

Integration Partner Integration Leadership Support Achievement Report (Deliverable 151.1.1a) December 2003

Executive Summary

Integration Partner supports FSA's leadership and the actions required to drive the development of FSA's integration program. This report summarizes Integration Partner's leadership internal and external activities for the month of December, which support the development of integration projects and initiatives.

Major accomplishments during the month of December include the signoff on a letter of intent to modify the COD Services contract by TSYS and Accenture and the shaping and approval of various Integration Partner task orders.

A possible program risk identified by Integration Partner is the transition to the new vendor for EAI and ITA services. Both Accenture and FSA need to ensure a smooth transition to this new vendor. Failure to do so may cause disruption to current production systems.

Overall Value Delivered

Integration Leadership Support – FSA

Integration Partner leadership provides FSA leadership and program managers with key leadership oversight, enterprise focus, and strategic direction needed to fulfill the goals of FSA's organization and its integration program.

During the month of December, Integration Partner and FSA leadership met weekly, yielding the following key outcomes:

- Continued work with FSA on the three Integration Partner Shared-In-Savings initiatives:
 - Consistent Answers for Customers (CRM4FSA)
 - eServicing
 - Common Origination & Disbursement (COD)
- Consistent work with John Fare and the FSA Acquisitions and Contracting Organization to shape, modify, and approve the multiple Integration Partner task orders.
 - TO 117 - EAI (modified)
 - TO 118 - ITA Architecture (modified)
 - TO 45 - FMS Operations (modified)
 - TO 151 - Integration Leadership Support and Transition (awarded)
 - TO 153 - Integration and Transition Support (awarded)
 - TO 154 - Contract and Financial Management (awarded)
 - TO 121 Mod 1 Rev 1 - LMS Software Extension (modified)

- FSA Workforce Alignment (modified)
- Worked with FSA to change the approach and delivery of the Integration Leadership effort and the Integration Support effort.
- Accenture and TSYS signing of a letter of intent to modify the COD Services contract.
 - Under the new contract, TSYS would continue to provide web and mainframe data processing services and support as well as printing and mailing services. Accenture would assume direct responsibility for application maintenance, operations, and development activities.
- Negotiation of a transition plan for the new vendor for EAI and ITA.
 - This transition needs to be watched carefully by Accenture and FSA to mitigate any potential risks in the process that may cause disruption to current production systems.
- Continued participation and input into FSA's Business Integration and Technology Group.
- Participation in FSA's Electronic Access Conference in New Orleans.
- Key delivery issues specific to major integration initiatives.

Integration Leadership Support – Integration Partner

Integration Partner leadership provides the Integration Partner project managers and business and technical architects with key leadership oversight, enterprise focus, and strategic direction needed to fulfill the goals of FSA's integration program. This direction enables broader system integration across the FSA enterprise. The Integration Partner leadership team also facilitates the alignment of Integration Partner task orders and initiatives with the business and performance objectives of FSA's organization.

Integration Partner leadership provided leadership direction and oversight to the account during the month of December through the following key activities:

- Continued guidance and direction to Integration Partner teams to ensure overall program goals are achieved.
- Continued task order alignment.