

SFA Financial Transformation Program Biweekly Status Report Package

Period ending June 09, 2000

I. Status Provided

Status Provided	Projects	Team Lead	Comments
	Financial Partners Process Reengineering		
✓	GA/Lender Payment Process	Frank Ramos	
✓	Oversight and Technical Assistance	Ann Marie Cimino	
✓	Policy and Analysis	Ron Streets	
✓	Contract Management	Anna Allen	
	Financial Partners Process Reengineering		
	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	
	Enabling Technology for Financial Partners		
N/A	Web Portals for Financial Partners	Mike Duffin	Project start date is Jan 2001
	Common Third Party Interfacing	Jack Reynolds	
✓	Imaging/Document Management	Courtland Smith	
✓	Data Warehouse for Financial Partners	Courtland Smith	
	Employee Development		
✓	Employee Development	Linda Hall	
	Enhanced Service Delivery for FP		
✓	Expanded FAFSA to Trading Ptr. Websites	Calvin Whitaker	
✓	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. Program Delivery Schedule

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II. Program Highlights

Financial Partners Organizational Assessment

The FP Organizational Assessment effort is in process and overall, has been positively received by FP employees. The communications about transformations that were included with rolling out the assessment has increased interest in employee involvement in the Change Agent Program and future projects. Current opportunities are being identified in leverage existing groups within the channel (e.g. Internal Communications Group) to assist with this effort.

Financial Partners Communication Plan

The Communication Strategy and Plan, which intends to inform both internal and external customers, is in the data collection and design phase. Meetings have been conducted with both FP and Mod Partner staff to coordinate and synthesize communication efforts. The most critical need identified at this time is for a Content Manager for SFANet. The Content Manager's responsibilities would include: knowledge of specific FP Channel content, understand and adherence to Content Manager Content Submission Process, update and review FP content for SFANet, communicate the benefits of SFANet, use web based tools to update SFANet, and have strong communication and interpersonal skills.

Project Management Approach

The FP Project Management and Facilitation team obtained final sign off on the Initial Project Management deliverable. The facilitators continue to work closely with team leads by participating in project standing team meetings, providing facilitation support, and assisting in issue resolution. The team leads and facilitators are also working to finalize project workplans and to identify deliverables for the Analysis and Design phase.

Process Reengineering Workshops – Current Environment Review

The FP Reengineering team obtained final sign-off on the Current Environment Assessment deliverable on May 30th. The team's focus is now directed toward evaluating and researching options and solutions focusing on costs, benefits, best practices, and risk analysis. They will conduct reengineering options and solutions workshops with each of the four key functional teams. The research and solutions identified in this phase will be included in the Reengineering Options and Analysis deliverable. In addition, meetings with representatives from the GA/Lender and FMS teams were held to discuss requirements, timeline, and training regarding FMS and the Form 2000 initiative.

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III. Program Summary

Accomplishments and Results	Plans for the Next Period
Financial Partners Transformation Program	
<ul style="list-style-type: none"> • Submitted Current Environment Assessment change matrix and change pages to distribution list • Obtained final sign-off for Reengineering Current Environment Assessment Deliverable on 5/30/00 • Conducted meetings with GA/Lender team and FMS teams regarding Form 2000 implementation • Met with AC CRM team and discussed CRM IPT scope and timeline • Continued evaluation and research of reengineering options and solutions focusing on cost information and best practices • Obtained final sign-off for Initial Project Management Plan Deliverable • Finalized FP divestiture spreadsheet following review by Linda Hall and Greg Woods • Provided FP divestiture technical support to Greg Woods during meetings with Frank Holloman • Finalized workplans for Analysis and Design phase • Continued to provide facilitation support for the FP project team leads • Completed final draft of the program workplan • Prepared extensive FP Transformation Briefing Binder for Linda Hall 	<ul style="list-style-type: none"> • Evaluate and research reengineering options, including potential cost areas, feasibility, and impacts upon processes, technologies, and organization • Finalize Depletion of Federal Reserve Funds Analysis • Research methodology used to evaluate the value of financial servicing businesses • Schedule FP project management workshops for month of June • Update program management plan
GA / Lender Payment Process	
<ul style="list-style-type: none"> • Participated in GA/Lender Reengineering Solution Workshop • Provided feedback to reengineering team on reengineering options and analysis 	<ul style="list-style-type: none"> • Continue to support and provide feedback to reengineering team
Oversight and Technical Assistance	
<ul style="list-style-type: none"> • Conducted conference call with regional staff: looking through each review process to identify inconsistencies • Planning for possible field trips in August to look at other government agencies: compliance and customer service 	<ul style="list-style-type: none"> • Participate in Reengineering Options and Analysis workshop • Continue review process
Policy and Analysis	
<ul style="list-style-type: none"> • Continued to provide support to reengineering team during the reengineering options and analysis phase • Updated team charter 	<ul style="list-style-type: none"> • Review and update workplan • Continue to provide support

