



Appendix C: Business Objectives Data Quality Subset

Priority	Objective No.	Business Objective Type	Business Objective	Details	Raw Objectives	Data Quality Methodology Process Steps
N/A	6	High-Level	FSA needs to establish and follow common data definitions to facilitate the exchange of data internally and externally.	<ul style="list-style-type: none"> - Significant Digits which includes requiring that pennies be a standard on dollar fields - There is a need for external systems to be able to handle loans that are greater than \$99,999.99 in value. - FSA is held back from making changes to data formats because of the trading partners' inability to correctly adapt to those changes (resistance/lack of ability). - Business processes cannot be adversely affected by standardization/common edits, but must have enough edits to enable business process. - There is a need for an enterprise wide data dictionary because more than one system edits the same data differently - Be able to merge applicant and payment data as soon as the payment data comes in (for processing and analytics) 	30, 34, 35, 36, 37, 39, 156, 179, 180	<p>Methodology Utilization: Through the use of the XML Core Component Library common definitions for data will be created. The Data Quality Methodology can facilitate the correction of data through the following processes:</p> <p>Prioritization Phase - Rank quality issues based on data standards</p> <p>Assessment Phase - Develop solution for data correction utilizing system specific or enterprise toolsets.</p> <p>Improvement Phase - Implement solution and ensure enterprise systems are notified accordingly.</p> <p>Oversight Phase - Verify standards are being met through Enterprise Analytics and Audits.</p>
1	27	Data Storage	Provide data access to varied resource needs, in the formats necessary to provide meaningful business information.	<ul style="list-style-type: none"> - User access to data. o Query capability across the enterprise data. o Concatenate across the enterprise. o Sufficient BI tools to allow user access and flexible query capability. o Select access to people across the enterprise. - System independent access to related data. - Provide the capability to share/inform results of online Surveys. - System access needs to DM/DW for data retrieval. - Enable End to End customer visibility/metrics. 	79, 88, 98,99,160, 193, 194, 199	<p>Methodology Utilization: In order to provide meaningful data across the enterprise, it is imperative that quality controls are in place with cross enterprise verification controls:</p> <p>Prioritization Phase - Rank quality issues based on data access issues. Look for commonality between issues.</p> <p>Assessment Phase - Develop solution for data correction utilizing trading partner input.</p> <p>Improvement Phase - Implement solution and ensure enterprise systems are notified accordingly.</p> <p>Oversight Phase - Verify trading partners are able to access the data that they need to perform their work. This can be accomplished through surveys or interviews.</p>
1	34	Data Storage	Provide data mining and analytics tools that allow simple access to data and facilitate trending, forecasting and the necessary information for business decisions.	<ul style="list-style-type: none"> - Provide Ad Hoc Query Capabilities. - Means to Bridge the Gap between "what I want" and "knowing the data" to get the information. 	105, 159, 161, 162	<p>Methodology Utilization: As data is consolidated into a centralized data architecture, the quality of the data must be verified so that data mining and analysis can be done. This requires that quality controls and audits are in place to ensure that standards are enforced.</p> <p>Prioritization Phase - Rank quality issues based on consolidation or standards issues. Look for commonality between issues.</p> <p>Assessment Phase - Develop solution for data correction based on enterprise standards such as the Core Component dictionary.</p> <p>Improvement Phase - Implement solution and ensure enterprise systems (or trading partners) are notified accordingly.</p> <p>Oversight Phase - Through cross program analytics and audits, guarantee that the data in the centralized data architecture is standardized and free of issues.</p>
2	33	Data Storage	Improve the timeliness and efficiency of data feeds to accommodate varied audience data needs.	<ul style="list-style-type: none"> - Recognition of audience for creation and feeds to DM's. - Need for detail financial records/reporting (CMDM and FMS not sufficient). o Feeds from FMS can be out of order. o Data comes across un-reconciled. 	151, 152, 157	<p>Methodology Utilization: To increase the timeliness and efficiency of the data, its quality must be increased through cross program examination and investigation:</p> <p>Prioritization Phase - Rank quality issues based on timeliness of data to internal systems and trading partners.</p> <p>Assessment Phase - Develop solution to increase efficiency utilizing XML Framework and Technical Strategies.</p> <p>Improvement Phase - Implement solution according to standards and vision.</p> <p>Oversight Phase - Verify that FSA is implementing the Data Strategy through SME input, analytics, and audits.</p>
2	12	Web Services	Provide access to common calculations in a standardized and central location.	<ul style="list-style-type: none"> - EFC Calculator. - Payment Calculator. 	73, 145, 170	<p>Methodology Utilization: If a calculation is shared (the EFC calculation can currently be initiated in CPS or through the Financial Aid Administrator of a school), there is a potential for data quality issues with multiple versions and non-standardized input. The methodology will:</p> <p>Prioritization Phase - Identify any quality issues with calculations and group similar issues together.</p> <p>Assessment Phase - Develop a solution for the issue by examining the Data Strategy vision for a service architecture.</p> <p>Improvement Phase - Implement solution in the confines the recommended strategy (could be a consolidation of the calculations into an enterprise standard).</p> <p>Oversight Phase - Verify the solution is working correctly (For the creation of an enterprise wide service, this includes ensuring access, output is correct, and invocation of the service works).</p>
1	13	Internal Data	Centralized visibility and data flow control of the end to end interface process.	<ul style="list-style-type: none"> - Span of Control - systems that use interfaces of which they have no control. - Pre/Post bus reconciliation. - Increase audit/flow visibility. - Trace data touch points. - Improved work flow visibility and align processes to support it. o Processes should drive the systems and not the systems driving the processes. o Break up the silos of information. 	23, 24, 27, 28,117	<p>Methodology Utilization: In order to impose control on the data within FSA's interfaces, the core component dictionary should be enforced for all new interfaces and quality issues that arise. This will translate into a slow migration to a standardized and centrally visible interface process. The Quality Methodology can facilitate this by:</p> <p>Prioritization Phase - Ranking quality issues based on whether it occurs in an interface file.</p> <p>Assessment Phase - Assess solution in context of FSA's standardized core components. If a new core component needs to be developed, inform Core Component Steering Committee.</p> <p>Improvement Phase - Implement solution and ensure enterprise systems are notified accordingly.</p> <p>Oversight Phase - Verify compliance to core components and verification of quality issue resolution.</p>

* Please note that for a full list of rolled up objectives by Data Strategy type please refer to Deliverable 123.1.6 Technical Strategies Statement of Strategic Focus.



