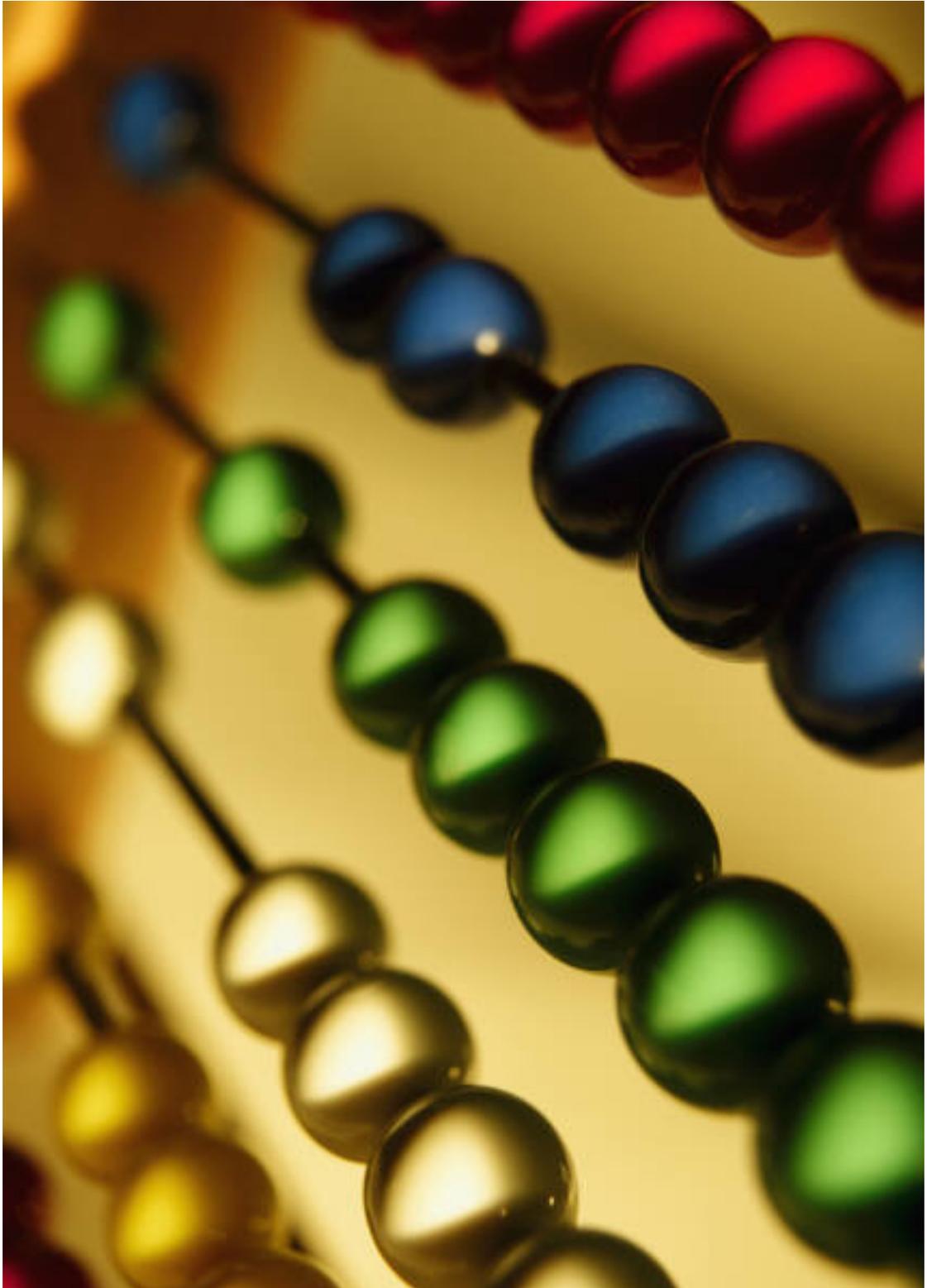


Bi-Weekly Report as of January 23, 2004



FSA Performance Plan – FY2004

SUMMARY

COMPLETED PROJECTS

- FSA awarded a new contract to ACS that will significantly enhance the FSA operations through the Common Services for Borrowers (CSB) initiative. The initiative will consolidate the FSA Direct Loan servicing functions, loan consolidation processes and collection activities for \$96 billion in student loan obligations. This contract will result in a savings of approximately \$1 billion. The first of five system transitions (the Direct Loan Consolidation System) to CSB was successfully completed in January. *(Project 12)*
- The Financial Partners Data Mart maintenance/operations contract was recompleted and awarded in September 2003. The transition to the new contractor was successfully completed with no impact to the user community. *(Project 18)*
- FSA conducted a statistical study using 2002-2003 FAFSA applicant data and 2001 IRS data. The results of the study were used to refine CPS verification selection criteria for the 2004-2005 application processing system, which became operational on January 2, 2004. The changes made to the CPS will help FSA better identify applicants who have made potential errors on their 2004-2005 FAFSA. *(Project 64)*

YELLOW LIGHT

- FSA and OPE decided to move forward with accepting and reviewing new VFA proposals. As a result, staffing for the VFA project is an issue that is being addressed in discussions with FP management. *(Project 22)*
- By the end of March 2004 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level. The acquisitions and contracts group currently has three outstanding vacancies with one hiring action scheduled for completion by the end of January. *(Project 46)*
- Although internal controls are in place, establishing a baseline to assess success measures for FSA procurements has proven difficult as FSA specific data is not easily severable from Department data. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the data. *(Project 48)*

DATE CHANGE REQUEST

- The NSLDS re-engineer project has not been funded. Due to FSA business priorities, it is anticipated that award of this project will be shifted to FY '05. *(Project 66)*
- Processing FISAPs and contacting all schools with incomplete submissions had a target completion date of November 2004. ADS requests that the date be changed to January 2004, as the C-B Director was not advised of the target date prior to January 23. The leadership team will be briefed and may move next year's target to an earlier date. *(Project 6.2)*

ACTION PLAN STATUS AT A GLANCE

as of January 23, 2004

FSA No.	Indicator	Status
1	IMPLEMENT STUDENT AID AWARENESS INITIATIVES	G
1.1	Leverage partnership activities to disseminate FSA information	✓
1.2	Publish accurate and timely information that meets the needs of our audience	G
1.3	Disseminate information directly to target audience	G
1.4	Respond accurately and timely to requests	G
1.5	Reach customers through Student Aid on the Web	G
2	IMPROVE CUSTOMER INTERACTIONS/CUSTOMER SERVICE CALL CENTER	G
2.1	Monitor customer feedback to improve services	G
3	CONDUCT APPLICATION PROCESSING (CPS, FOTW, PIN Site, IADD, PM)	✓
3.1	Implement application	✓
4	PROVIDE EDEXpress APPLICATION MODULES	G
4.1	Release application module	✓
4.2	Release Common Origination and Disbursement module	G
5	PROCESS PELL & DIRECT LOAN TRANSACTIONS THROUGH COD	G
5.1	Issue COD software release	G
5.2	Issue COD SOO	G
6	ADMINISTER CAMPUS-BASED (eCB) ACTIVITIES	G
6.1	Issue final school award	G
6.2	Process FISAPs	✓
6.3	Issue FISAP software release	G
7	UPGRADE POSTSECONDARY EDUCATION PARTICIPATION SYSTEM (PEPS)	G
7.1	Complete Oracle 9i Upgrade	G
8	EXPAND eZAUDIT INITIATIVE	G
8.1	Commence contract start-up	G
8.2	Complete first full cycle of processing (all school types)	G
8.3	Improve audit review component of compliance activities by increasing the e-submission rate to 95%	G
9	ENHANCE PROGRAM MONITORING AND OVERSIGHT (APP & DEL SERV)	NR
9.1	Meet or exceed audit resolution rate of 95% by the end of the fiscal year	G
9.2	Continue to measure school monitoring to assess overall compliance trends	G
9.3	Conduct School Relations initiatives	G
9.4	Conduct Experimental Sites initiative	G
9.5	Administer the Quality Assurance program	G
9.6	Conduct vulnerability assessment	NR
10	PRODUCE SCHOOL PUBLICATIONS AND MATERIALS	NR
10.1	Annually update and disseminate the Federal Student Aid Handbook	G
10.2	Update and disseminate Direct Loan Program publications	NR
11	DEVELOP & DELIVER PROGRAM AND TECHNICAL TRAINING FOR SCHOOLS	G
12	TRANSITION TO COMMON SERVICES FOR BORROWERS (CSB)	✓
13	ENHANCE PROGRAM MONITORING AND OVERSIGHT (BORROWER SERVICES)	NR
13.1	Default Recovery Rate on FSA-held portfolio 9.5% or more	G
13.2	Determine gaps in default prevention strategies and identify new opportunities for default prevention. Update FSA-wide loan risk management and default plan	G
13.3	Develop and implement a plan to address the \$1 billion defaulted Perkins loans	G
13.4	Identify and enhance current delinquency/default prevention tools for the DLProgram	G
13.5	Conduct vulnerability assessment	G
14	IMPLEMENT HIGH QUALITY CUSTOMER SERVICE TO THE DL PORTFOLIO	G
15	IMPLEMENT PLAN TO IMPROVE CONTRACTOR OVERSIGHT TO DL CONSOLIDATION OVERPAYMENTS/UNDERPAYMENTS	G
16	PERFORM NSLDS MAINTENANCE/OPERATIONS ACTIVITIES	G

