

FSA CIO Vision, Mission and Strategy – Executive Summary

Vision

WE BRING THE RIGHT TECHNOLOGY, AT THE RIGHT TIME, TO FSA

Mission (to be developed)

FSA CIO Strategic Objectives

- ***CIO-O1-Provide IT Governance***
- ***CIO-O2-Deliver enterprise-wide IT solutions, services and building blocks***
- ***CIO-O3-Provide technical support services to add value to each business unit in reengineering, retiring or replacing business processes.***

FSA CIO Strategies to accomplish these objectives*:

- ***CIO-S1-Business/IT Alignment (O1, O5, S1, S2, S3, S10, S13)***
- ***CIO-S2-Manage efficiency of non-discretionary spend (O3, S5)***
- ***CIO-S3-Deliver reliable products & services (O1, O3, O5, S2, S6)***
- ***CIO-S4-Foster a culture of accountability & integrity (O4, S11, S12)***
- ***CIO-S5-Operate systems worthy of trust (O2, S4, S8)***
- ***CIO-S6-Leverage enterprise IT assets (O1, O3, S2, S8, S13, S14)***
- ***CIO-S7-Employ emerging technologies to improve business performance (O5, S2, S11)***
- ***CIO-S8-Maximize effectiveness of CIO workforce (O4, S11)***

****items in parentheses refer to FSA Objectives and Strategies on following page.***

FSA Strategic Objectives and Strategies

Objectives:

O1-Modernize and Integrate FSA Systems

O2-Improve Program Integrity

O3-Reduce Cost

O4-Improve Human Capital Management

O5-Improve Products and Services

Strategies:

S1-Reconcile current business demands, economics and future business strategies with present state of legacy systems, technology and human resource skills sets to:

S2-Redeploy, re-engineer or enhance systems and functions that have significant strategic impact, customer value, or economic impact and streamline and simplify the electronic exchange of information in an integrated manner.

S3-Continuously align system investments with evolving business strategies to enhance business competencies and increase productivity.

S4-Focus on data as an asset and identify ways to accumulate, analyze and provide all end users access to data for improved decision making and program oversight.

S5-Strengthen financial management and internal controls such that relevant, reliable, timely information is available to efficiently and effectively manage day to day operations (HR1).

S6-Implement an integrated set of information systems that will enable FSA to efficiently manage and effectively control postsecondary education assistance programs (HR2).

S7-Effective oversight through balancing education, assistance and enforcement activities while still promoting the widespread use of the Title IV Programs.

S8-Ensure the accuracy of all data for compliance with program intent and ensure program integrity in the Title IV Programs

S9- Ensure contracts are designed to enable cost reductions and re-engineered business processes.

S10-Put in place a set of metrics to measure performance and productivity trends across the enterprise over time and guide improvement initiatives which optimize the return on our investment.

S11-Ensure FSA has the right people in the right jobs with the right skill sets and support through:

- * Sourcing*
- * Professional Development*
- * Performance Management*
- * Retention, and*
- * Succession Planning*

S12-Create and foster an environment for collaborative problem solving and decision making.

S13-Listen to the customer to understand and prioritize needed and/or desired products and solutions in the delivery of Title IV Programs that:

- * Provide Value*
- * Maintain Compliance*
- * Reduce Complexity*
- * Provide 24x7 Access*
- * Promote Self Service and*
- * Allow Personalization ("My Way")*

S14-Inform business solutions by incorporating industry best practices.