No.	Requesting Group	Specific Requestor?	Business Objective Type	Business Objective	Date Identified
Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
1	Delivery and Institution Eligibility	Klock, Ginger	External Data	Don't duplicate shared data.	5/1/2003
2	Delivery and Institution Eligibility		External Data	Reduce entry points.	5/1/2003
3	Delivery and Institution Eligibility	Klock, Ginger	External Data	Communication of architectural decisions and joint decision-making. Timely communications with partners when changes will occur, giving trading partners time to prepare for changes.	5/1/2003
4	Delivery and Institution Eligibility	Klock, Ginger	External Data	Logical groupings of authentication/security and communications of standards and enforcement.	5/1/2003
5	Delivery and Institution Eligibility	Klock, Ginger	External Data	Providing means for communication and authentication.	5/1/2003
6	Delivery and Institution Eligibility	Beavers, Rosemary	XML Framework	Don't change the schema for "stupid" reasons.	5/1/2003
7	Delivery and Institution Eligibility	Eliadis, Pam	XML Framework	Timely/required communication of XML implementations and changes.	5/1/2003
8	Delivery and Institution Eligibility	Klock, Ginger	XML Framework	Alignment with other agencies for standards (Treasury, IRS, SSA, DOJ, Census? VA, INS, HHS, Big ED, DOD)	5/1/2003
9	Delivery and Institution Eligibility	Trubia, Pat	High-Level	Ensure data is accurate, complete and timely.	5/1/2003
10	Delivery and Institution Eligibility	Hurt, Jay	High-Level	Increase the control around the data flow.	5/1/2003
11	Delivery and Institution Eligibility	Hurt, Jay	High-Level	Reduce Human error/intervention.	5/1/2003
12	Delivery and Institution Eligibility	Hurt, Jay	High-Level	Automate reconciliation process.	5/1/2003
13	Delivery and Institution Eligibility		High-Level	Increase business decision efficiency.	5/1/2003



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14	Delivery and Institution Eligibility		High-Level	Timely exchange between systems (aligning timeframes between systems).	5/1/2003
15	Delivery and Institution Eligibility		High-Level	Leverage other area's work.	5/1/2003
16	Servicing	Hayward, Dan	High-Level	Need to clarify who is the owner of the data at various times throughout the data's lifecycle.	5/5/2003
17	Servicing	Hayward, Dan	High-Level	Identify the system of record even within "Groups of Systems".	5/5/2003
18	Servicing	Sullivan, Brian	High-Level	Offer a formal registration of system of record.	5/5/2003
19	Servicing	Hayward, Dan	High-Level	Need common edits at every entry point (receiving system).	5/5/2003
20	Servicing	Hayward, Dan	High-Level	There is a need for an enterprise wide data dictionary because more than one system edits the same data differently	5/5/2003
21	Servicing	Hayward, Dan	High-Level	Significant Digits – (Dan) which includes requiring that pennies be a standard on dollar fields	5/5/2003
22	Servicing	Eliadis, Pam	High-Level	There is a need for external systems to be able to handle loans that are greater than \$99,999.99 in value.	5/5/2003
23	Servicing	Sullivan, Brian	High-Level	Business processes cannot be adversely affected by standardization/common edits, but must have enough edits to enable business process.	5/5/2003
24	Servicing	Hayward, Dan	High-Level	Infrastructure Capacity – the technologies that are introduced need to have the ability to handle the size of data being passed.	5/5/2003



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25	Servicing	Hopkins, Gary	High-Level	FSA is held back from making changes to data formats because of the trading partners' inability to correctly adapt to those changes (resistance/lack of ability).	5/5/2003
26	Servicing	Hopkins, Gary	High-Level	Security must be integral to part of the overall Data Strategy. However, security should not be implemented in a way that would adversely affect performance.	5/5/2003
27	Servicing		High-Level	Take into consideration the technical needs of a data exchange size before implementing new technologies or methods of transport -- for instance, do not impose a format if the size of data being shared cannot be supported.	5/5/2003
28	Servicing	Hayward, Dan	High-Level	Provide good customer service.	5/5/2003
29	Servicing	Hayward, Dan	High-Level	Provide a reliable user interface for access to data – Create a general view (single screen) for customers to get at data. (e.g. select “CSB view” and see particular info based on user. Create a Web enabled CSB view for customers.)	5/5/2003
30	Servicing		High-Level	Reduce multiple ways to access the same entry point (simple urls – i.e. Portal). Show everything you have related to the user that has signed in (based on point in lifecycle) (once a user has “hit” the PIN the system should know who you are.)	5/5/2003
31	Servicing		High-Level	Only provide data to customers that are specific to their individual needs. Systems should make specific decisions on what to display regarding all the information that is available. (No one should know everything FSA has.)	5/5/2003
32	Servicing	Hansen, Kristie	High-Level	Standardizations/classifications on stewardship - who can push the data?	5/5/2003



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33	Servicing	Hansen, Kristie	High-Level	Data integrity – provide the right data at the right time .	5/5/2003
34	Servicing		High-Level	Provide data imaging standards and capacity considerations.	5/5/2003
35	Servicing		Internal Data	CSB should not just accept any type of data without first performing some type of reasonability check.	5/5/2003
36	Servicing	Eliadis, Pam	Internal Data	Systems should get away from exchanging data using a tape format.	5/5/2003
37	Servicing		Internal Data	Establish standards for exchange of imaged information/forms. Tag digital images. Why not provide a single instance and point?	5/5/2003
38	Servicing	Hayward, Dan	Internal Data	Provide a history of “entity” interactions to get a common starting point for customer services. Record actions taken for each interaction with a customer and make those comments available during future interactions with same customer.	5/5/2003
39	Servicing	Eliadis, Pam	External Data	Systems should get away from using tape (Pam) but maintain high level of security.	5/5/2003
40	Servicing		External Data	High volume trading partners need options for transmitting secure data. Need to define standards and educate trading partners.	5/5/2003
41	Servicing		External Data	Need a declaration of FSA security standards because currently there is no agreement on encryption standards.	5/5/2003
42	Servicing		XML Framework	Capacity issues with SAIG need to be addressed.	5/5/2003
43	Aid Awareness	Muncie, Mary K	High-Level	Improved Customer recognition	5/14/2003



