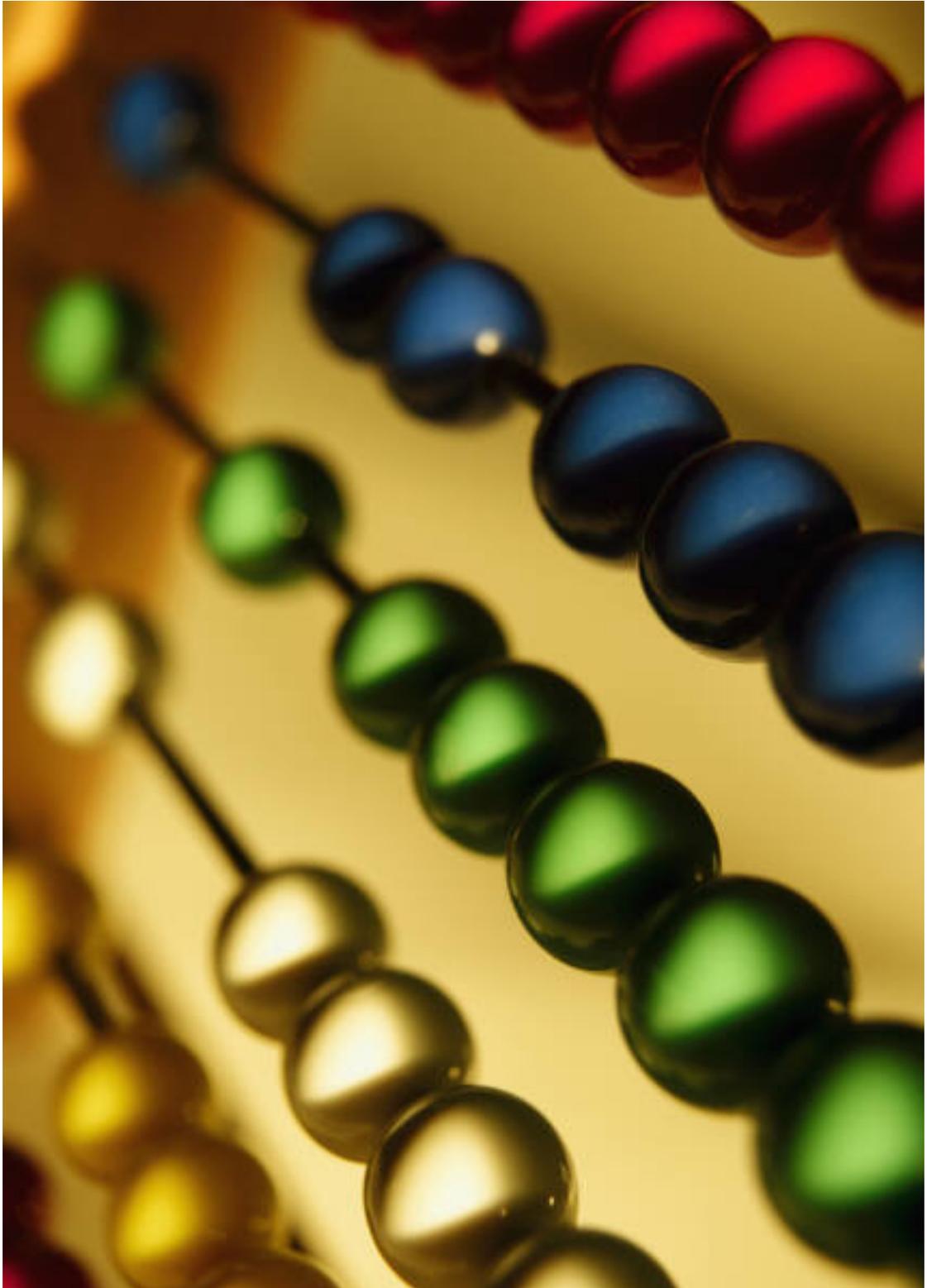


*Bi-Weekly Report as of February 6, 2004*



*FSA Performance Plan – FY2004*

# SUMMARY

## COMPLETED PROJECTS

- ADS successfully implemented the 2004-2005 version of the Central Processing System, as well as launched the FSA Personal Identification Number web site and the Participant Management system. They also completed the Accuracy of Applicant Data project using data from an IRS statistical study of 2002-2003 FAFSA applicant data and 2001 IRS data. *Project 3*

## GREEN LIGHT

- The financial management and internal control improvement projects are currently on track. A briefing on Activity Based Costing was held for GAO on February 5. *Project 53*
- The IRS Match Workgroup is in the process of developing a presentation for the Management Council to get their reaction to five possible approaches to implementing an IRS match. *Project 67*

## YELLOW LIGHT

- Financial Partners reports that *Project 16* missed completion dates for two milestones, *Milestones 16.6 and 16.7*. These milestones have been placed on hold pending decisions from policy and/ or OGC.
- *Projects 46 and 48* continue to be reported under this category. These projects deal with having a sufficient contracting workforce, and establishing a baseline to assess success measures for FSA procurements.

## RED LIGHT

- *Milestone 16.6- Provide monitoring functionality of GA and lender reasonability on a monthly basis* - is reported in this category because work has stopped due to a change in interpretation of a regulation. This milestone had a completion date of January 2004.

## REQUESTS FOR DATE CHANGE, SCOPE CHANGE or CANCEL

- Although PEPS was upgraded in December, procurement of additional hardware was necessary before the school eligibility web interface could be upgraded. Delivery of the hardware and completion of upgrade are scheduled for February 28, 2004. ASEDS requests a completion date change from December 2003 to February 28, 2004 for *Project 7* and relevant milestones.
- Rather than execute a new contract for stabilization support for the EZ-Audit initiative, a decision was made to extend a task order for these services. The new completion for commencing the contract start-up for *Project 8.1* needs to be changed from February 2004 to a date to be determined.
- Borrower Services submitted a change in the success measure for *Project 15* to accurately reflect the baseline figures for the Direct Loan overpayments and underpayments.

# ACTION PLAN STATUS AT A GLANCE

as of February 6, 2004

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

## ACTION PLAN STATUS AT A GLANCE

as of February 6, 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	<b>RE-COMPETE CONTRACT FOR NSLDS MAINTENANCE/OPERATIONS</b>	
17.1	Award new contract	
17.2	Monitor and manage transition to new contractor	
18	<b>RE-COMPETE CONTRACT FOR FP DATA MART MAINTENANCE/OPERATIONS</b>	
18.1	Award new contract	
18.2	Monitor and manage transition to new contractor	
19	<b>PERFORM MAINTENANCE/OPERATIONS ACTIVITIES FOR THE FP DATA MART</b>	
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	<b>PERFORM FINANCIAL PARTNERS PORTAL OPERATIONS ACTIVITIES</b>	
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	<b>PERFORM LEAP/SLEAP ACTIVITIES</b>	
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	<b>PERFORM VOLUNTARY FLEXIBLE AGREEMENT (VFA) ACTIVITIES</b>	
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	<b>PERFORM MAINTENANCE/IMPROVEMENTS TO THE FP ELECTRONIC RECORDS MANAGEMENT (ERM) SYSTEM</b>	
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	<b>PROMOTE EFFECTIVE/EFFICIENT COMMUNICATIONS INTERNALLY &amp; EXTERNALLY</b>	
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	<b>ENHANCE PROGRAM MONITORING &amp; OVERSIGHT (FP)</b>	
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 February 6, 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 February 6, 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	<b>PERFORM FACILITIES MANAGEMENT ACTIVITIES</b>	
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	<b>REVIEW CREDIT REFORM ESTIMATES</b>	
57	<b>DEVELOP TRIAL BALANCE CAPABILITY FOR COD AND CSB</b>	
58	<b>SUPPORT THE IMPLEMENTATION OF ORACLE FEDERAL FINANCIALS RELEASE 11i</b>	
59	<b>IMPLEMENT AUTOMATED BUDGET FUNDING ENTRY SOLUTION</b>	
60	<b>IMPLEMENT FORMS 2000 ADDITIONAL ENHANCEMENTS</b>	
61	<b>IMPLEMENT ENTERPRISE DATA STRATEGY INITIATIVES</b>	
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	<b>BEGIN THE IMPLEMENTATION OF COMMON SERVICES FOR BORROWERS (CSB)</b>	
62.1	Award Contract	
62.2	Begin implementing Phase I of the FSA-approved transition plan	
63	<b>IMPROVE SCHOOL PARTNER OVERSIGHT</b>	
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	<b>IMPROVE THE ACCURACY OF APPLICANT DATA</b>	
64.1	Improve the effectiveness of verification	
64.2	Restructure CPS to become a multi-year database	
64.3	Implement ISIR Data Mart	
65	<b>CREATE A TARGET STATE VISION OF A FRONT END BUSINESS INTEGRATION (FEBI)</b>	
65.1	Conduct market research	

