

**FY 2002 OPERATING MEASURES
AND IMPROVEMENT PROJECTS
(DRAFT)**

FSA No	Channel No	ID No	MIT No	Str Plan No	High Risk Plan No	PMA No	GOALS	ORIGIN	RESP ORG	SUPPORTING ORG (Including Operating Partners)	PURPOSE	DEFINITION OF SUCCESS	COMPLETION DATE	PRIMARY IMPACT			
														Integrity ⁽¹⁾	C-SAT	UNIT S	E-SAT
1	2002-STU-0001	1		6.4.1	2.1	4.6	Develop the design concept for the Students-portal that will provide access to Student related online services. *	Mod Bprint & Victory List (ITIRB)	Students	CIO, Schools, Accenture	Define Students portal design concept, focusing on making it easy for students to move among various Students Channel services.	Complete Students-portal design concept.	9/30/2002		X	X	X
2	2002-STU-0002	2		6.4.1	3		Establish strategic and integrated partnerships with 5 national organizations that provide services to Student Aid Awareness targeted audiences in order to champion access to postsecondary education.	Student Aid Awareness IPTs	Students	FSA-wide	Leverage resources of others yielding larger results with fewer dollars.	Successfully establish 5 national partnerships that target our identified audiences.	9/30/2002		X		X
3	2002-STU-0003	3		6.4.1	3		Develop and disseminate 5 new information products that respond to the needs of the target audiences.	Student Aid Awareness IPTs	Students	Schools, NCS Pearson	Ensure that the right information is provided at the right time, to make informed decisions.	Disseminate 5 new products to targeted audiences; feedback is positive.	9/30/2002		X		X
4	2002-STU-0004	4		6.4.1	2.1		Reduce the unit cost for calls received at 4-FED AID.	Contract Transformations	Students	Acquisitions and Contract Performance, NCS Pearson	Reduce costs while maintaining high customer satisfaction.	Renegotiated contract reflective of best in business strategies.	9/30/2002			X	
5	2002-STU-0005	5		6.4.1	2.1	4.3	Develop One Channel, One Number.	Mod Bprint & Victory List (ITIRB)	Students	Acquisition and Contract Performance, Schools, Financial Partners, CIO, Accenture	Reduce the number of contact points between FSA and its customers and partners, through the implementation of enterprise telephony capabilities.	Create separate numbers for each customer base.	9/30/2002		X	X	X
6	2002-STU-0006	6		6.4.1	2.2		Reduce the overall FSA documents printing budget by 10%.	New	Students	FSA-wide	Reduce FSA printing costs.	Reduced printing costs from \$10.4M in FY01 to \$9.4M in FY02.	9/30/2002			X	
7	2002-STU-0007	7		6.3.1/6.4.1	2.1	4.6	Increase the number of FAFSAs filed electronically from 5 million last year to 5.5 million in FY2002 with 55% via our web product.	Annual Plan Carry Over	Students	Communications, Schools, CIO, NCS Pearson	Continue to increase the number of students filing their FAFSAs electronically, and further, to continue the expansion of our web products. This will provide for faster service, increased customer satisfaction, and reduced unit cost.	The number of FAFSA's filed electronically in FY2002 is at least 5.5M, with 55% via our web product.	9/30/2002		X	X	X
8	2002-STU-0008	8		6.4.1	2.1		Process all paper and electronic FAFSA's with an average turnaround time of 6 days or less.	Annual Plan Carry Over	Students	NCS Pearson, ACT	Improve satisfaction as students receive confirmation on average within 6 days rather than the current contract standard of 10.	Achieve 6 day average turnaround in FY2002.	9/30/2002		X	X	X
9	2002-STU-0009	9		6.4.2	3.1.4	4.0	Reduce erroneous financial aid grant payment awards based on IRS match and improved verification.	Strategic Plan	Students/ Analysis		Improve our data integrity and help reduce under/over student aid payments by working with IRS to use their information more effectively. Participate with the IRS and Schools in the implementation of an IRS Consent Pilot.	FY 2002 --Validate the baseline using actual PELL disbursement data.(Baseline is the amount of erroneous financial aid grant payment awards- \$182M [\$138 M in over awards and\$44M in under awards]).	9/30/2002	X		X	
10	2002-STU-0010	9		6.4.2	3.1.4		Pell Grants overpayments (2001 Baseline = \$138 Million)	New	Students, Schools, Analysis	NCS Pearson, IRS	Improve our data integrity and help reduce under/over student aid payments.	Overpayments not to exceed \$138 million in FY 2002.	9/30/2002	X	X	X	
11	2002-STU-0011	10		6.4.1	3.1.4		Fully support the administration's efforts to improve the data match with the IRS.	New	Students	NCS Pearson, IRS	Improve our data integrity and help reduce under/over student aid payments by working with IRS to use their information more effectively. Participate with the IRS and Schools in the implementation of an IRS Consent Pilot.	Successfully implement the IRS Consent Pilot.	9/30/2002	X	X	X	