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44	Aid Awareness	Muncie, Mary K	High-Level	Provide measures to track contact points along lifecycle in order to answer the question "Did the customer get what they needed downstream?" To be used for metrics and customer service.	5/14/2003
45	Aid Awareness		Web Usage	Provide consistent search results so the customer and those internal FSA can find the same answer more than once (across the enterprise)	5/14/2003
46	Aid Awareness	Jeanne Saunders	High-Level	Improve self service capabilities- e.g. IVR integration, portal enhancements	5/14/2003
47	Aid Awareness		High-Level	Provide a consistent way of gathering profiles across the enterprise	5/14/2003
48	Aid Awareness		Web Usage	Bring XAP functionality "in house"	5/14/2003
49	Aid Awareness		High-Level	Have a clear indication of a customer's aid status displayed throughout the enterprise (aid status should display to internal FSA customer rep when answering calls)	5/14/2003
50	Aid Awareness		Web Services	PDA compatibility of Web Services	5/14/2003
51	Aid Awareness		External Data	Provide Real-time data exchange with SSA	5/14/2003
52	Aid Awareness		External Data	Provide Real-time data exchange with INS	5/14/2003
53	Aid Awareness		External Data	Provide Real-time data exchange with Selective Service	5/14/2003
54	Aid Awareness		Internal Data	Provide Real-time data exchange with NSLDS	5/14/2003
55	Aid Awareness		External Data	Provide Real-time student enrollment status	5/14/2003
56	Aid Awareness		Web Services	Provide student enrollment status Web Service	5/14/2003
57	Aid Awareness		External Data	Provide Real-time school interface after enrollment (i.e. here's my freshman class or after acceptance letters go out - here are the kids that might need aid)	5/14/2003



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58	Aid Awareness	Jennings, Corwin	Internal Data	Provide a Real-time - Quick check against schools certification file before disbursement of aid	5/14/2003
59	Aid Awareness	Jeanne Saunders	Web Services	Provide an EFC Calculator Web Service accessed through the portals	5/14/2003
60	Aid Awareness	Jennings, Corwin	Web Usage	Promote a clear visibility to FSA sites (from BIG ED sites and others - Use Flash so links stand out)	5/14/2003
61	Aid Awareness		Web Usage	Establish a single entry point (one url to remember)	5/14/2003
62	Aid Awareness		Web Usage	Provide capability to track student visits	5/14/2003
63	Aid Awareness		Web Usage	Provide a comprehensive "links site" as a conduit to other links	5/14/2003
64	Aid Awareness	Muncie, Mary K	Web Usage	Provide the capability to collect survey data online (user satisfaction surveys) enterprise vs. site satisfaction surveys.	5/14/2003
65	Aid Awareness	Muncie, Mary K	Data Storage	Provide the capability to share/inform results of online surveys.	5/14/2003
66	Aid Awareness	Jeanne Saunders	Web Usage	Show financial history data on portal, show status (customized student data based on login) –a single view to tell a story	5/14/2003
67	Aid Awareness		Web Usage	Identification/login of students - (id themselves on portal - hooked up to the PIN)	5/14/2003
68	Aid Awareness		Web Usage	Active notification to students	5/14/2003
69	Aid Awareness		Web Usage	Provide capability to distribute online Alerts for such milestones as delinquency on loans, renewal app has been processed, status. Smart Alert (e.g. on Financial Aid rates).	5/14/2003
70	Aid Awareness	Jeanne Saunders	Web Usage	Provide the capability to push alerts via email or IM	5/14/2003
71	Aid Awareness	Bates, Dena	Web Usage	Provide the capability for FSA to see customer's touchpoints with FSA (every instance of contact) (For internal tracking – customer service as well as externally providing info and history)	5/14/2003



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72	Aid Awareness	Muncie, Mary K	Web Usage	Provide customer information from <u>phone</u> touch points with FSA on portal when customer ID is established	5/14/2003
73	Aid Awareness		High-Level	Establish consistent naming conventions and search capabilities	5/14/2003
74	Aid Awareness	Muncie, Mary K	Data Storage	Provide "canned" queries	5/14/2003
75	Aid Awareness		Web Usage	Display dynamic information (e.g. "What's New?") based on student and phase in the lifecycle and placement in the FSA calendar of events.	
76	Aid Awareness		Web Usage	Interactive Web Experience. Webcast functionality. Chat – student night online. Possibly do a virtual "college night".	5/14/2003
77	Aid Awareness		Web Usage	Provide links to demo sites	5/14/2003
78	Aid Awareness		Web Usage	Share certificates with external sites (shared authentication/credentials with Third Party)	5/14/2003
79	Aid Awareness	Jennings, Corwin	Web Usage	GA and Lender views on portals – customize views and login (shared information and views)	5/14/2003
80	Aid Awareness	Jennings, Corwin	web Usage	eCMO	5/14/2003
81	Aid Awareness	Jennings, Corwin	Web Services	Provide access to Web Services for State Agencies	5/14/2003
82	Aid Awareness	Jennings, Corwin	Web Services	Enable a pre-population of the FAFSA using Web Services and leveraging information already gathered on a customer	5/14/2003
83	Aid Awareness	Jeanne Saunders	Web Services	Status shared with multiple systems (Shared customer data status)	5/14/2003
84	Aid Awareness		Data Storage	End to End student visibility and metrics	5/14/2003
85	Aid Awareness		Data Storage	Provide tools for reporting and analyzing on collected survey site data (across the enterprise)	5/14/2003



