



*“We Help  
Put America  
Through  
School”*

**Data Strategy**

**Enrollment & Access Management  
Update**

**Executive Management Council**

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# Existing Enrollment & Access Management Complexity

## **The FSA information system environment for trading partners is complex:**

- 21 different information systems provide services to trading partners
- 5 different hardware platforms and 4 different applications servers support trading partner systems
- 11 different call systems handle different systems and types of user problems

## **Existing enrollment processes are confusing and repetitive:**

- 20 different procedures are required for some trading partners to enroll and register for access in FSA systems
- 200 or more data elements are collected during enrollment and registration, some up to 7 separate times by different systems

## **FSA systems require different user credentials and enforce different policies:**

- 17 different User ID formats are used for trading partners
- 5 different password expiration periods require password changes at different times
- 6 different minimum password lengths complicate user password management
- 8 or more different types of credential databases or repositories store user security information

## **Management of user access represents substantial administrative overhead:**

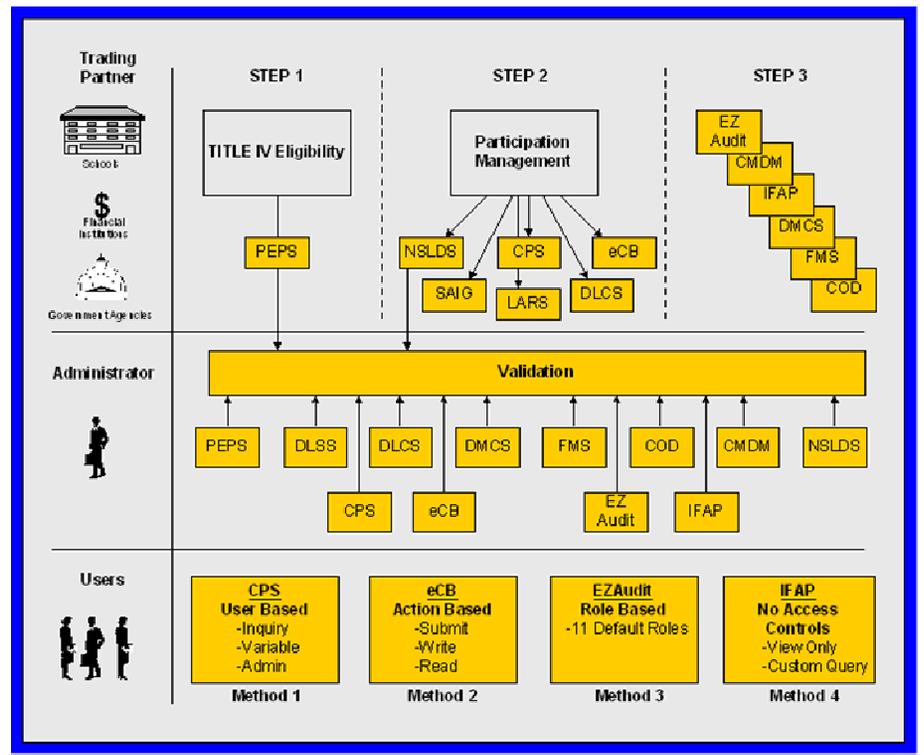
- 10 major trading partner populations require different access privilege definitions
- 10 or more different access control systems manage access control rules differently from system to system
- 19 different user administration methods are required to manage user accounts, and no reporting or oversight functions provide a view of security across FSA systems

