

Functional Service Area	Core Process	Sub-process	Activity	Definition	
<b>Financial Partners</b>					
Financial Partners	Program Support - FP	Program development	<b>Develop and Implement an action plan to reduce overall lifetime default rate</b>	Build relationships with lenders and guaranty agencies New product requirements and development / Enhancements to existing products Identify, propose and regulate regulatory innovations; Work with product development function to evaluate and implement solutions with lenders and servicing agents	
		Partner systems liaison	<b>Transitioning GA &amp; lender transactions to FMS</b> Work with vendors/contractors to lower cost of FFELP processing Analyze new technology/Develop best practices (e.g., data warehouse, web portal, etc.)  Implement systems maintenance and development (testing, etc) <b>System maintenance/development - FFEL/DCS Contract</b> <b>Manual process of GA &amp; lender document -FFEL/DCS Contract</b>	Monitor contractors task orders for FFELP Keep informed of new technologies and analyze potential for use to improve FP ops; Evaluate business processes for improvements and cost reduction opportunities; Analyze/develop best practice methods for data exchange and access	
		Business Partner Relations	Build relationships with lenders, guarantors and state agencies / Liaison activities  Work with product development function to evaluate and implement solutions Work with guaranty agencies to implement pilot programs Administer Federal LEAP/SLEAP programs	Ensure appropriate level of communication between SFA, schools and agencies; Provide state agencies with a liaison and advocacy function; Coordinate interaction among state agencies, schools and SFA; Provide technical assistance and support to guaranty agency	
		Partner Services	<b>Work with GA to implement pilot programs</b> <b>Build relationship with GA, lenders &amp; secondary market</b> <b>Reengineering GA &amp; lender business process</b> Provide general participation and support / On-site technical assistance  Resolve issues and intervene in borrower-financial partner conflicts Compile and analyze partner contact data Conduct joint program reviews and training	Interface with financial trade organizations; Identify and communicate service improvement opportunities; Conduct joint program reviews and training	
		Program Eligibility - FP	Partner Services	Manage and analyze risk (Program Eligibility - FP)  Monitor lender and GA for regulatory compliance Monitor lender and GA for financial reporting and audits	Maintain risk models; Oversee participants; Monitor lender and guaranty agency for regulatory compliance, financial reporting and audits
			Financial Management	Determine/maintain eligibility status	Determine and maintain eligibility status of lenders; Maintain school eligibility database
		Financial Transactions - FP	Financial Management	Transitioning GA & lender transactions to FMS/Oracle Reengineering GA & lender payments Process, review and analyze financial transactions data from lender	Review and validate ED Form 799; Perform daily lender database updates; Propose, review and interpret legislative and regulatory program changes; Provide policy interpretation and technical assistance to lending community; Resolve returned lender payment
				Process, review and analyze financial transactions data from guaranty agencies	Generate/Approve Monthly GA Payment: Process 1189 Addendum information; Calculate NSLDS data for AMF/LPIF (Quarterly); Apply AMF/LPIF transactions to monthly processing: Apply DDT transactions to monthly processing (SF-215)
				Initiate and implement system maintenance and development	Initiate and implement requests for current system maintenance; Propose, develop and implement new systems for legislative/regulatory changes and customer needs; Initiate and implement new methods of data collection; Manage information by developing new f
				Develop and maintain good customer relationships with lenders & guaranty agencies Perform financial accounting activities	Build and maintain a comprehensive GA/Lender information internet website; Attend partner conferences Prepare and compile financial transaction reports (Reconcile NSLDS data with GA/Lender data in FFELP system; Provide financial records and reports to internal customers, e.g. CGO, OIG, etc.); Provide financial reports and records to initiate financial Pay
	Process Debt Collection (student refund) checks returned from borrowers Analyze new technology/Develop best practices (e.g., data warehouse, web portal, etc.)				
	Implement VFA Provide technical assistance to partners Resolve issues and intervene in borrower-financial partner conflicts				
	Financial Transactions - FP	Contracts	System maintenance/development - FFEL/DCS Contract Manual process of GA & lender document -FFEL/DCS Contract		
	Channel Management and Administration	General Manager Immediate Office	Channel Management and Administration		