# ACTION PLAN STATUS AT A GLANCE

as of February 6, 2004

FSA No.	Indicator	Status
65.2	Issue CPS Statement of Objective (SOO)	✓
66	RE-ENGINEER NSLDS (PENDING DATA STRATEGY OUTCOME)	NR
67	PREPARE TO IMPLEMENT IRS DATA MATCH	G
68	CONTINUE LEARNING COUPON PROGRAM	G
69	PROVIDE CAREER ZONE SERVICES	G
70	INCREASE STUDENT FINANCIAL AID PROGRAM AWARENESS	G
70.1	Expand federal student aid awareness and outreach program	G
70.2	Develop and implement long-term mass marketing strategy	G
71	RE-ENGINEER EDExpress	G
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	G
72	DEVELOP A LATE DISBURSEMENT APPROVAL AND TRACKING SYSTEM	NR
73	DEVELOP FSA SECURITY AND PRIVACY ARCHITECTURE PILOT	G
74	IMPLEMENT LEADERSHIP EXCELLENCE DEVELOPMENT TRAINING	Y

**Key:**

- G On Track
- Y Progress Concerns
- NR Not Reported
- R Management Intervention Required
- ✓ Completed
- Cancelled The project will not be completed in FY 2004 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.	2/6/2004	Exceeding expectations in several sub-tasks.	15%	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 2004-2005 version of the Central Processing System (CPS) - the primary processor of the Free Application for Federal Student Aid (FAFSA); Successfully launched the FSA Personal Identification Number (PIN) web site; Successfully completed the Accuracy of Applicant Data (IAAD) project using data from an IRS statistical study of 2002-2003 FAFSA applicant data and 2001 IRS data; Successfully launched the Participant Management (PM) system.	100	Completed
4	ADS	Provide EDEExpress application modules.	2/6/2004	Currently, the COD Pell and Direct Loan modules are in a four-week Acceptance Testing phase. This involves 16 FSA staff, two Pearson staff and one Macro (subcontractor) staff person. Of the 16 FSA staff, six are Application Processing Headquarters staff, six are Application Processing regional staff and the other four are COD regional staff. The PRR for the EDEExpress Pell and DL modules is scheduled for March 19, 2004 with posting to FSAdownload by March 31, 2004. In addition: Three of this same Application Processing staff will begin requirements for the next release of the Student Status Confirmation Report (SSCR) stand-alone module on Tuesday, February 10th with PRR scheduled for July, 2004. Five of the Application Processing staff and one COD regional person are currently involved in documentation review for the Direct Loan Tools, Release 4.0 module, with a PRR scheduled for June, 2004. All twelve of the Application Processing staff will also begin 2005-2006 CPS/Web/EDEExpress Requirements beginning March 10th through 12th.	90%	Green
5	ADS	Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.				

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>	
		<i>Status_Date</i>	<i>Comments</i>			
		2/6/2004	Incremental progress is being made toward both milestones according to plan. Project % complete in first report was underreported mistakenly (based on Sep-04 not Jun-04 Target Completion Date).	47%	Green	
		1/23/2004	On track overall. Note potential for future change to Target Completion Date in project 5 (not requested at this time).	31%	Green	
6	ADS	<i>Administer Campus-Based (eCB) activities.</i>				
		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	<i>Upgrade Postsecondary Education Participation System (PEPS).</i>				
		2/6/2004	We are on track for completion of the upgrade this month.	85%	Green	
		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>				

<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	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	The contract deliverables were transferred to CSB. There was 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>		
		2/6/2004	Borrower Services has reviewed the ACSI scores from FY 2003 and has included language in the CSB proposal to explain how our current Customer Service levels should be maintained or improved. Borrower Services staff will continue to track and document the Customer Service changes in the CSB plan until completion.	25%	Green
		1/23/2004	The baseline will be determined March 30, 2004.	00%	Green
15	BS		<i>Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.</i>		
		2/6/2004	Loan Consolidation is submitting a change in the performance measure for this project to accurately reflect the baseline figures for the overpayment and underpayment. The new measure will read: Reduce the dollar amount of overpayments by 20% (from \$2,831,981 to below \$2,265,585) and underpayments by 10% (from \$846,546 to below \$778,092) by September 30, 2004. (The baseline for this measure is determined by the 13-month average dollar amounts outstanding for each overpayment and underpayment at the end of August 2003.) The 20% reduction in overpayments and the 10% reduction in underpayments were achieved in November 2003. The reductions continued to be achieved in December 2003. The target for overpayments is \$2,265,585; the actual dollar amount was \$1,820,883 in December 2003. The target for under payments is \$846,546; the actual dollar amount was \$483,596 in December 2003. Consolidation staff will work to maintain the 20% reduction in overpayments and the 10% reduction in underpayments each month thru September 30, 2004.	100	Green
		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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>			<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>			
16	FPS	<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>				
		2/6/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task orders are within budget, with all but monthly forms 2000 reasonability. Milestones 16.6 and 16.7 have been placed on hold pending decisions from policy and/or OGC.		30%	Yellow
		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>				
		2/6/2004	Transition planning is underway with meetings and site visits.		52%	Green
		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>				
		2/6/2004	First set of reports and recommendations will be submitted 4.30.2004.		15%	Green
		1/23/2004	Looking at ways to modify current QC process. Review is anticipated to be completed within the next 45 days.		00%	Yellow
20	FPS	<i>Perform Financial Partners Portal operations activities.</i>				
		2/6/2004	Milestones 20.1 and 20.2 will be completed in FY04. Milestone 20.3 completion date will be reviewed after FP determines what steps will be used to obtain external input.		05%	Green
21	FPS	<i>Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.</i>				
		2/6/2004	Project is on schedule to meet FY04 deliverables with no foreseeable problems.		58%	Green
		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>				
		2/6/2004	Staffing for the VFA project is an issue that is being addressed in discussions with the FP Management. A meeting to discuss VFA "hot topics" is scheduled with FPS/CFO Senior Management on Friday, 2.6.2004.		34%	Yellow
		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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>			<i>%Complete</i>	<i>Status</i>	
		<i>Status</i>	<i>Date</i>	<i>Comments</i>			
23	FPS	<i>Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.</i>					
			2/6/2004	FP will coordinate with Schools channel to identify issues/findings as well as improvements that may be implemented in ERM. Meeting will be scheduled for the week of 2.9.2004.	15%	Green	
			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>					
			2/6/2004	Upon review of the scope of this project, it has been determined that this effort is not operational nor lends itself to overall FSA communications and therefore should be removed. A recommendation will be submitted to the Management Council for consideration.	10%	Green	
			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>					
			2/6/2004	FP efforts assigned to this project continue to make progress.	28%	Green	
			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>					
			2/6/2004	Meetings continue with FSA channel and programs to identify audit liaisons in each area and CFO has met with them in order to perform preliminary planning for FY'04. FSA CFO continues to coordinate with OCFO, OIG and Ernst and Young to plan for the FY'04.	05%	Green	
			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>					