ACTION PLAN STATUS AT A GLANCE

as of January 23, 2004

FSA No.	Indicator	Status
16.1	Perform cohort default rate calculations, send, and post	
16.2	Prepare/send GA fee calculations. Review Forms 2000 reasonability data	
16.3	Review, evaluate, prepare GA NSLDS data integrity improvements reports	
16.4	Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes	
16.5	Participate in the formulation of school cohort default rate initiatives	
16.6	Provide monitoring functionality of GA and Lender reasonability on a monthly basis	
16.7	Upgrade Data Prep Software to be compliant with Windows 2000 and XP	
16.8	Implement Education Credit Management Corporation (ECMC) file format changes	
17	RE-COMPETE CONTRACT FOR NSLDS MAINTENANCE/OPERATIONS	
17.1	Award new contract	
17.2	Monitor and manage transition to new contractor	
18	RE-COMPETE CONTRACT FOR FP DATA MART MAINTENANCE/OPERATIONS	
18.1	Award new contract	
18.2	Monitor and manage transition to new contractor	
19	PERFORM MAINTENANCE/OPERATIONS ACTIVITIES FOR THE FP DATA MART	
19.1	Quarterly status report on ways to improve effectiveness/efficiency of Data Mart review process	
19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes	
19.3	Monitor Data Mart feeds to provide accurate, concise and timely data to users	
20	PERFORM FINANCIAL PARTNERS PORTAL OPERATIONS ACTIVITIES	
20.1	Monitor and evaluate web page hits to drive future postings to portal	
20.2	Maintain current and relevant information to financial partners' user community	
20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal	
21	PERFORM LEAP/SLEAP ACTIVITIES	
21.1	Review, evaluate, reconcile, and prepare performance reports	
21.2	Prepare and submit clearance paperwork	
21.3	Review/approve applications from states. Obligate, generate, and mail grant award notifications	
22	PERFORM VOLUNTARY FLEXIBLE AGREEMENT (VFA) ACTIVITIES	
22.1	Perform cost neutrality analysis and provide results	
22.2	Prepare performance measure assessment and benchmarking reports	
22.3	Evaluate new applications for VFA	
22.4	Foster effective working relations with guaranty agencies during scheduled site visits	
23	PERFORM MAINTENANCE/IMPROVEMENTS TO THE FP ELECTRONIC RECORDS MANAGEMENT (ERM) SYSTEM	
23.1	As appropriate, integrate ERM work with other FSA business units	
23.2	Analyze and evaluate the current use of the ERM system to identify improvements	
24	PROMOTE EFFECTIVE/EFFICIENT COMMUNICATIONS INTERNALLY & EXTERNALLY	
24.1	Coordinate and enhance communications within Financial Partners and externally	
24.2	Hold quarterly checkpoints for all areas of FP service concerning communications	
25	ENHANCE PROGRAM MONITORING & OVERSIGHT (FP)	
25.1	Participate and provide Financial Partners Channel support for ED audit	
25.2	Prepare and conduct program reviews of guaranty agency and lenders/servicers	
25.3	Analyze and collect third-party audit findings	
25.4	Utilize GA/lender scorecards to reduce risk and improve review process	
25.5	Partner with guaranty agency community on the Common Review Initiative (CRI)	
25.6	Conduct vulnerability assessment	

ACTION PLAN STATUS AT A GLANCE

as of January 23, 2004

FSA No.	Indicator	Status
26	SUSTAIN CLEAN AUDIT OPINION, ADDRESS MATERIAL WEAKNESSES AND REPORTABLE CONDITIONS IDENTIFIED IN ANNUAL FINANCIAL STATEMENT AUDITS	
27	PERFORM INTERNAL CONTROL REVIEWS TO ENHANCE FINANCIAL MGMT	
28	FINALIZE FY 2002 & FY 2003 COST ACCOUNTING MODEL AND DEVELOP BASELINE FY 2002 UNIT COSTS	
29	SUSTAIN/IMPROVE TIMELY RECONCILIATIONS & IMPLEMENT OTHER PROCEDURES TO COMPLY WITH FY 2004 ACCELERATED REPORTING REQUIREMENTS	
30	MANAGE FMS OPERATIONS	
31	DEVELOP & DEPLOY ENTERPRISE PERFORMANCE TEST ARCHITECTURE	
32	PROVIDE ENTERPRISE & DATA ARCHITECTURE MANAGEMENT	
33	PROVIDE SECURITY & PRIVACY SUPPORT TO FSA BUSINESS UNITS	
34	PROVIDE INTEGRATED TECHNICAL ARCHITECTURE (ITA) & ENTERPRISE APPLICATION INTEGRATION (EAI) MAINTENANCE AND PRODUCTION SUPPORT	
35	SUPPORT THE FSA IT ASSETS AT THE VDC WITH LINES OF SERVICE	
36	CONTINUE ENTERPRISE QUALITY ASSURANCE PROGRAM TO SUPPORT THE FSA CIO IN CONDUCTING SYSTEMS ASSESSMENTS/EVALUATIONS	
37	SUPPORT ED, CUSTOMERS AND BUSINESS PARTNERS BY PARTICIPATING IN THE PRESIDENT'S MANAGEMENT AGENDA E-GOVERNMENT INITIATIVES	
37.1	Release GovLoans Gateway	
38	PROVIDE HIGH QUALITY INFORMATION, RESEARCH AND INFORMAL PROBLEM RESOLUTION SERVICES TO STUDENT LOAN BORROWERS AND OTHER PARTICIPANTS IN STUDENT AID PROGRAMS	
39	CONDUCT REAUTHORIZATION ACTIVITIES	
40	POLICY LIAISON PLACEHOLDER	
41	PLAN AND MANAGE FSA CONFERENCES	
42	MANAGE, DEVELOP AND UPDATE CONTENT FOR FSANet	
43	MANAGE CONTROLLED CORRESPONDENCE FUNCTIONS	
44	DEVELOP & IMPLEMENT INTERNAL/EXTERNAL COMMUNICATIONS STRATEGY	
45	MATURE ENTERPRISE-WIDE PROCUREMENT PLAN	
45.1	Complete market research to resolve plan issues	
45.2	Synch Plan w/BIG End State Vision	
46	DEVELOP ACQUISITION WORKFORCE	
47	IMPLEMENT ENTERPRISE CONTRACT PERFORMANCE MONITORING MEASURES AGAINST NEW SYSTEMS CONTRACT AWARDS	
47.1	Incorporate CSB into enterprise process	
47.2	Incorporate Integrated Front-End Delivery Systems (FEDS) into enterprise process	
48	CONTINUOUSLY UPDATE AND MONITOR PROCUREMENT INTERNAL CONTROLS	
48.1	Establish monitoring and reporting process for government furnished property	
48.2	Establish reporting process to monitor vendor performance	
49	INCREASE CONTRACT DOLLARS AWARDED TO SMALL BUSINESSES	
49.1	Increase dollars awarded directly to small businesses	
49.2	Increase dollars awarded through large business primes to small business subs	
50	CONTINUE TO IMPLEMENT INTEGRATED PROJECT MANAGEMENT OVERSIGHT FOR FSA'S SYSTEM INTEGRATION ACTIVITIES	
51	EVALUATE & IMPLEMENT SELECTED PROJECT MANAGEMENT STANDARDS BASED ON THE SOLUTION LIFE CYCLE	
52	RESTRUCTURE INTEGRATION LEADERSHIP SUPPORT TO TRANSITION TO FSA STAFF	
53	PREPARE & CONTINUALLY MONITOR/REPORT ON THE ACCOMPLISHMENTS OF THE HIGH RISK PLAN	
54	DELIVER WORKFORCE DEVELOPMENT AND SUPPORT PROGRAMS	

ACTION PLAN STATUS AT A GLANCE

as of January 23, 2004

FSA No.	Indicator	Status
54.1	Continue Intern Program	
54.2	Conduct FSA Orientation	
54.3	Implement results of One-ED Competitions	
54.4	Update Skills Catalog/Learning Tracks	
54.5	Implement Workforce Alignment Strategy	
55	PERFORM FACILITIES MANAGEMENT ACTIVITIES	
55.1	Implement facilities needs	
55.2	Coordinate security needs	
55.3	Administer records management	
55.4	Coordinate the distribution of the Transit-Benefit program	
56	REVIEW CREDIT REFORM ESTIMATES	
57	DEVELOP TRIAL BALANCE CAPABILITY FOR COD AND CSB	
58	SUPPORT THE IMPLEMENTATION OF ORACLE FEDERAL FINANCIALS RELEASE 11i	
59	IMPLEMENT AUTOMATED BUDGET FUNDING ENTRY SOLUTION	
60	IMPLEMENT FORMS 2000 ADDITIONAL ENHANCEMENTS	
61	IMPLEMENT ENTERPRISE DATA STRATEGY INITIATIVES	
61.1	Map current state and future state business flows of data	
61.2	Develop requirements and initial design for common identifiers for schools and students	
61.3	Develop an integrated data warehouse and Data Mart strategy	
61.4	Develop technical standards, conventions and data management guidelines	
61.5	Determine current data quality and establish a target state plan and quality assurance process	
61.6	Develop an enterprise-wide extensible markup language (XML) technical architecture framework to enhance data sharing and standardization with our external customers	
61.7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management Oversight (eCMO), NSLDS and electronic Campus-based systems	
61.8	Conduct market research to validate the feasibility of the target conceptual design	
61.9	Develop the detail Data Quality Execution Plan	
61.10	Develop a holistic XML Management Plan	
62	BEGIN THE IMPLEMENTATION OF COMMON SERVICES FOR BORROWERS (CSB)	
62.1	Award Contract	
62.2	Begin implementing Phase I of the FSA-approved transition plan	
63	IMPROVE SCHOOL PARTNER OVERSIGHT	
63.1	Implement Trading Partner Management (TPM) system	
63.2	Develop Consolidated requirements for TPM system	
63.3	Develop enrollment high-level design	
63.4	Develop access high-level	
63.5	Develop Routing ID (RID) high-level design	
63.6	Select competitively a vendor to perform the conceptual design and development of the TPM system	
63.7	Begin requirements gathering for eCMO	
63.8	Procure the design of a workflow tool for SEC	
64	IMPROVE THE ACCURACY OF APPLICANT DATA	
64.1	Improve the effectiveness of verification	
64.2	Restructure CPS to become a multi-year database	
64.3	Implement ISIR Data Mart	
65	CREATE A TARGET STATE VISION OF AN INTEGRATED FRONT END BUSINESS INTEGRATION (FEBI)	
65.1	Conduct market research	

ACTION PLAN STATUS AT A GLANCE

as of January 23, 2004

FSA No.	Indicator	Status
65.2	Issue CPS Statement of Objective (SOO)	
66	RE-ENGINEER NSLDS (PENDING DATA STRATEGY OUTCOME)	
67	PREPARE TO IMPLEMENT IRS DATA MATCH	
68	CONTINUE LEARNING COUPON PROGRAM	
69	PROVIDE CAREER ZONE SERVICES	
70	INCREASE STUDENT FINANCIAL AID PROGRAM AWARENESS	
70.1	Expand federal student aid awareness and outreach program	
70.2	Develop and implement long-term mass marketing strategy	
71	RE-ENGINEER EDExpress	
71.1	Conduct A & F Study with product registration	
71.2	Link application processing to FAA Access	
71.3	Implement Return to Title IV Web Release	
72	DEVELOP A LATE DISBURSEMENT APPROVAL AND TRACKING SYSTEM	
73	DEVELOP FSA SECURITY AND PRIVACY ARCHITECTURE PILOT	
74	IMPLEMENT LEADERSHIP EXCELLENCE DEVELOPMENT TRAINING	

Key:



On Track



Progress Concerns



Not Reported



Completed

Cancelled

The project will not be completed in FY 2003 due to a shift in FSA leadership priorities, and therefore, unappropriated resources.