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12	2002-STU-0012	11		6.4.1	2.1	4.6	Develop and deploy a re-engineered FAFSA on the Web product that includes features that our customers' want, based on an architecture that is compatible with modernization objectives and that is scalable. *	Mod Bprint & Victory List (ITIRB)	Students	Acquisition and Contracts Performance, CIO, Accenture	Provide a technical platform that will support the increase in web applications without a degradation in service to the customer. Improve customer satisfaction through improved user experience.	Successfully process applications and receive positive feedback from students on the updated look and feel of the application.	1/1/2002		X	X	X
13	2002-STU-0013	12		6.4.1	2.1		Increase by 25% the number of visitors to the Direct Loan Servicing Web site.	New	Students	ACS	Improve Customer Satisfaction by allowing real-time services of the borrower. Reduce unit costs through self-service and reduced fulfillment costs.	Increase visits to the Web by at least 25%. This is an increase from 3.3 million to 4.1 million visitors.	9/30/2002		X	X	X
14	2002-STU-0014	13		6.4.1	2.1/3.1.2	4.4 4.6	Implement Internet billing and online correspondence as part of the Direct Loan eServicing initiative.*	Mod Bprint & Victory List (ITIRB)	Students	ACS, Accenture	Initiate at least one paper to eService conversion process. eServicing will provide borrowers a state-of-the-art tool for making payments, receiving bills and obtaining other correspondence. This functionality will significantly reduce operating costs and increase customer satisfaction by leveraging the power of the Internet.	Successful implementation and user acceptance of Internet billing as evidenced by a projected EBPP adoption rate of 10%. Successful implementation of online correspondence in FY2002.	9/30/2002		X	X	X
15	2002-STU-0015	14		6.4.1	1.6.2		Increase the number of lenders using EFT for Direct Consolidation by 100%.	New	Students	Students, Financial Partners, CFO and EDS	As mandated by Treasury, increase electronic payments throughout the Government.	Increase from the current 13 lenders in FY2001 to 26 lenders in FY2002.	9/30/2002		X	X	
16	2002-STU-0016	15		6.4.1	2.1		Process loan consolidations in 45 days or less.	Annual Plan Carry Over	Students	Acquisition and Contracts Performance, EDS	Reduce from the FY01 performance goal of 50 days to 45 days.	Complete loan consolidation packages are processed on an average of 45 days or less.	9/30/2002		X	X	
17	2002-STU-0017	16		6.4.1	1.6.2		Increase the number of loan consolidation applications filed electronically from 73% to 80% of total applications.	Annual Plan Carry Over	Students	Communications, Financial Partners, CFO, EDS	Increase the ease, speed and accuracy of a consolidation application, while continuing to expand the use of eCommerce.	The total number of electronic applications will increase by 7% to 80% of all consolidation applications. During FY01 approximately 350K consolidation applications were filed electronically.	9/30/2002		X	X	X
18	2002-STU-0018	17		6.4.2	3.1.3		Improve default recovery rate (defined as the sum of FSA's collections on defaulted loans – less consolidations – divided by the outstanding default portfolio at the end of the previous year).		Students	Schools, Financial Partners	Reduce outstanding debt in the Student Loan default portfolio.	FY 2002 –Baseline: 7.2%(7.8% FY01)(FY01 was high due to collections made from offsets against FY01 federal tax rebates-also declining economy will have significant impact.	9/30/2002	X		X	
19	2002-STU-0019	17		6.4.2	3.1.3		Increase the FY2002 default recovery rate to 15%.	Plan C/O and ED Management Reforms	Students	Collection Agencies, GA's, Raytheon, IRS	Reduce outstanding debt in the Student Loan default portfolio.	Meet or exceed a 15% default recovery rate, including GA's, in FY2002.	9/30/2002	X		X	
20	2002-STU-0020	18		6.4.2	3.1.3		Ensure that default recovery totals exceed default claim totals for the fiscal year.	Plan C/O and ED Management Reforms	Students	Collection Agencies, GA's, Raytheon, IRS	Reduce outstanding debt in the Student Loan default portfolio.	Successfully recover more funds than we pay out in default claims.	9/30/2002	X	X	X	X
21	2002-STU-0021	19	54	6.4.2	3.1.3		Expand the use of the National Directory of New Hires database matching program to recover \$200-million in defaulted student loans. **	Plan C/O and ED Management Reforms	Students	Collection Agencies, GA's, Raytheon, HHS	Reduce outstanding debt in the Student Loan default portfolio.	Recover \$200M in defaulted loans using NDNH data.	9/30/2002	X	X	X	X

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22	2002-STU-0022	20	53	6.4.2	3.1.1		Demonstrate pursuit of improved default management and prevention strategies. **	Plan C/O and ED Management Reforms	Students, Schools, Financial Partners	Analysis, ACS, EDS	Reduce risk exposure of nonperforming assets.	Reduction in cohort and lifetime default rates. Define an "acceptable" rate on nonperformance assets as compared to performing loans.	9/30/2002	X		X	
23	2002-SCH-0001	21	40	6.4.2	3.2		FSA will combine data from the Central Processing System (CPS) and Common Origination and Disbursement System to identify abnormal concentrations of students with unique characteristics (such as over 65) at an institution. Case Management will monitor the data monthly to identify irregularities and do additional review of the institutions and, if cases of fraud or abuse are suspected, refer them to the OIG.**		Schools	Students, Financial Partners, CIO, CFO, NCS Pearson, Accenture, Raytheon	Improve the integrity of the student aid programs by targeting compliance monitoring in abnormal situations.	FSA will compare data from the CPS and the NSLDS to identify abnormal concentrations of students with unique characteristics (such as over 65) at an institution. Case Management will monitor the data monthly to identify irregularities and do additional review of the institutions, and, if cases of fraud or abuse are suspected, refer them to the OIG. Once the new COD system is populated with data, the comparisons will be between data in the CPS and the COD system.	12/31/2001	X			
24	2002-SCH-0002	21		6.4.2	3.1.1		Keep the loan programs' cohort default rate under 8%.	Plan C/O and ED Management Reforms	Schools	Students, Financial Partners, CIO, Raytheon	Reduce the Federal costs associated with defaulted loans.	An official FY 2000 cohort default rate below 8%.	9/30/2002	X	X	X	
25	2002-SCH-0003	22	43	6.3.1/6.4.1	2.1	4.4 4.6	Implement a common business process and system for aid origination and disbursement of Pell Grants and Direct Loans to provide the infrastructure to improve school reporting, cash management and internal control processes.**	MIT	Schools	Acquisitions and Contract Performance, Accenture	Provide a common, simpler, and more efficient process for the origination and disbursement processes for Pell & DL. Reduce costs. Integrate legacy systems. Reduce redundancy, duplication, and errors in data. Eliminate multiple customer service points of contact.	Phase out Pell & DL systems and implement a single new system, customer service center & a common business process. By having integrated data, we will strengthen internal controls, and improve our ability to monitor schools' funding patterns to identify issues or trends.	4/30/2002	X	X	X	X
26	2002-SCH-0004	22	49	6.3.1/6.4.1	2.1	4.4 4.6	Using the Common Origination and Disbursement system, electronically integrate drawdown information with disbursement reporting data to track cash balances at schools.**	Mod Bprint & Victory List (ITIRB)	Schools	CFO, Accenture	Provide tools for review, monitoring and oversight of cash management requirements.	Successful use of monitoring tools by FSA and COD Customer Service with live school operational data.	9/30/2002	X			
27	2002-SCH-0005	22	50	6.3.1/6.4.1	2.1	4.6	Using the Common Origination and Disbursement system, institute eligibility check for valid ISIR on file for all Direct Loan recipients (except PLUS)**	Mod Bprint & Victory List (ITIRB)	Schools	Students, CIO, Accenture	Provide systematic internal control related to student eligibility.	Successful implementation of systematic edit on live production data.	9/30/2002	X			
28	2002-SCH-0006	22	51	6.3.1/6.4.1	2.1	4.6	Using the Common Origination and Disbursement system, improve the mechanism to age cash received by school and systematically monitor progress towards 30-day reporting requirements.**	Mod Bprint & Victory List (ITIRB)	Schools	CFO, Accenture	Provide tools for review, monitoring and oversight of cash management requirements.	Successful use of monitoring tools by FSA and COD Customer Service with live school operational data.	9/30/2002	X			

