

Integration Partner Integration & Leadership Executive Achievement Report (Deliverable 126.1.1g) August 2003

Executive Summary

Integration Partner supports FSA's leadership and the actions required to drive the development of integration projects and initiatives. This report summarizes Integration Partner's activities for the month of August that support the development of integration projects and initiatives.

Major accomplishments for the month of August include the continued efforts with FSA's Business Integration Group (BIG) and Data Strategy teams to develop an overall Target State Vision for FSA. Integration Partner continues to support, facilitate, and provide input to the ongoing vision development process. Integration Partner has provided an analysis of the enterprise target state data architecture options. Next steps for the visioning process will include:

- ✓ Communication of the initial visioning results to FSA's Management Council
- ✓ Definition of the process and roadmap necessary to reach a Target State Vision

Integration progress and recent accomplishments by the BIG are detailed in the Participation in FSA Business Integration Group section of the report (page 4).

Task orders continue to be awarded and/or modified, which enable us to contribute to the achievement of FSA's overall integration goals.

Leadership

Support & Direction Setting

Integration Partner senior leadership provides FSA leadership and the project managers, business architects, and technical architects on the Integration Partner program with the key leadership oversight, enterprise focus, and strategic direction to fulfill the goals of FSA's integration program. Integration Partner senior leadership has been working with FSA leadership via weekly client meetings to address the following topics:

- ✓ Task order status
 - Task order awards and/or modifications for the month of August included the following:
 - TO 116, eZ-Audit (modification)
 - TO 142, FAFSA 7.0 Performance Testing (award)
 - TO 144, E-Signature & E-Authentication Support (award)
- ✓ Key delivery issues specific to major integration initiatives.
- ✓ Integration Partner continues to work closely with FSA to improve the contract task order approval process.
 - Integration Partner continues to meet with FSA senior leadership regarding the final CRM4FSA invoice. The Office of Inspector General audit report is pending.
 - Integration Partner continues to discuss with FSA senior leadership the eServicing task order and changing environment.

- ✓ Integration Partner continues to discuss with FSA alternative price structures in relation to results and value delivered.
- ✓ Integration Partner continues to discuss with FSA the role of Integration Partner as it relates to Accenture's Blanket Purchase Agreement and current and future work efforts.

Integration Partner senior leadership continues to provide leadership direction and oversight relating to the following:

- ✓ Continued alignment of and input to integration working groups in order to achieve FSA strategic objectives, improve communication links between projects and ensure focus.
- ✓ Continued guidance and direction to Integration Partner teams to ensure overall program goals are achieved.
- ✓ Continued guidance and input to Integration Partner's efforts to define enterprise data architecture options as they relate to FSA's overall Target State Vision.
- ✓ Continued input to FSA's Business Integration Group.

Integration

Integration Progress

The following synopses outline progress towards major initiatives within the Integration Partner program, including Application & Delivery, Enterprise Data Strategy and Trading Partner Management.

Application & Delivery

- ✓ Common Origination & Disbursement (COD) Releases 2.1C and 2.2 development efforts continue. Releases 2.1A&B were implemented on August 11. These releases will continue to build upon the existing COD solution that provides FSA with a core, single integrated solution to manage aid originations and disbursements. The Release 3.0 (2004-2005 annual cycle) Functional Design Document was delivered and approved by FSA. The Release 3.0 Technical Design is under development. Additionally, the RFMS conversion was completed on August 18.
- ✓ The ED PIN Re-Engineering Analysis team completed the Technical Architecture and Upgrade Analysis and submitted the deliverable for FSA review as planned on August 29. This deliverable continued the focus on strengthening the integrity of the ED PIN credential and defining the vision towards an enterprise authentication service. The deliverable also included a high level conceptual design for the re-engineered ED PIN, a capacity plan and a recommended schedule to implement the enterprise service. The final ED PIN Re-Engineering Business Requirements and Standards deliverable was also delivered to FSA during this month. Current activities are focused at analyzing the client system impacts from the re-engineering effort. This analysis will be documented in the final deliverable due September 15 under the task order. The ED PIN Re-Engineering Analysis effort continues to be integrated with other relevant enterprise initiatives including Data Strategy (Enrollment & Access Management, Standard Student Identification Method (SSIM), Web Services, Data Exchange, Technical Strategies) and Security Architecture.

