

# SFA Financial Transformation Program Biweekly Status Report Package

Period ending May 12, 2000

## I. Status Provided

Status Provided	Projects	Team Lead	Comments
	<b>Financial Partners Process Reengineering</b>		
✓	GA/Lender Payment Process	Frank Ramos	
✓	Oversight and Technical Assistance	Ann Marie Cimino	
✓	Policy and Analysis	Ron Streets	
✓	Contract Management	Anna Allen	
	<b>Financial Partners Process Reengineering</b>		
	Enhanced Ptr. Relationship Mgmt. (CRM)	Linda Stoddard	
✓	Voluntary Flexible Agreements	Cameron Ishaq	
	Regulatory Process Improvements	Jack Reynolds	
	Default Reduction Incentives	Jack Reynolds	
✓	Enhanced Monitoring of Financial Partners	Katrina Turner	
	<b>Enabling Technology for Financial Partners</b>		
N/A	Web Portals for Financial Partners	Mike Duffin	Project start date is Jan 2001
	Common Third Party Interfacing	Jack Reynolds	
✓	Document Workflow Management	Courtland Smith	
✓	Data Warehouse for Financial Partners	Courtland Smith	
	<b>Employee Transformation</b>		
✓	Employee Transformation	Barry Morrow	
	<b>Enhanced Service Delivery for FP</b>		
N/A	Expanded FAFSA to Trading Ptr. Websites	Barry Morrow	Project not started
✓	Pilot Electronic Certification	Calvin Whitaker	
✓	E-Commerce Data Exchange (Form 2000)	Frank Ramos	

## II. Program Highlights

## III. Program Summary

- Accomplishments/Results
- Plans for the Period

## IV. Issues Log Summary

## V. Schedule of Key Meetings

## VI. Deliverable Tracking Report

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## II. Program Highlights

### Visioning Workshops

Barry Morrow and the Financial Partners Directors conducted the second and third rounds of visioning sessions, further defining FP's strategic direction. During the second session, the group identified FP's strategic intent as Partner and recognized the clear dependence on Operational Efficiency in achieving customer satisfaction. The group also identified FP's four core competencies as:

- Program, Partner, and Regulatory Knowledge
- Partner Relationship Management
- Financial Analysis and Management
- Oversight and Compliance

The third session was an intense brainstorming session that resulted in the first draft of a Mission and Vision Statement for Financial Partners. The group discussed plans for a fourth session that will involve the next level of FP management. This session is tentatively scheduled for the last week in May.

### Project Management Approach

The FP Project Management and Facilitation team worked closely with team leads in finalizing project workplans and identifying their deliverables for the Analysis and Design phase. Most projects have formulated teams, held weekly standing meetings, and started requirements/information gathering. The FP Project Management and Facilitation team will submit the Initial Project Management deliverable on Monday, May 15, 2000. The deliverable outlines the project management approach and templates which the FP project team leads are now utilizing in managing their projects.

### Process Reengineering Workshops – Current Environment Review

The FP Reengineering effort has completed the current environment assessment effort. The effort focuses on data gathering and analysis of four key functions within FP: 1) GA/Lender Payments, 2) Oversight & Technical Assistance, 3) Policy & Analysis, and 4) Contract Management. The Reengineering Team will submit its Current Environment Assessment Deliverable on Monday, May 15, 2000 to Barry Morrow and the FP Directors for approval. Now that the Current Environment Assessment effort is complete, the Reengineering team will focus its effort on identifying best practices and improvement opportunities for key processes.

### Upcoming Deliverables

As mentioned above, two key deliverables are due on Monday, May 15, 2000. First, the Initial Project Management Plan which provides an initial package of methods and material that documents project management principles and tools. Second, the Process Reengineering Current Environment Assessment which highlights the GA/Lender payment, Oversight and Technical Assistance, Policy and Analysis, and Contract Management functions. Because these deliverables are critical to the success of the FPT effort, the deliverables will go through a review and approval process with Barry Morrow and his direct reports.