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III. Program Summary (continued)

Accomplishments and Results	Plans for the Next Period
Contract Management	
<ul style="list-style-type: none"> • Held Change Agent workshop - received constructive feedback on Change Agent material • Provided status on Sole Sought justification for Raytheon extension. • Attended NCHelp Conference 	<ul style="list-style-type: none"> • Review Statement of Work changes • Continue to provide support during reengineering options and analysis phase
Enhanced Partner Relationship Management (CRM)	
<ul style="list-style-type: none"> • No Status Report 	
Voluntary Flexible Agreements	
<ul style="list-style-type: none"> • Completed summary and status report templates • Regional directors have identified staff; group TBD • Revisited VFA legislation to define reporting goals and indicators for summary and status reporting. VFA leading indicators identified for the group • Further defined the value-added portion of the reporting process and incorporated into templates • Kick-off meeting organization and agenda set; materials identified for collection into binder format by 7/1/00 	<ul style="list-style-type: none"> • All team activities suspended until 7/1/00
Regulatory Process Improvements	
<ul style="list-style-type: none"> • No Status Report 	
Default Reduction Incentives	
<ul style="list-style-type: none"> • No Status Report 	
Enhanced Monitoring of Financial Partners	
<ul style="list-style-type: none"> • Held team meeting. Team members continued to document and provide information to be included in the Current Environment Assessment deliverable that is being drafted. • Reviewed Draft Current Environment Assessment Report 	<ul style="list-style-type: none"> • Meeting scheduled for 6/15/00. Mirek Halaska will facilitate this meeting • Team members will discuss and provide feedback to Current Environment Assessment Report • Gather information on current best in business practices
Web Portals for Financial Partners	
<ul style="list-style-type: none"> • Project Start Date is Jan. 2001 	

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III. Program Summary (continued)

Accomplishments and Results	Plans for the Next Period
Common Third Party (Middleware)	
<ul style="list-style-type: none"> No Status Report 	
Imaging / Document Management	
<ul style="list-style-type: none"> Conducted one on one meetings with each team member to review the documents gathered on the requirements matrix and determine whether document should be included in document management system. 	<ul style="list-style-type: none"> Conduct weekly Imaging/Document Management Meeting Put together master requirements matrix Start documenting Current Environment and Best Practices
Data Warehouse for Financial Partners	
<ul style="list-style-type: none"> Modified workplan Conducted meetings with team members from each section and CIO to gather current environment data warehousing requirements. 	<ul style="list-style-type: none"> Start documenting Current Environment and Best Practices Draft requirements matrix Meet with CIO to ensure data gathered and future plans are consistent with channel's project approach Conduct Data Warehouse team meeting
Employee Development	
<ul style="list-style-type: none"> Revised and finalized Organization Assessment and Change Agent Materials Researched Communication materials Finalized vendor agreement to tabulate results from Organization Assessment Worked with Change Agents to schedule Transformation Overview and Organization Assessments sessions Documented and distributed results of fourth visioning session Conducted best practice research on performance based organizations 	<ul style="list-style-type: none"> Map FP Transformation projects to Five Year Performance Plan Monitor roll-out of Organization Assessment and Change Agent materials Develop communications for GA/lender community Plan pilot of FP Partner Understanding within one business unit
Expanded FAFSA to Trading Partners	
<ul style="list-style-type: none"> In process of determining scope and direction Gathered more information on direction of IPT and implications for project Recruited team members 	<ul style="list-style-type: none"> Conduct kick off meeting Attend next IPT meeting on Expanded FAFSA Determine scope, timeframes, and deliverables for this initiative Create team charter

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III. Program Summary (continued)