- ✓ Continued transition of the Student Aid on the Web (formerly Students Portal) and Financial Partners Portal to Indus.
- ✓ Integration Partner continued to address concerns/issues/requests from OMB regarding Privacy documentation, the certification and accreditation (C&A) process, functionality questions, and the Exhibit 300. Coordination with, and support of, FSA of marketing and communication activities continued; a meeting with Accenture marketing resources was coordinated to work on the Web site Fact Sheet.
- ✓ Continued efforts to implement Akamai for the Student Aid on the Web, in order to handle increased traffic expected with publicity around the Release 2 functionality.
- ✓ Student Aid on the Web, with Akamai, was implemented successfully into production on September 7.

Enterprise Data Strategy

- ✓ Integration Partner supported FSA in their briefings to OMB, Management Council and FSA's BIG on current Data Strategy work efforts. Integration Partner also participated in the Software Developer's Conference focus groups related to Data Strategy efforts.
- ✓ Integration Partner facilitated an FSA Data Strategy Retreat to discuss and review the enterprise data architecture options as they relate to FSA's overall Target State Vision. Participants included members from the FSA Data Strategy team and Business Integration Group, as well as Integration Partner Leadership. Refer to the attached documents for meeting discussion and outcomes, Data Architecture Retreat Outcomes ppt and Target Vision Retreat Meeting Minutes v1.doc.
- ✓ The following Data Strategy deliverables were submitted to FSA for the month of August:
 - Web Usage (Portals) Strategy
 - Web Services Strategy
 - XML Core Components Dictionary
 - Commonline XML Schema Technical Architecture Support
- ✓ In coordination with the FSA BIG visioning process and artifacts produced to date, continued efforts to document the To-Be Data Flows.
- ✓ Continued efforts on the Quality Assurance & Data Cleanup Implementation Plan.
- ✓ Continued efforts on the SSIM and CSID Implementation Strategies.
- ✓ Continued efforts to document the RID High-Level Design.
- ✓ Continued efforts on Enrollment & Access Management High-Level Design, and security workflow.
- ✓ Continued efforts on XML Technical Reference & Usage Guidelines.
- ✓ Continued efforts on XML Repository development.
- ✓ Began efforts on SAIG Capacity Analysis-Infrastructure Deployment.

Trading Partner Management (TPM)

- ✓ The Case Management Analysis efforts continued as planned. The final versions of both the Target State Analysis and Benefit Analysis were submitted to FSA for client review. The Target State Analysis included the CMO target state business processes and descriptions of the target state technology enablers for a reengineered eCMO. The

results of ongoing collaborative target state client sessions were used as input to the deliverable.

- ✓ Integration Partner supported the FSA team in the eCMO briefing to FSA's BIG on August 5.
- ✓ Efforts are underway to develop a task order that will address the gaps associated with the TPM solution (TPM Gaps Analysis), to include analysis of potential gaps between COD, Title IV operations and Financial Partner oversight.

Participation in FSA Business Integration Group (BIG)

The Integration Partner provides business, technical and integration support to FSA's BIG. Integration Partner supports BIG discussions, supports FSA in their efforts to define and shape the target state of FSA's enterprise integration vision, ensures alignment of the business and technical architecture, helps to identify major integration dependencies, risks and issues and charts the major integration and operations timelines.

Accomplishments have included involvement in key integration discussions and visioning sessions, continued management of project dependencies, integration risks and related timelines among FSA's various integration projects and initiatives and general BIG administration.

Integration Partner continues to support the BIG in its efforts to define FSA's Target State Vision. Together, FSA's BIG and Data Strategy teams continue to drive what FSA's future end state/business architecture will look like, what FSA wants to achieve and what strategies need to be recommended for implementation. During the month of August, Integration Partner facilitated an FSA retreat to discuss and review the enterprise data architecture options as they relate to FSA's overall Target State Vision. Refer to the attached documents for retreat discussion and outcomes, Data Architecture Retreat Outcomes. ppt and Target Vision Retreat Meeting Minutes v1.doc. Future sessions are planned to continue the analysis of the data architecture options. The outcomes of these sessions will help inform the current Data Strategy efforts, as well as FSA's enterprise planning efforts (sequencing, procurement, etc.). The work products resulting from the Data Strategy and Integration teams will provide FSA Management Council with an integration vision and roadmap to achieve the target state.

While FSA's Target State vision is under development and the Data Strategy initiatives and other integration activities are being executed, solutions detailing FSA's future business practices are still in a state of development. Integration Partner recommends that all integration projects (projects that span the enterprise or implement any component of the target state vision) be discussed at the BIG. This will ensure that both the business owners and Integration Partner are aware of integration projects so the projects are appropriately aligned to the Target State Vision and overall strategic objectives. Several projects that will be undertaken need to be brought forward to the BIG, as well as integrated with Data Strategy and other integration initiatives. Integration Partner and FSA should decide together at what point the following projects will be integrated:

- ✓ Standard Student Identification Method (SSIM) CPS Pilot
- ✓ XML Framework (within CPS)
- ✓ CPS Multi-Year Database
- ✓ IRS/Pell Grant Matching

Discussing and analyzing projects in relation to the Target State Vision and enterprise integration goals will help ensure that FSA and Integration Partner can successfully implement FSA's Target State Vision.