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>				
		<i>Status</i>	<i>Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
		2/6/2004	FSA CFO is identifying the next systems for which an internal control review will be performed. Contractors will be hired to assist with an independent review of the internal controls of the chosen systems.	17%	Green	
		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	<b>CFO</b>	<i>Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.</i>				
		2/6/2004	The ABC SOO has been delivered to Contracts. Reconciliation has begun between FSA's Status of Funds report, Statement of Net Cost, and ABC downloads. Initial differences have been identified and research has begun on these differences.	17%	Green	
		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	<b>CFO</b>	<i>Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.</i>				
		2/6/2004	On-going meetings with Deva & Associates to document all account reconciliation data feeds, matching criteria, outputs, analyses, documentation steps, review/approval steps and procedures.	05%	Green	
		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	<b>CFO</b>	<i>Manage FMS operations.</i>				
		2/6/2004	FMS Operations continues to operate smoothly. The new FMS Operations contractor, EDS, recently completed the second month of its FMS Operations task order. In January, EDS appears to have once again passed all of the disincentive 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.	37%	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>		
		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>			
		2/5/2004	Final draft of SoO is complete and is in review. Working with Contacts to begin the acquisition process.	05%	Green
		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>			
		2/5/2004	The Enterprise Architecture (EA) team provided Popkin installation instructions, configuration management, and the content of the Popkin repository to the Department of Education and the EA team. The EA team also provided a copy of the Data Dictionary to the Department of Education. The EA team hosted a meeting with Jan Popkin to understand planned enhancements to the EA tool. The Department CSC team attended the presentation. The EA team consulted with the Data Strategy, and Integration group on next steps needed to build a CDA. The Data Architecture (DA) team is currently inputting output from the data strategy 'as-is' data flows, into Popkin software's systems architect.	40%	Green
		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>			
		2/5/2004	On schedule.	05%	Green
		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>Status</i>	<i>Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
				2/5/2004	ITA team is providing support for FAFSA configuration and performance issues. All application teams have completed Interwoven testing. ITA is working with FSANet, eCB, and EZAudit development teams towards WAS 5.0 upgrade. FSANet will be beginning Google migration in early February. EAI team is reviewing and coordinating with application teams to revise the dates to migration the remaining application interfaces onto the new EAI Production servers. EAI team coordinated monitoring changes for eCB, Datamart, FMS, and EAI migrations. Planning meetings have been conducted to migrate COD to new test server to support COD 3.0 testing. Working with VDC to install Clear Case on new EAI Dev and Test Servers. EAI team is migrating weekly EAI build to test environments to support Trading Partner release testing. ITA is coordinating with CSC on the resolution of cluster IP address issue in eCB. Continuing with knowledge transfer between Accenture and PPS team.	00%	Green
				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, &amp; 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>					
				2/5/2004	The QA team and Common Services for Borrowers (CSB) IV&V lead conducted a preliminary review of the Draft IV&V Analysis and Strategy delivery for CSB on 02/03/04. Comments were collected by BSC Systems for action on follow-on draft reviews. FMS team is considering an increase of scope to their security support task to include Disaster Recovery testing detailed support. Technical Discussions are planned for 02/05/04. QA Team continuing coordination with FMS and eZ-Audits development teams for conduct of Post-Implementation Review efforts.	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>		
		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	<b>CIO</b>		<i>Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.</i>		
		2/5/2004	The eLoans partner agencies (ED, HUD, SBA, USDA, VA) met February 3 to discuss workgroup updates and next steps for moving forward. The GovBenefits program team met with Charlie Coleman and the GovLoans team to review the GovLoans.gov information architecture and web site design. In addition, the GovBenefits team briefed the GovLoans team on the integration of the GovBenefits and GovLoans development schedules to meet the April 29, 2004 release date for both sites. In January 2004, 289,243 visitors came to students.gov - an increase of 45% from December, 2003, and 123% higher than January 2003. Students.gov's database now includes links to 882 carefully selected web resources for students.	25%	Green
		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	<b>OMB</b>		<i>Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.</i>		
		2/6/2004	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 1.65 (through 01/29/04)	33%	Green
		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
39	<b>PL</b>		<i>Conduct reauthorization activities.</i>		
		1/23/2004	First of several FSA meetings held to discuss proposed recommendations.	33%	Green
40	<b>PL</b>		<i>Policy Liaison Placeholder</i>		
41	<b>CMS</b>		<i>Plan and manage FSA conferences.</i>		
		2/6/2004	Airborne lost the evals so Person reprinted them. FSA just received them 2 days ago but haven't had time to review. Will do so by the next reporting period.	70%	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>		
		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>		
		2/6/2004	Controlled mail for the last two weeks - FSA received 369 pieces of mail. All mail is being answered within established timeframes. FOIA = Jan. data, 21 new requests (6 carryovers) - 7 answered = 14 pending; Feb data, 2 new requests (8 carryovers) - 0 answered = 10 pending. Privacy = Jan. data, 2 new requests (3 carryovers) - 0 answered = 5 pending; Feb data, 2 new requests (8 carryovers) - 0 = 10 pending.	25%	Green
		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>		
		2/6/2004	The strategy for both internal and external customers is to: provide accurate, timely data to employees and stakeholders; fulfill requests as necessary from employees, media, Congress, general public, industry businesses; plan outreach activities related to FSA products and services for employees and stakeholders; and to communicate efficiently and effectively.  Internal plan items include Weekly News to Secretary Paige & employees; Daily Newsclips; monthly FSA Now; FSA Emails; Lobby monitor informaton; work with program offices on their outreach efforts, for example, the Career Zone; All-Employee meetings.  External plan items include: Media relations and assisting reporters, monitoring interviews, for example, Greentree Gazette January 04 issue; fulfilling requests from Congress and coordinating with OLCA; fulfilling requests from research organizations; outreach strategy for Student Aid on the Web; creating video news releases about FAFSA on the Web with OPA; creating radio spots; informs OGC of scholarship or FAFSA.com scams; nominates FSA for industry awards; updates lobby monitor slides; responding to industry issues, for example, Sallie Mae. In January 2004, there were 39 external requests and 29 were completed.	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>		
		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>		
		2/6/2004	No change from Last weeks report.	70%	Green
		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
46	EPMS		<i>Develop acquisition workforce.</i>		
		2/6/2004	No change from last weeks report.	10%	Yellow
		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>		
		2/6/2004	No change from last weeks report.	10%	Green
		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>		
		2/6/2004	No change from last weeks report.	25%	Yellow
		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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>			<i>%Complete</i>	<i>Status</i>	
		<i>Status</i>	<i>Date</i>	<i>Comments</i>			
49	EPMS	<i>Increase contract dollars awarded to small businesses.</i>					
			2/6/2004	No change from last weeks report.	40%	Green	
			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>					
			2/6/2004	No change from last week's report.	08%	Green	
			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>					
			2/6/2004	No change from last week's report	08%	Green	
			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>					
			2/6/2004	Very little change from last week's report, however, meeting was held this week to determine where integration staff/managers will report in to. No decisions were made.	15%	Green	
			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>					
			2/6/2004	FSA is currently on track on financial management and internal control improvement projects. A briefing on Activity Based Costing was held for GAO during this two week period.	033	Green	
				The Data Strategy "Phase II" kick-off meeting was held 2/5/04. This project is imperative to the underlying need to assure that the SFA program data is of the highest quality to manage and provide oversight of the SFA programs.			
				GAO thanked us for all the briefings we provided, noting that they were very informative and they are currently reviewing all the materials we provided. They will be contacting the point persons in the near future with follow-up questions. They plan to complete the data collection phase by March 12th (This means they should be finished with all follow-up interviews and have all requested documentation by then).			

