# Appendix B: Business Objective Meeting Summaries

## Overview

An iterative approach was employed to identify and validate sample business objectives. Initial business objectives were drafted from the Business Integration Group's general security objectives, the overall data strategy effort business objectives sessions, and individual information-gathering sessions held with the Core Team members and system owners. Next, all of those Business Objectives were organized according to the Business Integration Group (BIG) Vision Framework. Finally, three group meetings were held with representatives from the areas of Delivery and Eligibility, Servicing, and Applications during the week of June 9–13, 2003. The following are the meeting summaries for those Business Objective meetings.

| Appendix | Group | Date |
|---|---|---|
| B.1 | Delivery & Eligibility | 06/09/03 |
| B.2 | Servicing | 06/11/03 |
| B.3 | Application | 06/13/03 |

# Appendix – B.1: Delivery and Eligibility

**Enrollment and Access Business Objectives Meeting – Delivery and Institution Eligibility Attendance and Minutes**

### 1.1.1.1 Monday, June 9 1:00 – 3:00pm, 820 UCP Room 221C

Attendees are shown below:

| Name | Email | Phone | In Attendence? |
|---|---|---|---|
| Paul Hill Jr. | paul.hill.jr@ed.gov | 202.377.4323 | Y |
| Calvin Whitaker | calvin.whitaker@ed.gov | 202.377.3045 | Y |
| Keith Wilson | Keith.Wilson@ed.gov | 202.708.4842 | Y |
| Tony Milidantri (COD) | tony.milidantri@ed.gov | 202.377.3138 | Y |
| Pam Eliadis (NSLDS) | pam.eliadis@ed.gov | 202.377.3554 | Y |
| Theodore (Ted) Taverner (COD) | theodore.taverner@ed.gov | 202.377.3108 | Y |
| Jay R. Long (PEPS) | jay.long@ed.gov | 202.377.4313 | Y |
| Chris Hill (PEPS) | chris.hill@ed.gov | 202.377.4314 | Y |
| Rich Bennett (Campus-Based) | richard.bennett@ed.gov | 202.377.3177 | Y |
| Angeline Iwanicki (CPS) | angeline.wanicki@ed.gov | 202.377.3237 | Y |
| Mike Sutphin (Financial Partners) | mike.sutphin@ed.gov | | Y |
| Ginger Klock (Application Processing) | Ginger.klock@ed.gov | 202.377.3239 | Y |
| Patricia Patterson (Eligibility & Oversight) | patricia.patterson@ed.gov | 202.377.4262 | Y |
| Tammy Connelly (Campus-Based) | Tammy.Connelly@ed.gov | 202.377.3298 | Y |
| Anna Allen | Anna.Allen@ed.gov | 202.377.3312 | Y |
| Karen Chauvin | Karen.Chauvin@ed.gov | 202.377.4274 | Y |
| Merlina Rigo | Merlina.Rigo@ed.gov | 202.377.3352 | Y |
| Roger Hartmuller (IP – Data Strategies) | roger.l.hartmuller@ accenture.com | 202.962.4160 | Y |
| Ryan Summers (IP - Access Management Team) | ryan.a.summers@accenture. com | 202.962.0796 | Y |
| Bruce Bruning (IP - Access Management Team) | bruce.bruning@icsc1.com | 202.962.0751 | Y |
| Nate Brown (IP – Data Strategies) | Nathan.R.Brown@accenture .com | 202-962-0868 | Y |

Discussion Points Included the following:

1) Enable an automated workflow process to administer sign-up & enrollment for Trading Partner Services (A3)

    a. Cradle to grave information access.

    b. View of provisioning/roles/actions.

2) Enable role-based access to the systems that comprise Enrollment & Access Management (C2)
3) Be flexible in the provisioning of service to new and legacy systems (A2)
4) Be flexible regarding incorporation of changes affected by process changes. (B3)
5) Integrate trading partner access with Department of Education (staff) and other organization's access. (Role based admin needs to include all users – fits under number 2)
    a. Flexibility to enable lifecycle phase independent role changes/additions.
6) Enable integration across business process to allow one ID/ one password from the start. (A2)
    a. Providing ability to toggle between system w/out signing in again.
    b. Transient trust
7) Enrollment & Access Management procedures must also support end user delivery, regardless of (requestor, of information requested through participation. (perhaps you should be able to designate where the file is delivered) (C2)
8) Changes to participation and Access management data should be stored, updated, accessed, distributed or accessed (viewed) where applicable. (C2)
    a. Ability to delegate from FSA to TP for updates.
9) System needs to accommodate wet/e signatures. (need to capture policy needs as well) (A3)(B3)
10) Sufficient Audit trail to track updates and perform historical research using record of access to system. (enterprise level) (B1)
    a. Capability to terminate access/tie termination to default/debarment/convictions, etc.
11) Enable enterprise process for administering debarment records/effects. (B1)
    a. Uniform process for identifying default/overpayment records for user w/access or requesting access to FSA systems. Support pre/post dating of records (e.g. specifying a begin and end date for access)
12) Mitigate Risk of single access to front door of Title IV aid delivery by incorporating redundancy. (continuity of operations) (A2)