# Challenges for Enrollment and Access Management



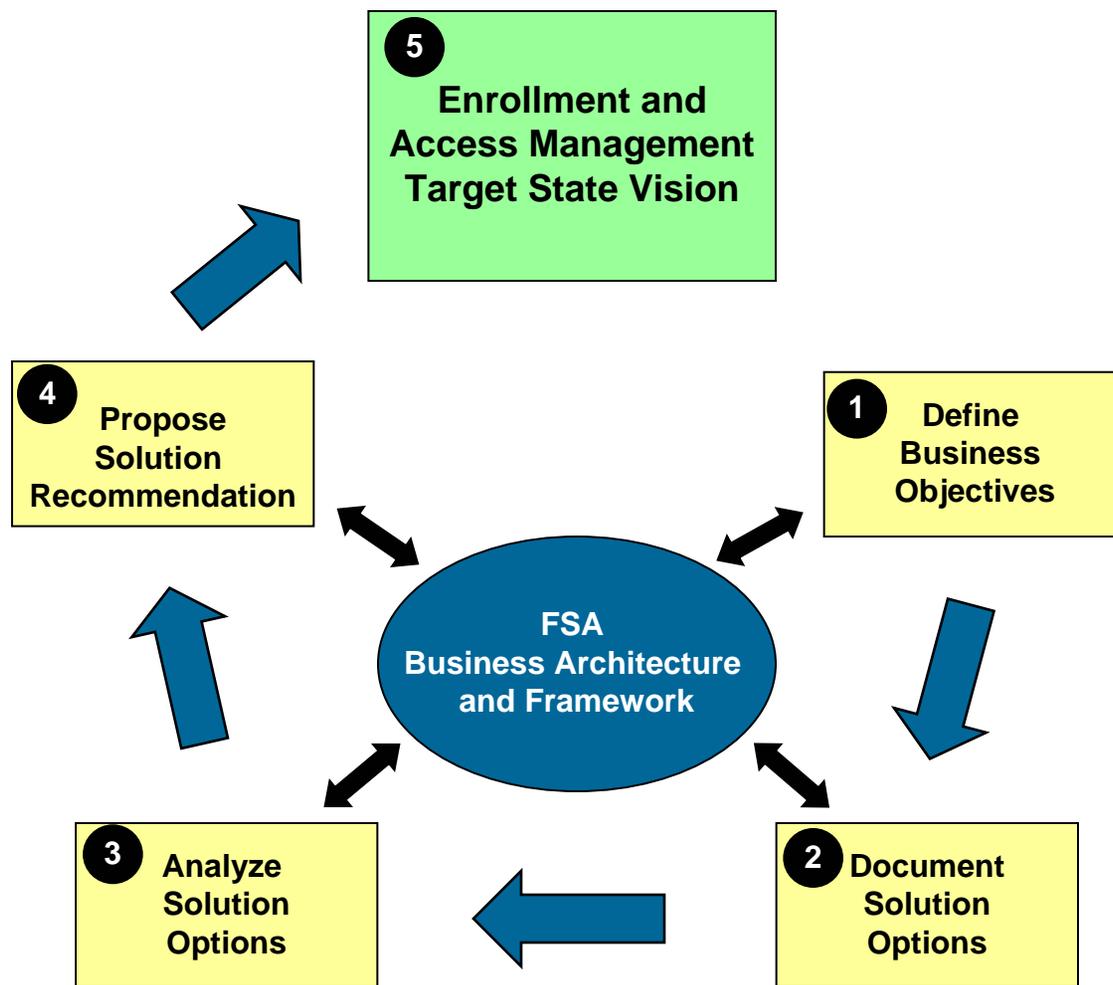
|   |  |
|---|--|
| <p><b>Enrollment Processes Are Not Standardized</b></p>   | <p>Enrollment processes and tools are decentralized and inconsistent. Current processes use multiple identifiers, involve multiple contact points, and require Trading Partners enter the same data multiple times for different purposes.</p> |
| <p><b>FSA Has a Diverse User Population</b></p>           | <p>A wide variety of Trading Partners and internal users require access to FSA applications and data: post-secondary institutions, 3rd-party servicers, GAs, PCA's, state agencies, federal agencies, lenders, employees, and contractors.</p> |
| <p><b>Different Platforms and Security Structures</b></p> | <p>FSA uses a variety of system platforms with different security configurations, and many systems have their own security and control subsystem.</p>  |
| <p><b>Increasing Number of External Users</b></p>         | <p>Applications can no longer rely solely on perimeter security controls for protection; many external users obtain services from internal FSA systems.</p>  |
| <p><b>No Enterprise View of Enrollment and Access</b></p> | <p>Enrollment and access is difficult to control across the diverse FSA environment. For example, there is no way to efficiently assess a user's combined access privileges across multiple FSA systems</p>                                    |
| <p><b>Complex Compliance Requirements</b></p>             | <p>FSA needs to manage security effectively in order to achieve regulatory compliance.</p>   |