Operations

Discretionary

FSA Project Status Report

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Status_Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
1	ADS	Implement student aid awareness initiatives.	1/23/2004	working with Student Aid Awareness staff to increase the number of partnerships and awareness activities	10%	Green
2	ADS	Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).	1/23/2004	As of this first reporting period, CSCC has identified and is making the following changes: Promote IFAP subscription service more heavily this year, because it allows Financial Aid Administrators to customize content pushed to them via e-mail as well as frequency of receipt. This service increases convenience and can serve as a "tickler" for new or overloaded FAAs. Assist EZ-Audit team, by - having CSCC team handle EZ-Audit call center overflow - advising on customer service improvements for phone & web.	31%	Green
3	ADS	Conduct application processing [Central Processing System (CPS), FAFSA on the Web (FOTW), PIN Site, Improve the Accuracy of Applicant Data (IAAD), Participation Management (PM)].	1/23/2004	Successfully implemented the 04/05 CPS/FAFSA on the Web and Participant Management System on Jan 04.	100	Completed
4	ADS	Provide EDEExpress application modules.	1/23/2004	EDEExpress for Windows 2004-2005, Release 1.0 due January 31, 2004 – which includes the Global, Application Processing and Packaging modules was completed two and a half weeks ahead of schedule. Was posted to FSADownload on January 12th.	100	Completed
5	ADS	Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.	1/23/2020	On track overall. Note potential for future change to Target Completion Date in milestone 5 (not requested at this time).	31%	Green
6	ADS	Administer Campus-Based (eCB) activities.	1/23/2004	First Success Measure date listed is too late; should be April 1, 2004. Campus-Based Operations are on track. See 6.2 Target Completion Date change request.	31%	Green
7	ADS	Upgrade Postsecondary Education Participation System (PEPS).				

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status_Date</i>	<i>Comments</i>		
		1/23/2004	Although PEPS was upgraded in December, we learned that procurement of additional hardware was necessary before the E-App (school eligibility web interface) could be upgraded. Delivery of hardware and completion of upgrade are scheduled for 2/28/04. We request that the Target Completion Date be changed to 2/28/04 due to this unexpected change in scope.	76%	Green
8	ADS		<i>Expand eZAudit initiative.</i>		
		1/23/2004	A modified contract is in place, processing of all school types has been accomplished, and school registration is occurring daily.	30%	Green
9	ADS		<i>Enhance program monitoring and oversight.</i>		
10	ADS		<i>Produce school publications and materials.</i>		
11	ADS		<i>Develop and deliver program and technical training for schools through a combination of videoconferences, web-based training, and classroom experiences.</i>		
		1/23/2004	The success measures are to award the training contract by April, and implement a new registration system by March. We do not expect any problem in meeting both those deadlines. Since there are no milestones on the other page and I am unable to add them I am putting these here: Award new training contract by April 2004. 75 percent complete. Status: green Implement new registration system by March 2004. 40 percent complete. Status: green On an ongoing basis, review and analyze participant/instructor evaluations of training sessions, attendance data, adherence to budgetary constraints, and production schedules to ensure optimal delivery of FSA training programs. Will report the outcome of these analysis periodically. Ongoing. Approximately 40 percent of the analysis that is expected to be done in FY 04 is complete. Status:green.	40%	Green
12	BS		<i>Transition to Common Servicers for Borrowers (CSB) as Direct Loan Consolidation System (DLCS) contract expires.</i>		
		1/23/2004	Contract deliverables were transferred to CSB. No interruption in service during transition.	100	Completed
13	BS		<i>Enhance program monitoring and oversight.</i>		
14	BS		<i>Implement plan to provide high quality customer service to the Direct Loan portfolio.</i>		
		1/23/2004	Baseline will be determined March 30, 2004.	00%	Green

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status_Date</i>	<i>Comments</i>		
15	BS		<i>Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.</i>		
		1/23/2004	The 20% overpayment and 10% underpayment goals were achieved for November 2003 and continued to be achieved in December 2003. Consolidation staff will work to maintain the 10% and 20% level each month thru September 30, 2004.	100	Completed
16	FPS		<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>		
		1/23/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task orders are within budget, with all but monthly forms 2000 reasonability. This project has been put on hold awaiting a policy decision.	25%	Green
17	FPS		<i>Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.</i>		
		1/23/2004	New contract has been awarded and transition process has begun.	50%	Green
18	FPS		<i>Re-compete contract for Financial Partners Data Mart maintenance/operations and transition to new contractor.</i>		
		1/23/2004	This contract was awarded on Friday, 9.26.2003. Transition was successfully completed with no impact to user community. Final deliverables for transition activities were received and accepted on Thursday, 1.22.2004.	100	Completed
19	FPS		<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>		
		1/23/2004	Looking at ways to modify current QC process. Review is anticipated to be completed within the next 45 days.	000	Yellow
20	FPS		<i>Perform Financial Partners Portal operations activities.</i>		
21	FPS		<i>Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.</i>		
		1/23/2004	Project is on schedule to meet FY04 deliverables with no foreseeable problems.	55%	Green
22	FPS		<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>		
		1/23/2004	Staffing for the VFA project is an issue that is being addressed in discussions with the FP Management. The decision from the 1.21.2004 FSA/OPE meeting to move forward with accepting and reviewing all new VFA proposals will be factored into these discussions.	30%	Yellow
23	FPS		<i>Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.</i>		
		1/23/2004	Con-call meeting held with FSA and ECMC representatives to discuss ERM since the new contract was awarded to ECMC.	05%	Green
24	FPS		<i>Promote effective and efficient communications internally and externally.</i>		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>			<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>			
		1/23/2004	Draft of the Communication Plan completed and shared with all employees. All unit managers, including the Regions, have provided input and consolidation of the input will be completed by Monday, 2.2.2004. Many issues are currently being worked upon.		10%	Green
25	FPS		<i>Enhance program monitoring and oversight.</i>			
		1/23/2004	All FP efforts assigned to this project proceed on track and continue to move forward.		25%	Green
26	CFO		<i>Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.</i>			
		1/23/2004	FSA CFO has coordinated with the Department's external auditors from Ernst & Young to identify leading practices, lessons learned, and opportunities for improvement in the financial statement audit process. Based on these meetings, FSA CFO has standardized data downloads to be delivered as "provided-by-client" (PBC) audit evidence. FSA CFO has also met with representatives of the CSB solution and its operating partner, ACS, to ensure continuity of leading practices and to promote sustained clean opinions as the CSB solution is implemented. In order to further improve communications within FSA and minimize redundant efforts, FSA CFO has also worked with FSA channels and programs to identify audit liaisons in each area and has met with them in order to perform preliminary planning for FY04. Further FSA CFO has coordinated with OCFO and Budget Service to develop and submit agreed-on Corrective Action Plans related to the two reportable conditions and other matters identified in Ernst & Young's Internal Control Report. Also, FSA CFO has committed human resources to establish a position that will be responsible for all audit coordination efforts, has announced a competitive selection process, and has selected a well-qualified candidate.		05%	Green
27	CFO		<i>Perform internal control reviews to enhance financial management.</i>			
		1/22/2004	FSA CFO is establishing an internal control framework. This framework is based on the COSO framework (I.e., as defined in the Committee of Sponsoring Organizations of the Treadway Commission's Internal Control-Integrated Framework, 1992) and incorporates the Control Objectives for Information and Related Technology (COBIT), 3rd Release 2000. The framework shall help management baseline its control performance and measure its progress. FSA CFO is currently prototyping the framework in order to demonstrate its functionality. Once the framework is established, a review of the control baseline will be performed to identify opportunities to improve internal controls and internal control documentation.		15%	Green
28	CFO		<i>Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.</i>			
		1/23/2004	FSA CFO has developed an ABC planning document, including an implementation schedule. Also, an SOO has been drafted and is to be delivered to the contractor by the end of January. The current schedule anticipates a completion of FY2002 and FY 2003 models by 9/30/04, as required.		15%	Green
29	CFO		<i>Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.</i>			