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86	Aid Awareness	Jennings, Corwin	Data Storage	Capture and store data in a data mart for student data left behind	5/14/2003
87	Aid Awareness	Jeanne Saunders	High-Level	Need Enterprise view of the data and history (student & schools)	5/14/2003
88	Aid Awareness		High-Level	Serve up data quickly	5/14/2003
89	Aid Awareness		Data Storage	Create a repository of school information – XAP type data	5/14/2003
90	Aid Awareness	Muncie, Mary K	Data Storage	Provide a report generator tool to design and execute queries against anything	5/14/2003
91	Aid Awareness	Muncie, Mary K	Data Storage	Provide data mining capability	5/14/2003
92	Application		High-Level	One Credit Check module – reuse similar processing and leverage across enterprise	5/16/2003
93	Application		External Data	Need the capability to put the parents data through the same kind of checks as the students (e.g. SSN Match, Default on Student loan, Citizenship.) There is talk about doing a credit check at the same time (none of these is happening today)	5/16/2003
94	Application		High-Level	Need a strategy for enterprise data access <ul style="list-style-type: none"> o Role based access o Give Students and FAAs a full snap shot of where the customer is in the lifecycle – ED needs that type access as well (single managed point) o Requires a certain degree of access management - share some type of credentials across the systems 	5/16/2003
95	Application		Web Usage	Provide an integrated student view - Full data glimpse of student	5/16/2003
96	Application		High-Level	Need to develop policy standards (internal rules) for sharing data across the enterprise	5/16/2003



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Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
97	Application		High-Level	Current ID structure does not enable schools to receive ISIR data the way they want to	5/16/2003
98	Application		High-Level	SAIG # does not match Default #	5/16/2003
99	Application		High-Level	Each legacy system needs to follow standards for Common School ID. Current problems: <ul style="list-style-type: none"> o NSLDS made up numbers for Campus Based Schools and didn't share new numbers o eCB assigns a temporary serial number before an OPEID number is created for a new school. o These problems need to be reconciled and cleaned up when an OPEID is assigned 	5/16/2003
100	Application		High-Level	No centralize (common) (identification) numbering system and governance rules to administer data exchange & ID for trading partners	5/16/2003
101	Application		High-Level	RID needs to be user friendly (small, manageable and makes sense to the customer) and robust enough to handle objectives (common number used internally but must be able to be received externally)	5/16/2003



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102	Application		High-Level	More current data from COD about student's status (driving budget & award year planning) <ul style="list-style-type: none"> o Need to know the school attended in order to process renewal applications and collections o Need to know if student got an award and for how much – for analytics o Cut down on the number of ISIRs and renewal applications sent (COD knows where the student is) o Verification selection 	5/16/2003
103	Application		High-Level	Improved work flow visibility and align processes to support it <ul style="list-style-type: none"> o Processes should drive the systems and not the systems driving the processes o Break up the silos of information 	5/16/2003
104	Application		High-Level	Move EdExpress to the Web <ul style="list-style-type: none"> o Reduce distributed databases (reduction in maintenance support) o Get more real-time data from school (for as needed processing) o Use improved technologies surrounding EdExpress functionality o Reduce software downloads from FSA o Support workflow goals 	5/16/2003
105	Application		High-Level	Single sign-up for enrollment	5/16/2003
106	Application		High-Level	Get enrollment info from school more seamlessly (wouldn't need SSCR) <ul style="list-style-type: none"> o Live or web enabled SSCR update to reflect changes in student enrollment status 	5/16/2003
107	Application			Alignment of Participation Management and CMO (E-App) enrollment process to create a seamless way to administer school participation work processes	5/16/2003



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Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
108	Application		Web Services	Web Services for the PIN	5/16/2003
109	Application		High-Level	PIN alignment with CSID to maintain integrity of access to the right records throughout the lifecycle o Make PIN more flexible (so PIN can be used across award years) o Correction to the existing PIN for cross year PIN changes	5/16/2003
110	Application		High-Level	Eliminate the process of having to manually merge files from two systems	5/16/2003
111	Application		Data Storage	Virtual Big Database – Be able to align & concatenate data across systems regardless of data organization and origination o Self service approach to data o Data Mining, Data Warehousing and Canned Queries	5/16/2003
112	Application		Internal Data	Real-time processing with NSLDS (for pre-screening eligibility) (The first time hitting NSLDS would be helpful if it were real-time, but real-time exchange is critical for the Renewal and Corrections process)	5/16/2003
113	Application		Internal Data	Need a working, automated interface to create/update school data o Student ID and schools problems (Right now manually entering new schools – will start using PEPS for next Release)	5/16/2003
114	Application		External Data	Real-time data edits/checks with external partners for eligibility (SSA, SS, INS)	5/16/2003
115	Application		External Data	Don't need all NSLDS fields as part of the ISIR – Some ISIR data to go directly to the school without going to CPS first.	5/16/2003



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116	Application		External Data	RID can be used by schools within EDEExpress, but a manual step must be taken to enable it. (Need COD to help explain the problem – Parking lot).	5/16/2003
117	Application		External Data	Federal school code is only 6 digits so FSA has to assign E codes (manually - OPEID is 8 digits) b/c Federal school codes are on the ISIRs (it is not the number needed to route to COD) so COD has a huge cross walk to id school.	5/16/2003
118	Application		External Data	Provide Pre-screening capability with IRS data. <ul style="list-style-type: none"> o Trying to get IRS income data or filing status to verify certain fields for eligibility and EFC o IRS does not want to give data to a Education contractor o No identifying matching going on today (potential new legislation) o Not Application specific – reaches across lifecycle 	5/16/2003
119	Application		XML Framework	Decide which files need to be translated into XML and its affect on internal and external systems	5/16/2003
120	Servicing		High-Level	Efficient/cost effective standardization (think of impacts)	5/21/2003
121	Servicing		High-Level	COTS vs. Standards – COTS products may not meet outlined standards	5/21/2003
122	Servicing		High-Level	Improved feeds from PEPS	5/21/2003
123	Servicing		Web Usage	Make forms related to servicing available online (CDDT)	5/21/2003
124	Servicing		Web Usage	Sites present a common “Look and Feel” for FSA's Business	5/21/2003
125	Servicing		Web Usage	Consistent performance of FSA websites - standards that speak to response time and performance	5/21/2003