Parking Lot:

1) Who gets a RID and what is the Eligibility process for receiving one?
2) SSU/SSO-ED/eGov
3. Use of e-signatures vs. wet signature.

III. Future scheduled meetings include:

June 11, 2003 – Enrollment and Access Management Business Objective Meeting - Servicing
June 13, 2003 – Enrollment and Access Management Business Objective Meeting - Application

# Appendix – B.2: Servicing

**Enrollment and Access Business Objectives Meeting – Servicing**
**Attendance and Minutes**
**Wednesday, June 11 1:00 – 3:00pm, 820 UCP Room 221C**

Attendees are shown below:

| Name | Email | Phone | In Attendance? |
|---|---|---|---|
| Paul Hill Jr. | paul.hill.jr@ed.gov | 202.377.4323 | Y |
| Calvin Whitaker | calvin.whitaker@ed.gov | 202.377.3045 | Y |
| Keith Wilson | Keith.Wilson@ed.gov | 202.708.4842 | Y |
| Corwin Jennings (Ombudsman) | Corwin.Jennings@ed.gov | 202.377.3291 | Y |
| Denise Leifeste (Consolidation) | Denise.Leifeste@ed.gov | 202.377.3293 | Y |
| David Yang (Consolidation) | DavidJ.Yang@ed.gov | 202.377.3256 | Y |
| Allen Prodgers (Servicing) | Allen.Prodgers@ed.gov | 202.377.3276 | Y |
| Randall Bowman (Servicing) | Randall.Bowman@ed.gov | 202.377.3262 | Y |
| Willie M. Sutton (Financial Partners) | Willie.sutton@ed.gov | 202.377.3320 | Y |
| Pamela Jefferson (FMS) | Pamela.Jefferson@ed.gov | 202.377.3457 | Y |
| Frank Ramos (Financial Partners) | mike.sutphin@ed.gov | 202.377.3330 | Y |
| Merlina Rigo (Dial in) | Merlina.Rigo@ed.gov | 202.377.3352 | Y |
| Roger Hartmuller (IP – Data Strategies) | roger.l.hartmuller@ accenture.com | 202.962.4160 | Y |
| Jesse Bowen (IP – Security Architecture) | Jesse.w.bowen@ accenture.com | 202.962.0744 | Y |
| Ryan Summers (IP - Access Management Team) | ryan.a.summers@accenture.com | 202.962.0796 | Y |
| Bruce Bruning (IP - Access Management Team) | bruce.bruning@icsc1.com | 202.962.0751 | Y |
| Nate Brown (IP – Data Strategies) | Nathan R. Brown | 202-962-0868 | Y |
| Joakim Roumain (IP - RID) | jroumain@bearingpoint.net | 202.962.0785 | Y |

Discussion Points included the following:

1) Solution needs to be enterprise aware not system-to-system focus. (A2)
2) Able to pass roles/permission across enterprise, but maintain business specific levels of access. (A2)
3) 3A. Four questions that need to be answered regarding access. Who needs it, why do they need it, when do they need it, and what do they need access to. Establishing roles that answer these questions? (C2)
   3B. Facilitating the access to sets of data at enterprise level to answer the question being asked. Decision support data is accessible to enterprise based on the question/business process not based on the system of residence. (C1)
4) Audit Trail – Who accessed what and when. (B2)
5) Easy recovery of integrated system that supports enrollment and access. This issue was concerned with attempts to bring down the system or make it unusable.
   a. Denial of Service (DOS) attacks
   b. Accidental overuse/shutdown (A2)
6) Consider implications of access to information through a single consolidation ID – careful what you create. (C2.3)
7) Flexible enough to allow interaction with existing/changing access mechanisms in place today/tomorrow. Solution will need to be flexible to work with different technology. (A2.6)
8) Solution must to be cost effective (best value) relative to today's solution. (C3)
9) Provide ability to view system information over time, changes, dynamic views. (B2)
10) Adequate, educated, efficient help desk staff, capable of handling cross-enterprise systems. Example – it is difficult to get passwords reset in PEPS system.
   a. Common process
   b. Clear direction for changes (C3)
11) Enterprise-wide policy, participation agreements, audits to limit one user for one ID.
   a. Training
   b. Education of Implications
   c. Freq. of ID Changes (C2)
12) Policy/Tools to handle effective termination of rights/access.
   a. Automated notification
   b. Procedures (B2)
13) Centralize oversight – Automated procedures to look for "oddities" in access.
   a. Wrong combination of access (B2)
14) Roles
   a. Different levels of granularity based on business process/data accesses.
   b. Provisioning granularity. (C2)