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**III. Program Summary**

Accomplishments and Results	Plans for the Next Period
<b>Financial Partners Transformation Program</b>	
<ul style="list-style-type: none"> <li>• Presented B. Morrow and direct reports with first Summary Status Report</li> <li>• Revised FP divestiture spreadsheet, including updates to cost, valuation, and recommendations for ownership issues</li> <li>• Participated in several key FP standing meetings and cross-channel meetings</li> <li>• Continued to provide project management and facilitation support for the FP project team leads</li> <li>• Conducted reengineering review sessions on current environment</li> <li>• Enhanced Status Report Package to include a timeline of key project dates</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver Reengineering Current Environment Assessment Deliverable</li> <li>• Deliver Initial Project Management and Facilitation Deliverable</li> <li>• Deliver second Summary Status Report</li> <li>• Finalize workplans for Analysis and Design Phase</li> <li>• Finalize FP divestiture spreadsheet</li> <li>• Continue to provide facilitation support for FP project team leads</li> <li>• Continue reengineering options and analysis effort</li> </ul>
<b>GA / Lender Payment Process</b>	
<ul style="list-style-type: none"> <li>• Participated in Current Environment Review workshop to finalize Current Environment flows</li> <li>• Participated in Reengineering Options workshop to discuss future developments for GA payments and Lender payments</li> <li>• Researched and provided information regarding various cost estimates of current processing of ED Forms 1189/799, loan consolidation rebate fees, and Sallie Mae fees.</li> <li>• Participated in Visioning Session to help develop Financial Partners mission and vision statement</li> <li>• Attended PBO Training</li> </ul>	<ul style="list-style-type: none"> <li>• Gather cost data on 'proposed' environment options</li> <li>• Participate in Reengineering Solutions workshop on May 23<sup>rd</sup></li> </ul>
<b>Oversight and Technical Assistance</b>	
<ul style="list-style-type: none"> <li>• Finalized current environment information</li> <li>• Participated in Reengineering Options workshop</li> <li>• Received feedback and improvement opportunities from regional specialists</li> </ul>	<ul style="list-style-type: none"> <li>• Take risk documentation submitted by team and incorporate into a working document to be used by the team in the next phase of operation</li> </ul>
<b>Policy and Analysis</b>	
<ul style="list-style-type: none"> <li>• Met with facilitator to finalize current environment flow chart and to complete work plan</li> <li>• Involved team members in reengineering workshop for feedback and discussion of information</li> <li>• Reviewed final current environment assessment for accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• Have Microsoft project installed</li> <li>• Participate in Reengineering Solutions workshop on May 24th</li> </ul>

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**III. Program Summary (continued)**

Accomplishments and Results	Plans for the Next Period
<b>Contract Management</b>	
<ul style="list-style-type: none"> <li>• Met with facilitator to review Status Report and workplan</li> <li>• Participated in Current Environment Review workshop to review and verify information from first workshop and to gain input from the Enterprise Solution Team for SFA contacts</li> <li>• Met with Reengineering Team to provide technical and cost breakdown of FP contract</li> <li>• Reviewed Summary Status report and provided status on projects</li> <li>• Participated in Vision Session 2</li> <li>• Participated in Vision Session 3 to define mission and vision for Financial Partners</li> <li>• Modified FFEL Statement of Work during team meeting on Friday, May 12</li> </ul>	<ul style="list-style-type: none"> <li>• Team will review modified Statement of Work</li> </ul>
<b>Enhanced Partner Relationship Management (CRM)</b>	
<ul style="list-style-type: none"> <li>• No Status Report</li> </ul>	
<b>Voluntary Flexible Agreements</b>	
<ul style="list-style-type: none"> <li>• Met with Assistant Secretary Frank Holleman to determine next steps and process for VFAs. Great Lakes VFA moving through system; others to follow</li> <li>• Continued sketching out team charter, processes, and procedures</li> <li>• Completed first draft of team charter</li> <li>• Drafted provisional workplan</li> <li>• Developed and defined reporting process with general timeline for critical reporting deliverables</li> <li>• Defined content summary and status report documents</li> </ul>	<ul style="list-style-type: none"> <li>• Review and finalize team charter</li> <li>• Develop summary and status report templates</li> <li>• Revisit VFA legislation to define reporting goals and indicators for summary report</li> <li>• Begin design of report template for summary and weekly reports</li> <li>• Set specific "time and date" schedules for reporting process</li> <li>• Further define the value-added portion of the reporting process</li> </ul>
<b>Regulatory Process Improvements</b>	
<ul style="list-style-type: none"> <li>• No Status Report</li> </ul>	
<b>Default Reduction Incentives</b>	
<ul style="list-style-type: none"> <li>• No Status Report</li> </ul>	

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## III. Program Summary (continued)

