



# **APPENDIX E:**

## **Transformation Overview**

- Document handed to Change Agents during the Change Agent Workshop to deliver to all FP employees to report transformation progress.



## ***Transformation Overview***

FINANCIAL PARTNERS

<Add Business Unit>



## □ Financial Partners Transformation Overview

- Overview & Goals
  - Program Delivery Model
  - Transformation Projects
  - Project Team Members
  - Transformation Schedule
- Leadership Transition
- Questions & Answers



# FP TRANSFORMATION OVERVIEW

*The Financial Partners Channel is undergoing a major transformation that affects our business processes, technology and organizational aspects. Overall we seek to provide “best-in-business” products and services to our partners.*

**Goal** - The goal of the Financial Partners Transformation effort is to better serve our partners who include lenders, guarantors, state agencies, servicers and secondary markets. Our specific goals support SFA’s goals:

## FINANCIAL PARTNERS GOALS

- Achieve partner satisfaction by listening to and responding to our partners’ needs.
- Foster an environment for a better informed, proactive and empowered staff who can anticipate and meet the needs of our partners.
- Lower unit cost by simplifying core processes and reducing processing time for key functions.

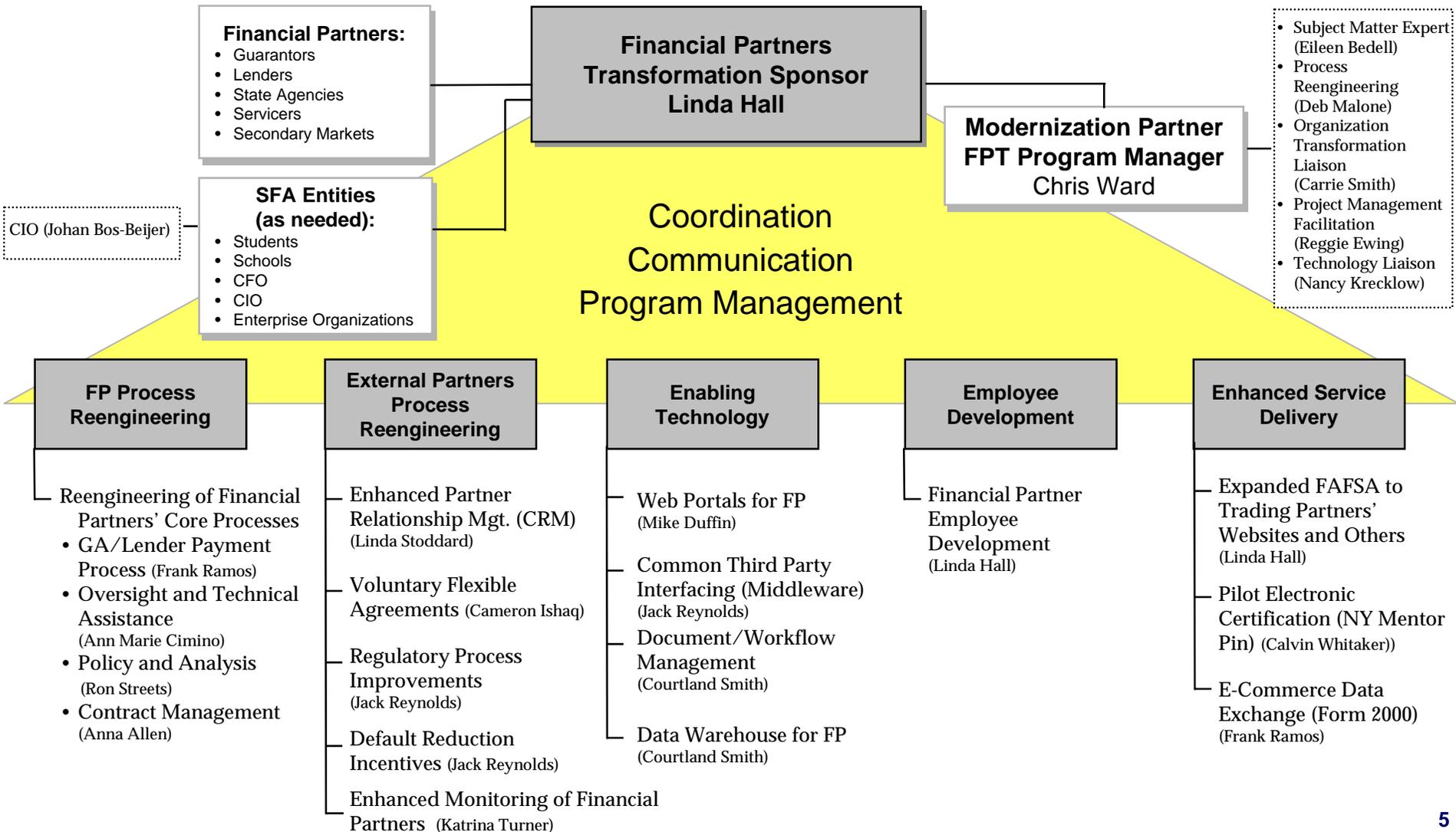
## SFA GOALS

- Improve customer satisfaction
- Improve employee satisfaction
- Reduce unit cost



# PROGRAM DELIVERY MODEL

The Program Delivery model depicts the components of the Financial Partners Transformation.





*Below is a description of each of the Financial Partners Transformation Projects and their respective Team Members for FY2000.*

- **Financial Partners Process Reengineering** - Assess current environment, identify reengineering opportunities, and design improvement solutions to the core business processes within Financial Partners using existing functional area expertise and best in business methodologies.
