

**CIO
Activity Dictionary**

Functional Service Area	Sub-process	Activities	Definition
CIO	Front Office	Manage CIO	Manage CIO
	E-Commerce Application Development	Support Integrated Product Teams (IPT)	This activity provides project management, program management and technical support to the IPTs. The objective of this activity is to liaison with the Business unit, the Modernization Partner and the CIO organization to encourage and monitor the use of the SDLC (System Development Life Cycle)
		Perform Quality Assurance	This activity defines and implements standards for Application Development Quality Assurance. The objective of this activity is to conduct independent reviews and testing to mitigate risks and ensure that Modernization products are built according to requirements and design specifications and that standards and processes are followed
		Administer CMM	This activity establishes a Process Improvement Program and Software Engineering Process Group to develop, deploy, and maintain the System Development Life Cycle and associated SEI Capability Maturity Model Key Processes. The objective of this activity is to improve the capability maturity of the SFA Modernization Program to efficiently and cost effectively develop, develop and maintain
		Maintain Development tools (Rational)	This activity installs and maintains the Rational Enterprise Suite development tool and provides training and support to IPTs in its use.
		Establish SFA enterprise-wide development strategies	This activity identifies common high level requirements across the SFA with emphasis on core functionality and features, Channel commonality and standards in order to develop strategies for product evaluations and selections. The initial task is to develop and document an approach to portal development at SFA
		Advocate to Business Units	This activity advocates to each SFA Business Unit to provide advice and guidance on the use of emerging technologies to support their goals and immediate needs. This activity also provides support for special projects, such as "Mad Dogs" , and assists the Business Unit in translating technical information to their customers
	Enterprise IT Management	Provide IT security	<ul style="list-style-type: none"> -Security Architecture -Develop SFA Security Policy -Work with business units and IT support contractors to check Security Compliance, perform Vulnerability Testing, and perform Risk Assessments -Develop Security Procedures (work with support contractor to develop procedures to carry out Security Policies like Intrusion detection and password issuance, use, and revocation, etc.) -Support the development of a consistent, enterprise-wide approach for all security related (i.e. identification, authentication, data/record integrity, access control, and

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		Manage Enterprise Application Integration - Build SFA system infrastructure required to support SFA's Target IT Architecture	These activities combine to create the vision of SFA Modernization and then to carry them out to their completion/implementation. It includes the development and promulgation of Technical Infrastructure architectures that are required to support SFA's overall business objectives (for example SFA's Internet [domain] architecture, EAI [domain] architecture and Data Warehouse [domain] architecture. Develop and promulgate standards for the development of applications so that applications integrate into the target architecture, are interoperable on compute platforms that are in the SFA IT portfolio, and can scale to support the projected volume of business transactions at the
		Provide Data management capabilities and services	Information Architecture -Develop, promulgate, and evergreen an enterprise-wide Data Architecture -Develop an enterprise-level data model (that includes a shared business definition for all entities and attributes that are common across SFA systems) -Create and manage an enterprise metadata repository -Develop SFA Data Management Policy (Data Administration (DA) and DataBase Administration (DBA)) -Support the data engineering activities of the enterprise (this includes IPT support as well as other data
		Develop SFA Data Warehouse capabilities	Develop Data Warehouse Architecture Develop enterprise-wide approach for using data warehouse capabilities Develop Enterprise Data Warehouse (EDW) data model (data subject areas and conformed dimensions for data marts) Develop enterprise-wide approach for that application and use of an Operational Data Store Develop an enterprise-wide approach for the application and use of the Metadata Repository Manage the SFA Enterprise OLAP Server Manage the SFA Enterprise ETL Processes Develop strategies for and maintain involvement in the
		Develop and manage SFA enterprise IT architecture	Strategic IT planning, or the creation of an Enterprise ITA, is the process of modeling and defining frameworks and architectures in support of the business and creating the plan for implementing those frameworks and architectures. This process includes all the activities defined in the Clinger-Choen Act of 1996 for Federal Government agencies, a partial list includes develop and promulgate a agency Technical Reference Model and Technology [and Standards] Policy, develop and promulgate a agency Investment Review Process that includes the method and means to Select the IT investments that best achieve the agency's business objectives, Control the development and creation of those IT solutions selected, and Evaluate the results of the value provided by the investment made.

