

# **SFA Modernization Program**

## Modernization Partner Program Plan Summary

# **Modernization Partner Program Plan**

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- **Overview: Modernization Partner Program Plan**

- **Program and Project Policies and Standards**

- **Quality Plan**

- **Communication and Customer Relationship Management**

- **Investment Management**

- **Performance Management**

- **Student Financial Assistance Support**

## **Overview: Modernization Partner Program Plan**

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The SFA Modernization Program at the US Department of Education sets out to accomplish the objectives of the Performance Based Organization. The Modernization program will accomplish these objectives through reengineering business processes, business and technical architecture, utilizing best in business practices and commercial off the shelf software where appropriate to align with the performance objectives of the PBO.

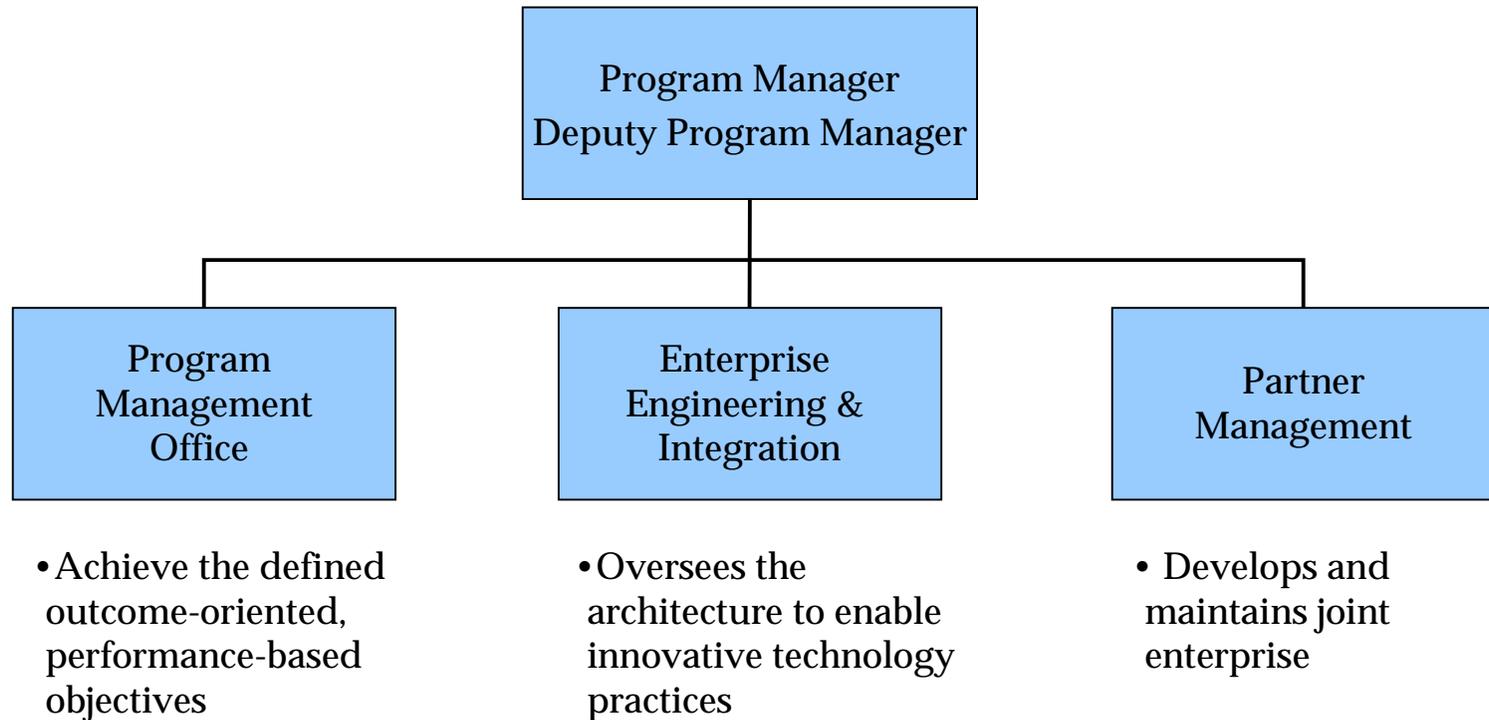
The SFA Modernization Program requires a support structure to provide the oversight and reporting of Modernization activities to the SFA executive team and stakeholders so the right decisions can be made to achieve performance objectives. The Program Management function will:

- Maintain focus on the overall business objectives of the program
- Support strong interaction and involvement with SFA's decision making executives to provide information regarding the planned and proposed activities, recommendations and impacts of decisions

## SFA Modernization Partner Program Organization

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The SFA Modernization Partner Program is comprised of three programs led by Andersen Consulting Partners. As the Program progresses “new” initiatives/projects will be initiated and will be managed by the Program Management Office (PMO), with technical oversight from Enterprise Engineering and Integration (EIT), and contractual oversight by Partner Management.



