



Appendix A: Data Quality Mad Dog Summary Report

MAD DOG DATA QUALITY ISSUES AND SUGGESTIONS
A summary of the detailed analysis of the Top 10 HI priority and Quick Hit Issues.

Issue Number	Issue	Recommendation	Parties Involved	ROM		Benefit	Dependencies	Cross Reference to FSA Vision Framework (Core Business Enablers and Outcomes)
				Cost	Time			
3	There is no enterprise standard to uniquely identify a loan; currently the underlying loans for FFEL consolidations are not always identified.	Require Guaranty Agencies to report underlying loan information for FFEL Consolidated Loans. Create a common internal method for identifying loans that can easily be adopted by FSA's trading partners.	Lifecycle Stage All Systems COD,DLSS, DLCS,DMCS, CDDTS, CMDM, DLDM,OMB, FMS, NSLDS, external trading partners	>\$500k	>12 Mos	Ease of tracking and consistency in identifying a loan across all phases of the lifecycle for a complete, single integrated view. Greater customer data integrity.	Need to determine the timeline and sequencing plan for integrating the common award ID into FSA landscape. In depth research and analysis to ensure a viable solution is selected	<p style="text-align: center;">Core Business Outcomes Maintain Right and Effective Levels of Oversight Through Combination of Enhanced Tools and Customer Self Monitoring</p> <p style="text-align: center;">Core Business Enabler Provide the Right Security, Tools, Systems, Architecture, Technology to Enable the Business to Achieve its Outcomes</p>
4	Information about loans held by Guaranty Agencies for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.	Establish Reasonability levels for the GA Form 2000 data and run analysis to determine current reasons for inaccuracies. Then, coupled with the creation of a new data warehouse/central repository, begin calculating claims and collections totals using the reported details.	Lifecycle Stage Servicing Systems Researchers, GAO, CFO, OMB, NSLDS, FMS, DMCS	>\$500k	>12 Mos	A more accurate view of the data will prevent flawed analytics and reporting and simplify the collection process, management decisions, trend analysis, and GA reviews.	Detailed analysis to ensure the definitions of what is reported to NSLDS is consistent and the reported data provides the information required for all FSA functionality	<p style="text-align: center;">Core Business Outcomes Run The Business to Enable Right Actions, Right Transactions to the Right People</p> <p style="text-align: center;">Core Business Enablers Improve and Integrate Business Processes Into Delivery Solutions</p>
5	The Application business process (CPS) would like to have access to disbursement updates as soon as possible (real time desired) for use in the verification and selection process. This would reduce the number of extraneous communications (ISIRs) to schools who no longer need information about a student who will not be attending their institution.	Consolidate the data used during Application with the data used in the Origination and Disbursement business process. As an interim solution, implement a Message Oriented Middleware or a deployed service that notifies the Application system when disbursements are received.	Lifecycle Stage Application, Delivery, Institution Participation Systems CPS, COD, SAIG	Resolution >\$500k Interim \$100 - \$500k	Resolution >12 Mos Interim 6 - 12 Mos	The resolution will allow better flow of disbursement information reducing retransmission, and unnecessary copies of ISIRs. Implementation of the interim solution would address the gap in information. Both will reduce the need for reconciliation between the systems for budgeting and forecasting purposes.	The resolution would require large scale multi-year effort requiring modifications to many front end systems specifically CPS and COD. The interim solution would require smaller modifications to CPS, COD and SAIG	<p style="text-align: center;">Core Business Outcomes Easier Access To Make It Easier for Our Customers to Do Business With Us</p> <p style="text-align: center;">Core Business Enablers Improve and Integrate Business Processes Into Delivery Systems</p>



