

SFA Tier 1 Content Categories

- Student Channel
- Schools Channel
- Financial Partners Channel
- Ombudsman
- CFO
- CIO
- Analysis
- Human Resources
- Contracting and Acquisitions
- SFA University
- Employee Services
- Modernization Program

SFA Intranet Functions

- Library
- Directory
- Discussions
- Site Guide
- Search
- Contacts
- Help Desk

SFA Intranet Navigation Set

- Top Level Site Navigation
 - Student Channel
 - Schools Channel
 - Financial Partners Channel
 - Ombudsman
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 - CIO
 - Analysis
 - Human Resources
 - Contracting and Acquisitions
 - SFA University
 - Employee Services
 - Modernization Program
 - SFA Home

- SFA Intranet Function Navigation
 - Library
 - Directory
 - Discussions
 - Site Guide
 - Search
 - Contact Us
 - Help Desk

SFA Intranet Functions - Content

- **Library**
 - Forms Library
 - Freedom of Information
 - Document Library
 - Organization Charts
 - Vendor Contracts/Contacts
 - OMB Act Document Resource
 - Central Library/NFANFS

- **Directory**
 - Phone/Fax Lists
 - Address/email

- **Discussion**
 - FAQ's – Topical Search
 - Ask the expert – Email Submission
 - Chat Services
 - Desktop Video Conferencing Services

- **Site Guide**

- **Search**

- **Contact Us**

- **Help Desk**
 - FAQ's
 - Application documentation
 - Help numbers by department
 - Desktop support
 - Problem reporting

SFA Intranet Content Design

Home – Intranet Splash Page

- Communications
 - Press Releases – Archives
 - Calendar of Events
 - News
 - News Flashes
 - Links to Industry News Sources
 - News Items listed by Content Topic
 - Issues
 - Success Stories
- SFA Intranet Bulletin Board
 - Tip of the Week
 - What's New, What's Coming Soon, What's Planned
 - Announcements
 - About SFA Intranet

Student Channel

- INS Information – Links
- Organization/Contacts

Schools Channel

- Participating Schools (PEPS link)
- Case Mgmt & Oversight (link)
- Client Account Managers
- Title IV Delivery
- Organization/Contacts

Financial Partners Channel

- Regional Reports
- Variable Interest Rates (link)
- Quarterly Interest Rates (link)
- Financial Partners Initiatives
- What's New in Financial Partners (link)
- Bulletins
- Organization/Contacts

Ombudsman

- Borrower
- Complaints
- Final Resource
- Annual Report
- Organization/Contacts

CFO

- Budgets by Channel
- Budget Status
- FMS Project (link)
- Activity Based Costing ABC Project (link)
- Policy Changes
- Organization/Contacts

CIO

- Tracking Mechanism for Help Desk
- Help Desk
- FAQs
- Policies
- Procedures
- Organization/Contacts

Analysis

- Performance Standards
- Project Status
- 5 Year Performance Plan
- Documents – Search
- Metrics/Surveys
- User Reporting
- Organization/Contacts

Human Resources

- Employee Information
 - Personnel Guide
 - Policies
 - Holiday Schedule
 - Travel (Link)
- Payroll Services
- Employment Benefits
 - Compensation
 - Benefits
 - Relocation
 - Value Added Programs
- Career
 - Job Search/Resume
 - Profile Systems
 - Career Development
- Organization/Contacts

Contracts and Acquisitions

- Organization/Contacts

SFA University

- Training
- Course Listings
- Descriptions
- Schedules
- Online Enrollment
- Organization/Contacts

Employee Services

- Integrated Product Teams
 - Project Status
 - Work Plans
 - Working Papers
 - Collaboration Points – Discussions
 - Organization/Contacts
- Administrative Activities
 - Personal Data
 - Procurement
 - Teleconferencing Services
 - Resource Scheduling
 - Organization/Contacts
- Education and Training
 - Training Offerings
 - Schedules/Enrollment
 - Organization/Contacts
- Health
 - Donor Services
 - Workplace Health
 - Health Promotion
 - Disability Management
 - Family Medical Leave Act (FMLA)
 - Organization/Contacts
- Manager Services
 - Emergency News Reporting
 - Contingency Planning
 - Position Filling/Hiring
 - Admin Services for the HR Manager
 - Organization/Contacts

Modernization

- News
- Status Report
- IPT Programs
- Organization/Contacts