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		1/23/2004	FSA CFO has drafted a project plan to deliver FY04 reconciliations that meet the needs of the audit and also comply with new quarterly financial reporting requirements established by OMB. Fulfillment of this project plan will be particularly challenging in light of additional resource demands related to the CSB solution, the GAO High Risk assessment, Oracle 11i implementation needs, CAP implementation demands, and other resource-intensive initiatives. Therefore, FSA CFO has placed a high priority on automating, streamlining, redesigning, and systematizing its reconciliaiton procedures -- while maintaining and improving their quality. FSA CFO has evaluated several automated application tools available and has identified CheckFree as the vendor that can best help FSA sustain and improve timely account reconciliations. To achieve this objective, FSA and its contractor, Deva & Associates, have been rigorously documenting all account reconciliation data feeds, matching criteria, outputs, analyses, documentation steps, review and approval steps, and related procedures.	05%	Green
30	CFO		<i>Manage FMS operations.</i>		
		1/23/2004	FMS Operations continues to operate smoothly. The new FMS Operations contractor, EDS, recently completed the first month of its FMS Operations task order. The new contract established 23 service level agreements (SLAs) that can reduce EDS's monthly invoice by 84% and 2 SLAs that can increase it by 15%. In December, EDS passed all of the disincentive SLAs; documentation is still being compiled to determine if they have passed both of the incentive SLAs. Example performance metrics by which EDS is paid for the month of December include: closing the monthly accounting period in 2 business days, resolving >93% of user problems within one day, and processing files for eight of FMS's regular interfaces within prescribed timeframes.	33%	Green
31	CIO		<i>Develop and deploy Enterprise Performance Test Architecture.</i>		
		1/23/2004	Market research is currently being performed. Coordinating with contracting to begin the acquisition process. 2nd draft of the SOO is complete and ready for internal FSA review. First draft of core acquisition documents completed	00%	Green
32	CIO		<i>Provide Enterprise and Data Architecture management.</i>		
		1/23/2004	Details for this initiative will be included in the next report.	00%	Green
33	CIO		<i>Provide security and privacy support to FSA business units.</i>		
		1/23/2004	Working with the Department's Critical Systems Workgroup to eliminate security as a reportable conditions. Also, we have created a database to track all security related corrective actions. Another action we completed within the past reporting period is that we implemented the FSA Online Security Center (OSC). The OSC provides Security Officers and others a central Intranet point on FSANet to obtain Federal, Departmental, and FSA security documentation forms and templates. The center also provides questions and answers for security and a calendar for security events.	00%	Green
34	CIO		<i>Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.</i>		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		1/23/2004	ITA team is continuing to work on FAFSA issues as they appear. Responded to a call on Sunday morning, and cause of problem was identified as a file not updated when additional FAFSA clones were added last weekend. ITA continues to provide support for FAFSA configuration and performance issues in the ongoing Tiger Team meetings. Assisted CSC with configuring Autonomy for FAFSA in production. Met with business owners to discuss initial ideas for how the ITA change control process, the ECM and VDC change control process, and VDC help desk support could be better integrated. ITA has updated the performance test environment with the latest version of FAFSA. The Load Runner scripts are being tested and modified as needed to work with the new code version. Prepared environment for performance testing next week. EAI provided Failover test support for refreshed FMS high availability server configuration. EAI team is continuing to support the hardware refresh. EAI will be implementing EAI architecture changes to support eZ-Audit migration to refreshed ITA server on Jan. 18. EAI is preparing implementation of EAI architecture changes to support Informatica migration to refreshed hardware - Feb 1. ITA is working with FSANet development team in work towards WAS 5.0 upgrade. ITA is working with eCB EZAudit development team in work towards WAS 5.0 upgrade. Worked with CSC to setup sendmail functionality on ITA HP refresh development server. The change will enable Students.gov to continue sending emails on the new HP/WAS 5.0 servers. Presented requirements to individual application teams for RCS Search Google migration. Met with IFAP on 1/20 to discuss migration schedule for possible Google launch by end of March. IFAP, Schools, Students, and FP have all completed Interwoven upgrade testing. Ombudsman and FSANet will begin testing shortly.	00%	Green
35	CIO		<i>Support the FSA IT assets at the VDC with lines of service including, full and incremental backups, annual disaster recovery tests, disaster recovery location and services, quarterly capacity planning, annual penetration testing, test environment support, security, compliance to all appropriate FSA, ED, & Federal policies, regulations, statutes.</i>		
36	CIO		<i>Continue Enterprise Quality Assurance Program to support the FSA CIO in conducting systems assessments and evaluations consistent with best practices for Solution Life Cycle (SLC) and Capital Planning and Investment Control (CPIC) processes.</i>		
		1/23/2004	QA/IV&V team and Common Services for Borrowers (CSB) development group working to identify IV&V support task areas that will provide best value and meet ED staff needs. Goal of establishing an effective IV&V approach for CSB by 02/28/04 is on track. IV&V support for FMS FY-04, EAI&ITA, on track. IV&V for NSLDS Reengineering on hold pending Data Strategy issues resolutions. Post-Implementation Review (PIR) schedule and plan are on track and within projected budget.	00%	Green
37	CIO		<i>Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.</i>		
		1/23/2004	The GovLoans.gov working group continues to make progress toward finalizing website content and graphic design for GovLoans.gov's release. Students.gov received 68,205 visits (1.6 million hits) during the week of January 11-17, 2004. As of January 12, 14,158 people are subscribed to Students.gov 'InfoSource', a subscription service that highlights the features of students.gov.	00%	Green
38	OMBD		<i>Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.</i>		
		1/21/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.71 (through 01/16/04)	25%	Green

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status_Date</i>	<i>Comments</i>		
39	PL		<i>Conduct reauthorization activities.</i>		
		1/23/2004	First of several FSA meetings held to discuss proposed recommendations.	33%	Green
40	PL		<i>Policy Liaison Placeholder</i>		
41	CMS		<i>Plan and manage FSA conferences.</i>		
		1/23/2004	Unable to analyze EAC customer satisfaction rating as this data was lost by FEDEX but should arrive at FSA in the next two weeks.	70%	Green
42	CMS		<i>Manage, develop and update content for FSANet.</i>		
		1/23/2004	Oct = 452,374 hits and 10,758 visits; Nov = 301,153 hits and 6,862 visits; Dec = 242,237 hits and 4,794 visits.	25%	Green
43	CMS		<i>Manage controlled correspondence functions including FOIA, privacy and controlled mail.</i>		
		1/23/2004	Controlled Mail: FSA received 1,115 pieces of mail in the first Quarter. All letters were reviewed, assigned to the appropriate office for response, and responses were completed in a timely manner. FOIA = Oct data, 27 requests - 10 answered = 17 pending; Nov data, 24 requests - 12 answered = 12 pending; Dec data, 14 requests - 4 answered = 10 pending. Privacy Act = Oct data, 18 requests - 10 answered = 8 pending; Nov data, 11 requests - 7 answered = 5 pending; Dec data, 6 requests - 1 answered = 5 pending.	25%	Green
44	CMS		<i>Develop and implement internal and external communications strategy.</i>		
		1/23/2004	Weekly News to Secretary Paige and FSA employees; Daily newsclips; Monthly FSA Now; Greentree Gazette Jan. 04 cover/article; Fulfills information requests from media, Congress, and internal ED offices by verifying data before leaves FSA; Weekly updates to Lobby monitor using Dashboard stats; Comms plan for promoting studentaid.ed.gov; Monitors radio & media interviews; Supported COO with All-Employee meeting in Oct.; Keeps OGC abreast of scholarship scams and FAFSA.com scams; COO was featured on WETA's educational channel; Nominates FSA Web sites for awards;	25%	Green
45	EPMS		<i>Mature Enterprise-wide Procurement Plan.</i>		
		1/23/2004	The Enterprise-Wide Procurement Plan for FSA is in the final draft stage of development. The final development and implementation of the plan is contingent upon the conclusion of the FEBI market research in Feb 04. The plan will then be updated in March 04. Enterprise-Wide Procurement Planning Database is in the final engineering stage with a proto type scheduled for delivery on Jan 31, 2004. The database will be used to maintain the procurement plan and contract information.	70%	Green

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		<i>Status_Date</i>	<i>Comments</i>		
46	EPMS		<i>Develop acquisition workforce.</i>		
		1/23/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. By the end of March 04 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level. APCMG currently has three outstanding vacancies with one hiring action scheduled for completion by the end of Jan 04. Competency requirements and commensurate training activities have been identified for APCMG staff. Individual training plans are under development with the initial iteration due for finalization by the end of Jan 04. ASI has delivered some project-specific training.	10%	Yellow
47	EPMS		<i>Implement enterprise contract performance monitoring measures against new systems contract awards.</i>		
		1/23/2004	The expert driving force behind this initiative started work on Jan 12, 2004 and the rest of the required staff is being hired. The basic approach is to develop an enterprise vendor performance process.	10%	Green
48	EPMS		<i>Continuously update and monitor procurement internal controls.</i>		
		1/23/2004	While internal controls are in place establishing a baseline to assess success measures has proven difficult as FSA specific data is not easily severable from Department data. FSA has eliminated four (4) large sole source contracts to date this FY and anticipates only one extension. This result compares favorably with FY 03 in which 3 extensions were made. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the required data.	25%	Yellow
49	EPMS		<i>Increase contract dollars awarded to small businesses.</i>		
		1/23/2004	NSLDS and EAI/TTA awards to Small Businesses reflect a net increase in dollars awarded to small business, however no baseline exists to truly measure against. The extraction of permanent data from data sources is in process so baselines can be developed for measuring performance and solutions approaches derived from data analysis and process development.	40%	Green
50	EPMS		<i>Continue to implement integrated project management oversight for FSA's system integration activities.</i>		
		1/23/2004	In the process of hiring staff to help implement PM oversight for system integration activities	08%	Green
51	EPMS		<i>Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).</i>		
		1/23/2004	SLC definitions/activities under discussion/review	08%	Yellow
52	EPMS		<i>Restructure integration leadership support to transition the majority of responsibility to FSA staff.</i>		
		1/23/2004	Market research has been completed. Statement of work drafted. Time line finalized with target date of 4/30 for award and 5/31 for completion of transition	15%	Green
53	EPMS		<i>Prepare and continually monitor and report on the accomplishments of the High Risk Plan.</i>		