Additionally, Integration Partner has been working with the BIG to define the group's future roles and responsibilities, as well as the potential roles and responsibilities of those groups that the BIG will interact with, and the operating process necessary to achieve the BIG's integration goals. This process is still under development.

Key integration discussions and decisions for the month of August included:

- ✓ Data Strategy: Routing Identifier (RID), Data Quality, Technical Strategies (Web Usage, Internal Data Exchange)
 - Progress to date for RID, Data Quality and Technical Strategies (Web Usage, Internal Data Exchange) was reviewed.
 - The Executive Summary for Data Strategy deliverable 123.1.3 Data Quality Mad Dog Report was reviewed.
 - The deliverable outlines FSA's key data quality issues and provides viable recommendations.
 - The issues were identified, prioritized and grouped by the Data Quality Mad Dog team, who then developed the recommended solutions (solutions that can be developed within a 3-6 month window).
 - The next steps for data quality efforts includes the Data Strategy Quality Assurance Plan, which will continue to address FSA's data quality issues.
 - The RID vision, timeline, implementation options, scope within TPM and next steps were discussed.
 - The phases of the RID analysis include the Current State Analysis Phase, Implementation Approach Phase and High-Level Solution Design Phase (current phase).
 - The implementation option that was most favored was the option to implement the RID solution as part of a larger Trading Partner Management solution.
 - With respect to the solution scope within TPM, RID will address the maintenance of trading partner identifications and maintenance of relationships among entities.
 - Next steps will include drafting and finalizing the high-level solution design for the November deliverable.
 - The Web Usage Strategy Overview included a review of the project purpose, milestones and activities, business objectives, recommendation summary, benefits and risks/mitigations.
 - The top business objectives include (1) create simple, function-based web sites that allow easy access to desired functions and search capabilities throughout the entire lifecycle, (2) provide dynamic content and personalization for unique customer experience, (3) provide the capability to

collect/view FSA customer's touch points, (4) leverage a "common look and feel" while maintaining individual customer needs, (5) establish a single entry point (one URL to remember) for new FSA customers, and (6) share certificates with external sites (shared authentication/ credentials with third party).

-The recommendation summary includes (1) increase web self-service, (2) expand the FSA standard web usage framework, and (3) consolidate web sites.

-Risk and mitigation strategies will feed into long-term sequencing plans.

- The Internal Data Exchange Strategy Overview included a review of the project timeline, business objectives, recommendation summary, the evolution of integration and the benefits of target state realization.
 - The phases of the Internal Data Exchange Strategy project include Capture Vision, Strategy Options & Analysis and Strategic Vision & Implementation Plan (current phase).
 - The top business objectives include (1) centralized visibility and data flow control of the end-to-end interface process, (2) establish common identifiers to enable a reduction of internally exchanged and commonly referenced data, (3) provide right time processing for internal system communications, (4) ability to share customer's status throughout all phases of lifecycle, and (5) consolidate interfaces and provide reuse of services across the enterprise.
 - The recommendation summary includes (1) implement a business process management toolset, (2) utilize web services to provide real-time access to business functions, (3) build component-based functionality to maximize reuse, and (4) use common data definitions for data exchange and validation.
 - The target state for FSA is to enable access to business services for both internal and external systems and to manage the flow of information throughout the business lifecycle in a system independent manner.
 - The benefits of achieving the target state include visibility (gaining insight to the operational effectiveness of internal exchange), flexibility (accelerating changes while minimizing cost and impact), capability reuse (improving reuse of application, knowledge, skills and technologies), and cost effectiveness (reducing the cost and effort of conducting business).

✓ Trading Partner Management-eCMO

- Progress to date for the eCMO project was reviewed. The current situation, project purpose, timeline and conceptual design were discussed.
- An eCMO sequencing plan (to be developed) will take into consideration the interdependencies between eCMO and other integration partners.
- eCMO falls into the School On-Going Oversight category of the Trading Partner Framework and assists in fulfilling the Eligibility Management and Reporting/Audit

Services (specifically performance monitoring and compliance and oversight effectiveness) categories.