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6	It is possible for a FAA to make changes to an applicant's EFC, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA. These changes are made at the school and except for Pell Grant changes, they are not reported to FSA. FSA should capture all changes to this information.	Consolidate the data used during Application with the data used in the Origination and Disbursement business process. As an interim solution, require schools to always report adjusted EFC amounts to CPS.	Lifecycle Stage Application, Delivery Systems CPS, COD, FAA Online, EDEExpress, Trading Partners	Interim \$50k-\$100k Resolution >\$500k	Interim >12 Mos Resolution >12 Mos	FSA's ability to reconcile between eligibility established in CPS, calculated with data received on the FAFSA, and the actual awards, as reported to COD by schools will no longer be an issue. CPS will contain the most up to date eligibility information.	The Opt 2 resolution would require large scale multi-year effort requiring modifications to many front end systems specifically CPS and COD. The interim solution, Option 1, would require smaller modifications to CPS, COD and SAIG	Core Business Outcomes Maintain Right and Effective Levels of Oversight Through Combination of Enhanced Tools and Customer Self Monitoring Core Business Enabler Provide the Right Security, Tools, Systems, Architecture, Technology to Enable the Business to Achieve its Outcomes
8	There are no means within the enterprise to identify a Trading Partner Institution and its relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research.	Implement the Routing Identifier (RID) as part of a new Integrated Partner Management (IPM) solution.	Lifecycle Stage Application, Institution Participation, Delivery Systems All	>\$500k	>12 Mos	The ability to aggregate a parent institution statistics will no longer be a manual, time consuming process reliant upon FSA subject matter experts. Will also facilitate better program analysis and oversight.	Implementation by FSA of the RID solution and the IPM Solution	Core Business Outcomes Provide Right Security, Tools, Systems, Architecture, Technology to Enable the Business to Achieve its Outcomes Core Business Enabler Support Effective and Informed Decision Making Information Available at the Right Time to The Right People
10	Records submitted to FSA systems with incorrect identifiers can result in the creation of an invalid student/borrower. This 'first come first serve' basis affects the ease of downstream systems to update the record with the correct identifiers. This can occur at any 'entry point' to FSA including CPS, COD, DLCS, DMCS, and NSLDS	Implement a Standard Student Identification Method (SSIM), establish SSA match criteria for all Person Business Entity "entry points," create rules for changing identifiers and for resolving identifier conflicts.	Lifecycle Stage Application, Delivery, Servicing Systems COD, CPS, DLSS, DLCS, DMCS, CDDTS, CMDM, DLD, NSLDS, OCTS 2.0	>\$500	>12 Mos	Should assist in getting FSA off the GAO High-Risk List and provide the ability to link customer records presenting a view across all phases of the lifecycle	SSIM implementation, quality data provided at entry point and requirements to update/change information	Core Business Outcomes Provide Easier Access To Make it Easier For Our Customers to do Business With Us Core Business Enabler Support Effective and Informed Decision Making Information Available at the Right Time to The Right People



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11	There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with the current status of a student's aid and 'workflow' indicators relative to that student	Implement a Standard Student Identification Method (SSIM) and create a data warehouse/central repository that holds student data from across the enterprise and lifecycle stages.	Lifecycle Stages Application, Institution Participation, Delivery, Servicing Systems All	>\$500k	>12 Mos	Easier inquiry look ups, call centers able to provide information from various systems reducing # of calls, fewer ISIRS to 'non attending institutions', simplification of analysis process, more complete information for verification process,	The business architecture design and tool set needed to present an integrated student view i.e. data warehouse or central repository need to be implemented as well.	<p>Core Business Outcome Maintain Right and Effective Levels of Oversight Through Combination of Enhancement Tools and Customer Self Monitoring</p> <p>Core Business Enablers Support Effective and Informed Decision Making Information Available at the Right Time to The Right People</p>
14	The accuracy and consistency of Enrollment status information is not high within FSA systems. More specifically, completion / graduation date received by COD from schools is often incorrect, and PLUS 2nd disbursement date is not a required field on the XML Common Record.	Make the 2nd disbursement date a required field on the XML Common record (This enhancement is currently recommended as part of the '04 implementation). Currently, there is a work around in place for the PLUS 2nd disbursement to be estimated (midpoint between first disbursement date and loan period end date) . A Graduation Date fix has already been implemented, COD recently implemented logic to calculate an accurate completion date.	Lifecycle Stages Servicing, Delivery, Application Systems NSLDS, COD, DLSS	\$50 - \$100k	3 - 6 Mos	These are key indicators for servicing, default rate calculations and analytic functions of FSA. If improved these fields could be used for metrics and research indicating 'success of the loan program' mission. Other functions affected include repayment processing and Participation Management,	Enhancement must be accepted as part of the '04 implementation strategy	<p>Core Business Outcomes Provide Easier Access to Make it Easier for Our Customers to do Business With Us</p> <p>Core Business Enabler Improve and Integrate Business Processes Into Delivery Solutions</p>



