



19.1.10 - COD IMPLEMENTATION STATUS REPORT

Overview

The objective of the Common Origination and Disbursement (COD) Implementation Status Report is to document status of the initial COD implementation activities as described in the COD Implementation Plan, Deliverable 19.1.7. This summary provides status of detailed planning for the Implementation Workplan for Phase III, project kick-off activities, organization chart, finalizing partnering details with ACS, AFSA, EDS, and Total Systems as well as any executive level risks and/or issues.

Progress to Date

- COD Implementation Workplan for Phase III
 - Overall: The COD Implementation Workplan that was part of deliverable 19.1.7, was developed without input from the COD Solution Selection Partners, AFSA and Total Systems, as well as ACS and EDS, who are working with us to implement COD. These organizations did not provide input to the workplan because the partner selection process was still in progress. Now that ACS, AFSA, EDS and Total Systems are partners in this effort, we are working with each organization to revise the COD Implementation Workplan (this serves as the workplan for COD Phase III).

AFSA has responsibility for revising the Develop Customer Support Stage of the workplan. Total Systems is defining the milestones according to their normal system development methodology that will replace the Functional Requirements Stage, Develop Common Process Stage, Develop Fund Accountability Stage, and Develop On-Line Access Stage of the workplan, as well as replacing part of the Analysis Stage (dealing with Design Business Processes, Skills, and User Interaction tasks) and the COD Deployment Phase (dealing with the Deploy COD Application task).

The expected timeframe to incorporate these changes and baseline this plan is 3/15/01.

During the construction of the integrated workplan, the following categories of key COD Success Factors were identified:

- Key Decisions to be made
- Implementation Milestones
- Business Rules and Decisions
- External Dependencies

These points and associated scheduling and notes have been captured in the COD Critical Success Factors table attached to this status report, ref. Appendix C.

- COD Phase III Project Kick-Off: The project kick-off for COD Phase III was held on 2/7/01 in the Loews L'Enfant Plaza Hotel. Groups represented at the meeting included SFA, the Modernization Partner, AFSA, EDS, and Total Systems (the invitation, agenda, list of invitees and presentation are included in Appendix A). Additionally, during the kick-off, the group



identified COD Service Standards according to the 4 main SFA Service Standards: Be Worthy of Trust, Be Courteous, Deliver Great Products and Services, and Be Efficient (these COD Service Standards are also included in Appendix A).

- ❑ Organization Chart: A draft organization chart for the COD Project Team for Phase III was completed and included in Appendix B.

- ❑ Partnering Details
 - SFA as the client brings knowledge of Title IV programs, schools, and of the Higher Education industry and has the following responsibilities:
 - Provide financial origination and disbursement expertise
 - Provide Higher Education expertise
 - Provide knowledge of Title IV regulations
 - Facilitate relationships with Financial Aid Administrators
 - Provide knowledge of existing resource capabilities and constraints

 - The Modernization Partner brings a knowledge of Title IV programs, relationship with SFA, and expertise in methodology and has the following responsibilities:
 - Provide understanding of SFA and COD vision
 - Provide program management for change program
 - Provide methodology to implement change program
 - Provide schools and Title IV knowledge
 - Oversee integration of alliance partners for COD

 - AFSA as the Customer Service Partner brings knowledge of Title IV programs and knowledge of schools processes and has the following responsibilities:
 - Develop COD customer support solution
 - Provide Higher Education knowledge in development efforts
 - Support design and development team with functional expertise

 - EDS as the Operations Partner brings knowledge of Title IV programs and current processes and extensive working experience with SFA and has the following responsibilities:
 - Transition of RFMS and LOS functions to COD solution
 - Requirements gathering support
 - Expertise in Call Center transition and operations

 - Total Systems as the Technology Solution Partner brings expertise in technology, high volume transaction processing, and a customer focus and has the following responsibilities:
 - Supply technology solution
 - Design and develop technical application as platform for COD
 - Provide technical/help-desk support
 - Provide reporting capability



Risk/Issues

#	Risk/Issue	Impact	Severity	SFA/Mod Partner Ability to Control	Mitigation Strategy
1	Existing Regulations and Statutes negatively impact maximizing potential changes and benefits COD process could bring to schools. No evaluation has been performed to date.	Potentially effect Implementation Plan and Business Case, along with associated activities and costs/benefits	Medium	High	Tap Policy to evaluate potential changes.
2	To date there has been no involvement of the union in the COD Transition Management.	If the union is not involved, they may feel the need to slow or stop progress in order to evaluate the changes. This could effect the Implementation Plan schedule, the Business Case schedule, the impact analysis schedule, and the ability to design the to-be organization.	Medium	High	Schedule an initial meeting with Kay and Calvin and the Union representative to give them the basics of COD. Designate a member of the Schools Channel leadership team to manage the relationship going forward.
3	TIV WAN retirement may not stay on schedule for September 01		Medium	High	Design to both TIV WAN and B*Trade as interface to COD. Maintain communication with TIV WAN team to ensure timely notification of project timeline slippage



Appendix A



Appendix C



Appendix B