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		1/24/2004	<p>FSA's major goal of receiving a clean opinion on its FY 2003 financial statements was attained on November 14, 2003. Also, there were no material weaknesses noted in the auditor's Internal Control Report (Significantly noteworthy was the dropping of the material weakness on reconciliation and analysis from the Internal Control Report). Thus, FSA has demonstrated sustained improvement in the financial management area (two clean opinions in a row) and has addressed the major issue causing the designation of the SFA program high-risk designation - having reliable and timely financial information in which to manage the SFA programs.</p> <p>Two other major goals that address secondary issues that were discussed in GAO's designation were also accomplished the First Quarter of 2004. One that is fundamental to systems integration was the finalization of an enterprise-wide data strategy and high-level implementation approach. The second goal was the introduction of legislation to facilitate a verification match between FSA's Application data and IRS data.</p> <p>In November 2003, GAO initiated a study of FSA's progress in addressing several areas related to the SFA program high-risk designation and FSA's role as a PBO. In December 2003 and January 2004 preliminary meetings were held identifying FSA's progress and plans for continuing to sustain improvements in financial management and internal controls, systems integration, program integrity, default prevention and management, PBO accountability, human capital management and MIT monitoring. The briefings clearly demonstrated accomplishments and FSA's commitment to sustaining and continuing to assess and manage the risk in the programs. GAO indicated that a report would be written within by April 2004.</p>	030	Green
54	AWSS		<i>Deliver workforce development and support programs.</i>		
		1/23/2004	We are continuing to provide service and support programs to the FSA workforce.	40%	Green
55	AWSS		<i>Perform facilities management activities.</i>		
		1/23/2004	We are constantly working on space, security, facility, records management, transit, and parking issues to improve the working environment of FSA employees.	70%	Green
56	CFO		<i>Review Credit Reform estimates.</i>		
		1/23/2004	FSA CFO submitted a draft Corrective Action Plan (CAP) to OCFO on November 21, 2003 and received a response back from OCFO on December 30, 2003. FSA CFO has coordinated with OCFO and Budget Service to establish a CAP that is agreed on by each of the three principal offices responsible for credit reform. The three organizations have also together drafted a project plan that will result in implementation of the CAP. FSA CFO plans to contract with credit reform experts to supplement FSA CFO's efforts to perform a systematic review of the credit reform business processes, estimates, assumptions, controls, analytical tools, and opportunities for simplification of the Department's model.	05%	Green
57	CFO		<i>Develop trial balance capability for COD and CSB (operating partners) to facilitate and expedite the reconciliation process.</i>		

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		1/23/2004	FSA CFO has worked closely with COD and CSB, and their contractors, to assess the costs and benefits of implementing formal trial balances. Based on these assessments, FSA identified trial balance requirements for ACS (the CSB operating partner), and has worked closely with ACS to implement these requirements. As of the end of January, 2004, ACS has produced a working trial balance in a test environment, and will transition the trial balance to a production environment in upcoming months. FSA CFO has also worked closely with COD representatives to identify and implement trial balance requirements. FSA CFO and COD have determined that trial balance requirements can be substantially met by means of enhancements to the School Account Statement reporting tools; the two groups have been working closely to implement these enhancements.	10%	Green
58	CFO	<i>Support the implementation of Oracle Federal Financials Release 11i.</i>			
		1/23/2004	FSA CFO has developed a short-term action plan to prepare for the Tiers 2 through Tier 4 of the Oracle 11i implementation, due to start on 4/1/2004. This short-term action plan includes the following: 1) Establish FSA contracting support. Final SOO draft to be delivered to FSA Contracts next week; 2) Present Oracle 11i to BIG and Management Council to obtain program POCs. To be completed on 1/23/2004; 3) Inventory FMS reports, detailing all of FMS's reports in the context of the ACCS. To be completed in early February 2004; 4) Define critical data elements for FSA. To be completed before Tier 2 starts in April 2004; 5) Identify initial opportunities to improve FSA business processes in the context of Oracle 11i. To be completed by April 2004.	20%	Green
59	CFO	<i>Implement automated budget funding entry solution.</i>			
		1/23/2004	FSA CFO has met a few times with OCFO to finalize the Statement of Objectives (SOO). We are planning one last meeting with EDCAPS and FMS contractors to ensure a clear understanding of requirements for both systems before finalizing the SOO and forwarding it on to the contractors. Once final, the requirement will be included in EDCAPS's February release, dependent on the Change Control Board's (CCB) final approval. When approval is received from the CCB for EDCAPS, contracts will be finalized and the implementation will begin.	05%	Green
60	CFO	<i>Implement Forms 2000 additional enhancements.</i>			
		1/23/2004	FSA CFO has established enhancements to Forms 2000 that will improve the current Guaranty Agencies Financial Reporting (GAFR) screens in Oracle to better organize payment and accounting entries, and distinguish them from information-only entries. As of April 2004, the forms will group all payment and accounting lines (1 through 27) together, and group all information-only lines (27 through 42) together. Currently, GA input screens group together monthly form lines 1 through 23, and lines 24 through 42 -- potentially giving the misleading impression that lines 24 through 26 are information only. The April 2004 enhancement will not increase the reporting burden on GA's in any way, but will make the forms clearer and therefore more reliable to FSA.	40%	Green
			The implementation of the Forms 2000 additional enhancements initiative is on-schedule and on-budget. The functional design document was delivered on 11/20/2003; the test scripts are due for delivery on 1/30/2004. There has been no deviation from the requirement. If the task continues to stay on schedule, it will complete as planned in April 2004.		

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			1/23/2004	The implementation of the Form 2000 additional enhancements initiative is on-schedule and on-budget. The functional design document was delivered on 11/20/2003; the test scripts are due for delivery on 1/30/2004. There has been no deviation from the requirements. If the task continues to stay on schedule, it will complete as planned in April 2004.	40%	Green
61	CIO	<i>Implement Enterprise Data Strategy initiatives.</i>				
			1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA on 11/17/03 for review and sign off.	00%	Green
62	BS	<i>Begin the implementation of Common Services for Borrowers (CSB).</i>				
63	ADS	<i>Improve school partner oversight.</i>				
			1/23/2004	This is a multi-year project in its first year of reporting. Some unknowns remain (see milestone 63.8). Project is on track.	31%	Green
64	ADS	<i>Improve the accuracy of applicant data.</i>				
			1/23/2004	FSA staff worked with one of its contractors, ORC Macro, to conduct an IRS statistical study using 2002-03 FAFSA applicant data and 2001 IRS data. The results of the study were used to refine CPS verification selection criteria for the 2004-05 application processing system, which became operational on January 2, 2004. The changes and refinements made to the CPS will help FSA better identify applicants who have made potential errors on their 2004-05 FAFSA.	100	Completed
65	ADS	<i>Create a target state vision of a Front End Business Integration (FEBI).</i>				
			1/23/2004	The project management plan and acquisition strategy have been drafted for FEBI covering the areas of application, origination & disbursement (AOD), aid application, customer service, and shared services. Sponsors, leads, staff and dollar resources have been allocated.	20%	Green
66	FPS	<i>Re-engineer NSLDS (Pending Data Strategy Outcome).</i>				
			1/23/2004	This project has not been funded. Due to FSA business priorities, it is anticipated that award of this project will be shifted to FY05.	000	Yellow
67	ADS	<i>Prepare to implement IRS data match.</i>				

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		<i>Status</i>	<i>Date</i>	<i>Comments</i>			
			1/23/2004	FSA and OPE staff have identified and begun to analyze five high-level approaches to implementing an IRS match, and are in the process of finalizing a comprehensive list of benefits and limitations, and relative cost estimates, for each approach. In addition, FSA and OPE staff presented eight separate IRS match presentations at the 2003 Electronic Access Conferences, where financial aid administrators were encouraged to provide feedback and suggestions for implementing the match as effectively and as efficiently as possible. At ED's Spring Conference in March 2004, FSA/OPE will also present a general session on the IRS Match; aid administrators will again have the opportunity to provide feedback and ideas. By March 1, 2004, FSA and OPE will begin to analyze the best approach (or approaches) for implementing a pilot match once IRS match legislation is passed.	50%	Green	
			1/23/2004	FSA and OPE staff have identified and begun to analyze five high-level approaches to implementing an IRS match, and are in the process of finalizing a comprehensive list of benefits and limitations, and relative cost estimates, for each approach. In addition, FSA and OPE staff presented eight separate IRS match presentations at the 2003 Electronic Access Conferences, where financial aid administrators were encouraged to provide feedback and suggestions for implementing the match as effectively and as efficiently as possible. At ED's Spring Conference in March 2004, FSA/OPE will also present a general session on the IRS Match; aid administrators will again have the opportunity to provide feedback and ideas. By March 1, 2004, FSA and OPE will begin to analyze the best approach (or approaches) for implementing a pilot match once IRS match legislation is passed.	50%	Green	
68	AWSS	<i>Continue Learning Coupon program.</i>					
			1/23/2004	Funds were made available in December and the announcement was made to FSA employees. Coupon processing procedures are revised. Online database has been created and is ready to launch.	10%	Green	
69	AWSS	<i>Provide Career Zone services.</i>					
			1/23/2004	Career management services are currently available, including one-on-one counseling and career management workshops. Two retirement workshops have been completed and three additional sessions are scheduled during 2004.	75%	Green	
70	ADS	<i>Increase Student Financial Aid program awareness.</i>					
			1/23/2004	Working with Student Aid Awareness staff to increase the number of partnerships to partnerships with FSA for increased student aid awareness	10%	Green	
71	ADS	<i>Reengineer EDExpress.</i>					
			1/23/2004	Successfully conducted a study to determine the alternatives and feasibility of providing electronic products. Milestones 71.1 and 71.2 are complete. Milestone 71.3 on schedule for completion by April 2004.	80%	Green	
72	PL	<i>Develop a Late Disbursement Approval and Tracking system.</i>					
73	CIO	<i>Develop FSA Security and Privacy Architecture Pilot.</i>					

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				1/23/2004	Received nine Vendor Presentations for their Web Access and Identify Management products. Briefed B.I.G., the Security Architecture Workgroup, and the FSA CIO on progress. Contractor is currently completing the first deliverable for this task.	00%	Green
74	AWSS	<i>Implement Leadership Excellence development training.</i>					
				1/23/2004	The Leadership Excellence Advisory Group (LEAG) has formed and met 3 times. We are currently working on a framework for manager/leader development at FSA that can be integrated into our Human Capital Plan.	10%	Yellow