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>	
		<i>Status</i>	<i>Date</i>	<i>Comments</i>		
			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>	30%	Green
54	AWSS	<i>Deliver workforce development and support programs.</i>				
			2/6/2004	We are continuing to provide services and support programs to the FSA workforce.	40%	Green
			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>				
			2/6/2004	We are continuing to work on space, security, facility, records management, transit, and parking issues.	70%	Green
			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>				
			2/6/2004	CFO, OCFO and Budget Services continue to work towards a mutually agreed upon project plan and implementation of the CAP.	05%	Green
			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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>				
		<i>Status</i>	<i>Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
57	CFO	<i>Develop trial balance capability for COD and CSB (operating partners) to facilitate and expedite the reconciliation process.</i>				
		2/6/2004	Development continues with COD and CSB and their contractors.		10%	Green
		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>				
		2/6/2004	FSA CFO continues to complete tasks detailed on the short-term action plan. This short-term action plan includes the following: 1. Establish FSA contracting support. Final SOO draft was delivered to EDS. 2. Oracle 11i plans were presented to BIG and Management Council; FSA CFO has begun to get program POC's to work with the project. 3. Inventory FMS reports, detailing all of FMS's reports in the context of the ACCS. A draft report was received on-schedule on 1/9/04. 4. Define critical data elements for FSA. To be completed before Tier 2 starts in April 2004. Meetings are being scheduled with FSA CFO staff to discuss/define FSA's proposal for critical data elements. 5. Identify initial opportunities to improve FSA business processes in the context of Oracle 11i. To be completed by April 2004. FSA CFO continues to hold internal CFO meetings to discuss business process improvement opportunities. Meetings are being scheduled with Operating Partners and FSA program offices to expand the discussions.		24%	Green
		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>				

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		2/6/2004	FSA CFO met one last time with OCFO to finalize the Statement of Objectives (SOO). The SOOs, in their final form, have been forwarded to the FMS and EDCAPS Operations contractors for proposals. Given the level of detail in our preliminary requirements discussions (i.e., reduced risk for the contractors), we expect lower levels of effort to be proposed. 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.	10%	Green
		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	<b>CFO</b>	<i>Implement Forms 2000 additional enhancements.</i>			
		2/6/2004	The implementation of the Form 2000 additional enhancements initiative continues to be on-schedule and on-budget. The test scripts were delivered on 1/30/04, the production readiness review is due on 3/12/04. There continues to be no deviation from the requirements. If the task continues to stay on schedule, it will be completed as planned in April 2004.	65%	Green
		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.		
		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	<b>CIO</b>	<i>Implement Enterprise Data Strategy initiatives.</i>			
		2/5/2004	Note: 'Implement Enterprise Data Strategy initiatives' is the overall Project Name. All future updates will be reported via the Project's milestones -- 6.7, 6.8, 6.9, and 6.10.	00%	Green
		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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>			<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>			
62	BS		<i>Begin the implementation of Common Services for Borrowers (CSB).</i>			
63	ADS		<i>Improve school partner oversight.</i>			
		2/6/2004	All milestones are on track or completed, and project is on track. Documentation has been submitted to support completion of milestones.		35%	Green
		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>			
		2/6/2004	Market research is 80 percent complete; Development has begun on the Statement of Objectives (SOO) strawman; Strategy session for vision discussion are scheduled and are on target with report out to management council for late February.		30%	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.		00%	Yellow
67	ADS		<i>Prepare to implement IRS data match.</i>			
		2/6/2004	Over the last two weeks, the IRS Match Workgroup has begun identifying the benefits and limitations of five possible approaches to implementing an IRS match. In addition, the work group is in the process of developing a presentation for the Management Council to (1) get their reactions to the five approaches and (2) give us direction on how to proceed with our analysis.		55%	Green
68	AWSS		<i>Continue Learning Coupon program.</i>			
		2/6/2004	45 coupons have been processed as of 2/4/04.		15%	Green
		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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
69	AWSS		<i>Provide Career Zone services.</i>		
		2/6/2004	A retirement planning workshop was held at the Regional Training Facility in New York City on Feb. 4-5, 2004. There were 15 Department of Education participants out of the 18 that were registered. The Career Zone Grand Opening is scheduled for Feb. 10-12, 2004. All FSA staff have been invited to attend.	75%	Green
		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>		
		2/6/2004	All supporting projects are progressing on schedule.	10%	Green
71	ADS		<i>Reengineer EDEExpress.</i>		
		2/6/2004	The PRR for Return to Title IV on the Web is tentatively scheduled for late March or early April with the software being pushed to the web site by mid-April at the latest.	85%	Green
72	PL		<i>Develop a Late Disbursement Approval and Tracking system.</i>		
73	CIO		<i>Develop FSA Security and Privacy Architecture Pilot.</i>		
		2/5/2004	FSA completed a best-in-practice tools analysis for Identity and Web Access Management, holding separate meetings with the VDC and CSB staff members to share ideas and provide an update on this initiative's status. We also held our third workgroup session with core teammembers and other interested Business Unit representatives. FSA narrowed the number of tools for each solution to three. Vendor demonstrations begin next week. We received and are currently reviewing the first deliverable for this task.	15%	Green
		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>		
		2/6/2004	We are also finalizing the concept and rules for the Leadership Fund and will present them to the Management Council for approval in March.	10%	Yellow
		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.						
		1.1	Leverage partnership activities to disseminate FSA information.					
				2/6/2004	SAA participated in 2 continuing partnership activities – January 22-25 conducted Default Management training for TRIO professionals during the Student Financial Aid Workshops sponsored by the Southeastern Association of Educational Opportunity Program Personnel Center (SEAOPP). February 2-4, 2003 provided financial aid training for GEARUP program directors and staff at the Capacity Building Workshop for GEAR UP Partnership Teams as part of our Partnership with the National Council for Community and Education Partnerships (NCCEP).	100%	Complete	
		1.2	Publish accurate and timely information that meets the needs of our audience.					
				2/6/2004	We are working on the development schedule for the 2005-06 versions of our publications (including The Student Guide, Funding Your Education, and the High School Counselor's Handbook. The schedule will depend on the results of usability studies that we are preparing to conduct.	05 %	Green	
		1.3	Disseminate information directly to target audience.					
				2/6/2004	Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 2/6/04, SAA has provided federal student aid information and distributed materials to approximately 50,580 persons	47 %	Green	
		1.4	Respond accurately and timely to requests.					
				2/6/2004	For the period 1/19/04 thru1/30/04, the Editorial Services Contract responded to the following correspondence:22 controls turnaround (days)=100%; 675 non-controls turnaround (days)=98%; 1016 e-mails turnaround (days)=100%	99 %	Green	
		1.5	Reach customers through Student Aid on the Web.					
				2/6/2004	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 for this reporting period (01-18- to 01-31-04) are 653,429 and 11,437,838 respectively. During the same period last fiscal year we had 190,698 visits and 6,015,803 hits. This represents FY04 increases of 242.6% for visits and 90.1% for hits over FY03. 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 19,576 new accounts for the FY04 year to date. The MyFSA feature was not available last fiscal year.	100%	Complete	