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29	2002-SCH-0007	23		6.4.1	2.1	4.3	Develop a design for "Consistent Answers for Customers."	Mod Bprint & Victory List (ITIRB)	Schools	Acquisition and Contract Performance, Students, Financial Partners, CIO, KPMG	Develop business processes, systems, and a structure to have a complete picture of individual customers.	Increased customer satisfaction by providing consistent and accurate answers to customers and delivering proactive service.	9/30/2002		X	X	X
30	2002-SCH-0008	24		6.4.1	1.6.2		Process 98% of the Direct Loan origination and disbursement records within two days.	Annual Plan Carry Over	Schools	EDS, CFO, Accenture	Allow schools to receive their funds in a timely manner.	Provide efficient customer service by consistently meeting the performance standard.	9/30/2002		X		X
31	2002-SCH-0009	27		6.3.1/6.4.1	2.1	4.6	Implement Phase II of our eCampus Based modernization project by replacing the mainframe system with a new Oracle-based system. *	Mod Bprint & Victory List (ITIRB)	Schools	Students, CFO, CIO, NCS Pearson, Accenture, INDUS Corp	The implementation of the new system will establish the platform from which FSA can use student level data from the COD system. Through an interface with COD, the eCB will dramatically reduce administrative burdens to complete the FJSAP. In addition, it will	1. The ability to retire the mainframe based system without losing functionality. 2. Reduced operating costs. 3. Improved data integrity and tracking. 4. Web pages that are accessible (508 compliant) to all authorized	9/30/2002	X	X	X	X
32	2002-SCH-0010	28		6.3.1/6.4.1	1.6.3	4.6	Improve institutional records by developing a design for electronic school financial statements and compliance audits, and improve FSA recordkeeping by imaging current & future records in the DRCC, and better deployment of workflow. *	Mod Bprint & Victory List (ITIRB)	Schools	OGC, IG, Accenture, KPMG, ECMC	Develop full electronic institutional records.	Increased program integrity through more accurate and consistent data.	9/30/2002	X	X	X	X
33	2002-SCH-0011	29		6.4.2	3.2		Develop and deliver a series of services to new schools, which includes assistance during the first 12 months of their participation in the Title IV Programs.	Schools	Schools	FSA University	This plan will help new schools establish a solid foundation for implementing all Title IV requirements. This includes multi-year activities to help and monitor new schools with the administration of the Title IV programs.	Assistance provided to all new schools to prevent compliance problems through early intervention.	9/30/2002	X	X		X
34	2002-SCH-0012	30	55	6.4.2	3.2		Identify trends in risk areas and provide targeted technical assistance to schools. **	Schools	Schools		This will assist those schools with potential compliance problems and includes a proactive approach: providing training and targeted technical assistance on Title IV requirements, including use of the FSA Assessment to strengthen institutional administration of the	Hosting technical assistance functions/activities to increase schools' understanding and compliance with program requirements.	9/30/2002	X	X		X
35	2002-SCH-0013	31	52	6.4.1/6.4.2	3		Identify areas for regulatory and legislative changes in the Title IV Programs (including improvements to strengthen program integrity). **	Schools	Schools	All	Based on input from schools, the Experimental Sites initiative, analysis of compliance or other issues, etc., identify potential legislative or regulatory areas to review and analyze effectiveness.	List of needed revisions to clarify and strengthen legislative and regulatory requirements.	9/30/2002	X	X		X
36	2002-SCH-0014	32		6.4.1	3.0		Conduct at least three national conferences for schools.	Schools	Schools	CFO, CIO, Analysis, Financial Partners, NCS Pearson	Disseminate information about Title IV Programs and processes, including program integrity.	Evaluations will result in a score of a 4.3 or better on a scale of 1 - 5.	9/30/2002	X	X		

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37	2002-SCH-0015	32		6.4.2	3.2		Develop a "How To" guide with our oversight partners on processing school closures that focuses on reducing the impact to students.	Schools	Schools		Develop a coordinated effort between oversight partners to assure that students receive timely and accurate information to make decisions on their educational choices when the school they are attending closes. This guide will also include information to assist the oversight partners with answering questions from teachout schools and potential buyers.	Publication of "How To" guide for oversight partners to use in assisting students who attend schools that close and to help those students with their educational plans.	9/30/2002		X		X
38	2002-SCH-0016	33		6.4.2	3.2		Promote the Title IV schools' quality performance by providing them with tools for understanding and improving management practices, program requirements, and verification outcomes.	Schools	Schools	FSA U, Students Channel	Help schools attain and sustain compliance and work for continuous improvement in Title IV program delivery and service to students.	The tools are supported and available through FSA Portal, materials, training efforts; and are used by schools and FSA staff as they assist schools.	9/30/2002	X	X		X
39	2002-SCH-0017	34	34	6.4.2	3.2		Identify areas for improving compliance effectiveness and take the appropriate steps to fix them. **	Schools	Schools	Analysis, OPE	Improve program integrity by helping schools improve their compliance with all Title IV requirements.	Identify and take action in three areas of compliance improvement.	9/30/2002	X	X		X
40	2002-SCH-0018	35		6.4.1	2.1		Process 98% of the Pell funding requests from RFMS/COD system receipt to GAPS within 24-36 hours so that funds are available for school drawdown within 5 days.	Annual Plan Carry Over	Schools	ACS, CFO, Accenture	Assist schools by assuring that they receive program funds in a timely manner.	Improve customer service by consistently meeting the performance standard.	9/30/2002		X		X
41	2002-SCH-0019	36		6.3.1/6.4.1	2.1	4.4 4.6	Release version 2 of School Portal. This version will provide a common look and feel of FSA websites for schools, enhanced query capabilities, and development of regional presence.	Annual Plan Carry Over and Enhancements	Schools	Acquisitions and Contract Performance, Accenture	Further consolidate/integrate FSA information systems for schools. To facilitate access to FSA data by schools. To support customer requests for enhancements to the	Success will be achieved through customer satisfaction with the enhanced features.	9/30/2002		X		
42	2002-SCH-0020	40		6.4.2	3.2		Resolve 94% of school compliance audits within six months of receipt to meet OMB A-50 requirements.	Annual Plan Carry Over	Schools	Friday Systems	Statute requires the annual submission of compliance audits for institutions participating in the Title IV programs, with an exception for those meeting the threshold. OMB A-50 requires that the audits be	Success will be having YTD results on 9/30/02 of 94% of the audits closed within the six-month timeframe.	9/30/2002	X	X		X
43	2002-SCH-0021	40	136	6.4.2	3.2		Support the Department in its review of FSA's current strategy for monitoring schools, lenders, guaranty agencies and third-party servicers; identify the various levels and types of monitoring, including where performed and by whom. Determine which kinds of monitoring are linked to the basic administration of the student financial aid programs.**	MIT	Schools/ Financial Partners	Analysis, OGC, CFO			3/31/2002	X			