  - *Contract Management Team Members: Anna Allen, team lead; George Allen; Angela Baker-Roca; Shirley Wheeler; Sandra Simmons; Brenda Jefferson; Ellen Mason; Patrick Bradfield; Janet Scott; John Gaeta*
  - *GA/Lender Payment Team Members: Frank Ramos, team lead; Tony Magro; Angela Roca-Baker; Sandra Simmons; Thomas Jones*
  - *Program Development Team Members (formaly Policy and Analysis): Ron Streets, team members; Robert Bridgeman; Gene Greene; Susan Haenel-Beck; Peter Sweet*
  - *Oversight and Technical Assistance Team Members: Ann Marie Cimino, team lead; Lee Avery; Richard Criswell; Ben McPherson; Joseph Pire; Martha Shine; Paul Sullivan*
  
- **Enhanced Partner Relationship Management** - Improve partner satisfaction by proactively seeking their input, and "reaching out" to train and assist them with all Financial Partner-related concerns.
  - *Team Members: Linda Stoddard, team lead; Jack Reynolds; Ann Marie Cimino; Cameron Ishaq*
  
- **Voluntary Flexible Agreements (VFA)** - Monitor and analyze the VFA process for program participation; provide reporting to FP and SFA management and staff on the progress of VFA implementation and concomitant issues.
  - *Team Members: Cameron Ishaq, team lead (Note: team members will be confirmed at the end June 2000)*



- **Regulatory Process Improvement** - Enhance the process by which existing and new regulatory/legislative mandates are tracked, communicated and implemented within the Financial Partners channel.
  - *Team Members: Jack Reynolds, team lead; Mercedes Zajicek; Lynda Folwick; Jim Newell; Sterling Yoder; Johann Bos-bejjer; Gene Greene; Kathleen Smith; Kristie Hansen*
  
- **Default Reduction Process Reengineering** - Determine alternative approaches for reducing program life default occurrences through a reengineering effort focusing on researching regulatory relief on due diligence in exchange for performance possibilities.
  - *Team Members: Jack Reynolds, team lead; Tara Porter; Pat Trubia; Jim Newell; Pam Iliades; Johann Bos-bejjer; Cynthia Mills; Gary Hopkins; Bill Kohl; Philip Cervin; Rick Sykora; Kevin Tharp; Kristie Hansen*
  