Financial Partners Activity Drivers as of 9/30/00

Functional Service Area				Proposed	COST OBJECTS									Total		
(Channel)	Core Process	Sub-process	Activity	Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	PeII	FWS	FSEOG	Perkins	S/LEAP	%		
Financial Partners	Program Support - FP	Program development	Develop and Implement an action plan to reduce overall lifetime default rate	Percentages				100%						100%		
		Partner systems liaison	<b>Transitioning GA &amp; lender transactions to FMS</b>		Percentages				100%						100%	
			Work with vendors/contractors to lower cost of FFELP processing		Percentages				60%	10%		5%	25%		100%	
			Analyze new technology/Develop best practices (e.g., data warehouse, web portal, etc.)		Percentages	5%			95%							100%
			Implement systems maintenance and development (testing, etc)		Percentages	2%			85%	2%		1%	10%			100%
			<b>System maintenance/development - FFEL/DCS Contract</b>		Percentages	1%			74%	10%		5%	10%			100%
			<b>Manual process of GA &amp; lender document -FFEL/DCS Contract</b>		Percentages				100%							100%
		Business Partner Relations	Build relationships with lenders, guarantors and state agencies / Liaison activities		Percentages				100%							100%
			Work with product development function to evaluate and implement solutions		Percentages				100%							100%
			Work with guaranty agencies to implement pilot programs		Percentages				100%							100%
			Administer Federal LEAP/SLEAP programs		Percentages										100%	100%
		Partner Services	<b>Work with GA to implement pilot programs</b>		Percentages				100%							100%
			<b>Build relationship with GA, lenders &amp; secondary market</b>		Percentages				100%							100%
			<b>Reengineering GA &amp; lender business process</b>		Percentages				100%							100%
			Provide general participation and support / On-site technical assistance		Percentages				100%							100%
	Resolve issues and intervene in borrower-financial partner conflicts		Percentages				100%							100%		
	Compile and analyze partner contact data		Percentages				100%							100%		
	Conduct joint program reviews and training		Percentages				100%							100%		
			Percentages				100%							100%		
	Program Eligibility - FP	Partner Services	Manage and analyze risk (Program Eligibility - FP)		Percentages				100%						100%	
			Monitor lender and GA for regulatory compliance		Percentages				100%						100%	
			Monitor lender and GA for financial reporting and audits		Percentages				100%						100%	
	Financial Transactions - FP	Financial Management	Determine/maintain eligibility status		Percentages				100%						100%	
			Transitioning GA & lender transactions to FMS/Oracle		Percentages				100%						100%	
		Reengineering GA & lender payments		Percentages				100%							100%	
		Process, review and analyze financial transactions data from lender		Percentages				100%							100%	
		Process, review and analyze financial transactions data from guaranty agencies		Percentages				100%							100%	
		Initiate and implement system maintenance and development		Percentages				100%							100%	
		Develop and maintain good customer relationships with lenders & guaranty agencies		Percentages				100%							100%	
		Perform financial accounting activities		Percentages				100%							100%	
		Process Debt Collection (student refund) checks returned from borrowers		Percentages				100%							100%	
		Analyze new technology/Develop best practices (e.g., data warehouse, web portal, etc.)		Percentages				100%							100%	
		Financial Transactions - FP	Financial Management	Implement VFA		Percentages				100%						100%
				Provide technical assistance to partners		Percentages				100%						100%
				Resolve issues and intervene in borrower-financial partner conflicts		Percentages				100%						100%
				System maintenance/development - FFEL/DCS Contract		Percentages				100%						100%
	Manual process of GA & lender document -FFEL/DCS Contract			Percentages				100%							100%	
	General Manager Office	General Manager Office	Channel Management and Administration	Percentages				100%								

<b>Contact Person</b>		
Jack Reynolds		
Anna Allen		
Anna Allen		
Anna Allen		
Anna Allen		
Anna Allen		
Anna Allen		
Cameron Ishaq		
Katrina Turner		
Katrina Turner		
Katrina Turner		
Katrina Turner		
Frank Ramos		
Frank Ramos		
Frank Ramos		
Frank Ramos		
Frank Ramos		
Frank Ramos		

**Schools Channel**  
**Assignment of Activities to Core Business Processes**

Functional Service Area		
Schools Channel	Sub-process	Activities
	Title IV Delivery - Postsecondary Education Participants System	Collect PEPS user requirements
		Oversee PEPS development and conduct system user testing
		Provide PEPS training
		Provide PEPS security
		Operate PEPS
		Provide customized PEPS reports
		Perform COTR duties
	Title IV Delivery- Post Secondary Education Participants System- PEPS (CBMI) Contract	Design PEPS software
		Develop PEPS software
		Package and deliver the PEPS software package
		Provide configuration Management support
		Run PEPS hardware
		Monitor availability of PEPS system
		Resolve availability PEPS issues
		Provide technical support for PEPS training provided by ED PEPS staff
		Administer PEPS user security
		Provide electronic reports by e-mail
		Generate data extract and transmit to PEPS partners (NSLDS, LOS, Pell, ED-Web, etc.)
		Conduct PEPS system user testing