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44	2002-FP-0001	41		6.3.1/6.4.1	2.1	4.6	Establish Web Portal for Financial Partners to provide one stop access to FSA services and information. *	Annual Plan Carry Over, Blueprint & Victory List (ITIRB)	Financial Partners	CIO	Provide single access, timely and consistent data, and partnership exchange (2-way communication, self assessment capabilities through the Data Mart).	Create a lender community exchange portal and one-stop-shop for access to data invoicing of payments and consistent answers.	9/30/2002		X	X	X
45	2002-FP-0002	42	45	6.3.1/6.4.1/6.4.2	2.1	4.4	Implement Phase II of the Financial Partners Data Mart. This phase will provide self monitoring and oversight tools and focus on the data load and link with the new FMS to provide a continuous stream of financial data and selected NSLDS elements necessary to augment data comparisons and lender risk management assessment. * **	Mod Bprint & Victory List (ITIRB)	Financial Partners	CIO, CFO, Raytheon, Mod Partner	Provide executive/summary information and decision support capabilities around several key business functions that include Risk Management, Customer Relationship Management, Compliance Management, and Portfolio Management.	Employee and community acceptance, more efficient and effective oversight, and deployment on schedule.	6/1/2002	X	X	X	X
46	2002-FP-0003	43	62	6.3.1/6.4.1/6.4.2	2.1	4.4	Implement Phase III of the Financial Partners Data Mart. This phase will provide augmented monitoring tools and oversight ability. The release will focus on the data load and links from FMS, PEPS, NSLDS, and an evaluation of any newly implemented processes or systems that may replace existing legacy links. * ** <i>(This phase commences in FY02 and will continue in development and deployment in FY03 with an objective end date of 12/31/02)</i> .	Mod Bprint & Victory List (ITIRB)	Financial Partners	CIO, CFO, Raytheon, Mod Partner	Provide executive/summary information and decision support capabilities around several key business functions that include Risk Management, Customer Relationship Management, Compliance Management, and Portfolio Management.	Employee and community acceptance, more efficient and effective oversight, and deployment on schedule.	12/30/2002	X	X	X	X
47	2002-FP-0004	44	44	6.4.1/6.4.2	2.1	4.6	Improve reliability of lender billing data through a redesigned lender payment process.* **	Mod Bprint & Victory List (ITIRB)	Financial Partners	CFO, CIO, Oracle	Improve the entire process for lenders by simplifying data exchange, providing more timely payment of fees, and providing more current data. It will also allow for greater data integrity through the reduction of manual interventions.	Redesign of the 799 form in conjunction with retiring the legacy system supporting FFEL financial operations for lenders and GA's. Achieve greater data integrity by eliminating process and system redundancies and manual interventions.	7/1/2002	X	X	X	
48	2002-FP-0005	45		6.3.2/6.4.2	3.1.1		Ongoing monitoring of the existing VFAs (4) and operational oversight.	Legislative	Financial Partners	CIO, CFO	The Higher Education Amendments of 1998 mandated that a VFA pilot program be established to provide greater operating flexibility.	Continue to monitor and assess the current participants in the VFA pilot program.	9/30/2002		X		
49	2002-FP-0006	46		6.3.2/6.4.2	3.1.1		VFA Report II to Congress.	Legislative	Financial Partners	CFO, CIO	The Higher Education Amendments of 1998 legislatively mandated that the Department report the results of the VFA pilot program.	Provide a report to Congress that is consistent with the Higher Education Amendments of 1998, on the current status of the implementation of the VFAs.	9/30/2002		X		

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50	2002-FP-0007	47		6.3.1/6.4.1	2.1	4.6	Retire the FFEL System remaining GA and Lender functions as well as FP related support in conjunction with the new FMS build for the Lender Payment Process Redesign.*	Annual Plan Carry Over	Financial Partners	CIO, CFO, Acquisitions and Contract Performance, Schools, Students	Retire a manual and costly system and replace it with a centralized financial management system (FMS).	Retire the existing FFEL system.	9/30/2002		X	X	X
51	2002-FP-0008	48		6.4.2	3.1.1		Work with the GA community to establish common performance metrics primarily in the areas of delinquency, default aversion and collections.		Financial Partners	CIO, CFO, Mod Partner, GAS			9/30/2002	X	X	X	
52	2002-FP-0009	49		6.4.1/6.4.2	3.1.1	4.6	Utilize the FP Data Mart as a basis to establish risk management assessment ability of Lenders, Servicers, and Guarantee Agencies - Phase 1 (Phase 2 will cross into FY03 and commence 10/01/02 and end 12/31/02).		Financial Partners				9/30/2002	X	X	X	X
53	2002-FP-0010	50	59	6.4.2	1.6	4.6	Consistent with the department's Strategic Plan, utilize established trade association work groups to emphasize data integrity through consistent standards and develop improved data reporting to FSA systems.**	MIT	Financial Partners	Students, Schools, CFO, CIO			9/30/2002	X			
54	2002-CIO-0001	53		6.4.1/6.4.2	2.1	4.6	Continue phased re-engineering of current NSLDS by resolving interface issues and building a Student Aid Data Mart.*	Mod Bprint & Victory List (ITIRB)	CIO	All	The 4th priority of the NSLDS Mad Dog Team is to resolve remaining interface issues between NSLDS and DCS. 5th priorities to create a first-generation student aid data mart using NSLDS as the main source.	A design and specification for this re-engineering has been proposed for investment. If funding was made, all identified interface issues between NSLDS and DCS are resolved, and	9/30/2002	X	X	X	X
55	2002-CIO-0002	37		6.3.1/6.4.1	2.1	4.4	Develop a "single sign-on" capability for the School Portal that will allow schools to access various Title IV databases with just one sign-on. Based on IRB Decision records for 2/27/02, the scope has been decided and agreed upon by the Management Council.	Mod Bprint & Victory List (ITIRB)	CIO	Schools, Students, CFO, Financial Partners	Phase 1: Define requirements for a single sign-on service that meets FSA requirements for streamlined access to systems through a Portal interface. Phase 2: Evaluate and recommend a solution that integrates with six selected systems defined by FSA Management Council.	Phase 1: Success will be achieved when single sign-on service requirements are understood, documented, and submitted. Phase 2: Success will be achieved when a single sign-on solution is presented to the FSA IRB.	9/30/2002		X		
56	2002-CIO-0003	50		6.4.1	1.2	4.4	Complete the design of an enterprise-wide security and privacy architecture which supports the target state vision and complies with Governmentwide and Departmental laws, rules and regulations, including necessary policy guidance, training materials, and lifecycle-support tools to help the business units build and operate systems worthy of trust.	Mod Bprint & Victory List (ITIRB)	CIO	All	The PBO is responsible for protecting the integrity and security of Privacy Act and Financial data. To comply with Governmentwide and Departmental laws, rules and regulations, including necessary policy guidance, the PBO will	Implementation of enterprise security policies and procedures that supports the target state vision.	9/30/2002	X	X		X
57	2002-CIO-0004	50	95	6.4.1	1.2	4.3 4.4 4.6	Identify technology infrastructure and adopt technology standards necessary to support the Department's Government Paperwork Elimination Act (GPEA)-identified electronic transactions. **	MIT	CIO	All Channels	Reduce the number of paper documents processed annually, and reduce the unit cost of Title IV disbursement and collection processing, by converting manual paper-based transactions to electronic transactions.	The FSA pilot of Electronic Records Management (ERM) technology and system design will provide the elimination of paper documents and possible work process restructuring to accomplish transactions electronically instead of manually. The FSA ERM project will be concluded and considered by the Department of Education for implementation	9/30/2002	X			