Functional Service Area	Sub-process	Activities	Definition
	IT Services	Sustain Maintenance and Operate the National Student Loan Data System	A technical and business service performed on behalf of the business units. This service includes sustaining data from data providers. Some of the business services include tracking and reporting Student Status confirmation Reports, providing Financial Aid Transcripts, calculating cohort default rates for schools and providing data to internal functions for invoice validation and program analysis. Much of the services
		Operate Data Center	A contracted activity performed under GSA's FEDCAC "Virtual Data Center" contract. Computer Sciences Corporation provides technical services and operations services under service level agreements which include the following: Mainframe hardware and software support, Midrange hardware and software support, Technology planning, Capacity planning, Tape processing and management, Operations and technical services management, Network Support, Finance, security, Change management, Print and distribution and Continuity of operations. Those SFA personnel assigned to VDC Operations perform production support, system migration support, and software life cycle support. These services are provided to the enterprise business units, e.g. business channels, special offices, and the other Department of Education
		Provide technical service for Local Area Network/Wide Area Network support to the SFA Enterprise	A technical and business service performed on behalf of the business units. The LAN and supporting IT infrastructure is designed to provide services to the new SFA campus. This service is a contracted service via a seat management solution. The ED-CIO is currently providing this service on a pilot basis. The WAN is a service performed on behalf of the business units. This service includes a registration process and the technical infrastructure for schools and SFA partners to trade electronically with the SFA. The WAN services are provided under contract with National Computer
		Provide technical support to Application Maintenance	A technical service performed on behalf of the business units. This service usually falls within that part of the life cycle dealing with sustaining maintenance of the applications or database
		Provide technical service to WEB standards, discipline and operation	A technical service performed for the enterprise. Existing and emerging WEB technologies are reviewed for adoption into the SFA technical architecture. The service includes instruction and tutelage to those who sustain the Intranet with content. Key to the position is policing standards on the WEB and multiple WEB projects that are developed within the enterprise. Coordinates SFA issues on behalf of the business
		Develop Enterprise Services Planning and Operations	A technical service performed on behalf of the business units. This service is developing plans to consolidate like and common functions associated with IT and business operations. Examples are imaging, printing, document storage, postage mailing, customer service operations, etc. Plans are executed and placed into an operational environment
		Design Call Center Planning and Operations	A technical service provided on behalf of the business units. Designed to bring the enterprise call center solution into a technology current and fully integrated utility within SFA

Functional Service Area	Sub-process	Activities	Definition
	IT Business Services	Formulate and execute the CIO budget	Formulate operating plans, respond to CFO/budget service budget requests, prepare budget reports and out-year plans, and track budget execution throughout the fiscal year.
		Provide administrative assistance	Provide administrative assistance to all CIO employees. Includes personnel (preparing vacancy announcements, personnel actions, awards, T&A, etc.), training, surveys, physical moves, and special assignments.
		Administer the Modernization Partner Contract	Perform all duties related to the administration of the Modernization Partner Contract. Includes COTR duties, financial tracking, reviewing and commenting on proposals, tracking proposals from inception to completion, and reviewing and approving Mod Partner work.
		Manage the SFA IT Investment Management process	Administer the SFA IRB process. Prepare business cases, develop and distribute support material for all SFA IRB's. Monitor modernization funding levels. Provide support and participate in DSG activities.
		Support special projects in support of Modernization	Revise, update, and gain approval of the modernization blueprint as necessary. Work on special projects such as: Highway One, Technology Handbook, etc.
		Administer CIO performance management	Propose, review, and then Set CIO performance goals for CIO divisions and CIO as a whole. Monitor and report on performance goals throughout the year.
	IT Innovations	Serve as a research and development shop for new business applications	This activity involves research focused on enhancing CIO's ability to productively deliver IT infrastructure and applications that exceed defined expectations of employees, customers, partners and stakeholders.
		Act as a liaison with other Federal agencies to promote E-government	Provide government wide electronic service delivery
		Conduct proof-of-concept and pilot programs	Design, develop and manage small scale pilots to evaluate enterprise wide solutions
		Develop strategic relationships and partnership with external companies, associations and stakeholders	Assist liaisons between internal business channels and external partners for technology advances within the student aid industry.
		Design, develop and operate STUDENTS.GOV	This web portal provides standards for constructing other SFA web portals and gives students access to Federal information and services.