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20	GAPS and FMS receive school id status and eligibility data updates at different intervals. This can result in errors being returned from GAPS to multiple systems that send it updates (COD, FMS etc) This impacts the schools ability to draw money in GAPS	Update FMS code to incorporate updates received on the daily school file. Also, Establish an electronic interface between PEPS and GAPS. PEPS will provide the daily school file and eligibility updates; GAPS will provide DUNS updates that PEPS can in turn distribute to all of FSA's systems.	Lifecycle Stages Institution Participation and Delivery Systems COD PEPS FMS GAPS	>\$500k	>12 mos	Title IV Operations and CFO will receive more timely updates. Reduction of DUNS # mismatch resolutions in EDCAPS. Avoid delay of disbursement / adjustment records to funding.	Case Management Process Reengineering via eCMO. PEPS Reengineering/ Replacement via development of Trading Partner Management System	Core Business Outcomes Provide Easier Access to Make it Easier for Our Customers to do Business With Us Core Business Enabler Improve and Integrate Business Processes Into Delivery Solutions
21	While FMS has error monitoring processes in place for its interfaces, there is no standardized method for distributing error files back to the interfacing internal or external system. Currently FMS only sends error files for the internal system interfaces to COD.	Standardize the FMS error processing by utilizing the current Oracle Alert and Report system more completely. Have Oracle send alert messages to all necessary personnel/systems.	Lifecycle Stages Application, Institution Participation, Delivery, Servicing Systems GAPS, COD, NSLDS, eCB, Pell, DLCS, DLSS, DMCS, Lockbox, GA Forms Loading	\$100 - \$500k	6 - 12 Mos	A standardized error reporting and resolution function would reduce duplicate effort, transaction response time and processing delays. Also prevent duplicate payments and increase internal controls. The effect would be much more cost effective	Systems may require training to work error alerts. May require implementation of new procedure to incorporate new responsibility.	Core Business Outcomes Run The Business to Enable Right Actions, Right Transactions to the Right People Core Business Enablers Provide the Right Security, Tools, Systems, Architecture, and Technology to Enable the Business to Achieve its Outcomes
23	The FFEL data reported to NSLDS comes from multiple guaranty agencies at varying times (monthly/quarterly) with varying close dates. This makes the picture of FFEL data inconsistent and hard to analyze.	Provide Production Schedule to internal users of NSLDS information to ensure users understand when the data is updated. In conjunction with future interface format redesigns, require more frequent (weekly) feed schedule.	Lifecycle Stages Institution Participation, Servicing Systems NSLDS, DL, DMCS, SSCR	<\$50k	<3 Mos	Accurate and current information will enable users to create a current picture or climate of the program, aid in the ability to forecast successes and determine revisions necessary for the enterprise. This will result in more efficient analytics and reporting.	N/A	Core Business Outcomes Run The Business to Enable Right Actions, Right Transactions to the Right People Core Business Enablers Provide the Right Security, Tools, Systems, Architecture, and Technology to Enable the Business to Achieve its Outcomes



