

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 1  
**Data Quality Issue:** Metrics for the executive dashboard and program analysis cannot be generated through a common tool set.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 1  
**Business Entities Affected:** All  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** Data Access  
**Status:** Submitted  
**Priority Rating:** 16.48

### 1. Detailed description of the data quality issue:

Metrics for the executive dashboard and program analysis cannot be generated through a common tool set.

### 2. Dependencies:

None

### 3. Systems impacted:

All

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 1

**Data Quality Issue:** Metrics for the executive dashboard and program analysis cannot be generated through a common tool set.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 2  
**Data Quality Issue:** There needs to be a simplified, automated process for linking up the final results of disbursements (Pell Grant Recipients) with applicant data (Abbreviated Applicant File) for use by analysts within FSA and ED to plan and budget for the following year's award cycle.

## Contact Information

**Date Submitted:**  
**Submitter:** SAUNDERS, JEANNE  
**Phone Number:** (202) 377-3246

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 2  
**Business Entities Affected:** Aid  
**Business Capability Area:** Origination & Disbursement, Enterprise Analytics & Research

**Issue Category:** System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

There needs to be a simplified, automated process for linking up the final results of disbursements (Pell Grant Recipients) with applicant data (Abbreviated Applicant File) for use by analysts within FSA and ED to plan and budget for the following year's award cycle.

### 2. Dependencies:

None

### 3. Systems impacted:

GAPS, FMSS, COD, CPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 2

**Data Quality Issue:** There needs to be a simplified, automated process for linking up the final results of disbursements (Pell Grant Recipients) with applicant data (Abbreviated Applicant File) for use by analysts within FSA and ED to plan and budget for the following year's award cycle.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

RFMS and GAPS don't match but consensus is that it is usually a timing issue and discrepancies are almost always reconciled. Perhaps a more significant issue is between GAPS and FMSS. Another consideration is that COD is having trouble providing information that CPS is used to getting so it may not be an issue of data quality as much as bumps in implementation of COD (from RFMS) (See Lines 6 and 8)

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 3  
**Data Quality Issue:** There is no enterprise way to uniquely identify a loan (common Loan ID).

### Contact Information

**Date Submitted:** 7/10/2003  
**Submitter:** ELIADIS, PAM  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** 3  
**Business Entities Affected:** Aid  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** System Enhancement  
**Status:** Submitted  
**Priority Rating:** 241.4

#### 1. Detailed description of the data quality issue:

There is no enterprise way to uniquely identify an aid award (loan or grant). For example, COD has established an Award ID for PELL Grants and Direct Loans (combination of SSN, Loan Type, Academic Year, School ID, and Promissory Note number - 999999999SYG99999001), NSLDS matches on five key fields, and the FFEL community is moving towards utilizing a set of rules commonly known as the Common Line ID. As such, a single integrated view of the loan across the enterprise is not readily available. Also, with systems using various methods to uniquely identify loans, there is a greater potential for duplicate loan records to be created, causing the history of the loan across systems to become fragmented or difficult to trace.

Currently the most critical issue for loan identification is related to FFEL consolidated loans. When reporting a consolidated loan to NSLDS, there are no requirements for Guaranty Agencies to identify the underlying loans. These underlying loans may be of varying types and programs such as subsidized, unsubsidized, Title VII HHS, Title IV Perkins, etc. Without knowing these details, the breakdown of the underlying loans must be estimated when calculating the student's aggregate loan limits (unsubsidized or subsidized). Using estimates often results in these limits being erroneously calculated.

#### 2. Dependencies:

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

#### 3. Systems impacted:

All

#### 4. Trading Partners impacted:

Schools, Lenders, GA's

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 3  
**Data Quality Issue:** There is no enterprise way to uniquely identify a loan (common Loan ID).

**5. Related data quality issues:**

None

**6. Estimated Cost of this initiative**

>\$500,000

**7. Estimated time for implementation:**

>12 months

**8. Benefits of addressing this issue:**

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.

**9. Impacts of not addressing this issue:**

As part of analytics and reporting, FSA's systems not only rely on consistent recognition of persons and institutions but also on the accurate identification of those persons and institutions' aid awards. Establishing a RID and SSIM will provide the consistent recognition of persons and institutions, however without a common award ID, it may be difficult to track a loan across all systems and to see the complete single integrated enterprise view of the loan. A common award ID would establish the framework by which FSA can consistently identify awards, across all phases of the student aid lifecycle. Such consistency will contribute to greater customer data integrity.

A common award ID interface field will provide a consistent initial point of validation for all award information reported to FSA and help to reduce the occurrence of duplicate loan records being created.

Lack of a common award ID also adds another complexity to the collections and consolidation process. A common loan ID would allow both FSA and its external partners to more readily identify the loan type and the borrower and institution who originated the loan. For FFEL Consolidated Loans, without the underlying loan detail there will continue to be loan limits incorrectly calculated and time and money spent researching to make corrections.

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 3

**Data Quality Issue:** There is no enterprise way to uniquely identify a loan (common Loan ID).

### 10. Detailed description of recommended solution:

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. The key criterion for an award ID is for it to be unique. Uniqueness can be established simply by using sequential numbers or random characters. However, it is recommended that a common award ID is created that uses a number of basic fields to ensure uniqueness. These fields should include the corresponding person, institutions (school and financial institution), and other pertinent information such as program, loan type, academic year, and promissory note number. Using these fields would allow the various trading partners that create loan IDs, to more readily adopt the standard.

