



Core Business Outcomes			
	Provide Easier Access to Make it Easier for Our Customers to do Business With Us A. "Easier Access"	Maintain Right & Effective Levels of Oversight Through Combination of Enhanced Tools & Customer Self-Monitoring B. "Effective Oversight"	Run the Business to Enable Right Actions, Right Transactions to the Right People C. "Right Transactions to the Right People"
Support Effective & Informed Decision Making by Making the Right Information Available at the Right Time to the Right People 1. "Effective Decision Making"	A1.1 - Focus on registration processes and access decisions at the enterprise level instead of on a per system basis. 1. Support making access decisions at the enterprise level instead of by system. 2. Take into account unique requirements of foreign schools when making decisions about registration and access. 3. Facilitate decision making with an effective registration and access approval workflow process.	B1.1 - Adopt a uniform decision making process for evaluating users requesting access to FSA systems. 1. Provide the capability to review default and overpayment records. 2. Enable access decisions at the business process level.	C1.1 - Facilitate access to sets of data at the enterprise level.
Core Business Enablers Provide the Right Security, Tools, Systems, Architecture & Technology to Enable the Business to Achieve its Outcomes 2. "Right Tools & Technology"	A2.1 - Manage enrollment and access privileges at the enterprise level. 1. Administer access privileges at the enterprise level. 2. Enable integration across business processes to support use of a single User ID and password. 3. Ensure that each User ID is associated with a single user or entity. 4. Support Single Sign-on (SSO) functions. 5. Support multiple user sessions. 6. Provide methods to enable and disable user access at specified begin and end dates. 7. Provide cost effective tools for managing registration and access. 8. Provide, where possible, automated tools for enrollment and access management. 9. Support unique requirements associated with enrollment and access management of foreign schools. 10. Provide workflow tools that support registration and access approval processes. 11. Effectively terminate access rights across systems. 12. Provide a method for easy password reset. A2.2 - Improve self-service capabilities. 1. Support self-service administration of user access by the trading partner. 2. Provide institution enrollment status via the Web. 3. Provide users a view of their access status. A2.3 - Balance easier access and system security. 1. Mitigate risk of single access point to the Title IV Aid Delivery process. 2. Provide business continuity processes that allow easy recovery of access management systems. 3. Provide session timeout features that balance usability with FSA security requirements. 4. Minimize restrictions on public information. A2.4 - The enrollment and access solution should be flexible enough to support the requirements of current and future FSA systems. 1. Provide flexible provisioning services for existing and future systems. 2. Support future system consolidation efforts. 3. Support easier access management for legacy systems with minimal or no rework. 4. Support simplified user identification/certification between FSA and other government agencies. 5. System needs to support adoption of e-signatures. 6. Provide flexibility to accommodate changes in business process, regulations, and statutes. A2.5 - Allow users to customize their experience with FSA systems.	B2.1 - Provide effective oversight of user access to FSA systems. 1. Provide the ability to efficiently identify accounts that should be removed or disabled. 2. Provide a convenient, effective way to view and report on access privileges of users across multiple systems. 3. Provide an audit trail sufficient to track updates and perform historical research. 4. Provide ability to view user access privileges over time. 5. Provide automated procedures to identify anomalies in access or inappropriate combinations of access privileges across systems. 6. Support consolidated reporting on enrollment and access management across FSA systems.	C2.1 - Create enterprise policy and standards for enrollment and access management. 1. Establish standards for initial identification of users. 2. Define enterprise user access privileges and roles. 3. Define delegated administration standards for trading partners. 4. Define enterprise standards for authentication of users. 5. Define signature standards for both wet signatures and on-line signatures. 6. Define standards for periodic review of access privileges across systems. 7. Define standards for periodic review of audit logs across systems. 8. Create enrollment and access management standards to define integration guidelines for future systems. C2.2 - Maintain security of FSA systems. 1. Provide secure infrastructure for access management. 2. Provide controls to mitigate risks associated with consolidated User IDs. 3. Provide centralized oversight of system security to identify potential security breaches. 4. Enforce individual accountability across FSA systems. 5. Establish enterprise-wide policy, participation agreements, and audits to limit a single User ID to a single user. C2.3 - Provide users with access to FSA systems appropriate for their job function. 1. Provide role-based access to FSA systems. 2. Create flexible roles to allow for changes and additions independent of lifecycle phase. 3. Support exceptions to standard access roles. 4. Integrate trading partner access with Dept of Education Staff access processes. 5. Provide the ability to control access at different levels of granularity. 6. Support ability to designate the recipient of a requested file.
Improve & Integrate Business Processes Into Delivery Solutions 3. "Improve and Integrate Business Processes"	A3.1 - Streamline enrollment and access management for Trading Partner services. 1. Consolidate duplicated system enrollment processes. 2. Provide a common collection point and storage location for Trading Partner data. 3. Share information across FSA systems throughout the Student Aid Lifecycle. 4. Provide a method for viewing enrollment and access management data from a single location. 5. Minimize the number of initial contact points for the system enrollment process and for obtaining user access to systems. 6. Support a common method for communicating information about enrollment and access management to users.	B3.1 - Meet FSA regulatory compliance requirements. 1. Consider and incorporate external regulatory requirements affecting enrollment and access management. 2. Provide methods to track FSA compliance with regulations as they change.	C3.1 - Provide effective training and customer support across FSA systems. 1. Provide efficient help desk support for trading partners. 2. Provide common processes that allow help desk staff to handle cross-enterprise support issues. 3. Provide enrollment status to help desk staff for customer support. 4. Create effective communication and education channels for explaining the enrollment and access management process. 5. Provide training on expected user responsibilities. C3.2 Adopt enrollment and access management policies that improve business processes. 1. Consider access needs during peak processing periods. 2. Provide for proactive notification of password expiration.