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														Integrity ⁽¹⁾	C-SAT	UNIT S	E-SAT
58	2002-CIO-0005	50	105	6.4.2	1.2	4.1	Appropriate integration of the IT investment management process with the acquisition process.**	MIT	CIO	CFO, Acquisitions and Contract Performance	Improve IT business and communication processes which will result in better management of IT systems.	FSA Contracts and Acquisitions will be invited to participate in Decision Support Group and Investment Review Board (IRB) meetings.	9/30/2002	X			
59	2002-CIO-0006	51	93		1.2		100% of general support systems and major applications will be certified and accredited or receive interim approval to operate, including development and testing of disaster recovery plans.**	MIT	CIO		Improve IT security, business, and communication processes which will result in better management of IT systems.	By 9/30/02, 100% of mission critical systems will be on schedule to be certified and accredited or receive interim approval to operate, including development and testing of	12/31/2002	X	X		
60	2002-CIO-0007	51	61	6.3.1	2.2	4.6	Expand FSA enterprise-wide solution for electronic signature, (PIN, Digital Signature, Smart Cards, etc.) to several other business applications.**	MIT	CIO	All	To support Administration's e-government and FSA modernization initiatives by enabling our customers to use electronic signatures to access Federal student aid information, conduct transactions, request/receive funds, etc.	CIO will work the Business Channels and Modernization Partner to develop electronic signature solutions for several FSA business applications.	9/30/2002	X	X	X	
61	2002-CIO-0008	51	35	6.4.1	2.1	4.6	Provide continued support to channels for the design and development of Modernization Projects by achieving 90 percent of the annual major modernization milestones that have been approved by the Information Technology Investment Review Board. (See Sequencing Plan summarized in the Appendix of the Modernization Blueprint).* **	Annual Plan Carry Over	CIO	All	The PBO is charged with the modernization and integration of Title IV systems. Modernization projects approved by the ITIRB are those considered to be integral to the successful achievement of that effort. Not meeting modernization milestones would be detrimental to the entire modernization effort.	For each project that is assigned to the CIO, and for which funding is approved, at least 90% of established project milestones will be met during FY2002. As each task is funded, an individual project plan will be developed that will include significant project milestones.	9/30/2002	X		X	
62	2002-CIO-0009	51		6.4.1	2.1	4.2	Achieve an average 10% unit cost per aid recipient reduction (FY 02 vs. FY 01) for VDC costs.	Annual Plan Carry Over	CIO	Acquisition & Contracts Performance, CSC	Help improve customer service levels and reduce overall costs.	In FY 02, achieve an average VDC operating cost per aid recipient reduction of 10% from FY 01 costs.	9/30/2002		X	X	
63	2002-CIO-0010	52		6.4.1	2.1	4.6	Convert partner interfaces from a private network to the Internet.*	Annual Plan Carry Over	CIO	Schools, Financial Partners	Decrease FSA's cost of delivering Federal student aid.	Converting 100% of partner interfaces from a private network to the FSA internet by 12/18/01.	12/18/2001		X	X	

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64	2002-CIO-0011	54		6.4.1	2.1		Release 3 of the EAI Core architecture will invest in building additional and enhanced information system services to enable end-to-end processes by the business applications. Implement EAI Release 3 as defined in approved business case.*	Mod Bprint & Victory List (ITIRB)	CIO	All	EAI addresses the need of FSA Business Channels to access common data and business processes across disparate systems, and provides the means for them to do so.	Upgrades to EAI software packages and operating systems in the development and test/staging environments are installed as they become available. Message flows based on FSA business rules allow disparate systems to communicate through a common infrastructure.	9/30/2002		X	X	
65	2002-CIO-0012	55		6.4.1	2.1	4.4	Release 3 of the ITA will develop and deploy integrated technologies and processes to enable reuse across FSA's web-based applications (FAFSA, eCBS, etc.) Implement ITA Release 3 as defined in approved business case.*	Mod Bprint & Victory List (ITIRB)	CIO	All	Provide standardized, reusable infrastructure allowing reduction in the number of stove-pipe applications, and integrate new data an business processes.	Upgrades to ITA software packages and operating systems in the development and test/staging environments are installed as they become available. Common Reusable Services provide common technical and business services that serve virtually all FSA web based applications.	9/30/2002		X	X	X
66	2002-CIO-0013	57	60	6.4.1	2.1	4.3	Develop a design for providing consistent data across FSA from modernized systems to deliver consistent answers to our customers and provide consistent information for employees for program oversight. * **	Mod Bprint & Victory List (ITIRB)	CIO	All	Address inconsistent data issues that arise as we integrate and interpolate FSA's systems, we will provide a roadmap to modernization activities to suggest what system should store certain data and what data should be referenced, replicated, and synchronized.	Develop a data management plan and roadmap that defines the authoritative source of commonly-used data elements and access methods for other users of the elements.	9/30/2002	X	X		X
67	2002-CIO-0014	64	39	6.4.2	1.6	4.6	Continue the NSLDS data quality efforts and continue to demonstrate data quality improvements to support the FFEL program financial reporting. **	ED Management Reforms	CFO	Analysis	Demonstrate financial integrity of FSA programs.	Favorable results on an independent study indicating that data in NSLDS are of sufficient quality to use for program	Monthly Reports	X	X	X	X
68	2002-CFO-0001	51	98	6.4.1	1.2	4.4	Install an electronic management and data retrieval system to support both paper and electronic record-keeping activities after evaluating the FSA pilot. (Initial phases only, full completion not anticipated until 9/30/2003.)**	MIT	CFO	All	To improve IT business and communication processes by integrating a solution for effectively managing, storing, retrieving and disposing electronic records in compliance with Federal directives.	Complete and evaluate FSA Pilot consisting of scanning, indexing and converting 6 million Schools Channel "back-office" paper documents to electronic images and providing FSA Schools Channel case management employees with web-based access to the school files. Implement the basic infrastructure (tools, processes,	9/30/2002	X			

