

SFA Modernization Partner Project
LEGACY CONTRACT
TRANSITION PLAN
National Student Loan Data System (NSLDS)



Part 2
Product and Services Release Plan Initiatives
Affecting NSLDS

Source Selection Information – See FAR 3.104

Cross Channel Enabling Technology/Infrastructure - Advanced Call Center Relationship Management

Description:

This initiative is designed to improve customer satisfaction by proactively seeking customers' input, and "reaching out" to train and assist them with all SFA-related concerns. This initiative includes the consolidation of multiple call center capabilities to provide "one-call-does-it-all" functionality for customers.

Benefits/Outcome :

- Single (800) number access
- Enhanced Customer Service
- Possibility of reduced costs associated with economies of scale
- Additional volume resulting from increased efficiency

Business Objectives:

To provide a single Customer Service point of contact for all SFA customers/borrowers.

Timetable:

Requirements Analysis and Design is planned for February 2000 through May 2000. Management Decision Required to Continue is schedule for May 31, 2000. Development and Implementation of the system is scheduled for June 2000 through June 2001.

Affects on NSLDS :

Since NSLDS operates the NSLDS Customer Service Center (1-800-999-8219) it will be effected by the implementation of this initiative.

Cross Channel Enabling Technology/Infrastructure - Data Warehouse

Description:

Today data is fragmented and stored in many places. A robust data warehouse will provide the ability for collecting, analyzing, and using information to better understand the who, what and how of federal Title IV programs. Make it easier to retrieve school and student data and use it for any kind of analysis.

Benefits/Outcome :

- Eliminate redundancies

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- Provide easy access to stored data
- Improve data integrity
- Increase efficiency for retrieving information

Business Objectives:

Increase understanding the who, what and how of federal Title IV programs while allowing better and easier access to that information. Improve the data integrity problems and reduce lengthy data reconciliation efforts. Reduce data redundancy.

Timetable:

Requirements Analysis and Design is planned for March 2000 through July 2000. Management Decision Required to Continue is schedule for July 31, 2000. Development and Implementation of the system is scheduled for August 2000 through August 2001.

Affects on NSLDS :

Because NSLDS is a database that provides a major interface between borrowers, schools, lenders, Guarantee Agencies, other Government Agencies and Private Sector entities with SFA programs, the implementation of this initiative will have a major impact on NSLDS.

Cross Channel Enabling Technology/Infrastructure - Enterprise Integration (Integration Architecture Services)

Description:

Technology solutions will be developed to enable the business units to build and deploy new systems and processes in an integrated and efficient manner.

Benefits/Outcome :

- Delivery of more useful and convenient packages of information
- Improved customer service through enterprise focus
- Reduce unit costs
- Improved Enhanced customer relationship management

Business Objectives:

To design and implement enterprise technology capabilities that simplify, speed, and enhance the deployment of business solutions

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Timetable:

Requirements Analysis and Design is planned for March 2000 through June 2000. Management Decision Required to Continue is schedule for June 31, 2000. Development and Implementation of the system is scheduled for July 2000 through September 2001.

Affects on NSLDS :

Because NSLDS is a database that provides a major interface between borrowers, schools, lenders, Guarantee Agencies, other Government Agencies and Private Sector entities with SFA programs, the implementation of this initiative will have a major impact on NSLDS.

Cross Channel Enabling Technology/Infrastructure - Information Security

Description:

Creating a security system infrastructure and standardization. this includes policies, procedures, and infrastructure setup.

Benefits/Outcome :

- Reduced unit cost
- More secure information
- More reliable information assurance

Business Objectives:

Provide for data integrity and standard processes and procedures that can be used to insure sensitive information is protected.

Timetable:

Requirements Analysis and Design is planned for May 2000 through July 2000. Management Decision Required to Continue is schedule for July 31, 2000. Development and Implementation of the system is scheduled for August 2000 through June 2001.

Affects on NSLDS :

Because NSLDS is a database that provides a major interface between borrowers, schools, lenders, Guarantee Agencies, other Government Agencies and Private Sector entities with SFA programs, the implementation of this initiative will have a major impact on NSLDS.

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Cross Channel Enabling Technology/Infrastructure - Web Portals

Description:

Design and implement capabilities, for all customers, to enable easier and more efficient data transfer through internet and/or other online interfaces.

Benefits/Outcome :

- Increased Customer Service
- Enhanced image of SFA through increased web presence
- Possible candidate for phased implementation allowing incremental realization of benefits
- Increased electronic volume

Business Objectives:

To standardize and increase SFA's presence on the web while facilitating enhanced electronic interfaces with all customers and partners. To increase SFA's electronic products/service offerings for all customers.

Timetable:

Requirements Analysis and Design is planned for February 2000 through May 2000. Management Decision Required to Continue is schedule for May 31, 2000. Development and Implementation of the system is scheduled for June 2000 through April 2001.

Affects on NSLDS :

The Web Portals for Customers project will provide the web-enabled, customized view of FSA customer functions. This project will provide SFA's customers with a capability to create their own personal view into the information contained and supported by SFA, such a loan consolidation, school payments and loan origination. Data contained in NSLDS is one of the sources of information that will be presented via the Internet Portal. Currently NSLDS provides at least 2 services (Financial Aid Transcripts (FAT) and Borrower Tracking) on the net.

Cross Channel Enabling Technology/Infrastructure - Single Identifier (PIN)

Description:

Design a uniform single identifying data element for each customer entity for each customer entity in SFA's system including students, schools and financial partners. Includes the use of PIN logic as a form of identification.

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Benefits/Outcome:

- Enhanced customer service
- Enhanced reporting across all programs
- Provides a single point of interface for receiving student aid data and payment history for Federal loans

Business Objectives:

To develop a uniform means of identifying borrowers, schools and lenders across the various portfolios and systems sponsored by the Department of Education.

Timetable:

Requirements Analysis and Design is planned for October 2000 through January 2001. Management Decision Required to Continue is schedule for January 31, 2001. Development and Implementation of the system is scheduled for February 2001 through September 2001.

Effects on NSLDS:

The Single Identifier for Each Entity initiative will effect Enterprise Architecture for Integration and Data Warehousing. Since NSLDS is a data warehouse and since it is accessible via the web by the customer of SFA, it will surely be effected by this initiative.

Financial Management Transformation - Financial Management System (FMS) - Phase III (Full Program Functionality)

Description:

Integrate/interface with existing or reengineered production systems to create a fully functional financial management system to manage the flow of financial information across all SFA information systems, and analyze the financial impact of this conversion.

Benefits/Outcome:

- Maintain all Department of Education related financial data and related decision making criteria on a single FMS
- Improve the time to apply for aid
- Reduce costs through use of technology
- Improve employees access to accurate data for making decisions.

Source Selection Information – See FAR 3.104

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Business Objectives:

Provide better standard management tracking and reporting for the overall SFA program
Allows preparation of financial statements, monthly reports, and independent reconciliations. Provide standard SFA general ledger with all programs included.

Timetable:

Requirements Analysis and Design is planned for July 2000 through November 2000.
Management Decision Required to Continue is schedule for November 30, 2000.
Development and Implementation of the system is scheduled for December 2000 through September 2001.

Affects on NSLDS:

Because NSLDS is a database that provides a major interface between borrowers, schools, lenders, Guarantee Agencies, other Government Agencies and Private Sector entities with SFA programs, the implementation of this initiative will have a major impact on NSLDS.