Accomplishments and Results	Plans for the Next Period
Pilot Electronic Certification	
<ul style="list-style-type: none"> • Completed drafting Current Environment Information • Received answers to questions on Andy Boot's proposal • Received a draft copy of Dear Colleague Letter • Met and discussed project with Andy Boots and Dick Tombaugh • E-mailed Kristie Hansen (NCHELP) to provide recommendations on pilot participants • Added new team members • Revised Team charter to include new members • Conducted kick-off meeting for new team members 	<ul style="list-style-type: none"> • Complete selection of pilot participants • Meet with Andy Boots on his Promissory Note proposal • Complete recruitment of team members • Conduct meeting with pilot participants
E-commerce Data Exchange (Form 2000)	
<ul style="list-style-type: none"> • Discussed "to be" vision of electronic data transmissions • Met with NSLDS and GA representatives and provided revised data requirements – screens, data file loads, account mapping, GL and AP interface 	<ul style="list-style-type: none"> • Continue to define Form2000 data requirements for ORACLE

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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	(Enh. Ptr. Relationship Mgt.) 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	6/14	Working with Kristy Hansen to identify GA/ Lenders focus group members.
2.	5/3/00	(Voluntary Flexible Agreements) Unsure of VFA legislation, reporting metrics		High	C. Ishaq	Open	7/7	Revisit VFA legislation and Departmental releases on VFAs to determine metrics (if any). Pending receipt of up-to-date version of written legislation
3.	5/03/00	(Enh. Ptr. Relationship Mgt.) Identify and finalize team structure	Need clarification before project can proceed	High	L. Stoddard A. Cimino	Open	6/7	
4.	5/03/00	(Cross-Project) 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	6/9	Creation of a two page description of projects and organization of projects to distribute to partners and possibly put on website. Waiting for internal communication to run course before distributing communication to Partners
5.	5/22/00	(Voluntary Flexible Agreements) Work with David Rippon to identify new intern/share intern with another group	Resources – Intern	High	C. Ishaq	Open	7/7	Possibility of part-time intern

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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.	6/7/00	(Cross-Project) Need to address overlap between initiatives	Multiple requests for information are confusing community and channel members	High	Team Leads	Open		
7.	6/7/00	(Cross-Project) Need for training on tools (Ex. Ration Rose)	Channel members require training	High	Courtland Smith / J.Bos-Beijer	Open		
8.	04/20/00	(Voluntary Flexible Agreements) Declare SFA independence on VFA decisions; detail workflow b/w Dept. and SFA on VFA negotiations.	Independence question	High	C. Ishaq	Suspended	??	Met with Frank Holleman on VFA decisions; detail workflow between Dept. and SFA on VFA negotiations. Independence question – suspended. Detail workflow question – suspended
9.	5/22/00	(Voluntary Flexible Agreements) Revise schedule for group rollout	Schedule	High	C. Ishaq	Closed	5/31	Schedule revised
10.	5/11/00	(Contract Management) 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	Closed	5/31	Need confirmation
11.	4/19/00	(Pilot Electronic Certification) 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	Closed	5/31	Met with Barry and Andy Boots on 04/24. Gathering more information on recent negotiating rule making meeting on electronic certification. Met with Barry and NCHelp to analyze implications of project. Will meet with Policy to gather more information.

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IV. Issues Log Summary (continued)

	DATE LOGGED	ISSUE DESCRIPTION	IMPACT	PRIORITY	ASSIGNED TO	STATUS	RESOLVE DATE	ACTION REQ'D/ RESOLUTION
12.	4/26/00	(Data Warehouse for FP) 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

Program Meetings:	Date:	Time:
Team Lead Meeting	Wed. - 6/14/00	1:00 p.m.
Project Meetings:	Date:	Time:
Imaging / Document Management Team Meeting	Tues. - 6/13/00	10:30 a.m.
Oversight and Analysis Options and Analysis Workshop	Wed. - 6/14/00	TBD
Data Warehouse Team Meeting	Thurs. - 6/15/00	10:30 a.m.
Enhanced Monitoring of FP Team Meeting	Thurs. - 6/15/00	TBD
Policy and Analysis Conceptual Design Workshop	Wed. - 6/21/00	2:00 - 5:00 p.m.
E-Commerce Data Exchange	Wed. - 6/21/00 Thurs. - 6/22/00	TBD

VI. Program Delivery Schedule

See attached Program Delivery Schedule