FSA Milestone Status Report

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
1	ADS	Implement student aid awareness initiatives.						
			1	Leverage partnership activities to disseminate FSA information.				
					1/23/2004	Three new strategic partnerships established during reporting period – National Council for Community and Education Partnerships (NCCEP), White House Initiative on Educational Excellence for Hispanic Americans, and the Virginia College Access Partnership. New partnerships will increase FSA access to target population (low-income, minority, and first-generation college students). In addition, SAA engaged in 20 continuing partnership activities and 9 other new activities during the same period. These activities ranged from exhibiting materials at college fairs to conducting financial aid night presentations for parents and students, training high school counselors and organization staff on financial aid.	100%	Complete
			2	Publish accurate and timely information that meets the needs of our audience.				
					1/23/2004	SAA is in the middle of conducting a Usability Study of our written—published and electronic—products, including SAOTW and Counselors websites, flagship publications, and Counselor videoconference	10 %	Green
					1/23/2004	Progress made since October includes the publication of the 2004-05 documents that SAA is responsible for. Below is a list of those items: The Student Guide English: the first shipment of 500,000 was received 11/13; thereafter, 1 million were delivered weekly until completion on 12/30/04 (quantity printed is 8,032,500) Spanish: Copies received first week of January Braille format: copies received 1/20/04 Funding Your Education English: first partial shipment received 11/24/03; shipment completed on 12/9/03 Spanish: copies received first week of January Braille format: copies due 2-6-04 High School Counselor's Handbook: copies received first week of December We are currently drafting a development schedule for the 2005-06 versions of the above publications. This schedule will depend on the results of usability studies that we are preparing to conduct. These studies will collect feedback from various user groups about our current publications. We will use those studies to determine if we need to revise or modify what we currently produce, create new publications or means of reaching our target audiences, etc.	05 %	Green
			3	Disseminate information directly to target audience.				
					1/23/2004	SAA disseminate information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 1/16/03, SAA has provided federal student aid information and distributed materials to approximately 50,460 persons.	47 %	Green
			4	Respond accurately and timely to requests.				
					1/23/2004	For the period 10/1/03-1/16/04, the Editorial Services Contract has responded to the following correspondence: 601 controls, 8,092 non-controls, 8,979 e-mails	99 %	Green

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			5	Reach customers through Student Aid on the Web.				
					1/23/2004	Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits this fiscal year to date (10-01-03 to 01-17-04) are 3,384,180 and 62,956,942 respectively. During the same period last fiscal year we had 387,209 visits and 9,766,770 hits. MyFSA, the Student Aid on the Web feature that offers students and their families a single source of free information on choosing a career, selecting a college and identifying resources to pay for higher education, has recorded 14,522 new accounts for the FY04 year to date. The MyFSA feature was not available last fiscal year.	30 %	Green
2	ADS	Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).						
			1	Monitor customer feedback to improve services.				
					1/23/2004	The number of subscribers increased 7% in the first quarter of FY2004, from 4,060 to 4,369.	31 %	Green
3	ADS	Conduct application processing [Central Processing System (CPS), FAFSA on the Web (FOTW), PIN Site, Improve the Accuracy of Applicant Data (IAAD), Participation Management (PM)].						
			1	Implement application.				
					1/23/2004	Successfully implemented CPS for 2004-05 processing cycle on January 1, 2004.	100%	Complete
4	ADS	Provide EDEExpress application modules.						
			1	Release application module.				
					1/23/2004	EDEExpress for Windows 2004-2005, Release 1.0 due January 31, 2004 – which includes the Global, Application Processing and Packaging modules was completed two and a half weeks ahead of schedule. Was posted to FSADownload on January 12th	100%	Complete
			2	Release Common Origination & Disbursement module.				
					1/23/2004	EDEExpress for Windows 2004-2005, Release 2.0 due March 31, 2004 – which includes Pell Processing and Direct Loan modules is on schedule with FSA Acceptance Testing scheduled to begin on January 26, 2004 and with PRR scheduled for March 19, 2004	58 %	Green
5	ADS	Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.						
			1	Issue COD software release.				

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					1/23/2004	Currently, testing is a little over a week behind schedule, but we expect to catch up.	63 %	Green
			2	Issue COD SOO.				
					1/23/2004	In mid-February, Front End Business Integration (FEBI) market research will conclude. The results, coupled with Data Strategy team decisions, will affect the COD procurement strategy. COD procurement planning is on track.	42 %	Green
6	ADS	<i>Administer Campus-Based (eCB) activities.</i>						
			1	Issue final school award.				
					1/23/2004	Success Measure date is April 31, 2004; must be shortened to April 1, 2004. On track (we expect to issue final awards to all applying schools during week of March 22).	63 %	Green
			2	Process FISAPs.				
					1/23/2004	C-B Director was not advised of Nov-03 Target Completion Date before today. This new date, while possible for Nov-04, compresses the historic annual cycle by more than 2 months. We will discuss school impacts and tradeoffs with ASEDS leadership. Currently we work with schools that have incomplete submissions until we must close the database to issue tentative awards, so that schools have every opportunity for correction. The tentatives must go out annually by February 1 and are on target (contacts with schools having ceased on 1/15/04 when the database was locked). We request that this year's Target Completion Date be changed to Jan-04, with the understanding that the leadership team will be briefed and may move next year's target to an earlier date.	100%	Complete
			3	Issue FISAP software release.				
					1/23/2004	On track.	42 %	Green
7	ADS	<i>Upgrade Postsecondary Education Participation System (PEPS).</i>						
			1	Complete Oracle 9i Upgrade.				
					1/23/2004	The PEPS HP server (UNIX) was upgraded to Oracle 9i on 12/21/03. The Windows NT server that houses the E-App (the school eligibility web interface) could not be upgraded at that time because we were awaiting hardware. Upgrade completion is scheduled for 2/28/04.	76 %	Green
8	ADS	<i>Expand eZAudit initiative.</i>						

1	Commence Contract Start-up.				
	1/23/2004	A modified contract is in place as of January 1, 2004. A decision was made to extend Task Order 116 rather than execute a new contract. This extension implements new requirements for not-for-profit/public schools, school group submissions and tracking incomplete submissions. This extended task includes providing stabilization support though July 04 during the not-for-profit/public school submission (approximately 3,700 schools) and resolution periods. Need to change completion date to July 31, 2004, which is when the new contract will be completed.	50 %	Green	
2	Complete first full cycle of processing (all school types).				
	1/23/2004	eZaudit has successfully processed all school types, although the majority of the audits & financial statements (over 1500) were from the proprietary schools. Approximately 3,700 not-for-profit and public schools are due to submit their financial statements/compliance audits by March 31, 2004, which represents about two thirds of the total population.	30 %	Green	
3	Improve audit review component of our compliance activities by increasing the e-submission rate to 95%.				
	1/23/2004	Currently over 50% of the total school population have registered to use eZ-Audit. Registrations continue to come into FSA daily.	50 %	Green	

9 ADS Enhance program monitoring and oversight.

1	Meet or exceed audit resolution rate of 95% by the end of the fiscal year.				
	1/23/2004	For the biweekly period 1-04-04 to 1-18-04, 100% of the audits were resolved on time. Cumulative since 10-01-03, 98% of the audits were resolved on time.	35 %	Green	
2	Continue to measure school monitoring to assess overall compliance trends.				
	1/23/2004	Compliance measures for FY 03 have been calculated. 54% of schools received a comprehensive review, which covered 60% of all Title IV funding. First qtr measures for FY 04 are in process.	25 %	Green	
3	Conduct School Relations initiatives.				

Status Date	Comments	%Complete	Status
1/23/2004	<p>All of these issues are ongoing so the percentage won't reflect it's actual status.</p> <p>Work jointly with Borrower Services ib project 13 to identify new opportunities with default prevention. Mark Walsh is representing SRB on the Default Management Strategies Work Group that us currently being headed by Borrower Services and continues to assist Borrower Services by providing documentation for default activities for submissions to GAO.</p> <p>Continue to address the large volume Perkins Loans and identify new, or enhance current delinquency/default prevention tools for the Direct Loan Program. Late Stage Delinquency Assistance has been developed and is in use with Perkins and Direct Loans. The EAC's attendees has been sent the User's Guide.</p> <p>In accordance with our business plan, we will work with 100% of the schools that have unreturned Perkins Loan excess cash. We are continuing to work with Campus Based Operations on unreturned Perkins Loan excess cash.</p> <p>Work with 100% of the HBCUs, HSIs, and Tribal Colleges that have a default rate above 15%. We have work with HBCUs, HSIs and Tribal Colleges for quite some time. We will continue to work diligently with them. At the EAC's we held Focus Groups and "Birds of a Feather" sessions. This is an ongoing process for us.</p> <p>Work with schools to make sure they are in compliance with all Federal Regulations. We will continue to work with schools on their compliance of Federal Regulations by doing Technical Assistance visits.</p>	01 %	Green
4	Conduct the Experimental Sites initiative.		
1/23/2004	OMB approved the revised templates for collecting date on each experiment. FSA converted and tested them in the new online reporting tool. We delivered these revised report templates on the website so that as of December 12, 2003, schools could access them. Schools will be submitting completed templates in February 2004.	50 %	Green
5	Administer the Quality Assurance program.		
1/23/2004	<p>We converted the 22 FSA Assessment modules to html and posted them to the website. We reviewed half of them and proposed enhancements. Work continues on the interactive Management Enhancement process and the Effective Practice Database.</p> <p>Work is progressing on the Phase 1 requirements for the new web-based ISIR Analysis Tool, and work has begun on Phase 2. We have provided information to the QA Schools to prepare them for using the Phase 1 product when it is delivered in June 2004.</p>	48 %	Green
1/23/2004	6. Continue to work with schools concerning Quality Assurance. We must assist them in the self-assessment tools and guidelines for using Phase 1 of the web-based version of the ISIR Analysis tool. Atlanta School Relations Branch has worked with Quality Assurance to develop a web based default prevention self-assessment module and we will continue this partnership. We had HBCU training in the summer of 2003 that highlighted the QA Web bases assessment module for Verification training. When necessary we use the Quality Assurance to bring schools back into administrative capabilities.	01 %	Green