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69	2002-CFO-0002	58	38/ 58	6.1,4/6.4.2	1.5	3.4	Strengthen FSA's Internal Controls and Financial Integrity. Develop FY 2002 plans by November 30, 2001. **	Plan C/O and ED Management Reforms	CFO	All	Promote financial integrity of FSA programs. Assure that taxpayer funds are used in accordance with regulatory and statutory provisions.	Implement improvements in accounting, budget, travel, small purchasing, on time and within budget.	9/30/2002	X	X	X	
70	2002-CFO-0003	59	48	6.4.2	1.4	3.3	Develop and implement Phase IV of the Financial Management System, providing a reliable tool to improve the internal controls and financial management of programs. **	Mod Bprint & Victory List (ITIRB)	CFO	All	Integrate and enhance the interface between FMS and newly modernized COD, FFEL Lender, and eCampusBased systems. Promote financial integrity of FSA	Phase IV implemented on time and within budget. Meets users' needs; meets accounting standards.	9/30/2002	X	X	X	
71	2002-CFO-0004	60	1	6.4.2	1.1	3.1 3.3 3.4	Implement Oracle's "Federal Financials," a software package that meets federal accounting standards.**	ED Management Reforms	CFO	All	Promote financial integrity of FSA programs. Provide reliable tool to secure an unqualified financial audit opinion.	Phase III deployed on schedule (9-30-01) Meets users' needs; fulfills accounting standards. Actual Completion not until 10/31/2002.	9/30/2002	X	X	X	
72	2002-CFO-0005	60	4	6.4.2	1.1	3.1	Work with Department to develop the project plan to upgrade Oracle "Federal Financials" to version 11i in FY 2003 to keep accounting system current. **	MIT	CFO	All	Promote financial integrity of FSA programs. Provide reliable tool to secure an unqualified financial audit opinion.		6/30/2002	X	X	X	
73	2002-CFO-0006	60	12	6.4.2	1.1	3.1	Work with Department to complete the concept of operations for implementing Oracle's multi-org capability. Complete a project plan to implement it in FY 2003 and FY 2004, if the proof-of-concept initiative indicates multi-org should be implemented.**	MIT	CFO	All	Promote financial integrity of FSA programs. Provide reliable tool to secure an unqualified financial audit opinion.		Concept: 6/30/2002; Plan 8/30/02	X	X	X	
74	2002-CFO-0007	61	19	6.4.2	1.1/1.4	3.4	Continue work to ensure that FSA receives a clean opinion on its FY 2002 financial statements and to ensure compliance with all laws and regulations, in particular the Federal Financial Management Act of 1996.**	Plan C/O and ED Management Reforms	CFO	All	Fulfill federal accounting standards and assure taxpayers that FSA funds are spent and accounted for appropriately.	Obtain an unqualified opinion on FSA financial statements (3/21/03).	9/30/2002	X	X	X	
75	2002-CFO-0008	62		6.4.2	1.6	3.3	Enhance FSA-wide activity-based costing as a management tool for decision-making and for managing costs.	Plan C/O and ED Management Reforms	CFO	All	Provide managers with a decision-making tool for managing programs and unit costs.	Implement Web-based access to ABC. Managers & balanced scorecard teams use ABC to reduce costs.	9/30/2002	X		X	
76	2002-CFO-0009	63	41	6.4.2	1.4	3.3	Implement improved DL servicing infrastructure to better support DL financial management reporting. (FARS Retirement). **	Mod & ED Management Reforms & Victory List (ITIRB)	CFO	Students/Mod Partner	Provide data mart of DL transactions for FMS operations while streamlining a costly legacy system.	Implemented on schedule. Meets user and accounting requirements.	3/31/2002	X	X	X	X

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77	2002-CFO-0010	65	36	6.4.2	0.1	3.1	Update the FSA High Risk Action Plan for FY 2002. **	ED Management Reforms	CFO	All	Demonstrate financial integrity of FSA programs.	FSA programs are removed from GAO High Risk List.	10/31/2001	X	X	X	
78	2002-CFO-0011	66	46	6.4.2	1.1	3.2	Ensure FSA systems are reconciled to the department's general ledger within 45 days of the end of each calendar month, improving timeliness in support of the financial statement audit process. **	MIT	CFO	Students, Schools, CIO		For FY 2002 -Establish baseline of reconciling and/or account analysis within 45 days of month end for: 1) Loan payments/receipts from FSA program systems through FSA subsidiary ledger to the Department's ledger; 2) loan related expenditures for subsidy estimates and subsidy expense accounts; 3) supporting the FSA program cash activity per accounting records comparison with Treasury.	6/30/2002	X			
79	2002-CFO-0012	66	32	6.4.2	0.1	3.2	Meet regularly with GAO on status of improvements related to the student financial assistance program's high risk status. **	MIT	CFO	All			9/30/2002	X			
80	2002-CFO-0013	66	57	6.4.2	1.5	3.1	Prepare action plans within 60 days of OIG issuance of final reports. Implement 95% of accepted OIG and GAO recommendations using action plans within the committed timeframes. **	MIT	CFO	All			9/30/2002	X			
81	2002-CFO-0014	67		6.4.1			Partner with the Department to ensure FSA's new facility is fully functional and operational.	Plan C/O	CFO/ED's OM		Work closely with the OM's Quality Work Group to move FSA personnel and equipment to new location and to improve the overall delivery of services.	Employees are re-located to DC-assigned area in new facility by scheduled due date. Employees are satisfied with new facility's services.	10/31/2001				X
82	2002-CFO-0015	67	37	6.4.2	3.3	5.4	Review baseline budget data and develop a framework for budget requirements using the single appropriation that has been agreed to by the Department and OMB.**	MIT	CFO				6/3/2002	X			