Accomplishments and Results	Plans for the Next Period
<b>Enhanced Monitoring of Financial Partners</b>	
<ul style="list-style-type: none"> <li>• Team members provided updates on team assignments:               <ul style="list-style-type: none"> <li>- Best in Business Technology: Martha, Rao</li> <li>- Requirements: Greg, Mirek</li> <li>- Risks (Red Flag): Lee</li> </ul> </li> <li>• Reviewed completed assignments</li> <li>• Team members provided deliverables due on 5/9/00</li> </ul>	<ul style="list-style-type: none"> <li>• Team members will report their findings/results</li> <li>• Gather information on current best in business practices</li> <li>• Team meeting scheduled for 5/16/00</li> </ul>
<b>Web Portals for Financial Partners</b>	
<ul style="list-style-type: none"> <li>• Project Start Date is Jan. 2001</li> </ul>	
<b>Common Third Party (Middleware)</b>	
<ul style="list-style-type: none"> <li>• No Status Report</li> </ul>	
<b>Document / Workflow Management</b>	
<ul style="list-style-type: none"> <li>• Completed workplan</li> <li>• Conducted team meeting on 5/2/00 to receive update on status of gathering documents</li> <li>• Conducted team meeting on 5/9/00 to receive status of gathering documents</li> <li>• Started formulating master document</li> <li>• Started identifying best practices/trends</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct weekly team meeting to track progress of requirements gathering</li> <li>• Review status of document list with team</li> <li>• Submit workplan for approval</li> <li>• Coordinate documents for review</li> </ul>
<b>Data Warehouse for Financial Partners</b>	
<ul style="list-style-type: none"> <li>• Completed team charter</li> <li>• Completed formulating Data Warehouse team</li> <li>• Attended Data Warehouse cross-channel kick-off meeting</li> <li>• Completed workplan</li> <li>• Conducted first meeting with team members and CIO to start gathering Financial Partners data warehouse requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Send out matrix for gathering current FP data warehouse requirements</li> <li>• Conduct weekly team lead meeting to track progress on requirements gathering and to set up interviews for future FP data warehousing requirements</li> </ul>

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## III. Program Summary (continued)

<b>Employee Development</b>	
<ul style="list-style-type: none"> <li>• Changed name of project team to Employee Development</li> <li>• Identified team for Employee Development</li> <li>• Conducted second and third rounds of visioning sessions and planned the fourth round</li> <li>• Finalized draft of Change Readiness Survey</li> <li>• Determined approach for administering survey</li> <li>• Met with CIO and SFA University to determine lessons learned from Skills Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct fourth visioning session</li> <li>• Conduct best practice research on performance-based organizations</li> <li>• Review Change Readiness Survey with Barry Morrow and Review Team</li> <li>• Prepare Facilitation Guide for administration of Change Readiness survey</li> <li>• Develop Communications Strategy</li> <li>• Work with Frank Ramos to develop communications material for community</li> </ul>
<b>Expanded FAFSA to Trading Partners</b>	
<ul style="list-style-type: none"> <li>• Project Not Started</li> </ul>	
<b>Pilot Electronic Certification</b>	
<ul style="list-style-type: none"> <li>• Revisited the team's scope and direction with B. Morrow</li> <li>• Contacted and received information from NCHELP on current forbearance/deferral paper process</li> <li>• Talked with Tim Cameron to set up a meeting with NCHELP</li> <li>• Talked with Christy Hansen about possible issue with electronic certification policy</li> <li>• Completed Team Charter</li> <li>• Recruited new team members</li> <li>• Completed Workplan</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to research and gather information on the current paper process involving deferrals and forbearances</li> <li>• Investigate and gather more information on possible electronic certification policy issue</li> <li>• Set firm date to meet with NCHELP</li> <li>• Set up meeting with B. Morrow to discuss policy issue and implications</li> </ul>
<b>E-commerce Data Exchange (Form 2000)</b>	
<ul style="list-style-type: none"> <li>• Conducted team meeting to discuss current business processes and "to be" vision of electronic data transmission</li> <li>• Documented and distributed Form2000 data requirements to ORACLE staff</li> <li>• Met with CFO representatives to provide FP timeline; requested comments/concrete implementation estimates</li> <li>• Attended NACHA meeting to discuss ED Form 799 redesign</li> <li>• Provided overview of all FP team scopes and project structure; Set timeframes to develop 'vision' document</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to define Form2000 data requirements for ORACLE</li> <li>• Participate in Reengineering Solutions workshop on May 23<sup>rd</sup></li> <li>• Participate in upcoming NACHA meeting</li> </ul>