<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>
2	ADS	Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).	2.1	Monitor customer feedback to improve services.				
					2/6/2004	* The number of subscribers increased by almost 9% in the first four months of FY2004, from 4,060 to 4,420. * We are making progress in our efforts to assist the Ez Audit staff. Lotus Notes was installed on their PCs and training will begin next week between CSCC and the EZ Audit staff. Additional changes will be made to our phone messages, after the training is completed. * We are also in the progress of updating our IFAP and School Portal websites to accommodate a new search engine. We are replacing the current Autonomy software with the more robust, user-friendly, and mainstream search engine, Google.	35 %	Green
					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)].	3.1	Implement application.				
					1/23/2004	Successfully implemented CPS for 2004-05 processing cycle on January 1, 2004.	100%	Complete
4	ADS	Provide EDEXpress application modules.	4.1	Release application module.				
					1/23/2004	Successfully completed the development, testing and posting of EDEXpress Application modules for 2004-2005 processing cycle on 01/12/04. On schedule to complete EDEXpress Pell and Direct Loan modules by 03/31/04.	100%	Complete
			4.2	Release Common Origination & Disbursement module.				
					2/6/2004	FSA is currently conducting Acceptance Testing on the Pell and Direct Loan module with completion scheduled for February 20th.	85 %	Green
5	ADS	Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.	5.1	Issue COD software release.				
					2/6/2004	Currently testing is about a week behind schedule and we are catching up.	70 %	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>
					1/23/2004	Currently, testing is a little over a week behind schedule, but we expect to catch up.	63 %	Green
			5.2	Issue COD SOO.				
					2/6/2004	Work on the SOO (Statement of Objectives) has begun.	47 %	Green
					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>						
			6.1	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
			6.2	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
			6.3	Issue FISAP software release.				
					1/23/2004	On track.	42 %	Green
7	ADS	<i>Upgrade Postsecondary Education Participation System (PEPS).</i>						
			7.1	Complete Oracle 9i Upgrade.				
					2/6/2004	We are on track for completion of the upgrade this month.	85 %	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>
					1/23/2004	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>						
		8.1	Commence Contract Start-up.					
					2/6/2004	no change	50 %	Green
					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
		8.2	Complete first full cycle of processing (all school types).					
					2/6/2004	Number of audits received: Proprietary:1338; Nonprofit: 239; Public: 102. Help Desk calls received in January: 1229; e-mails: 354.	30 %	Green
					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
		8.3	Improve audit review component of our compliance activities by increasing the e-submission rate to 95%.					
					2/6/2004	Number of schools registered: 2337. Number of audits received: Proprietary:1338; Nonprofit: 239; Public: 102.	50 %	Green
					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	<i>Enhance program monitoring and oversight.</i>						
		9.1	Meet or exceed audit resolution rate of 95% by the end of the fiscal year.					

Milestone# Action Item

Status Date Comments %Complete Status

2/6/2004 For the biweekly period 1-19-04 to 2-01-04, 99% of the audits were resolved on time. Cumulative since 10-01-03, 98% of the audits were resolved on time. 38 % Green

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

9.2 Continue to measure school monitoring to assess overall compliance trends.

2/20/2004 The Administrative Actions & Appeals Division has received 13 referrals for administrative action from 10-01-03 through 1-31-04. 25 % Green

2/6/2004 For the first qrt of FY 04, SEC conducted a comprehensive review of 922 unduplicated schools, or 15% of the total population, covering 17% of Title IV funding. 26 schools received an on-site program review and 9 schools received an on-site technical assistance visit. 25 % Green

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

9.3 Conduct School Relations initiatives.

1/23/2004 All of these issues are ongoing so the percentage won't reflect it's actual status. 01 % Green

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.

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.

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.

Work with 100% of the HBCUs, HSIs, and Tribal Colleges that have a default rate above 15%. There are a total of 19 schools in this category. We have worked with HBCUs, HSIs and Tribal Colleges for quite some time. We will continue to work diligently with them to lower their default rates. At the EAC's we held Focus Groups and "Birds of a Feather" sessions. This is an ongoing process for us.

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.

9.4 Conduct the Experimental Sites initiative.

<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	OMB approved the revised templates for collecting data 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
			9.5	Administer the Quality Assurance program.				
					1/23/2004	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.  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.	48 %	Green
					1/23/2004	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 based assessment module for Verification training. When necessary we use the Quality Assurance to bring schools back into administrative capabilities.	01 %	Green
			9.6	Conduct vulnerability assessment.				
10	ADS	<i>Produce school publications and materials.</i>						
			10.1	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
			10.2	Update and disseminate Direct Loan Program publications such as the Entrance and Exit Counseling Guides and promissory notes.				
11	ADS	<i>Develop and deliver program and technical training for schools through a combination of videoconferences, web-based training, and classroom experiences.</i>						

<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>
12	BS	<i>Transition to Common Servicers for Borrowers (CSB) as Direct Loan Consolidation System (DLCS) contract expires.</i>						
13	BS	<i>Enhance program monitoring and oversight.</i>						
		13.1	<i>Default Recovery Rate on FSA-held portfolio 9.5% or more by the end of the fiscal year.</i>					
			2/5/2004	Total non-consolidation Default Recoveries for FY04 through January 30, 2004 was \$369.9 million, an increase of 43 percent over the same period, [thru January 30, 2003] last year. This represents 2.32 percent of the FY04 portfolio balance.			24 %	Green
			1/23/2004	The non-consolidation default recoveries for FY04 was \$347.9 million thru January 23, 2004, an increase of 42 percent over the same period, January 23, 2003 last year. This represents 2.18 percent of the FY04 portfolio balance.			23 %	Green
		13.2	<i>Update FSA-wide risk management and default prevention inventory.</i>					
			2/5/2004	A meeting is scheduled for February 11th for the Enterprise-Wide Default Management Work Group. The purpose of the meeting is to identify new initiatives and to update results of current initiatives.			05 %	Green
			1/23/2004	The inventory is being reviewed			00 %	Green
		13.3	<i>Complete the work on the implementation of the life-time default rate measure.</i>					
			2/4/2005	The Risk Management Team has created a "straw man" for the life-time default rate measure. Review of the "straw man" will be scheduled for February.			10 %	Green
			1/23/2004	The scope of the milestone has been defined. Parameters are being established.			00 %	Green
		13.4	<i>Identify new and enhance current delinquency/default prevention tools for the Direct Loan Program.</i>					

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
		<i>Milestone# Action Item</i>				
			2/5/2004	Specific incentives and disincentives were included in the CSB contract to help decrease delinquency and default rates. Under the new performance-based deliverables the contractor will receive higher payments for borrowers who are in repayment status. The payment to the contractor will be lower for borrowers who are in delinquency status.  NOTE: The Late Stage Delinquency Assistance Program (LSDAP) is continuing to result in 30% to 50% rehabilitations for borrowers who are 240 days or more delinquent. LSDAP is working in partnership with the Direct Loan Coalition to encourage schools to be more proactive in helping to locate those borrowers who have avoided the Direct Loan Servicing team efforts during the first 240 days of delinquency.	40 %	Green
			1/23/2004	Direct Loan Servicing staff is reviewing current delinquency tools.	00 %	Green
		13.5 Conduct vulnerability assessment.				
			2/5/2004	As part of the requirements for Phase 1 of the CSB transition, FSA will be working closely with the ACS Team during the months of February 2004 through June 2004 to identify specific vulnerabilities during the Phase 1 cut over. This assessment will be repeated for the Phase 2 cut over.	05 %	Green
			1/23/2004	The CSB Phase-in plan was updated to include tracking of risk associated with transition.	00 %	Green
14	BS	Implement plan to provide high quality customer service to the Direct Loan portfolio.				
15	BS	Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.				
16	FPS	Perform National Student Loan Data System (NSLDS) maintenance and operations activities.				
		16.1 Perform cohort default rate calculations, send, and post.				
			2/6/2004	eCDR delivery is still on schedule for Tuesday, 2.17.2004. Participated in the Cohort Default Rate management meeting to review quality and accuracy of draft rates.	27 %	Green