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126	Servicing		Web Usage	Distinguish between FSA/non-FSA sites - Copyright/brand recognition	5/21/2003
127	Servicing		Web Usage	Ensure all lifecycle links are accessible – Links on the students portal need relocating/rename so the services are more accessible	5/21/2003
128	Servicing		Web Usage	Differentiate between people who are poking around and browsing and those that are actually doing business with FSA – accommodate diverse audience - Borrower vs. Student	5/21/2003
129	Servicing		Web Usage	Incorporate Collections into Servicing website	5/21/2003
130	Servicing		Web Usage	Exit counseling has a need for a School code look-up	5/21/2003
131	Servicing		Web Services	Payment Calculator	5/21/2003
132	Servicing		Web Services	NSLDS real-time look-up for borrowers – that contains a student portfolio for all aid types	5/21/2003
133	Servicing		Web Services	PEPS look-ups (school information – codes/names)	5/21/2003
134	Servicing		Web Services	P-Note Access - Image and electronic signature	5/21/2003
135	Servicing		Data Storage	Reduce redundant data	5/21/2003
136	Servicing		Data Storage	(Delinquent Loan DM vs. CMDM) The claim that DL DM and CMDM contains redundant data is overstated. The timing needs of data feeds and audiences are different for the 2 data marts.	5/21/2003
137	Servicing		Data Storage	Recognition of audience for DM - and the differences in timing/feed needs	5/21/2003



No.	Requesting Group	Specific Requestor?	Business Objective Type	Business Objective	Date Identified
Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
138	Servicing		Data Storage	Need for detail financial records/reporting (CMDM and FMS not sufficient) <ul style="list-style-type: none"> o Feeds from FMS can be out of order o Data comes across un-reconciled 	5/21/2003
139	Servicing		Data Storage	Create a DM/DW for Borrower information for production use that includes daily transaction capability and reporting cross FSA	5/21/2003
140	Servicing		Data Storage	Bringing in new COTS and contractors causes data problems that require additional mapping exercises	5/21/2003
141	Servicing		Data Storage	The Tech Arch for Data Storage capable of storing/supporting current/future/proposed needs	5/21/2003
142	Servicing		Data Storage	Create common data dictionary – provide a common set of definitions across the enterprise	5/21/2003
143	Servicing		Data Storage	DW/DM needs to focus on FSA analytical needs and allow for diverse legacy systems and technology	5/21/2003
144	Servicing		Data Storage	Ensure DM/DW facilitate data mining/reporting and back to ODS (operational data store) - System of record is the ODS "Feeds"	5/21/2003
145	Servicing		Data Storage	Ad hoc queries capability is needed in CSB (when enabled)	5/21/2003
146	Servicing		Data Storage	Improved access/accessibility of DM/DW <ul style="list-style-type: none"> o DL DM gives too much info for schools o CM DM not accommodating current business needs o CM DM – limited access to the data (few power users – lack of data mart knowledge on staff) 	5/21/2003



No.	Requesting Group	Specific Requestor?	Business Objective Type	Business Objective	Date Identified
Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
147	Servicing		Data Storage	Means to Bridge the Gap between "what I want" and "knowing the data" to get the information	5/21/2003
148	Servicing		Data Storage	Reduce the need for "Data Experts" to get information - Improve usability (user-friendly from Customer perspective)	5/21/2003
149	Delivery and Institution Eligibility		High-Level	Accommodate institutions (partners) in decisions on data strategy, and understand the potential impacts to each.	5/19/2003
150	Delivery and Institution Eligibility		High-Level	Create consistent definitions across the enterprise. Example: Total Income means different things to different organizations across the enterprise. Access to updated data (matrix).	5/19/2003
151	Delivery and Institution Eligibility		High-Level	Enable the knowledge of and tracking of student "touch points" (aid, enrollment, etc.).	5/19/2003
152	Delivery and Institution Eligibility		Web Usage	Provide a consistent look and feel for the "login" and "header" sections of each web site.	5/19/2003
153	Delivery and Institution Eligibility		Web Usage	Recognize the differences in audience and provide dynamic content by user type/role.	5/19/2003
154	Delivery and Institution Eligibility		Web Usage	Provide simplified, purpose built, self-service web sites.	5/19/2003
155	Delivery and Institution Eligibility	Beavers, Rosemary	Web Usage	Enable an "FSA View" of data that is system independent and is provided via the Web.	5/19/2003
156	Delivery and Institution Eligibility		Web Services	Provide a common capability to calculate the EFC using a set of standardized inputs.	5/19/2003
157	Delivery and Institution Eligibility		Data Storage	Reduce redundant data feeds.	5/19/2003
158	Delivery and Institution Eligibility		Data Storage	Reduce redundant data between systems. Review data overlaps.	5/19/2003
159	Delivery and Institution Eligibility		Data Storage	Provide a single, "long term" storage location for student aid history/status.	5/19/2003



No.	Requesting Group	Specific Requestor?	Business Objective Type	Business Objective	Date Identified
Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
160	Application		High-Level	Common place for school access and enrollment	5/30/2003
161	Application		High-Level	A method for schools to import/export data in a variety of ways (batch, web, bulk updates)	5/30/2003
162	Application		High-Level	Real time availability of ISIR data updates to schools' systems (School real time updates of student and school data)	5/30/2003
163	Application		High-Level	Results of post screen initiates communication to school	5/30/2003
164	Application		High-Level	Real-time access between systems (NSLDS data gets outdated very quickly for CPS)	5/30/2003
165	Application		High-Level	Be able to merge applicant and payment data as soon as the payment data comes in (for processing and analytics)	5/30/2003
166	Application		High-Level	FFEL information improved based on ISIR <ul style="list-style-type: none"> o Nobody makes sure that there is an ISIR for FFEL data (Goal = Award FFEL loans based on an ISIR) o Pass through COD 	5/30/2003
167	Application		High-Level	Improved views into other systems data	5/30/2003
168	Application		Web Usage	Integrated aid view	5/30/2003
169	Application		Web Usage	Access to NSLDS information <ul style="list-style-type: none"> o Supplement data provided on the ISIR o Potentially send link to data via the web 	5/30/2003
170	Application		Web Usage	Packaging accessible to the schools via the web? (Possible Web service)	5/30/2003
171	Application		Web Usage	Dynamic content based on user information	5/30/2003
172	Application		Web Services	Web Service so parent and student can sign the FAFSA at the same time	5/30/2003