Parking Lot:
N/A

III. Future scheduled meetings include:

June 24, 2003 – Enrollment and Access Management Core Team Meeting

# Appendix – B.3: Application

Enrollment and Access Business Objectives Meeting – Application
Attendance and Minutes
Friday, June 13 1:00 – 3:00pm, 820 UCP Room 221C

Attendees are shown below:

| Name | Email | Phone | In Attendance? |
|---|---|---|---|
| Paul Hill Jr. | paul.hill.jr@ed.gov | 202.377.4323 | Y |
| Calvin Whitaker | calvin.whitaker@ed.gov | 202.377.3045 | Y |
| Keith Wilson | Keith.Wilson@ed.gov | 202.708.4842 | Y |
| Terry Woods | Terry.Woods@ed.gov | | Y |
| Patricia Patterson (Eligibility & Oversight) | patricia.patterson@ed.gov | 202.377.4262 | Y |
| Colleen Kennedy (Schools Portal - IFAP) | Colleen.Kennedy@ed.gov | 202.377.3256 | Y |
| Jesse Bowen (IP – Security Architecture) | Jesse.w.bowen@accenture.com | 202.962.0744 | Y |
| Ryan Summers (IP - Access Management Team) | ryan.a.summers@accenture.com | 202.962.0796 | Y |
| Bruce Bruning (IP - Access Management Team) | bruce.bruning@icsc1.com | 202.962.0751 | Y |
| Nate Brown (IP – Data Strategies) | Nathan R. Brown | 202-962-0868 | Y |
| Joakim Roumain (IP - RID) | jroumain@bearingpoint.net | 202.962.0785 | Y |
| Brad Wilson (IP-RID) (Dial-In) | bradleyawilson@bearingpoint.net | 202.962.0684 | Y |

Discussion Points Included the following:

1) Allow user to customize their experience with the enrollment and access Management System (A2)
    a. Change/Filter option links
    b. My view – want to be able to see there view presented to them upon entry.
    c. Inherit from existing settings
    d. Tie to portal – If work has been done through the portal users don't want to do it again.
    e. Collect customer demographic data. RE: Interaction to help customers.
    f. Need to "push" content also.

2) Single credential set to identify a unique user individual (A2.1)
3) Role based access tied to single ID (C2.4)
    a. Support granularity exceptions.
    b. Secure info at appropriate levels
4) Support communication of messages to group of users based on roles/classification/preferences/Demographic location. (C3)

Notes: Need to know who signed up through Access management and know who logged on to be able to "narrow caster" a message to those folks.

5) Security/Access to system
   a. "Timeout" feature needs to be user friendly (A2) (As allowed by security)
   b. Suspend user ID expiration during peak processing. Allow for proactive notification. (A3) (As allow by security)
6) Match offering to business process (C1.2)
   a. Access to Info. Based on decision making for Bus. process vs. system of storage. Example: May need specific data on a student and will need to access information across systems.
7) Proactive calendar view of deadlines (enterprise view) – workflow related (Tech Strategies Bus. Obj - A2)
   a. Portal Calendar tie-in.
   b. Action oriented – Time/indicator driven.
8) Don't create access restrictions when they are not needed. General info available w/out sign-in. Don't put access restriction in front of information that does not need to be restricted. (A2.2) For example the IFAP is a library that does not require login. (There is a log in function to get to additional features of the portal.)
9) Gather/maintain technology capabilities by institution. Need to know if the user is going to be sending files or simply accessing data. (A3.2)
10) Shared/distributed/delegation administration of users to institutions. Put decisions in hands of those who have access to the information. (C2.1)

Parking Lot:
1) SSO/SSU
2) Secure information at appropriate levels

III. Future scheduled meetings include:
June 24, 2003 – Enrollment and Access Management Core Team Meeting