- A Gaps Analysis task will help pull together the solution for the TPM framework. This includes analysis of potential gaps between COD, Title IV operations and Financial Partner oversight.
 - It was noted that further discussion is needed around the actions needed and taken for schools that are currently done in other systems; what should be considered within the eCMO scope and determination of what kind of data needs to be collected.
- ✓ Enterprise Technology Management
- The project summary for Enterprise Configuration, Change and Release Management was reviewed.
 - The project effort is about the strategy of determining an enterprise solution that is built on existing FSA processes. Currently the team is analyzing existing documents and processes. This analysis has enabled the team to develop an approach to minimize the impact to the business channels as the project moves forward with a gap analysis of the environment as-is and to-be.
 - The team will design a proposed framework (to include costs) by early December that integrates best with the FSA environment.
- ✓ Common Services for Borrowers (A Process Owner's View)
- An update was provided on the Common Services for Borrower's mission, procurement background, Statement of Objectives (SOO), timeline, current status, lessons learned and next steps.
 - FSA believed an opportunity existed to procure an integrated solution across the related business areas and systems of Borrower Services.
 - The procurement approach was based on performance-based contracting.
 - The SOO was comprised of an Introduction & Background, Core FSA Business Objectives, Assumptions & Constraints and related appendices.
 - The CSB acquisition timeline includes market research, submission of basic information and eligibility determination (phase I), and submission of proposals, evaluations, clarifying questions, negotiation and award (phase II). The tentative award date is October 14, 2003.
 - Next steps include negotiating CSB contract provisions, announcing the CSB vendor and establishing an implementation plan for the CSB integrated solution.

Integrated Sequencing Plan

Sequencing plans for key integration initiatives must also be managed at the program level. Integration Partner maintains the program schedule (Integrated Master Schedule) which tracks task order begin and end dates, major milestones and future projects. Refer to the attached document, Mod Integrated Master Schedule_083103_v4.6.pdf.

Integration Partner also maintains FSA's draft Integrated FSA Sequencing Plan views, which help to inform planning of investment initiatives by providing a consolidated view of constraints and an integrated view of timelines and dependencies across major integration initiatives. Refer to the attached document, FSA Business Integration Group Sequencing Plan DRAFT 09082003 v12.xls.

Integration Issues & Gaps

There are no Integration issues or gaps around major integration initiatives within the Integration Partner program to report.

Integration Efforts Planned for September 2003

The Integration Partner will focus on further developing the following integration areas: Application & Delivery, Data Strategy and Trading Partner Management.

Application & Delivery

- ✓ The development of COD Releases 2.1C and 2.2 will continue to move forward, with implementation to begin once testing activities have concluded. The development of the Release 3.0 Technical Design will also continue to move forward.
- ✓ Review with FSA the ED PIN Re-Engineering Technical Architecture and Upgrade Analysis deliverable and update per FSA feedback.
- ✓ Submit Deliverable 131.1.4, Integration Support for ED PIN Client Systems, on September 15. This is the final deliverable under the task order.
- ✓ Efforts will continue to transition the Student Aid Web (formerly Students Portal) and Financial Partner Portal to the new operating partner, Indus, by the end of October.

Enterprise Data Strategy

- ✓ The following efforts are planned for the month of September:
 - Delivery of the CSID Implementation Strategy, Data Storage/Management/ Access Strategy, External Information Access (FSA Gateway Strategy), XML Technical Reference & Usage Guidelines and XML Framework Communications Strategy.
 - In coordination with the FSA BIG visioning process and artifacts produced to date, continue efforts to document the To-Be Data Flows.
 - Continue efforts on the SSIM Implementation Strategy.
 - Continue efforts to document the RID High-Level Design.
 - Continue efforts on Enrollment & Access Management High-Level Design, and security workflow.
 - Continue efforts on XML Repository development.
 - Continue efforts on SAIG Capacity Analysis-Infrastructure Deployment.
 - Begin efforts to develop Technical Strategies sequencing plan.
- ✓ Integration Partner will support FSA in the Data Strategy briefings to FSA's BIG and Management Council.



Trading Partner Management

- ✓ eCMO efforts for the month of September will include the delivery of the final Case Management Analysis deliverables to FSA, per FSA review and feedback of the deliverables.

Integration Partner will participate in the following tentatively scheduled FSA BIG discussions for the month of September:

- ✓ 9/2: Debrief on Data Strategy Workshop-Target State Data Architecture
- ✓ 9/4: VDC Planning/Operations
- ✓ 9/9: Trading Partner Management
- ✓ 9/11: Continued VDC Planning/Operations
- ✓ 9/16: Data Strategy: Web Usage Key Decisions
- ✓ 9/23: SLC, e-Gov/e-Authentication
- ✓ 9/25: FEBI Scope
- ✓ 9/30: On-Going Data Strategy

Integration Partner will continue to provide support to FSA as they continue to shape their strategic vision.