No.	Requesting Group	Specific Requestor?	Business Objective Type	Business Objective	Date Identified
Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
173	Application		Web Services	Pre-populate the FAFSA with IRS data	5/30/2003
174	Application		Web Services	Lifecycle student/school aid status/view	5/30/2003
175	Application		Web Services	Updates to data (corrections) cross FSA for students o Real time processing views o Address updates (accommodating for multiple addresses for each point in the lifecycle)	5/30/2003
176	Application		Web Services	School code look-up directly from PEPS (instead of held locally in CPS)	5/30/2003
177	Application		Web Services	Common authentication (e.g. additional uses of PIN - electronic signature)	5/30/2003
178	Application		Web Services	FSA worksheets accessible for schools	5/30/2003
179	Application		Data Storage	System independent access to related data	5/30/2003
180	Application		Data Storage	User access to data o Query capability across the enterprise data o Concatenate across the enterprise o Sufficient BI tools to allow user access and flexible query capability o Select access to people across the enterprise	5/30/2003
181	Application		Internal Data	Real time inquiry to NSLDS from CPS	5/30/2003
182	Application		Data Storage	Minimize redundant data storage (push the needed data that has been updated in NSLDS to CPS or directly to the schools)	5/30/2003
183	Application		Web Services	Student Guide Web Service	5/30/2003



No.	Requesting Group	Specific Requestor?	Business Objective Type	Business Objective	Date Identified
Ex.	Application	Last Name, First Name	High-Level	To reduce the overall number of point-to-point interfaces that are used for internal data exchange by at least 75% by July 2005.	4/29/2003
184	Application		Data Storage	Common definition for school information storage (RID) (CPS and NSLDS have different definitions of schools) <ul style="list-style-type: none"> o Store the right code to access the right code to send it to the right place o Access once in the future (centralized store) o Improve accuracy of schools data 	5/30/2003
185	Application		Data Storage	System access to Data Warehouse Data Mart for analysis and reporting	5/30/2003
186	Application		Data Storage	Technology needs to support cross FSA needs (all DW, DMs, All Feeds, All Access) <ul style="list-style-type: none"> o (ISIR DM different from Analytical DMs) 	5/30/2003

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
	1	High-Level	Make it easier for customers to do business with FSA.	<ul style="list-style-type: none"> - Foreign school/student considerations -- currently precluded from some exchanges. - Provide good customer service. - Move capabilities to the Web - Performance equal to that of commercial services - Improved Customer Recognition and Customer Tracking / Data Searches - EDEXpress moved to the Web (web accessible only) - Continue to provide more services via web - A method for schools to import/export data in a variety of ways (batch, web, bulk updates) - Results of (NSLDS) post screen initiates communication to school rather than CPS 	19, 25, 42, 47, 57, 58, 59, 60, 76,81, 87, 102, 118, 137, 139, 168, 175, 177	5/1/2003	
	2	High-Level	Intelligently combine technology and process to Increase Business Decision Efficiency by providing the right data, with the right security levels, to the right people at the right time.	<ul style="list-style-type: none"> - Increase access to data (some data is not available without being charged) - Identifying the system for finding certain types of information. - NSLDS - Real-Time Feeds - Real / right time access for External Agencies, (SSA, INS, State Agencies, etc.) - Balance use of COTS versus Demands of Enterprise Standards - Cost effective implementation of technology in compliance with Government standards - Share certificates with external sites (shared authentication/credentials with Third Party) 	13, 18, 21, 68, 92,126, 128, 134, 135, 154	5/14/2003	
	3	High-Level	Need to clarify who is the owner/steward of the data at various times throughout the FSA Aid Lifecycle.	<ul style="list-style-type: none"> - Naming/Ownership of Data and business processes - Establishing ownership of FSA's data. - Standardizations/classifications on stewardship - who can push the data? - Leverage previous data gathering by identifying data creators / updaters and referencing those data instances 	15, 17, 30,31, 32, 46	5/1/2003	
	4	High-Level	Need to develop policy standards, and clearly defined common identifiers for sharing data across the enterprise and compliance with federal regulations	<ul style="list-style-type: none"> - Align PIN with the CSID - Need a common / centralized identification system and governance rules to administer data exchange with customers - ID's need to be user friendly - Current ID structure does not enable schools to truly receive the data they want the way they want it - Facilitate compliance with federal regulations (specifically financials) 	20, 110, 111, 112, 113, 114, 115, 123, 130, 131	5/27/2003	

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
	5	High-Level	Provide an integrated, cross-lifecycle, web-delivered customer view that is system independent.	<ul style="list-style-type: none"> - Integrated Student View - Reduce multiple ways to access the same entry point (simple urls – i.e. Portal). Show everything you have related to the user that has signed in (based on point in lifecycle) (once a user has “hit” the PIN the system should know who you are.) - Only provide data to customers that are specific to their individual needs. Systems should make specific decisions on what to display regarding all the information that is available. (No one should know everything FSA has.) - Web accessible searchable data / information repository - Give Students and FAAs a full snap shot of where the customer is in the lifecycle – ED needs that type access as well (single managed point) - Web Services and Web Usage High- Level Objective 	43, 44, 45, 80, 101, 103, 108, 109, 169	5/5/2003	
	6	High-Level	FSA needs to establish and follow common data definitions to facilitate the exchange of data internally and externally.	<ul style="list-style-type: none"> - Significant Digits which includes requiring that pennies be a standard on dollar fields - There is a need for external systems to be able to handle loans that are greater than \$99,999.99 in value. - FSA is held back from making changes to data formats because of the trading partners' inability to correctly adapt to those changes (resistance/lack of ability). - Business processes cannot be adversely affected by standardization/common edits, but must have enough edits to enable business process. - There is a need for an enterprise wide data dictionary because more than one system edits the same data differently - Be able to merge applicant and payment data as soon as the payment data comes in (for processing and analytics) - FFEL information improved based on ISIR <ul style="list-style-type: none"> o Nobody makes sure that there is an ISIR for FFEL data (Goal = Award FFEL loans based on an ISIR) o Pass through COD 	30, 34, 35, 36, 37, 39, 156, 179, 180	5/5/2003	
	7	High-Level	Right-Time Data Exchange between systems	<ul style="list-style-type: none"> - NSLDS - Real-Time Feeds - State Agencies - Real time availability of ISIR data updates to schools' systems (School real time updates of student and school data) - Real-time access between systems (NSLDS data gets outdated very quickly for CPS) 	68, 126, 128, 176, 178	5/14/2003	This is not a requirement for a single tool - it is the concept of providing the right data at the right time to make informed decisions
	8	High-Level	Infrastructure Capacity that is scaleable and flexible to meet the changing needs of FSA.	<ul style="list-style-type: none"> - Take into consideration the technical needs of a data exchange size before implementing new technologies or methods of transport -- for instance, do not impose a format if the size of data being shared cannot be supported. - Provide data imaging standards and capacity considerations. 	38, 41, 48, 155	5/5/2003	