	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
16.2	Prepare guaranty agency fee calculations and send. Review Forms 2000 reasonability data against summarized NSLDS data.			
	2/6/2004	The first FY04 calculation is scheduled for 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.	22 %	Green
	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
16.3	Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.			
	2/6/2004	Received and began review of the annual Data Quality Report. Awaiting receipt of February 2004 benchmark report.	15 %	Green
	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
16.4	Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes.			
	2/6/2004	Software modifications were migrated into production on 1.24.2004. First feed with new requirements will be transmitted to FMS on 2.15.2004.	92 %	Green
	1/23/2004	Programming is complete. Software modifications will be migrated into production Saturday, 1.24.2004.	90 %	Green
16.5	Participate in the formulation of school cohort default rate initiatives.			
	2/6/2004	Scheduled delivery of cohort default rates remains unchanged for Tuesday, 2.17.2004. There is no customer impact resulting from the two week delay.	80 %	Yellow
	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
16.6	Provide monitoring functionality of GA and lender reasonability on a monthly basis.			

<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>
					2/6/2004	Continue to wait on response from Policy and OGC for an interpretation of regulations. Community Partners were briefed on department activity at an NCHELP meeting held on Thursday, 2.5.2004.	50 %	Red
					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
			16.7	Upgrade Data Prep Software to be compliant with Windows 2000 and XP.				
					2/6/2004	Beta testing is complete with acceptable results. The new Data Prep software is tentatively scheduled to be available via SFA download by 2.6.2004, pending Policy approval.	97 %	Yellow
					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
			16.8	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	<i>Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.</i>						
			17.1	Award new contract.				
					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
			17.2	Monitor and manage transition to new contractor.				
					2/6/2004	Several transition meetings were held with the new contractor and the incumbent during the week of 2.2.2004. Meetings included topics such as project management, customer service, and data centers.	10 %	Green
					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>						
			18.1	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	Completed.	100%	Complete
			18.2	Monitor and manage transition to new contractor.				
					1/23/2004	Completed.	100%	Complete
19	FPS	<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>						
			19.1	Provide a quarterly status report on ways to improve effectiveness and efficiency of Data Mart review process.				
					2/6/2004	Currently reviewing the last quarter usage report to determine which reports are being utilized. Results will be communicated at the next update.	10 %	Green
			19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes.				
					2/6/2004	A meeting was held with the FP Directors to solicit input for improving and increasing use of the data mart. Recommendations will be received by Tuesday, 2.17.2004.	10 %	Green
			19.3	Monitor Data Mart feeds in order to provide accurate, concise and timely data to users.				
					2/6/2004	Current QC reports have been reviewed. Minor changes, like principle amount loaded from the source system, have been recommended to the project lead. These changes will be implemented by the next quarter.	20 %	Green
20	FPS	<i>Perform Financial Partners Portal operations activities.</i>						
			20.1	Monitor and evaluate web page hits to drive future postings to portal.				
					2/6/2004	Comparing FY03 4th quarter report to FY04 1st quarter report to determine which pages are being utilized at a higher or lower usage rate.	05 %	Green
					1/23/2004	Review existing web trend matrix to determine which pages are being utilize more frequently.	00 %	Yellow
			20.2	Maintain current and relevant information to financial partners' user community.				
					2/6/2004	Create an action plan to ensure that current contact resource data is accurate. The plan should be completed by 2.10.2004.	05 %	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>
			20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal.				
					2/6/2004	Working to schedule an internal meeting to discuss the best methods for obtaining user community feedback.	05 %	Green
					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>						
			21.1	Review, evaluate, reconcile, and prepare performance reports.				
					2/6/2004	78% of the annual reports submitted by States participating in the last LEAP/SLEAP award year are complete with not outstanding issues. FPS continues to work with the States in the 22% to resolve outstanding reporting and matching issues.	78 %	Green
					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
			21.2	Prepare and submit clearance paperwork.				
					2/6/2004	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) Awaiting OMB approval.	95 %	Green
					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
			21.3	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**    *Perform Voluntary Flexible Agreement (VFA) activities.*

22.1    Perform cost neutrality analysis and provide results.

2/6/2004 Face to Face meeting was held on Thursday, 12.29.04, to discuss ASA calculated savings from their VFA agreement. With the exception of delinquency prevention data, all other data was used for the savings estimates is supplied by ED and should be easily reconciled. ASA compares their default and collection information to the industry to measure improvement. To account for overall industry improvement in a specific area, factors out industry improvements from their final overall improvement figures. Meetings with the remaining three VFA guarantors are tentatively schedule for this week and next, with an anticipated completion date of 2.13.2004. 55 % Green

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

22.2 Prepare performance measure assessment and benchmarking reports.

2/6/2004 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. A meeting with FPS/CFO Senior Management to discuss VFA "hot topics" is scheduled for Friday, 2.6.2004. 10 % Yellow

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

22.3 Evaluate new applications for VFA.

2/6/2004 FP is waiting on Colorado to provide the results of their evaluation of the ED supplied cost neutrality analysis. Latest information from Colorado, in response to FP's follow-up activities, indicates that they will provide results to FP the week of 2.2.2004. FP is documenting the time estimates for the remainder of the approval process, including review time by Congress. 35 % Green

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

22.4 Foster effective working relations with guaranty agencies during scheduled site visits.

2/6/2004 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. M. Sutphin confirmed invitation to next session tentatively schedule for May 2004 in Boston. All four VFA Guarantors expressed their appreciation for the approach we are taking on involving them with developing the cost neutrality savings information. 36 % 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>
			1/23/2004	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>						
		23.1	As appropriate integrate ERM work with other FSA business units. Identify opportunities to integrate at the enterprise level.					
			2/6/2004	Meeting held on 1.15.2004 with FSA representatives to identify and discuss issues and opportunities relating to file index, paper retention, and misfiled documents within ERM.			10 %	Green
			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
		23.2	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.					
			2/6/2004	A meeting was held on Tuesday, 2.3.2004 with the FP Deputy GM to review the draft work plan. Based on the review, the draft plan will be updated to reflect current status: 1) New contract awarded 12.2003; 2) Optika upgrade; and 3) Other Enhancements.			30 %	Green
			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>						
		24.1	Coordinate and enhance communications within Financial Partners as well as with the user community.					
			2/6/2004	See project level status for update.			10 %	Green
			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
		24.2	Hold quarterly checkpoints for all areas of FP service concerning communications.					
			2/6/2004	See project level status for update.			10 %	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>
					1/23/2004	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>						
		25.1	Participate and provide Financial Partners Channel support for ED audit.					
					2/6/2004	FSA/CFO has not requested any assistance or held any meetings this week on the FY04 audit.	25 %	Green
					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
		25.2	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.					
					2/6/2004	We continue to analyze FY03 Compilation Reports of findings and observations to identify any risks/trends that may be used to assist in upcoming reviews. We also continue with data analysis in preparation for upcoming reviews. The reviews will continue on at the end of this month when we visit Student Loan Marketing Association (Virginia) and the California Student Aid Commission.	20 %	Green
					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
		25.3	Analyze and collect third-party audit findings. Use results to determine technical assistance, future monitoring and oversight needs. Utilize PEPS to integrate findings.					
					2/6/2004	Review of Lender Audits: staff is reviewing and analyzing lender audits as well as preparing Program Determination Letters (if applicable). Thirty new lenders in the FFELP have been notified that the Department has not received their required lender audit. Follow-up with these lenders is being conducted to ensure that an audit is submitted to the Department.	40 %	Green
					1/23/2004	Review of audits still in process.	40 %	Green
		25.4	Utilize GA/lender scorecards to reduce risk and improve review process. Review and evaluate use of guaranty agency and lender scorecards.					