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## **Program and Project Policies and Standards**

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*Program and Project Policies and Standards comprises two topics: Comprehensive Program Management Activities and Project Management Requirements and Standards. Comprehensive Program Management Activities encompasses the efforts of the Program Management Office to focus on the overall business goals of the program. The Project Management Requirements and Standards serves as a guideline for defining, measuring, and monitoring commitment by all Modernization team members to the success of the SFA Modernization Partner Project.*

## **Comprehensive Program Management Activities**

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Comprehensive Program Management Activities encompasses the efforts of the Program Management Office to focus on the overall business goals of the program, while providing the continuous guidance and comprehensive program management activities needed to support the delivery of SFA's targeted business capabilities. The PMO will provide oversight and planning of all Modernization projects and initiatives. The PMO will also provide consolidated measurement and performance of the SFA Modernization Program in the areas of:

- Cost
- Schedule
- Architecture
- Quality
- Risk
- Communications
- Resources
- Use of commercial off the shelf software
- Realization of benefits

## **Project Management Requirements and Standards**

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The Project Management Requirements and Standards serves as a guideline for defining, measuring, and monitoring commitment by all Modernization team members to the success of the SFA Modernization Partner Project. Comprehensive program management activities will be performed to provide the SFA with a reporting view of the status and measurable results of projects within the Modernization Program. The PMO will provide standards for:

- Project Workplans
- Inputs
- Methodology
- Measurement through Modernization Scorecard
- Review points, sign off, approval
- Reporting

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*The Modernization Partner's Quality Management Plan is intended to: define and manage the expectations of stakeholders, define and implement processes to deliver to those expectations, measure/verify the ability of these processes to deliver on those expectations, and improve delivery capability in terms of people, process, and technology.*

# Quality Plan

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The Quality Management Process is an integral component of the Modernization Partner's objective of delivering value-based solutions. The process of assessing and ensuring quality will be an ongoing process throughout the life cycle of all projects. As the various projects enter specific phases, different yet consistent criteria for assessing quality will be used. The Modernization Partner's Quality Management Plan is intended to:

- Define and manage the expectations of stakeholders
- Define and implement processes to deliver to those expectations
- Measure/verify the ability of these processes to deliver on those expectations
- Improve delivery capability in terms of people, process, and technology.

The Quality Plan covers the following topics:

- Quality Management Task Plan
- Quality Review Methods
- Quality Reviews
- Metrics
- Cost Analysis Methods
- Issues Tracking Methods

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## **Communication and Customer Relationship Management**

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## **Communication and Customer Relationship Management**

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The implementation of the Communication Plan seeks to reduce resistance and increase acceptance and support for the Modernization Program by building credibility for the effort through communication with all stakeholders. The Modernization Program's Communication Plan capitalizes on SFA's existing Organization Transformation communication efforts. The communication efforts will focus on delivering appropriate messages to each key stakeholder group, while keeping in mind the effects of timely communication on organization change and satisfaction levels.

Communication and Customer Relationship Management covers the following topics:

- Communication Platforms and Plan (Includes: Communication objectives, potential barriers to communication, stakeholders, key messages, guiding principles, and communication vehicles and effectiveness)
- War Room Plan
- Communications Matrix

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## Investment Management

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*The implementation of the Investment Management Plan will provide a method to support the IT Investment Management Process, ensuring that investments in new projects and capabilities at SFA are aligned with SFA strategy, result in real, tangible benefits, conform to technical architecture, utilize an executable programmatic approach and use commercial best practices.*

# Investment Management

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The implementation of the Investment Management Plan will provide a method to support the IT Investment Management Process. The plan is designed to ensure that investments in new projects and capabilities at SFA are aligned with SFA strategy; result in real, tangible benefits; conform to technical architecture; utilize an executable programmatic approach; and use commercial best practices. The Modernization Partner will perform in an advisory role to the SFA Investment Review Board (IRB) and Decision Support Group (DSG).

Responsibilities of the Modernization Partner include:

- Support for maturing the Technology Investment Management Process
- Provide standards for business case creation
- Provide project analysis support and review business case materials prior to submission to an IRB decision meeting
- Provide periodic measurement and reporting of projects

Investment Management covers the following two topics:

- Channel Process for Modernization - an internal and informal process for business area ideas to be reviewed before submitting a funding request to the IRB
- IT/IRB Process for Modernization - a formal process for channel managers to submit funding requests to the IRB

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## Performance Management

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The purpose of this Performance Management Plan is to provide detail on how SFA will establish baseline measurement and document a repeatable process for measuring improvements against the baseline on a continuous basis. The baseline measures that were used in the SFA Performance Plan will need to be documented and agreed upon as the baseline. This plan will also outline the standards, procedures and templates for performing these measures at SFA. The Performance Management Plan will work to support the goals in SFA's Draft Performance Plan for FY2000 to FY2004. The goals of the SFA Performance Plan are to:

- Reduce Unit Cost by 11% by FY2004
- Increase Customer Satisfaction Equal to Service Industry in 3 years
- Have SFA Employee Satisfaction Rank in the Top 5 of all Federal Agencies

The Performance Management plan covers the following topics:

- Baseline measurement plan
- Program level metrics
- Project level metrics
- Data collection and verification
- Continuous improvement metrics
- Metrics reporting

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## Student Financial Assistance Support

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*The Modernization Partner will provide management and administration support to the SFA for matters concerning the Modernization program.*

## **Student Financial Assistance Support**

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The Modernization Partner will provide management and administration support to the SFA for matters concerning the Modernization program. The Modernization Partner will provide management and financial industry expertise to help develop “Concept Definition” ideas for SFA. The Modernization Partner will also provide IT Requirements management support to the Channel General Managers and the CFO office. These activities are outside of the activities included in the Program Management Office standard management processes.

Student Financial Assistance Support covers the following areas:

- Identification of needs
- Action Plan
- Deliver Support
- Report Support