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83	2002-CFO-0016	67	7	6.4.2	1.1	5.3	Through a department/OMB Student Loan Credit Modeling Working Group, the department will clarify the underlying assumptions used to generate baseline and policy estimates and summarize the key issues regarding the subsidy calculation methodology that require an OMB policy decision for formulating the FY 2003 budget. Use these assumptions and decisions to define requirements for a mutually-supported auditable model that will allow all parties in OMB and the department to replicate and test all estimates used for policy and management decisions, as well as financial management reporting.**	MIT	CFO	Students			7/31/2002	X			
84	2002-CFO-0017	67	107	6.4.2	1.2	4.1	Appropriately integrate IT investment management process with the budget process by the time the FY 2004 budget is submitted to OMB.**	MIT	CFO				9/30/2002	X			
85	2002-CFO-0018	67	14	6.4.2	3.3	3.1	Put Financial Management Infrastructure in place that is optimal for the department's needs and requirements.**	MIT	CFO				9/30/2002	X			
86	2002-CFO-0019	68	17	6.4.2	1.4	3.1	Complete postproduction validation of the Financial Management System**	MIT	CFO			Actual completion is for 10/31/02; All work related to FY 02 will be completed by 9/30/02.	9/30/2002	X			
87	2002-CFO-0020	68	102	6.4.1/6.4.2	1.2	4.1	Make known the approximate amount of funding available for significant IT initiatives at the beginning of the IT Investment Management process.**	MIT	CFO	All			3/31/2002	X			
88	2002-CFO-0021	68	56	6.4.1	1.4	3.1	Ensure the Department has strong documentation to demonstrate that it has addressed high-risk issues.**	MIT	CFO				9/30/2002	X			
89	2002-CFO-0022	65		6.4.2	0.1	3.1	By 2003, Student Financial Assistance will leave the GAO high-risk list and will not return.		CFO			FY 2002 Accomplish High Risk Plan.	9/30/2002	X		X	
90	2002-COM-0001	69		6.4.1	2.1		Release Version 2 of FSANet with enhanced knowledge management less dependent upon FSA's organizational structure.		Communications	CIO, Operating Partner (TBD), All other areas	Deliver a tool that will help the organization operate more efficiently, sharing information and		9/1/2002		X	X	X
91	2002-COM-0002	70		6.2.1	2.1		Provide comprehensive communications support for key initiatives such as New Building, Team Scorecards, and Career Zone.		Communications	COO, Analysis, FSA U, All other areas			9/30/2002		X		X
92	2002-FSAU-0001	77		6.2.1	3.3		Develop a "Learning Management System" that will support the administration, delivery and integration of training throughout FSA and with external partners.	Mod Bprint & Victory List (ITIRB)	FSA University	CIO, Acquisitions and Contract Performance	Improve registration services for customers; create a central repository for learning materials and resources.	The LMS is fully operational and able to handle registration for EAC conferences, school training, and internal FSA	8/31/2002		X		X
93	2002-FSAU-0002	78		6.2.1	3.3		Create and launch an FSA Career Zone web site and Washington, DC location.		FSA University, HR	All	Meet the learning and career development needs of FSA staff, in HQ and regional offices.	FSA employees who use the CZ rate it's products and services as 8 or above on a scale of 1-10.	7/31/2002				X

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94	2002-FSAU-0003	79		6.2.1	3.3		Develop and offer a multi-module voluntary learning series for FSA managers on "Managing for Performance."		FSA University	All, PSG	Equip managers with the knowledge and skills they need to manage for performance.	Managers rate the effectiveness of the learning series at 8 or above on a scale of 1-10.	6/30/2002				X
95	2002-OMB-0001	71		6.4.1	2.1		Do routine customer satisfaction surveys of ombudsman services.	Authorizing statute to report on activities and effectiveness of ombudsman.	Ombudsman	NCS/Pearson	Get a broader perspective on the impact of our services than that expressed by customers who write thank-you letters.	Overall rating of 2.5 or less, with 1 being exceptional.	9/30/2002		X		X
96	2002-OMB-0002	71		6.4.1	2.1		Capture data to answer frequently asked questions about the presenting problems on Ombudsman cases.		Ombudsman	CIO, Students, Schools, Financial Partners, and Enterprise Groups	Identify potential program topics for reauthorization and other program development and process issues.	Quarterly reports distributed to FSA Sr. Leadership within 30 days of close of quarter.	9/30/2002		X	X	
97	2002-ANAL-0001	68		6.2.2	3.3		Roll out scorecards to the remaining 75-plus FSA teams.		Analysis	All	Ensure that all teams are aligned to the FSA balanced scorecard goals. And, that the scorecard is used to continually improve performance through review, analysis and learning.	All teams possess the appropriate measures and projects. At the highest level we see improvement in our balanced scorecard goals.	9/30/2002		X	X	X
98	2002-ANAL-0002	68		6.4.1	2.1		Develop an intranet website with information about on-going, completed, and planned analytical projects that focus on the student aid programs and effective service delivery. <i>This site will also include information about relevant educational research conducted by sources outside of the Department.</i>	New	Analysis	All	Enable FSA to utilize the latest internal and external research information to proactively modify our services and program delivery to meet changing student and partner needs and to promote effective program administration.	Information about analyses is presented in plain language and internal documents are indexed for easy retrieval and use.	9/30/2002	X	X	X	
99	2002-ANAL-0003	68					Creation of an FSA Program Development Knowledge Database: PDD, with the assistance from FSA's CIO, will develop, populate, and implement a system for electronic storage and retrieval of published policy guidance relating to the Title IV FSA programs. The database will be available to ED staff for use in performing their functions (i.e., training, oversight, customer support) while also creating an electronic "institutional memory" for the organization.		Analysis				9/30/2002		X	X	X
100	2002-HR-0001	72		6.4.1	3.3		Modify procedures to expedite the recruitment process.	Annual Plan Carry Over	FSA HR		Reduce the amount of time that it takes to process recruitment actions.	Implementation of ED Hires, a web-based application that automates many of the manual activities and regulatory requirements of the recruitment process.	11/30/2001	X		X	X
101	2002-HR-0002	73		6.4.1	3.3		Implement new employee incentives and recognition programs that support the performance plan.	Annual Plan Carry Over	FSA HR	All	Implement FSA awards program that incorporates many of the best practices from industry, including incentives for linking key organizational goals to recognition.	A series of new awards programs that recognize FSA employees for their individual and collective contributions to our organizational goals.	11/30/2001		X	X	X

