

Supplemental Business Case Information For BYs 2003 & 2004 IT Useful Segments

This document collects supplemental business case information for IT useful segments. The Department Investment Review Board will use this information to determine which IT enhancements to undertake, in accordance with the Clinger-Cohen Act, and for monitoring initiative progress.

Please answer each question. Responses should be concise, and prepared at a level of detail commensurate with the initiative lifecycle phase, size/criticality, and type. Initiatives that have not been implemented or deployed will require more detailed information than an initiative in maintenance. We will use the information collected to create a baseline for the initiative.

Please type your responses in the white answer blocks of the Business Case Responses document and return the electronic copy of that document to Treva Lutes by June 7th. Please do not modify the shaded rows of the table. These rows contain special codes that we will use to populate a database automatically.

1. Useful Segment Name *Provide the name of the useful segment and its respective initiative.*

Useful Segment Name: Release 1
Initiative Name: IAOD

2. Useful Segment Description

Briefly describe the useful segment in a concise, non-technical, management-oriented manner (two paragraphs maximum please).

IAOD Release I will encompass the following:

- Implementation of the solutions identified in the FY2002 CPS Analysis effort. The IAOD initiative, while not a new FSA system, will comprise of a solution that seeks to integrate or bring closer FSA's application processes managed by FAFSA and the CPS. The FAFSA, paper and web, functionality is part of the CPS within the Students channel of FSA. CPS retrieves application information, performs edits to determine Title IV aid eligibility, calculates the Expected Family Contribution and forwards eligibility data to schools and students. With the dramatic increase in the number of applications completed on the web, there may be modernization opportunities within CPS to improve customer satisfaction and increase processing efficiency. Manual processes will be analyzed for automation. The initiative will also identify alternative channels to encourage wider availability and accessibility to the application process. Additional opportunities that have already been identified by FSA, NCS Pearson and FSA Modernization Partner through both formal and informal analysis for improving customer satisfaction, efficiency and operating costs associated with CPS are: CPS Upgrade Analysis, FAFSA and PIN Technical Support, Student ID Support.
- Common record extension using Extensible Markup Language (XML). This common format will utilize one standard, to be defined by FSA, for transmitting application (Institutional Student Information Records (ISIR)), disbursement and servicing data to multiple systems and/or data stores.
- EDEXpress reengineering (refer to EDEXpress business case)

3. Solution Impact

(1) What will be the impact of the useful segment on lines of business and business processes? (2) What is the impact of the useful segment on other IT initiatives? (3) Identify the direct beneficiaries, customers, users, and any additional stakeholders of the useful segment. (4) Describe how the direct beneficiaries, customers, users, and additional stakeholders are involved with the planning, development, and operation of the useful segment. (5) What are the major organization restructuring, training, and change management projects that will be required?

1. Automation of current manual processes will impact the Loans business process by integrating the application processing functions with the loan origination and disbursement functions.
2. IAOD will impact other IT initiatives, specifically Consistent Answers and COD.

Consistent Answers will be responsible for answering customer queries related to the application process via paper form, Internet and telephony. Customer Service Representative (CSR) scripts will need to be updated to reflect changes in the application process.

As applications are processed, they are submitted to COD for origination and disbursement. As the application process is reengineered, development may be required on the interface between the application and origination and disbursement systems.

Integration with other service providers and impacts to existing systems will be identified during project definition.

3. Students and borrowers will benefit from a simpler process and improved accessibility to federal student aid. Service to schools will improve as a result of solutions highly integrated with COD.
4. A key component of the solution delivery will involve focus groups with students and borrowers to capture initiative requirements and customer needs.
5. Training and change management projects will be identified during the initiative analysis; the initiative will encompass the implementation of any projects.

4. Mandatory Requirement

Is this useful segment, or the business process it supports, required by legislation, regulation (CFR citation), or other guidance (e.g., OMB Circular, Presidential Management Memorandum)? If so, please cite the specific section number, name, and language of the requiring provision. Additionally, if the business process is required, then please indicate the extent to which the useful segment supports the business process and compliance with the requiring provision.

The Government Paper Elimination Act requires government agencies to have electronic versions of most documents. In support of this requirement, electronic transactions will include entry and submission of financial aid application to the Department and communication of aid eligibility to schools and students.

FSA has a mandatory requirement to act as the single source of application to federal student aid for all institutions participating in Title IV programs.

This initiative also directly aligns with Goal 6 of the Department of Education's Strategic Plan for 2002-2007, Establishing Management Excellence.

5. Consequence of Not Funding the Useful Segment

Describe the adverse impacts on business operations or future costs if the useful segment is not funded.

The business case is improved when an operation or business process is highly dependent on the useful segment or delaying the useful segment will result in significantly higher costs in the future.

If this initiative is not funded, FSA will continue to maintain redundant operations and functionality in multiple systems. Secondly, the opportunity to improve service to our customers by providing them with real-time edits and validations via the FAFSA on the Web application may be missed if these changes are not included in a reengineering of the CPS system. Thirdly, overlapping costs will be maintained within FSA's application processes programs and systems.

The following consequences may result if the initiative is not funded:

- Unit cost reductions will not be realized
- Customer satisfaction index will not improve
- May not achieve full integration with COD

6. Benefits

Please describe the benefits associated with the useful segment, including how the investment reduces costs or improves efficiencies.

Benefits are the advantages or gains the useful segment produces for customers, the public, or the Department. Benefits can include increased efficiencies, improved customer satisfaction, reduction in costs, increase in revenue, or improved public access to ED information.

The following describe the currently identified benefits associated with this initiative:

- Improved customer satisfaction and ease of use via on-line validations and edits
- Greater accessibility to federal aid application
- Reduced unit costs through streamlining existing business processes and automation
- Integration with COD
- Implementation of the ISIR block of the Common Record to enable seamless data processing across FSA's application, origination, and servicing capabilities.

7. Crosscutting Initiative

Indicate which Principal Offices the useful segment supports. If the useful segment supports the entire Department, then simply select that item. If the useful segment supports entities outside of the Department, then in addition to selecting "Entities outside of the Department," please identify the agencies and organizations affected by this useful segment.

- Entire Department
- Office for Civil Rights
- Office of Educational Research and Improvement
- Office of Elementary and Secondary Education
- Office of English Language Acquisition
- Office of Postsecondary Education
- Office of Special Educational and Rehabilitation Services
- Federal Student Aid
- Office of Vocational and Adult Education
- Office of the Chief Financial Officer
- Office of the Chief Information Officer
- Office of the General Counsel
- Office of Inspector General
- Office of Intergovernmental and Interagency Affairs
- Office of Legislation and Congressional Affairs
- Office of Management
- Office of Public Affairs
- Entities outside of the Department

8. Audit Finding

Does the useful segment close an audit recommendation? If so, please describe the recommendation and note the audit name or number.

No