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24	There is currently no SSA or INS verification for PLUS borrowers' SSN and citizenship. This can result in the lending of Title IV aid to ineligible borrowers. There is also the desire to have all borrowers pass through verifications pursuant to the USA Patriot Act.	Create a common service integrated into the SSIM solution through which all borrowers can be submitted for verification by SSA, INS, and other required Federal Agencies. Utilize FAFSA or alternative form to collect all the key identifying information necessary to run the validations.	Lifecycle Stage Application, Delivery, Institution Participation Systems CPS, COD, SAIG	> \$500k	> 12 Mos	Allow for better control of disbursing Title IV aid preventing awards to ineligible borrowers. Provide a method of linking customer records accurately allowing for viewing and analyzing data across the enterprise	SSIM implementation, quality data provided at entry point and requirements to update/change information	Core Business Outcome Maintain Right and Effective Levels of Oversight Through Combination of Enhancement Tools and Customer Self Monitoring Core Business Enablers Improve and Integrate Business Processes Into Delivery Solutions
25	School data (demographic information about the institution) in DMCS is static.	Develop PEPS school file feed to DMCS.	Lifecycle Stage Institution Participation, Servicing Systems PEPS, DMCS	< \$50k	< 3Mos	School data that is in sync. Reduce the number of valid accounts rejected because of outdated information within DMCS.	DMCS must be able to read transmitted information into their system	Core Business Outcomes Run The Business to Enable Right Actions, Right Transactions to the Right People Core Business Enablers Improve and Integrate Business Processes Into Delivery Solutions
26	It is possible for external Trading Partners to sign up for SAIG access using dummy identifiers.	Establish and communicate a policy prohibiting invalid identifiers. Since the documentation of this issue, validity checks have been incorporated into the SAIG Enrollment Web Site. For a more thorough solution, perform a SSA validation.	Lifecycle Stages All Systems Trading Partners, PIN, Participation Management, COD, CPS, NSLDS, SAIG	< \$50k	< 3Mos	Creates individual and institution accountability. Reduce data clean up efforts. Prevent PIN database from receiving invalid identifiers	Implementation of validity checks on the SAIG Enrollment Web Site	Core Business Outcomes Maintain Right and Effective Levels of Oversight Through Combination of Enhanced Tools and Customer Self Monitoring Core Business Enabler Provide the Right Security, Tools, Systems, Architecture, Technology to Enable the Business to Achieve its Outcomes



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28	The Account Maintenance Fee for Guaranty Agencies is forecasted. If the actual is higher than the forecast, FSA informs the guaranty agency to pay themselves from the Federal Fund For Guaranty Agencies. The participants in the Mad Dog sessions did not have information on how these transactions, as well as the Performance Measures and VFA Fee Payments, are reconciled or monitored.	It has been confirmed there are reconciliation and monitoring tools in place for AMF and VFA Payments. These processes should be published in the appropriate internal and external guides. The guidelines are included in the Financial Partner Internal Review Guide, but there needs to be reference to the specific Performance Measure Benchmarks and the payments.	Lifecycle Stage Institution Participation Systems NSLDS, Ed CFO, FMS, Treasury, Participation Management	< \$ 50k	< 3 Mos	Improved use of the AMF and VFA Fee payment information facilitating more accurate analytics and a more effective level of oversight and, therefore, more effective, efficient service to internal and external customers	N/A	<p>Core Business Outcomes Provide Easier Access to Make it Easier for Our Customers to do Business With Us</p> <p>Core Business Enabler Improve and Integrate Business Processes Into Delivery Solutions</p>
29	NSLDS has Anomalous Names, aprox 13000 First and last names with numbers in them. NE1S0N - (L=1 and O=0) These errors can prevent record matches	Implement SSIM logic which ensures matches in cases of anomalous names.	Lifecycle Stage Delivery, Servicing Systems NSLDS, DLSS, COD, Financial Partners, Schools	< \$50	< 3 Mos	Will alleviate effort to correct improperly matched files	N/A	<p>Core Business Outcomes Provide Easier Access to Make it Easier for Our Customers to do Business With Us</p> <p>Core Business Enabler Improve and Integrate Business Processes Into Delivery Solutions</p>