2/6/2004 GA/Lender score program is being modified by the Financial Partners Data Mart contractor and the Power User Group: 21 % Green  
 - The Regional Directors met via con-call on Tuesday, 2.3.2004 to discuss multi-lender processing issues with Anna Allen. She will meet with the data mart contractor to determine feasibility and cost. We are in the process of reviewing other problems related to validity of the scorecard, primarily as result of changes to LARS and multiple submissions of summary data on Parts 4 & 5.  
 - Load of the GA Annual Reports into the FP Data Mart is still pending receipt of all reports and approval by Financial Partners (02.2004). Testing of the GA scorecard remains on schedule to begin after 03.2004.

1/23/2004 GA/Lender score program is being modified by the Financial Partners Data Mart contractor and the Power User Group: 20 % Green  
 -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.

25.5 Partner with guaranty agency community on the Common Review Initiative (CRI) process. Define Financial Partners Channel's role in CRI.

2/6/2004 The Regional offices have worked with CRI to develop a schedule which turns three of our national reviews into CRI reviews and includes staff on 2 additional reviews conducted in calendar year 2004 by the GA's under CRI. However, the CRI process has not yet been formal approved by FP. A request for approval was sent to the GM on 2.4.2004, Staff has been committed to CRI reviews. Approval for the proposed schedule is need from GM. 98 % Green

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

25.6 Conduct vulnerability assessment.

2/6/2004 FP Management will determine by next reporting period which of its systems are best suited for this assignment. 00 % Green

1/23/2004 Will be reviewing this effort to determine scope, impact and define success measures. 00 % 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>
27	CFO	Perform internal control reviews to enhance financial management.						
28	CFO	Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.						
29	CFO	Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.						
30	CFO	Manage FMS operations.						
31	CIO	Develop and deploy Enterprise Performance Test Architecture.						
32	CIO	Provide Enterprise and Data Architecture management.						

<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>
33	CIO	Provide security and privacy support to FSA business units.						
34	CIO	Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.						
35	CIO	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.						
36	CIO	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.						
37	CIO	Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.						
		37.1	Release GovLoans Gateway, a plain speak web site that educates citizens with links to federal agency and private-sector resources.					
			2/5/2004	The GovBenefits program team met with Charlie Coleman and the GovLoans team to review the GovLoans.gov information architecture and web site design. In addition, the GovBenefits team briefed the GovLoans team on the integration of the GovBenefits and GovLoans development schedules to meet the April 29, 2004 release date for both sites.			25 %	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>
					1/23/2004	The GovLoans.gov working group continues to make progress toward finalizing website content and graphic design for GovLoans.gov's release	00 %	Green
38	<b>OMBD</b>	<i>Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.</i>						
39	<b>PL</b>	<i>Conduct reauthorization activities.</i>						
40	<b>PL</b>	<i>Policy Liaison Placeholder</i>						
41	<b>CMS</b>	<i>Plan and manage FSA conferences.</i>						
42	<b>CMS</b>	<i>Manage, develop and update content for FSANet.</i>						
43	<b>CMS</b>	<i>Manage controlled correspondence functions including FOIA, privacy and controlled mail.</i>						

<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>
---------------	-------------	--------------------	-------------------	--------------------	--------------------	-----------------	------------------	---------------

44    **CMS**    *Develop and implement internal and external communications strategy.*

45    **EPMS**    *Mature Enterprise-wide Procurement Plan.*

45.1    Complete market research to resolve plan issues.

45.2    Synch Plan w/BIG End State Vision.

46    **EPMS**    *Develop acquisition workforce.*

47    **EPMS**    *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 System (FEDS) into enterprise process.

<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>
---------------	-------------	--------------------	-------------------	--------------------	--------------------	-----------------	------------------	---------------

48    **EPMS**    *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    **EPMS**    *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    **EPMS**    *Continue to implement integrated project management oversight for FSA's system integration activities.*

51    **EPMS**    *Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).*

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Milestone#</i>	<i>Action Item</i>		
			<i>Status Date</i>	<i>Comments</i>	
52	EPMS			<i>Restructure integration leadership support to transition the majority of responsibility to FSA staff.</i>	
53	EPMS			<i>Prepare and continually monitor and report on the accomplishments of the High Risk Plan.</i>	
54	AWSS			<i>Deliver workforce development and support programs.</i>	
		54.1		<i>Continue Intern Program.</i>	
			2/6/2004	There are currently 18 interns working in FSA. We will be recruiting new interns in February for the summer 2004 program.	65 % Green
			2/6/2004	We have begun the process of updating the website and manager request forms.	70 % Green
			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
		54.2		<i>Conduct FSA Orientation.</i>	
			2/6/2004	Continued to make revisions to the FSA New Employee Orientation Program power point slides and booklet materials. The "Kick-off" meeting for the FSA Supervisor's Checklist Tool for new employees was held on February 4. A meeting with OCIO is scheduled for February 6 to discuss the FSA NEOP video revisions. The "Training of Trainers" workshop for FSA NEOP presenters is scheduled for February 12.	33 % Green
			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
		54.3		<i>Implement results of One-ED Competitions.</i>	

2/6/2004 Award decisions on the proposals submitted for both the HR/Training and the Payment Processing competitions now projected to be made in the second quarter of FY 2004. We anticipate an announcement will be made within the next couple of weeks due to the recent passage of ED appropriations and recent discussions regarding who will make the decision. 00 % Green

1/23/2004 Target completion date is dependent upon the date of the Department's competitive sourcing awards. 00 % Green

54.4 Update Skills Catalog/Learning Tracks.

2/6/2004 We met with Policy and CIO and are setting up review meetings. Updating the information in the skills catalog will have to be completed before beginning work on the learning tracks. We're hoping to have the skills catalog completely updated by 3/15/04. Once that is finished, the project will be at the 50% complete rate and we will begin working on the learning tracks. The change in the project completion percent from 65% to 40% reflects this decision. 40 % Green

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

54.5 Implement Workforce Alignment Strategy.

2/6/2004 All workgroups, except one, have completed their visioning and presented their recommendations. The final workgroup presentation is scheduled for 2/11/04. We have prepared a draft impact analysis which, when finalized will be used to finalize decisions about organizational structure and resource allocation. Our timeframe for making final decisions is 2/27/04. 50 % Green

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 Perform facilities management activities.