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**IV. Issues Log Summary**

	DATE LOGGED	ISSUE DESCRIPTION	IMPACT	PRIORITY	ASSIGNED TO	STATUS	RESOLVE DATE	ACTION REQ'D/ RESOLUTION
1.	4/19/00	<b>(Pilot Electronic Certification)</b> Need scope issue resolved and initiative clarification. Issue between PBO and OPE policy on electronic certification.	Initiative may be delayed	High	C. Whitaker B. Morrow	Open	5/24	Met with Barry and Andy Boots on 04/24. Gathering more information on recent negotiating rule making meeting on electronic certification. Meet with Barry to analyze implications and make decision on project.
2.	4/19/00	<b>(Enh. Ptr. Relationship Mgt.)</b> Need to identify GA's to be represented on GA focus group based on NCHELP recommendations.	GA focus group progress cannot be made until team is identified.	High	J.Reynolds	Open	5/24	Working with Kristy Hansen to identify GA/ Lenders focus group members.
3.	04/20/00	<b>(Voluntary Flexible Agreements)</b> Declare SFA independence on VFA decisions; detail workflow b/w Dept. and SFA on VFA negotiations.	Independence question	High	C. Ishaq	Open	5/25	Met with Frank Holleman on VFA decisions; detail workflow between Dept. and SFA on VFA negotiations. Independence question – suspended. Detail workflow question – suspended
4.	5/3/00	<b>(Voluntary Flexible Agreements)</b> Unsure of VFA legislation, reporting metrics		High	C. Ishaq	Open	5/24	Revisit VFA legislation and Departmental releases on VFAs to determine metrics (if any)
5.	5/03/00	<b>(Enhanced Ptr. Relationship Mgt.)</b> Identify and finalize team structure	Need clarification before project can proceed	High	L. Stoddard A. Cimino	Open	5/24	

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**IV. Issues Log Summary (continued)**

	DATE LOGGED	ISSUE DESCRIPTION	IMPACT	PRIORITY	ASSIGNED TO	STATUS	RESOLVE DATE	ACTION REQ'D/ RESOLUTION
6.	5/03/00	<b>(Cross-Project)</b> Need to communicate with Partners about FP projects	Lack of communication is resulting in confusion internally and externally about transformation	High	Carrie Smith/ Frank Ramos	Open	5/24	Creation of a two page description of projects and organization of projects to distribute to partners and possibly put on website.
7.	5/11/00	<b>(Contract Management)</b> Current scope definition may be an overlap with Enterprise Solution Team. Need confirmation from GM as to which approach to pursue.	Enterprise Solution Team FP Reengineering Team	High	B. Morrow	Open	5/24	Need confirmation
8.	4/26/00	<b>(Data Warehouse for FP)</b> Determine the links between the FP and SFA Data Warehouse Funding Request. Need to understand whether the FP request should stand-alone or should it be included in the overall SFA data warehousing initiative.	Funding	High	C. Smith B. Morrow	Closed	5/1	CIO will brief on the data warehousing initiative on 5/01/00. B. Morrow, C. Smith, and CIO met and agreed that data warehousing project will be part of the enterprise-wide IPT.

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**V. Schedule of Key Meetings**

<b>Program Meetings:</b>	<b>Date:</b>	<b>Time:</b>
Team Lead Meeting	Wed. - 5/17/00	1:00 p.m.
<b>Project Meetings:</b>	<b>Date:</b>	<b>Time:</b>
Enhanced Monitoring of Financial Partners Team Meeting	Tues. – 5/16/00	TBD
Document Workflow Management Team Meeting	Wed. – 5/17/00	11:00 a.m.
Data Warehousing Team Meeting / CIO meeting	Thurs. – 5/18/00	1:30 p.m. – 3:30 p.m.
GA/Lender Reengineering Solutions Workshop	Tues. – 5/23/00	8:30 a.m. – 12:30 p.m.
Policy and Analysis Reengineering Solutions Workshop	Wed. – 5/24/00	8:30 a.m. – 12:30 p.m.
Contract Management Team Meeting	TBD	TBD
Electronic Certification Meeting with Barry Morrow	TBD	TBD
Electronic Certification Meeting with NCHELP	TBD	TBD
Visioning Session 4	TBD	TBD

**VI. Deliverable Tracking Report**

See attached Deliverable Tracking Report