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
	9	High-Level	FSA needs to establish a common method for administering trading partner enrollment and access to FSA Systems and Resources.	<ul style="list-style-type: none"> - Single point of access and sign-up for Enrollment with FSA Systems - Requires a certain degree of access management - share some type of credentials across the systems - FSA needs to establish a common place for school access and enrollment 	119, 120, 121, 174	5/27/2003	
	10	High-Level	Document and communicate vision.	<ul style="list-style-type: none"> - Having common definitions that are agreed upon and communicated. - Communication of architectural decisions and joint decision-making. <p>Timely communications with partners when changes will occur, giving trading partners time to prepare for changes.</p>	16, 22, 26	5/1/2003	THIS IS A TASK, NOT A HIGH LEVEL OBJECTIVE.

Internal Data

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
1	13	Internal Data	Centralized visibility and data flow control of the end to end interface process.	<ul style="list-style-type: none"> - Span of Control - systems that use interfaces of which they have no control. - Pre/Post bus reconciliation. - Increase audit/flow visibility. - Trace data touch points. - Improved work flow visibility and align processes to support it. <ul style="list-style-type: none"> o Processes should drive the systems and not the systems driving the processes. o Break up the silos of information. 	23, 24, 27, 28,117	5/1/2003	
2	18	Internal Data	Establish common identifiers to enable a reduction of internally exchanged and commonly referenced data.	<ul style="list-style-type: none"> - Provide a single instance and entry point for accessing common data. - Provide a history of "entity" interactions to get a common starting point for customer services. - Record and make available interactions with customers. - Provide effective dating capabilities for key attribute and relationship changes. 	51, 52, 149, 171	5/5/2003	
3	45	Internal Data	Provide Right Time Processing for Internal system communications.	<ul style="list-style-type: none"> - Provide Real-time data exchange with NSLDS. - Provide right-time processing for all FSA internal systems. - Provide a Real-time - Quick check against schools certification file before disbursement of aid. - Real-time processing with NSLDS (for pre-screening eligibility) (The first time hitting NSLDS would be helpful if it were real-time, but real-time exchange is critical for the Renewal and Corrections process). - Real time inquiry to NSLDS from CPS. 	68,72, 126, 195	5/14/2003	
4	29	Internal Data	Ability to share customer's status throughout all phases of the lifecycle.	<ul style="list-style-type: none"> - Aid status should display to internal FSA customer rep when answering calls. - Status shared with multiple systems (Shared customer data status). - PEPS update to CSB. 	63, 97	5/14/2003	
5	14	Internal Data	Consolidate Interfaces and provide reuse of services across the enterprise.	<ul style="list-style-type: none"> - Consolidate interfaces. - Need a working, automated interface to create/update school data. <ul style="list-style-type: none"> o Student ID and schools problems (Right now manually entering new schools – will start using PEPS for next Release). - Establish an enterprise level approach for the use of imaging software and hardware. - Manual process for a school initially applying for new school eligibility - answering the 11 questions. 	29, 51, 106, 127, 136	5/1/2003	

External Data

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
1	20	External Data	Standardize external exchange of commonly referenced data to simplify communication with FSA.	<ul style="list-style-type: none"> - Reduce redundant data. - Need the capability to put the parents data through the same kind of checks as the students (e.g. SSN Match, Default on Student loan, Citizenship.) There is talk about doing a credit check at the same time (none of these is happening today). - Don't need all NSLDS fields as part of the ISIR – Some ISIR data to go directly to the school without going to CPS first. 	1, 95, 107, 129,131, 132	5/1/2003	
1	24	External Data	Single, virtual, secure FSA gateway for data exchange.	<ul style="list-style-type: none"> - Providing means for communication and access. - Reduce the overall number of entry points into FSA. - Provide single external entry point to internal data exchange and translation capabilities. - Need common edits at every entry point (receiving system). 	2, 5, 39	5/5/2003	
2	47	External Data	Enable access to key business services for the external community.	<ul style="list-style-type: none"> - Provide updates/verify current status. - Freshmen class roll acceptance letters. - Lifecycle student/school aid status/view. - Multiple platform web service delivery (e.g. PDA, WAP, AIM etc.). - EFC Calculator etc... 	64, 69, 70, 71, 73, 170, 188	5/5/2003	
3	21	External Data	Right-Time exchange of necessary data with trading partners.	<ul style="list-style-type: none"> - Real-time data exchange with SSA, INS, SS. 	65,66,67	5/1/2003	
4	23	External Data	Clarify, communicate, and enforce data access standards with external trading partners.	<ul style="list-style-type: none"> - Communication of architectural decisions and joint decision-making. Timely communications with partners when changes will occur, giving trading partners time to prepare for changes. - Logical groupings of authentication/security and communications of standards and enforcement. - High volume trading partners need options for transmitting secure data. - Need to define standards and educate trading partners. 	3, 4, 54, 55	5/1/2003	