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
			1	Annually update and disseminate the Federal Student Aid Handbook.	1/23/2004	30% of the Handbook is in the technical review stage; 70% is still in development.	30 %	Green
13	BS	<i>Enhance program monitoring and oversight.</i>	1	Default Recovery Rate on FSA-held portfolio 9.5% or more by the end of the fiscal year.	1/23/2004	The recovery rate of 2.47 is an increase of 20% over the same period last year.	23 %	Green
			2	Update FSA-wide risk management and default prevention inventory.	1/23/2004	Inventory is being reviewed	00 %	Green
			3	Complete the work on the implementation of the life-time default rate measure.	1/23/2004	Scope of milestone has been defined work. Parameters are being established.	00 %	Green
			4	Identify new and enhance current delinquency/default prevention tools for the Direct Loan Program.	1/23/2004	Reviewing current delinquency tools.	00 %	Green
			5	Conduct vulnerability assessment.	1/23/2004	CSB Phase-in plan was updated to include tracking of risk associated with transition.	00 %	Green
16	FPS	<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>	1	Perform cohort default rate calculations, send, and post.	1/23/2004	Draft rates were calculated on Saturday, 1.10.2004. Data has been sent to PEPS. eCDR delivery is planned for Tuesday, 2.17.2004.	25 %	Green
			2	Prepare guaranty agency fee calculations and send. Review Forms 2000 reasonability data against summarized NSLDS data.				

	1/23/2004	Both Loan Processing and Issuance Fee (LPIF) and Account Maintenance Fee (AMF) were calculated on 11.15.2003 for FY03. The first FY04 calculation will be Sunday, 2.15.2004 for quarterly LPIF. Annual Reasonability will be completed once the Forms 2000 data is accepted by FP, loaded into the FP Data Mart, and provided to NSLDS.	20 %	Green
3		Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.		
	1/23/2004	Monthly benchmarks have been delivered for October, November, and December 2003, and January 2004. Awaiting receipt of February 2004 benchmark report.	05 %	Green
4		Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes.		
	1/23/2004	Programming is complete. Software modifications will be migrated into production Saturday, 1.24.2004.	90 %	Green
5		Participate in the formulation of school cohort default rate initiatives.		
	1/23/2004	Work to be completed with delivery of Cohort Default Rates on Tuesday, 2.17.2004. There is no customer impact resulting from the two week delay.	80 %	Yellow
6		Provide monitoring functionality of GA and lender reasonability on a monthly basis.		
	1/23/2004	Work was completed to the Detail Design phase, however, work was stopped due to a change in interpretation of regulation by OPE policy. Depending on the decision of policy will determine our next steps.	50 %	Yellow
7		Upgrade Data Prep Software to be compliant with Windows 2000 and XP.		
	1/23/2004	Began beta testing on Wednesday, 1.21.2004. Testing continues at this time. Release of new Data Prep software is anticipated for Friday, 2.6.2004.	95 %	Yellow
8		Implement Education Credit Management Corporation (ECMC) file format changes.		
	1/23/2004	File format changes were migrated on Saturday, 12.27.2003. ECMC has successfully submitted an NSLDS update using new file.	100%	Complete

17 FPS Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.

1 Award new contract.

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
					1/23/2004	The contract was awarded on Wednesday, 1.14.2004. Through this award we will realize a 35% reduction in operating expenses.	100%	Complete
			2	Monitor and manage transition to new contractor.				
					1/23/2004	The transition kick-off meeting was conducted on Friday, 1.23.2004.	05 %	Green
18	FPS	<i>Re-compete contract for Financial Partners Data Mart maintenance/operations and transition to new contractor.</i>						
			1	Award new contract.				
					1/23/2004	Completed.	100%	Complete
			2	Monitor and manage transition to new contractor.				
					1/23/2004	Completed.	100%	Complete
20	FPS	<i>Perform Financial Partners Portal operations activities.</i>						
			1	Monitor and evaluate web page hits to drive future postings to portal.				
					1/23/2004	Review existing web trend matrix to determine which pages are being utilize more frequently.	00 %	Yellow
			3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal.				
					1/23/2004	Exploring various ways of attaining feedback from the community (list serve announcement, focus group, etc.)	00 %	Yellow
21	FPS	<i>Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.</i>						
			1	Review, evaluate, reconcile, and prepare performance reports.				
					1/23/2004	Initial reviews of annual performance reports are complete. Seeking resolution of issues associated with approximately 12 states. Issues range from conflicting information to LEAP/SLEAP Maintenance of Effort (MOE) funds matching requirements. Resolutions range from adjustments to the submitted report to complete resubmission.	70 %	Green

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			2	Prepare and submit clearance paperwork.				
					1/23/2004	OMB clearance paperwork for the LEAP/SLEAP Application is complete and proceeding through the internal FSA clearance process. (Note: Current application is valid for AY 04-05)	95 %	Green
			3	Review and approve applications from states. Obligate, generate, and mail grant award notifications to states.				
					1/23/2004	Not Started - Application cycle begins June 2004	00 %	Green
22	FPS	<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>						
			1	Perform cost neutrality analysis and provide results.				
					1/23/2004	The initial phases of the cost neutrality analysis are complete. FP/CFO approached the analysis from a cash perspective using Forms 2000 GA submitted data. FP has contacted the VFA Guarantors as a whole and informed them of the the analysis and the need to partner over the next few weeks to review individually the results and identify potential savings to add to the results.	50 %	Green
			2	Prepare performance measure assessment and benchmarking reports.				
					1/23/2004	Resources dedicated to begin this task in FY03 have demonstrated that they lack the necessary skill set and level to accomplish the task. FP Management is working to identify the correct resources to assign to the task.	10 %	Yellow
			3	Evaluate new applications for VFA.				
					1/23/2004	The initial phases of the cost neutrality analysis are complete for Colorado's proposed VFA. Colorado is in the process of reviewing the information supplied by ED. FP is using this process as a gauge to understand the steps necessary to evaluate and approve new VFA's. The process is being tested against the initial process that was documented in FY01. Corrections will be made to the documented process at the end of the Colorado trial. Missouri's application for a VFA agreement is following the steps being taken for Colorado.	30 %	Green
			4	Foster effective working relations with guaranty agencies during scheduled site visits.				
					1/23/2004	Ongoing - Scheduled onsite visit and participation in the quarterly VFA Information Sharing session on 1.20-21.2004 by FP was cancelled due to other FP priorities. Mike Sutphin held a conference call with all four VFA's attending the session on Wednesday, 1.21.2004 to communicate FP/FSA next steps regarding cost neutrality, validation of performance based fees, and upcoming compliance reviews.	30 %	Green
23	FPS	<i>Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.</i>						

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			1	As appropriate integrate ERM work with other FSA business units. Identify opportunities to integrate at the enterprise level.				
					1/23/2004	Con-call meeting held with FSA and ECMC representatives to discuss ERM since the new contract was awarded to ECMC.	05 %	Green
			2	Analyze and evaluate the current use of the Electronic Records Management system within Financial Partners to identify improvements that would raise the effectiveness and efficiency of the system.				
					1/23/2004	Draft ERM work plan completed for FP. Was submitted to Kristie for review. Several options such as Optika upgrade will have to be coordinated with Schools channel.	30 %	Green
24	FPS	<i>Promote effective and efficient communications internally and externally.</i>						
			1	Coordinate and enhance communications within Financial Partners as well as with the user community.				
					1/23/2004	Staff input suggested that pre-established monthly staff meeting would be most helpful so employees could schedule around them. Currently evaluating alternative ways to share current/accumulated information with community partners.	10 %	Green
			2	Hold quarterly checkpoints for all areas of FP service concerning communications.				
					1/23/2004	The Communications representative plans to meet with each unit within FP quarterly to discuss communications issues. Upcoming meetings are planned for February and March. This will allow staff members to discuss issues important to them.	10 %	Green
25	FPS	<i>Enhance program monitoring and oversight.</i>						
			1	Participate and provide Financial Partners Channel support for ED audit.				
					1/23/2004	FP has participated in two meetings with the FSA-CFO audit liaison to discuss and plan for the FY04 audit. Discussion centered around roles, responsibilities, communications, interim work, and crunch periods.	25 %	Green
			2	Prepare and conduct program reviews of guaranty agency and lenders/servicers. Use results to determine technical assistance, future monitoring and oversight needs. Coordinate the interpretation of the code of Federal regulations with all elements of the Department of Education that include legal, policy, CFO, general managers and COO in performing our reviews and assessing liabilities.				
					1/23/2004	The FY04 national program review schedule of guaranty agencies and servicers has been completed. Team Leads and team members have been assigned for all reviews. A preliminary schedule of "information sharing" conference calls has been developed to discuss review issues and results. Two of the 34 national reviews scheduled for FY04 have been completed. Site visits for 2 additional reviews have been made. Pre-review data analysis has begun for numerous other reviews. Compilation Reports of findings and observations for reviews conducted during FY03 have been issued and are being analyzed to identify risks/trends and will be used to assist in planning reviews.	20 %	Green