- **Enhanced Monitoring of SFA Financial Partners** - Design and implement monitoring tools to improve the oversight of lenders, guarantors, and state agencies.
  - *Team Members: Katrina Turner, team lead; Greg Senseney; Mirek Halaska; Lee Avery; Martha Shine; Rao Palagummi; Ben McPherson*
  
- **Web Portals for Financial Partners** - Gather Financial Partner's business requirements for a web portal. Manage and coordinate application development, and complete user testing.
  - *Team Members: Mike Duffin, team lead*



- **Common Third-Party Interfacing (Middleware)** - Explore the need for and feasibility of implementing a common platform that will provide standard interface capabilities for all third party affiliates of the Financial Partners Channel.

- *Team Members: Jack Reynolds, team lead; Frank Ramos; Calvin Whitaker; Jim Newell; Sandra Fowler; Johann Bos-beijer; Greg Gerrans; Tony Magro; Tim Cameron*

- **Document Workflow** - Identify, design, and develop Financial Partner's imaging and document management business requirements to enhance the channel's business processes and encourage a paperless environment.

- *Team Members: Cortland Smith, team lead; Emanuel Bundy, Mercedes Zajicek; Cameron Ishaq; Greg Gerrans; Tony Magro; Johann Bos-Beijer; William Bush*

- **Data Warehouse for Financial Partners** - Develop, design, and implement Financial Partner's high-level business requirements for a data warehouse/data mart. The data warehouse requirements will take into account Financial Partner's decision and support needs in meeting their business goals.

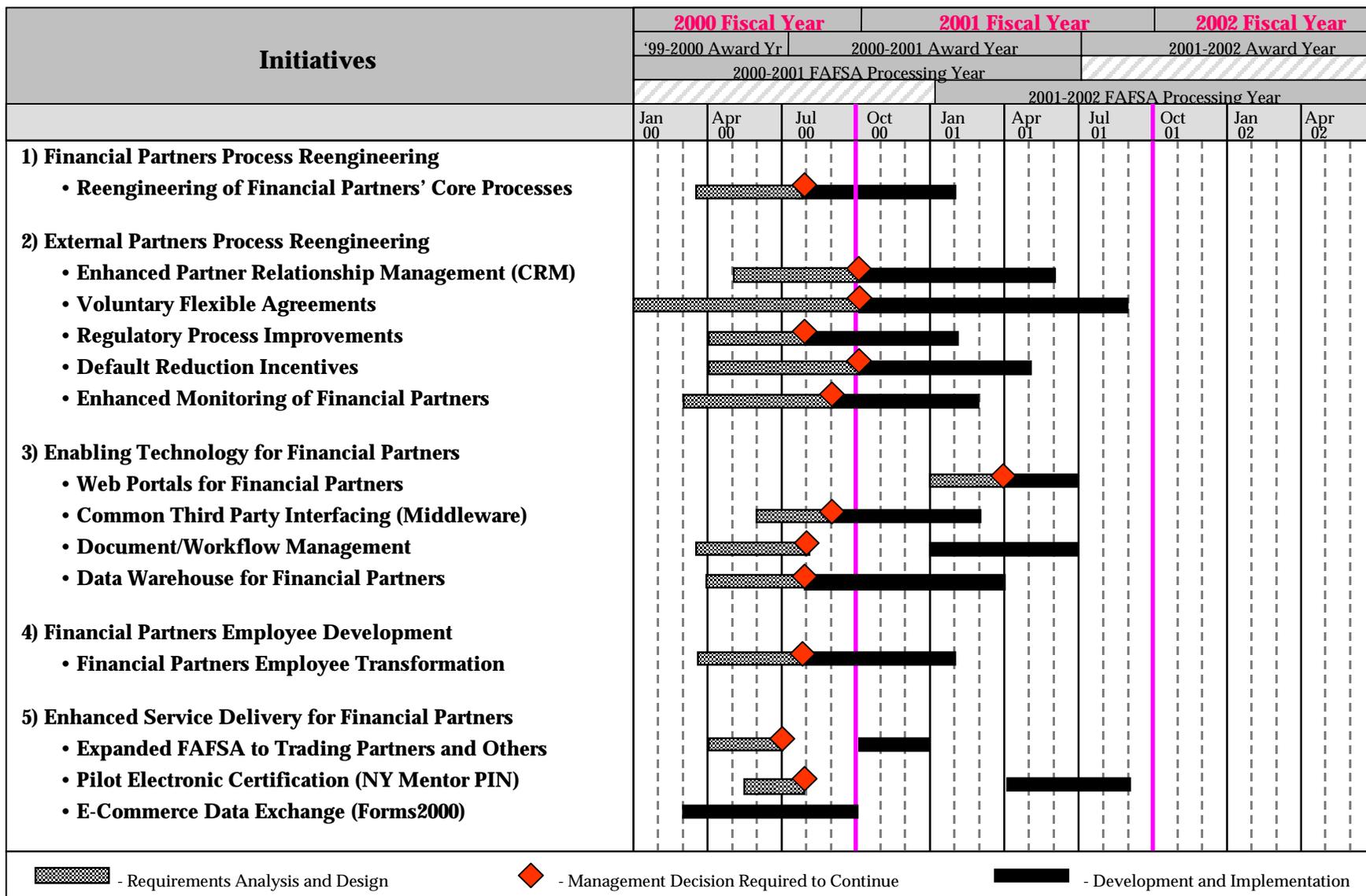
- *Team Members: Courtland Smith, team lead; Calvin Whitaker; Willie Sutton; Nettie Harding; John Reed; Tony Magro; Johann Bos-Beijer; Frank Miller*