Web Usage

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
1	31	Web Usage	Create simple, function-based web sites that allow easy access to desired functions and search capabilities throughout the entire lifecycle.	<ul style="list-style-type: none"> - Ensure consolidated Services allow all links to be equally accessible and clear. - Bring XAP functionality in-house. - Integrated Aid View. - Access to NSLDS information. <ul style="list-style-type: none"> o Supplement data provided on the ISIR. o Potentially send link to data via the web. - Packaging via the web? - Consistent Search capabilities 	62, 141, 143, 182, 183, 184	5/27/2003	
2	17	Web Usage	Provide dynamic content and personalization for unique customer experience.	<ul style="list-style-type: none"> - Distribute online Alerts. - Milestones as delinquency on loans, renewal app has been processed, status. Smart Alert (e.g. on Financial Aid rates). - Interactive Web Experience. Webcast functionality. Chat – student night online. Possibly do a virtual "college night". 	82,83,84,89, 90, 93, 167, 185	5/14/2003	
3	19	Web Usage	Provide the capability to collect/view FSA customer's touchpoints.	<ul style="list-style-type: none"> - (every instance of contact) (For internal tracking – customer service as well as externally providing info and history). - Knowledge of visitor history and information. 	58, 85, 86, 165	5/14/2003	
4	30	Web Usage	Leverage a "common look and feel" while maintaining individual customer needs.	<ul style="list-style-type: none"> - Not necessarily the same content. - Be sure to distinguish between FSA/non-FSA sites - Copyright/brand recognition. - Promote a clear visibility to FSA sites (from BIG ED sites and others - Use Flash so links stand out). 	74, 138, 140, 166	5/27/2003	
5	15	Web Usage	Establish a single entry point (one url to remember) for new FSA customers.	<ul style="list-style-type: none"> - Provide a comprehensive "links site" as a conduit to other links. - Provide links to demo sites. 	75, 77, 91	5/14/2003	
6	22	Web Usage	Share certificates with external sites (shared authentication/credentials with Third Party).		92	5/14/2003	

Web Services

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
1	11	Web Services	Provide access to customer status via centralized means.	<ul style="list-style-type: none"> - Provide updates/verify current status. - Freshmen class roll acceptance letters. - Lifecycle student/school aid status/view. - Multiple platform web service delivery (e.g. PDA, WAP, AIM etc..) 	64, 69, 70, 71, 188	5/14/2003	
2	12	Web Services	Provide access to common calculations in a standardized and central location.	<ul style="list-style-type: none"> - EFC Calculator. - Payment Calculator. 	73, 145, 170	5/14/2003	
2	32	Web Services	Provide look up and update(corrections) capabilities to internal FSA systems.	<ul style="list-style-type: none"> - NSLDS services. - PEPS - School Code look up. - Provide a Real-time - Quick check against schools certification file before disbursement of aid. - Real time processing views. - Address updates (accommodating for multiple addresses for each point in the lifecycle). 	72, 144, 145,146, 147,189, 190	5/14/2003	
3	46	Web Services	Enable Authentication capabilities via Web Service.	<ul style="list-style-type: none"> - PIN. - Web Service so parent and student can sign the FAFSA at the same time. - P-Note Access - Image and electronic signature. 	148, 186, 191	5/14/2003	
4	25	Web Services	Enable a pre-population of FSA Web forms using Web Services and leveraging information already gathered regarding a customer.	<ul style="list-style-type: none"> - Pre-populate the FAFSA with IRS data. 	96, 187	5/14/2003	

Data Storage

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
1	27	Data Storage	Provide data access to varied resource needs, in the formats necessary to provide meaningful business information.	<ul style="list-style-type: none"> - User access to data. o Query capability across the enterprise data. o Concatenate across the enterprise. o Sufficient BI tools to allow user access and flexible query capability. o Select access to people across the enterprise. - System independent access to related data. - Provide the capability to share/inform results of online Surveys. - System access needs to DM/DW for data retrieval. - Enable End to End customer visibility/metrics. 	79, 88, 98,99,160, 193, 194, 199	5/14/2003	
1	34	Data Storage	Provide data mining and analytics tools that allow simple access to data and facilitate trending, forecasting and the necessary information for business decisions.	<ul style="list-style-type: none"> - Provide Ad Hoc Query Capabilities. - Means to Bridge the Gap between "what I want" and "knowing the data" to get the information. 	105, 159, 161, 162	5/27/2003	
2	33	Data Storage	Improve the timeliness and efficiency of data feeds to accommodate varied audience data needs.	<ul style="list-style-type: none"> - Recognition of audience for creation and feeds to DM's. - Need for detail financial records/reporting (CMDM and FMS not sufficient). o Feeds from FMS can be out of order. o Data comes across un-reconciled. 	151, 152, 157	5/14/2003	
3	16	Data Storage	Store, exchange, and manage data in a system independent format that enables access to key data across FSA throughout all phases of the lifecycle.	<ul style="list-style-type: none"> - Provide a consistent way of gathering profiles across the enterprise. - Provide a single, "long term" storage location for student aid history/status. - Create a DM/DW for Borrower information for production use that includes daily transaction capability and reporting cross FSA. - Virtual Big Database – Be able to align & concatenate data across systems regardless of data organization and origination. o Self service approach to data. o Data Mining, Data Warehousing and Canned Queries. - Minimize redundant data storage (push the needed data that has been updated in NSLDS to CPS or directly to the schools). - Includes information for online survey., customer data, and web trends. - Establish standards for exchange of imaged information/forms. Tag digital images. - Create a repository of XAP data internal to FSA. - Capture and store data in a data mart for student data left behind. 	51, 61,100, 103, 104, 125, 153, 159, 173, 196	5/14/2003	
	44	Data Storage	Provide a technical architecture that supports FSA's current and future storage and access needs.	<ul style="list-style-type: none"> - Technology needs to support cross FSA needs (all DW, DMs, All Feeds, All Access). o (ISIR DM different from Analytical DMs). 	200	5/27/2003	

XML Framework

Priority	No.	Business Objective Type	Business Objective	Details	Raw Objectives	Date Created	Comments
1	26	XML Framework	Define and utilize a standards-based approach to XML development.	<ul style="list-style-type: none"> - Define valid business reasons and an improved process for changing XML schemas. - Alignment with other agencies for standards (Treasury, IRS, SSA, DOJ, Census?, VA, INS, HHS, Big ED, DoD). 	6, 8	5/1/2003	
2	28	XML Framework	Provide timely communication to FSA's business partners (e.g., Schools, GA's, Third-Party Servicers, etc.) regarding XML implementations and changes.	<ul style="list-style-type: none"> - Timely/required communication of XML implementations and changes. - Alignment with other business partners and agencies for communications. 	7	5/1/2003	