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			3	Analyze and collect third-party audit findings. Use results to determine technical assistance, future monitoring and oversight needs. Utilize PEPS to integrate findings.				
					1/23/2004	Review of audits still in process.	40 %	Green
			4	Utilize GA/lender scorecards to reduce risk and improve review process. Review and evaluate use of guaranty agency and lender scorecards.				
					1/23/2004	GA/Lender score program is being modified by the Financial Partners Data Mart contractor and the Power User Group: -Planned FY04 activity includes running a scorecard program that can process multi-lenders to determine risk analyses. Current production of the scorecard program allows running one lender at a time. Planned completion of the multi-lender program projected to be 09.2004. -The GA scorecard will be valid for testing after 03.2004. It was determined that the GA Annual Reports will not be loaded into Data Mart until they have all been received and approved by Financial Partners (02.2004). -From April thru September we will do production testing to determine data validity. In FY04, once a review is completed or prior to a review we will compare the outcome of the scorecard program to the actual review outcome.	20 %	Green
			5	Partner with guaranty agency community on the Common Review Initiative (CRI) process. Define Financial Partners Channel's role in CRI.				
					1/23/2004	The Regional offices have worked with CRI to develop a schedule which turns two of our national reviews into CRI reviews and includes staff on 3 additional reviews conducted in 2004 by the GA's under CRI. However, the CRI process has not yet been formal approved by FP. We are waiting for the CRI committee to accept changes to the CRI supplement guide in order to have the GM give formal approve to the process as a pilot for the first cycle. We will need to commit staff to the 3 additional reviews.	95 %	Green
			6	Conduct vulnerability assessment.				
					1/23/2004	Will be reviewing this effort to determine scope, impact and define success measures.	00 %	Green
37	CIO	<i>Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.</i>						
			1	Release GovLoans Gateway, a plain speak web site that educates citizens with links to federal agency and private-sector resources.				
					1/23/2004	The GovLoans.gov working group continues to make progress toward finalizing website content and graphic design for GovLoans.gov's release	00 %	Green
54	AWSS	<i>Deliver workforce development and support programs.</i>						
			1	Continue Intern Program.				
					1/23/2004	Currently there are 18 interns working in FSA. We will begin the recruitment procedures for the summer 2004 interns in February.	65 %	Green

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			2	Conduct FSA Orientation.				
					1/23/2004	The FSA New Employee Orientation Program (NEOP) will conduct quarterly training sessions for FSA new employees. The pilot classroom training session was conducted on December 9, 2003. Revisions to the NEOP materials are scheduled to be completed by February 13, 2004. The Supervisor's Checklist for the FSA New Employee's Team is scheduled to begin on January 28, 2004. The NEOP web site icon on FSANET will also begin development at this time.	33 %	Green
			3	Implement results of One-ED Competitions.				
					1/23/2004	Target completion date is dependent upon the date of the Department's competitive sourcing awards.	00 %	Green
			4	Update Skills Catalog/Learning Tracks.				
					1/23/2004	We are in the process of scheduling meetings with the remaining business units that have not been updated. They are: Policy Liaison & Implementation Staff, CIO, & ASEDS. We'll incorporate their changes to the catalog and then make the format changes based on comments from stakeholders and the management council.	65 %	Green
			5	Implement Workforce Alignment Strategy.				
					1/23/2004	A key milestone for this performance objective is the completion of our visioning, and the development of a reorganization plan. This is presently targeted for March 2004.	50 %	Green
55	AWSS	<i>Perform facilities management activities.</i>						
			1	Implement facilities needs.				
					1/23/2004	We are working with Cambridge to complete outstanding facility items over the next three months.	90 %	Green
			2	Coordinate security needs.				
					1/23/2004	We are working with OM to complete the installation of the new security system. OM expects to have the contract in place with the security contractor within the next few weeks. At that time, we will be able to submit the work orders to complete the immediate security concerns.	75 %	Green
			3	Administer records management.				
					1/23/2004	We are preparing for the final inventory of FSA records by conducting interviews with records management representatives. As interviews are conducted, the representatives will provide an inventory of the organization records within three weeks.	40 %	Green

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			4	Coordinate the distribution of the Transit Benefit program.				
					1/23/2004	All smartcards have been deactivated and employees collecting transit benefits have been notified of the new collection benefit procedures.	100%	Complete
61	CIO	<i>Implement Enterprise Data Strategy initiatives.</i>						
			1	Map current state and future state business flows of data, identify redundancy and determine where business data should be integrated.				
					1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA on 11/17/03 for review and sign off.	100%	Complete
			2	Develop requirements and initial design for common identifiers for schools and students.				
					1/23/2004	The RID High-Level Design was completed and submitted to FSA (11/14) for review and sign-off.	100%	Complete
			3	Develop an integrated data warehouse and Data Mart strategy.				
					1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
			4	Develop technical standards, conventions and data management guidelines.				
					1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
			5	Determine current data quality and establish a target state plan and quality assurance process.				
					1/23/2004	The remaining component of this item, the Data Quality Assurance Strategy was completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
			6	Develop an enterprise-wide extensible markup language (XML) technical architecture framework to enhance data sharing and standardization with our external customers.				
					1/23/2004	All components of this item, Technology Vision(123.1.12), Data Framework Specification (123.1.4), and Data Quality(123.1.5) were completed and submitted to FSA (11/17) for review and sign-off.	100%	Complete
			7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management and Oversight (eCMO), National Student Loan Data System (NSLDS), and electronic Campus-based systems.				

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					1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green
			8	Conduct market research to validate the feasibility of the target conceptual design (Option D).				
					1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green
			9	Develop the detail Data Quality Execution Plan.				
					1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green
			9.1	Develop a holistic XML Management Plan.				
					1/23/2004	The task order to support the execution of this action item was awarded on 1/14. A team kickoff is planned for 1/27/04. Work planning and objective setting is underway.	00 %	Green
62	BS	<i>Begin the implementation of Common Services for Borrowers (CSB).</i>						
			1	Award contract.				
					1/23/2004	Award ACS, EDS, Ratheon, Pearson Government Solutions	100%	Complete
			2	Begin implementing Phase 1 of the FSA-approved transition plan.				
					1/23/2004	Consolidation contract transferred to CSB Solution.	10 %	Green
63	ADS	<i>Improve school partner oversight.</i>						
			1	Implement Trading Partner Management (TPM) system.				
					1/23/2004	Clarification: this multi-year project is expected to conclude in 2006. Target completion date refers to the Success Measures listed in 63.1, not to the system as a whole.	34 %	Green
			2	Develop Consolidated requirements for TPM system.				

	Status	Date	Comments	%Complete	Status
		1/23/2004	Includes the following major tasks: - Perform Gap Analysis to ensure all potential areas of Integrated Partner Management (IPM) have been included - Gather and document requirements for Non-Case Management Requirements deliverable via internal research and meetings with identified Subject Matter Experts (SMEs) - Gather information to create as-is flows for Financial Partner Eligibility & Oversight As-Is Flows deliverable via internal research and meetings with identified SMEs - Gather and document requirements for Financial Partner Eligibility & Oversight Requirements deliverable via internal research and meetings with identified SMEs - Complete PEPS functional analysis - Map eCMO requirements to PEPS high-level requirements	54 %	Green
3			Develop enrollment high-level design.		
		1/23/2004	Completed 11/14/03.	100%	Complete
4			Develop access high-level design.		
		1/23/2004	Completed 11/14/03.	100%	Green
5			Develop Routing ID (RID) high-level design.		
		1/23/2004	Completed 11/14/03.	100%	Complete
6			Select competitively a vendor to perform the conceptual design and development of the TPM system.		
		1/23/2004	The FEBI market research and discussions with Data Strategy Team, expected to conclude in February, will inform IPMS procurement solution.	34 %	Green
7			Begin requirements gathering for eCMO.		
		1/23/2004	The eCMO target state deliverable was completed 8/29/03. What remains is to integrate these Case Management requirements with other stakeholder requirements. That integration is expected to be completed by April 30 and is tracked under milestone 63.2.	100%	Complete
8			Procure the design of a workflow tool for SEC.		

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					1/23/2004	Still under discussion in FEBI and Data Strategy Teams: - Should this tool be part of IPMS or another system - How does workflow fit into FSA's enterprise data strategy Further market research to be determined by Data Strategy Team.	31 %	Green
64	ADS	Improve the accuracy of applicant data.						
			1	Improve the effectiveness of verification.				
					1/23/2004	FSA staff worked with one of its contractors, ORC Macro, to conduct an IRS statistical study using 2002-03 FAFSA applicant data and 2001 IRS data. The results of the study were used to refine CPS verification selection criteria for the 2004-05 application processing system, which became operational on January 2, 2004. The changes and refinements made to the CPS will help FSA better identify applicants who have made potential errors on their 2004-05 FAFSA.	100%	Complete
			2	Restructure CPS to become a multi-year database.				
					1/23/2004	CPS successfully restructured and was fully operational on the target date of 01/01/2004.	100%	Complete
			3	Implement ISIR Data Mart.				
					1/23/2004	Successfully implemented an Institutional Student Information Record (ISIR) Data Mart by January 1, 2004.	100%	Complete
65	ADS	Create a target state vision of a Front End Business Integration (FEBI).						
			1	Conduct market research.				
					1/23/2004	Market research, via the Internet, is 100 percent completed. Market research presentations with approximately 10 businesses/government agencies are scheduled between 01/22/04 and 02/28/04. Two market research sessions, with ACS and Pearson Gov't Solutions, were held the week of 01/22/04.	60 %	Green
			2	Issue CPS Statement of Objective (SOO).				
					1/23/2004	RFP issued in January 2004. Proposal due week of January 26th, with negotiations to follow.	100%	Green
70	ADS	Increase Student Financial Aid program awareness.						
			1	Expand federal student aid awareness and outreach program.				

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					1/23/2004	Planning is underway to collaborate with other trading partners re: aligning and targeting rather than duplicating resources	10 %	Green
			2	Develop and implement long-term mass marketing strategy.				
					1/23/2004	SAA is in the middle of conducting a Usability Study of our written—published and electronic—products, including SAOTW and Counselors websites, flagship publications, and Counselor videoconference.	10 %	Green
71	ADS	Reengineer EDEExpress.						
			1	Conduct A & F Study with product registration.				
					1/23/2004	The Alternatives and Feasibility Study along with the Product Registration was delivered November 25, 2003	100%	Complete
			2	Link application processing to FAA Access.				
					1/23/2004	EDEExpress for Windows 2004-2005, Release 1.0 due January 31, 2004 – which includes the Global, Application Processing and Packaging modules was completed two and a half weeks ahead of schedule. Was posted to FSADownload on January 12th.	100%	Complete
			3	Implement Return to Title IV Web Release.				
					1/23/2004	Return of Title IV Web (R2T4) is in system test. Help text and FAQs are complete.	80 %	Green