**Overview of Existing Enrollment & Access Management Systems**





# Process to Define Target State



- ✓ 1. **Define business objectives and high level requirements**
  - Align with FSA Vision Framework (business objectives) created by the BIG
2. **Create preliminary solution options list**
  - Document Solution Options
  - Review preliminary solution options with FSA business & technical stakeholders.
3. **Analyze solution options**
  - Evaluate options for best fit with business architecture and framework:
    - Benefits
    - Costs
    - Implementation Strategy
    - Coordination with Tech Strategies and Security Architecture efforts.
4. **Develop solution recommendation**
  - Focus on business process impacts.
  - Consider technical impacts
  - Determine deployment implications.
5. **Establish Target State Vision**
  - Gather Core Team input.
  - Define high-level design for process and technology approach to achieve business objectives



# Enrollment & Access Management Vision and Benefits

## The Vision

- Enrollment and Access are **managed at the enterprise level** by decreasing the complexity of system-by-system administration.
- Enrollment business processes **insulate Trading Partners from the underlying complexity** of FSA system interactions by providing a consolidated data entry point and approval process.
- The organization, business processes and technology are aligned to allow **consolidation and integration** of identity management and access control services.
- Security and access rights are based on **consistent user identity and privilege information**.

## The Benefits

|  |   |
|--|---|
| <b>Improved Trading Partner Services, Increased Trading Partner Satisfaction</b> | <ul style="list-style-type: none"> <li>▪ Improved quality of service by reduced lead time to enable access or reset passwords for Trading Partners and other users.</li> <li>▪ Reduced number of user IDs and passwords users must manage.</li> <li>▪ Enrollment and access status is communicated more quickly and effectively.</li> </ul>   |
| <b>Increased Administrative Efficiency</b>                                       | <ul style="list-style-type: none"> <li>▪ Less time spent on account provisioning or administrative processes decreases costs.</li> <li>▪ Streamlined password and user data management tasks, which account for about 50% of all help desk calls.</li> <li>▪ Decrease account management costs and improve operational effectiveness through delegation of selected security administration tasks to Trading Partners.</li> </ul> |
| <b>Improved Security Effectiveness</b>   | <ul style="list-style-type: none"> <li>▪ Reduced security vulnerabilities by better management of user permissions, accurate enforcement of password policy, and consistent and prompt removal of accounts when no longer needed.</li> <li>▪ FSA security and privacy policies are enforced more effectively by centralized management views and security administration workflow processes.</li> </ul>                           |
| <b>More Effective Oversight and Regulatory Compliance</b>                        | <ul style="list-style-type: none"> <li>▪ Improved reporting and auditing of user activity and access privileges across FSA systems.</li> <li>▪ Consolidated control of access improves the accuracy of assigning access privileges.</li> </ul>  |



# Enrollment & Access Management Vision Components

- Manage security functions across environments and platforms
- Reduce the number of passwords (simplified sign-on)
- Provides self-service functions (registration, password reset, etc.)
- Allow delegated security administration of selected tasks
- Synchronizes passwords across multiple systems and platforms

- Reduce number of User IDs and passwords for web based applications (Single Sign-On).
- Provide tools to implement Web Services Security standards.
- Provide flexible authentication methods for web applications