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102	2002-HR-0003	75		6.4.1	3.3	1.2	Support the Department in its effort to implement a new ED-wide performance evaluation process.	Annual Plan Carry Over	FSA HR	CIO, Acquisition and Contract Performance	Provide a mechanism that facilitates employee growth and development and allows them to link individual development to team and organizational goals.	Implementation of a web-based application that will allow employees and managers to identify skills and possible training opportunities to fulfill the team and organizational	5/30/2002		X	X	X
103	2002-HR-0004	75	72	6.2.1		2.1	Determine employees skills needed to effectively perform program functions.	PMA	FSA HR				6/30/2002				
104	2002-HR-0005	75	65	6.2.1/6.2.2/6.2.3		1.1 2.1	Work with Department to perform a five-year workforce planning and restructuring analysis and include it as part of the	PMA	FSA HR			FSA issues are raised and considered in the Department's	6/30/2002				
105	2002-HR-0006	75	66	6.2.1/6.2.3		1.1 2.1	Work with the Department to develop workforce restructuring implementation plan.	PMA	FSA HR			FSA issues are raised and considered in the Department's plan, and appropriately documented.	6/30/2002				
106	2002-HR-0007	75	79	6.2.4		2.0	Initiate competitive sourcing of appropriate task performed by employees consistent with the FAIR ACT.	PMA	FSA HR			FSA issues are raised and considered in the Department's plan, and appropriately documented.	6/30/2002				
107	2002-ACP-0001	80		6.1.5		1.5	Transform remaining program operations, legacy contracts into performance-based instruments.	Annual Plan Carry Over	Acquisition and Contracts Performance	All	To remove risk from the government and provide vendors with more incentives to perform.	All appropriate legacy contracts to be "transformed" into performance-based instrument.	9/30/2002			X	
108	2002-ACP-0002	80	104	6.1.5		2.1 4.1	Contracting offices will ensure 100% of significant IT procurements, (eg., hardware, software, and services) are tied to an approved business case before processing.**	MIT	Acquisition and Contracts Performance	All			6/30/2002	X			
109	2002-ACP-0003	80	103	6.1.5		2.1 4.1	The contracting officer, project sponsor, and project manager will approve the business cases for significant IT initiatives before consideration by IRB.**	MIT	Acquisition and Contracts Performance	All			6/30/2002	X			
110	2002-ACP-0004	81		6.1.5		1.5	Transform appropriate services contracts into performance-based instruments.	Annual Plan Carry Over	Acquisition and Contracts Performance	CIO		Transform 75% of appropriate contracts into performance-based instruments.	9/30/2002			X	
111	2002-ACP-0005	82		6.1.5		1.5	Provide performance-based training on acquisition management to all FSA managers. Due to priorities, funding was delayed to provide the training until later this fiscal year.	Annual Plan Carry Over	Acquisition and Contracts Performance	FSA University, HR	Provide managers with skills necessary to implement performance based contracts.	Provide two training workshops for FSA managers. At least 90% of participants give "Good" or "Very Good" overall rating.	9/30/2002			X	
112	2002-ACP-0006	83		6.1.5		1.5	Establish an "Operating Partner" pool of contractors.	New	Acquisition and Contracts Performance			Solicitation completed and PBA's awarded.	6/1/2002	X		X	

Note(s):
(1) Restore trust by achieving a clean audit and getting off the GAO High Risk list.
*Contributes to SFA's Systems Modernization and Integration Goals.
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**FY 2002 OPERATING MEASURES
AND IMPROVEMENT PROJECTS
(DRAFT)**

FSA No	Channel No	ID No	MIT No	Str Plan No	High Risk Plan No	PMA No	GOALS	ORIGIN	RESP ORG	SUPPORTING ORG (Including Operating Partners)	PURPOSE	DEFINITION OF SUCCESS	COMPLETION DATE	PRIMARY IMPACT			
														Integrity ¹⁰	C-SAT	UNIT S	E-SAT
113	2002-ACP-0007	84		6.1.5	1.5		Complete new procurements for products and services (after delivery of "stabilized" system from Mod Partner) through the "Operating Partner Pool."	New	Acquisition and Contracts Performance			All new procurement will be solicited through the "Operating Partner Pool."	9/30/2002	X		X	
114	2002-COO-0001	1		6.4.1	2.3		Customer Service (measure the service levels of targeted FSA transactions with the public).	Strategic Plan	COO	All			9/30/2002		X		
115	2002-COO-0002	1	47	6.4.1	0.1		Complete items in the FSA Action Plan on time 95% of the time in FY 2002. **	MIT	COO	All			9/30/2002	X			
116	2002-COO-0003	1		6.4.1	2.3		Reduce unit cost enough to overcome both increase in workload and unavoidable shift to a more expensive phase in servicing operations and stay within the President's budget (Unit Cost	Strategic Plan	COO	All			9/30/2002	X		X	
117	2002-COO-0004	1		6.3.1/6.4.1	2.1	4.0	Integrate FSA systems.	Strategic Plan	COO	All		Five stovepipe systems in FY 2002.	9/30/2002	X	X	X	X
		25		6.3.1/6.4.1	2.1	4.4 4.6	Design an electronic master p-note for Direct and FFEL PLUS loans. DELATED: Due to higher eSign priorities and difficulty in handling two signatures for PLUS, this item has been delayed for the foreseeable future. See IRB Decision records dated 12/5/01 and 12/7/01.		Schools	Financial Partners, Analysis, CIO, EDS, Accenture	Reduce burden on students and parents; increase efficiency	Decrease in number of paper applications	5/1/02		X	X	X
		76		6.4.1	3.3		Modernize Human Resources through the automation of its key processes. —DROPPED: Based on IRB decision record dated 2/6/02, the decrease in modernization funding resulted in no funding for this project.	Mod Bprint & Victory List (LIRB)	FSA HR	CIO, Acquisition and Contract Performance	Improve HR services to FSA employees through the procurement and implementation of integrated web-based applications that automates key HR processes.	Implementation of a system of HR web-based applications integrated through a single portal; contingent upon approval and implementation of a reorganization that delegates HR authorities to FSA.	6/30/2002				

FSA Senior Management Team

Chief Operating Officer - Greg Woods
Chief of Staff -- Candy Kane
Students -- Jennifer Douglas
Schools -- Kay Jacks
Financial Partners -- John Reeves
CIO -- Steve Hawald
CFO -- Jim Lynch

Ombudsman - Debra Wiley
Communications -- Karen Freeman
Acquisition and Contract Performance - Candace Hardesty
Human Resources - Calvin Thomas
Analysis - Candy Kane (Acting)
FSA University - Anne Teresa

If you have comments or questions, call Cyndi Reynolds at 202-377-4046 or email her at cyndi.reynolds@ed.gov.

Note(s):
(1) Restore trust by achieving a clean audit and getting off the GAO High Risk list.
¹⁰Contributes to SFA's Systems Modernization and Integration Goals.
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