- **Financial Partners Employee Development** - Define the organizational and human performance characteristics that are critical for success within Financial Partners. This will involve conducting an organizational assessment, communications coordination to internal and external stakeholders, and an employee development plan.
  - *Team Members: Linda Hall, team lead; Katrina Turner; Cameron Ishaq; Anna Allen; Frank Ramos; Jack Reynolds; Linda Stoddard; Roberta Russo; Ann Marie Cimino; Mirek Halaska*
  
- **Expanded FAFSA to Trading Partners and Others** - Expand the FAFSA to the website of GAs, Lenders and secondary markets in order to increase the volume of FAFSAs processed electronically.
  - *Team Members: Calvin Whitaker, team lead (Note: additional team members TBD)*
  
- **Pilot Electronic Certification** - Develop and pilot the use of electronic signatures/identification for FFEL documents and promissory notes to encourage a paperless environment, reduce turnaround times, and improve customer satisfaction.
  - *Team Members: Calvin Whitaker, team lead; Barbara McKee; Christy Hanson (Note: additional members TBD)*
  
- **E-Commerce Data Exchange (Form 2000)** - The interim project solution is to improve the GA/Lender Payment process by implementing a web-enabled forms submission and processing function using the Oracle Financial Management System.
  - *Team Members: Frank Ramos, team lead; Tony Margo; Angela Roca-Baker; Sandra Simmons; Thomas Jones*



# TRANSFORMATION SCHEDULE





# LEADERSHIP TRANSITION

*The following key messages outline next steps as we move into Financial Partners Leadership Transition period.*

## ❑ Financial Partners Transformation Continues

- The Financial Partners Transformation, which kicked off in February 2000, will continue as scheduled and will not be impacted by the transition in leadership.

## ❑ Acting GM and FP Leadership Team Assume Interim Responsibilities

- During the interim period, the Financial Partners leadership team, consisting of Frank Ramos, Katrina Turner, Cameron Ishaq, Jack Reynolds, and Anna Allen will operate in a self-directing capacity for operational activities.

## ❑ Vision and Mission In Progress

- The Vision and Mission statements will be shared with the FP Channel, refined to incorporate feedback, and communicated to the financial partners community.



# QUESTIONS & ANSWERS