55.1 Implement facilities needs.

2/6/2004 Coordinating Phase I and III buildout proposals/blueprints with GSA and Lessors. 90 % Green

1/23/2004 We are working with Cambridge to complete outstanding facility items over the next three months. 90 % Green

55.2 Coordinate security needs.

2/6/2004 Contract with security contractor is now in place. Work orders are being issued for immediate security concerns. 75 % Green

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

55.3 Administer records management.

2/6/2004 A second request was sent to ASEDS requesting records management contacts. Since the initial request in Mid-December, FSA has assigned 70% of their records management contacts. We will continue to conduct records management interviews. 45 % Green

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

55.4 Coordinate the distribution of the Transit Benefit program.

2/6/2004 Coordinating customer satisfaction survey with ED Benefit Transit Program personnel. 75 % Green

1/23/2004 All smartcards have been deactivated and employees collecting transit benefits have been notified of the new collection benefit procedures. 100% Complete

56 CFO Review Credit Reform estimates.

57 CFO Develop trial balance capability for COD and CSB (operating partners) to facilitate and expedite the reconciliation process.

58 CFO Support the implementation of Oracle Federal Financials Release 11i.

<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>
---------------	-------------	--------------------	-------------------	--------------------	--------------------	-----------------	------------------	---------------

59    **CFO**    *Implement automated budget funding entry solution.*

60    **CFO**    *Implement Forms 2000 additional enhancements.*

61    **CIO**    *Implement Enterprise Data Strategy initiatives.*

61.1    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

61.2    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

61.3    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

61.4    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
61.5	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
61.6	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
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 and Oversight (eCMO), National Student Loan Data System (NSLDS), and electronic Campus-based systems.			
	2/5/2004	Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Establishing core teams and schedules in line with deliverable deadlines.	05 %	Green
	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
61.8	Conduct market research to validate the feasibility of the target conceptual design (Option D).			
	2/5/2004	Initiave Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Held Kick Off meeting with project sponsor; Began gathering additional requirements for XML registry 2.0 release; establishing signoff criteria for XML Core Component version 2.0.	05 %	Green
	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
61.9	Develop the detail Data Quality Execution Plan.			
	2/5/2004	Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Establishing approach, identifying FSA experts for input.	05 %	Green
	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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Status</i>	<i>Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
		<i>Milestone# Action Item</i>					
		61.10 Develop a holistic XML Management Plan.					
				2/5/2004	Initiave Kick-Off Meeting 2/5 (rescheduled due to inclement weather on 1/27) Held Kick Off meeting with project sponsor; Began gathering additional requirements for XML registry 2.0 release; establishing signoff criteria for XML Core Component version 2.0.	05 %	Green
				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>					
		62.1 Award contract.					
				1/23/2004	The contract for the CSB initiative was awarded to ACS, EDS, Ratheon, Pearson Government Solutions on November 20, 2003	100%	Complete
		62.2 Begin implementing Phase 1 of the FSA-approved transition plan.					
				2/6/2004	Transfer and termination of the Consolidation contract closeout will be complete by February 6, 2004.  FSA and the ACS team have formed Integrated Product Teams (IPTs) to manage the technical and operational work to be completed under the CSB contract. The review of business rules and requirements is underway. The first review was completed February 2, 2004. Comments from FSA IPT members were submitted to ACS on February 3, 2004. ACS is expected to respond to the comments within the week.	15 %	Green
				1/23/2004	The consolidation contract was transferred to the CSB initiative in January 2004.	10 %	Green
63	ADS	<i>Improve school partner oversight.</i>					
		63.1 Implement Trading Partner Management (TPM) system.					
				2/6/2004	Requirement-gathering and market research continue (Routing ID high-level design is complete). See milestones 2 and 6 for further detail.	38 %	Green
				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
		63.2 Develop Consolidated requirements for TPM system.					

2/6/2004 Financial Partner Eligibility and Oversight As-Is Flow Documentation is ongoing and on track for a 2/16/04 submission date. 60 % Green  
 Non-Case Management (i.e. CSCC, LMS, OIG, OPE, etc) Deliverable of the High-Level Requirements is ongoing and on track for a 2/16/04 submission date.  
 Financial Partner Eligibility and Oversight High-Level Requirements Deliverable is ongoing and on track for a 3/12/04 submission date.

1/23/2004 Includes the following major tasks: 54 % Green  
 - 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

63.3 Develop enrollment high-level design.

1/23/2004 High-level enrollment design was completed 11/14/03. This deliverable relates to the mechanics of moving the "enrollment" function from SAIG to the Integrated Partner Management System when the latter comes up in 2006. ("Enrollment" in this context refers to setting up FSA systems to talk to the systems of new participants that need to send/receive FSA data) 100% Complete

63.4 Develop access high-level design.

1/23/2004 High-level access design was completed 11/14/03. This deliverable relates to the mechanism by which FSA (1) determines which external stakeholders - such as schools, servicers, and guaranty agencies - have a legitimate need for access to the ED systems that enable the administration of Title IV funding, and (2) monitors and manages such access. 100% Green

63.5 Develop Routing ID (RID) high-level design.

1/23/2004 High-level Routing ID (RID) for institutional partners completed 11/14/03. "Routing ID" refers to a new institutional numbering system that is flexible enough to cope with the rapid rate of change in relationships among entities or between layers of entities, in order to facilitate monitoring and ensure stakeholder accountability. Examples of such entities are (1) publicly traded school corporations that buy other schools but do not "brand" them with the owner's name, making accountability relationships harder to track, and (2) university systems with centralized cash drawdown but decentralized reporting. 100% Complete

63.6 Select competitively a vendor to perform the conceptual design and development of the TPM system.

2/6/2004 FEBI (Front End Business Integration) benchmarking visits and market research continue. 38 % 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>
					1/23/2004	The FEBI market research and discussions with Data Strategy Team, expected to conclude in February, will inform IPMS procurement solution. Note: Trading Partner Management System (TPMS) has been renamed Integrated Partner Management System (IPMS).	34 %	Green
			63.7	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
			63.8	Procure the design of a workflow tool for SEC.				
					2/6/2004	Still under discussion, in conjunction with market research and business integration meetings.	35 %	Green
					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	<i>Improve the accuracy of applicant data.</i>						
			64.1	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
			64.2	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
			64.3	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	<i>Create a target state vision of a Front End Business Integration (FEBI).</i>						

<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>
			65.1	Conduct market research.				
					2/6/2004	10 market research interviews completed. The final four interviews to be conducted the week of February 9 -13,	80 %	Green
			65.2	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%	Complete
66	<b>FPS</b>	<i>Re-engineer NSLDS (Pending Data Strategy Outcome).</i>						
67	<b>ADS</b>	<i>Prepare to implement IRS data match.</i>						
68	<b>AWSS</b>	<i>Continue Learning Coupon program.</i>						
69	<b>AWSS</b>	<i>Provide Career Zone services.</i>						
70	<b>ADS</b>	<i>Increase Student Financial Aid program awareness.</i>						

<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>
			70.1	Expand federal student aid awareness and outreach program.				
					2/6/2004	1. Met with OGC to clarify partnership issues and develop alignment; 2. Locating resources to support the kick off and team chartering.	10 %	Green
			70.2	Develop and implement long-term mass marketing strategy.				
					2/6/2004	1. Usability study is progressing on schedule; 2. Draft communication strategy written.	10 %	Green
71	ADS	Reengineer EDEExpress.						
			71.1	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
			71.2	Link application processing to FAA Access.				
					1/23/2004	EDEExpress for Windows 2004-2005 Release 1.0, which includes the Global, Application Processing and Packaging modules, was completed on 01/06/04 and posted [i.e., linked] to FSADownload on 01/12/04..	100%	Complete
			71.3	Implement Return to Title IV Web Release.				
					2/6/2004	FSA Acceptance Testing is scheduled to begin in March, 2004. The development of this website is on schedule.	90 %	Green
72	PL	Develop a Late Disbursement Approval and Tracking system.						
73	CIO	Develop FSA Security and Privacy Architecture Pilot.						

<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>
74	AWSS	Implement Leadership Excellence development training.						