**CIO
Assignment of Activities to Channels**

Functional Service Area	Sub-process	Activities	Driver	Channels			%	
				School	Student	Financial Partners		
CIO	Front Office	Manage CIO	Direct	34.7%	35.7%	29.6%	100.0%	
	E-Commerce Application Development	Support Integrated Product Teams (IPT)	FTEs	32%	32%	36%	100%	
		Perform Quality Assurance	FTEs	40%	60%		100%	
		Administer CMM	FTEs	32%	32%	36%	100%	
		Maintain Development tools (Rational)	FTEs	40%	60%		100%	
		Establish SFA enterprise-wide development strategies	FTEs	32%	32%	36%	100%	
		Advocate to Business Units	FTEs	32%	32%	36%	100%	
		Enterprise IT Management	Provide IT security	Direct	34%	33%	33%	100%
	Enterprise IT Management	Manage Enterprise Application Integration - Build SFA system infrastructure required to support SFA's Target IT Architecture	Direct	34%	33%	33%	100%	
		Provide Data management capabilities and services	Direct	34%	33%	33%	100%	
		Develop SFA Data Warehouse capabilities	Direct	34%	33%	33%	100%	
		Develop and manage SFA enterprise IT architecture	Direct	34%	33%	33%	100%	
		IT Services	Sustain Maintenance and Operate the National Student Loan Data System	Direct		60%	40%	100%
			Operate Data Center	Direct	67%	28%	5%	100%
	Provide technical service for Local Area Network/Wide Area Network support to the SFA Enterprise		Direct		100%		100%	
	Provide technical support to Application Maintenance		Direct	67%	28%	5%	100%	
	Provide technical service to WEB standards, discipline and operation		Direct	33%	34%	33%	100%	
	Develop Enterprise Services Planning and Operations		Direct	100%			100%	
	Design Call Center Planning and Operations		Direct	33%	34%	33%	100%	
	IT Business Services	Formulate and execute the CIO budget	Direct	34.7%	35.7%	29.6%	100.0%	
		Provide administrative assistance	Direct	34.7%	35.7%	29.6%	100.0%	
		Administer the Modernization Partner Contract	Direct	34.7%	35.7%	29.6%	100.0%	
		Manage the SFA IT Investment Management process	Direct	34.7%	35.7%	29.6%	100.0%	
		Support special projects in support of Modernization	Direct	34.7%	35.7%	29.6%	100.0%	
		Administer CIO performance management	Direct	34.7%	35.7%	29.6%	100.0%	
	IT Innovations	Serve as a research and development shop for new business applications	FTEs	15%	25%	60%	100%	
		Act as a liaison with other Federal agencies to promote E-government	FTEs	15%	25%	60%	100%	
		Conduct proof-of-concept and pilot programs	FTEs	15%	25%	60%	100%	
		Develop strategic relationships and partnership with external companies, associations and stakeholders	FTEs	15%	25%	60%	100%	
		Design, develop and operate STUDENTS.GOV	FTEs	60%	25%	15%	100%	

**CIO
Assignment of Activities to SFA Programs**

Functional Service Area	Sub-process	Activities	Proposed Driver	SFA Programs								Total	
				DL - Origination	DL - Servicing /Repayment	DL - Consolidations	FFELP	PeII	FWS	FSEOG	Perkins		S/LEAP
			School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
CIO	Front Office	Manage CIO	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
	E-Commerce Application Development	Support Integrated Product Teams (IPT)	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Perform Quality Assurance	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Administer CMM	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Maintain Development tools (Rational)	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Establish SFA enterprise-wide development strategies	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Advocate to Business Units	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Enterprise IT Management	Provide IT security	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10
		Manage Enterprise Application Integration - Build SFA system infrastructure required to support SFA's Target IT Architecture	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Provide Data management capabilities and services	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Develop SFA Data Warehouse capabilities	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Develop and manage SFA enterprise IT architecture	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587

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				DL - Origination	DL - Servicing /Repayment	DL - Consolidations	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
			School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
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		Operate Data Center	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Provide technical service for Local Area Network/Wide Area Network support to the SFA Enterprise	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Provide technical support to Application Maintenance	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Provide technical service to WEB standards, discipline and operation	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Develop Enterprise Services Planning and Operations	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Design Call Center Planning and Operations	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
	IT Business Services	Formulate and execute the CIO budget	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Provide administrative assistance	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Administer the Modernization Partner Contract	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Manage the SFA IT Investment Management process	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Support special projects in support of Modernization	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Administer CIO performance management	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587

			SFA Programs										
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		Develop strategic relationships and partnership with external companies, associations and stakeholders	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587
		Design, develop and operate STUDENTS.GOV	School's Channel Contributions	151	164	13323	2585	10331	3989	4285	2749	10	37587