The establishment of a common award ID is an enterprise-wide endeavor and would affect FSA's trading partners as they conform to the standard. Initially, it is recommended that the ID be established internally with a cross walk tying the common award ID to external award identifiers. However, to reap the greatest benefits, all of the trading partners should eventually be required to adhere to the same standard.

In order to ensure the underlying loans for FFEL Consolidations are identified, it is recommended that policy changes are implemented requiring Guaranty Agencies to report all of the consolidation's underlying loans. With the continual changes in the FSA landscape (i.e. COD, NSLDS II, Common Servicing for Borrowers, etc.), there is the need for determining the timeline and sequencing plan for integrating the common award ID into the FSA landscape. The scope of work for establishing a common award ID is in proportion to that of the SSIM and RID efforts. As such, an in-depth research and analysis is required to ensure a viable solution is selected. The following two phased effort is recommended:

- 1) Current State Analysis - Further Refine Vision and Scope; Define Goals and Objectives; Document Current State; Checkpoint with FSA business owners;
- 2) Solution Determination and Planning - Document candidate Award ID Solutions; Document candidate Award ID Implementation Methods; Identify sequencing and initial candidate FSA systems; Conduct working sessions to analyze and select the solution; Develop enterprise High Level Design and Implementation Approach based on the selected solution;

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

NCHELP effort underway has industry wide implications. NCHELP is facilitating the move of FFEL participants to the Common Line ID, however not all partners are using the field established as the loan identifier and those that are using it are not always using the same ID for the same loan. For example, a lender may have one ID, when the lender sends the loan to the GA the GA may create a new ID, and then if the loan is transferred to another GA, that GA may also create a new ID. 6/18/03 - The group requested the revision of this issue description (it has been revised). FSA is scheduled to meet with NCHELP representation on 6/18/03 on this topic. There is a perception that a common loan identifier may need to be adopted by all Title IV loan participants. The Common Line ID was one possibility discussed by the group.

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Once created, this Loan ID needs to be tied to a its corresponding institutions, both school and financial (RID), as well as person (CSID).

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:**

3

**Data Quality Issue:**

There is no enterprise way to uniquely identify a loan (common Loan ID).

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 4  
**Data Quality Issue:** Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.

## Contact Information

**Date Submitted:** 7/11/2003  
**Submitter:** PAULSEN, LINDA  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 4  
**Business Entities Affected:** Financial Partner  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Resolved  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

When a borrower fails to make payments for 270 days on a loan, they go into default. For defaulted FFEL loans, stewardship of the loan is transferred from the Lender to the Guaranty Agency (GA). After making a claim via the Forms 2000, the GA attempts to collect on the loan for a period (often four to five years). If the GA is unable to collect, they assign the loan to FSA by sending it to the Debt Management Collection System (DMCS). During the unassigned period while the GA holds the loan for collections, they are required to continue reporting the loan information to FSA via the NSLDS interface. Currently the level of reasonability and accuracy of this information is unclear, and the definitions and fields being reported are not consistent (e.g. Not all GA collection fees reported on the Form 2000 are reported in the details sent to NSLDS).

Also, since the GA is paid its original claim according to the Form 2000 rather than the NSLDS detailed data, there is less incentive to correct or update records rejected by NSLDS due to invalid data fields. If the GA is unable to collect on the loan, these incorrect records and data deficiencies have the potential to be passed on to DMCS. Furthermore, the process of assigning the defaults to DMCS is different for each GA and is handled in an ad hoc fashion, resulting in varying levels of quality and completeness for this data.

Another part of this issue concerns the accounting of the receivables established as part of the Forms 2000. The unassigned loans reported to NSLDS are also reported at the summary level to FMS on the Forms 2000. The Guaranty Agencies currently report only the reinsurance payment amount on the Forms 2000. For example, for a 98% insurance rate and a 95% reinsurance rate if there is \$100 in defaulted loans, \$98 is paid to the Lender by the GA, and \$93.1 (the \$98 X 95%) is invoiced by the GA to FSA on the Forms 2000. As such, the receivable is initially booked as \$93.1 rather than \$100. When the loans are assigned to FSA via DMCS the booked receivable then needs to be adjusted to the \$100. However, since reinsurance rates have changed over the years and the summarized Form 2000 data does not provide this cohort information, the adjustment must be estimated and is not always correct.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 4  
**Data Quality Issue:** Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.

## 2. Dependencies:

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

## 3. Systems impacted:

NSLDS, DMCS, FMS

## 4. Trading Partners impacted:

Researchers

## 5. Related data quality issues:

Mad Dog Issue #23 "The FFEL data reported to NSLDS by the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates; this makes the picture of FFEL data inconsistent and hard to analyze." This issue also is related to GAs reporting information to FSA. As such, Issue #23 should be considered when implementing any policies or interfaces in response to Issue #4.

## 6. Estimated Cost of this initiative

>\$500,000

## 7. Estimated time for implementation:

>12 months

## 8. Benefits of addressing this issue:

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.

## 9. Impacts of not addressing this issue:

At the beginning of fiscal year 2003 there were approximately \$15 Billion in defaulted unassigned FFEL loans being collected on by GAs. There currently is approximately another \$9 Billion assigned to FSA. An inaccurate view of this data may provide flawed analytics and reporting and add to the complexity of the collections process.

The following are the key areas of concern: 1) The Financial Reporting used to make management decisions may be inaccurate. 2) Reports and information used by policymakers for modeling and performing trend analysis may be flawed. 3) Inaccurate analytics to determine Forms 2000 Reasonability may not readily highlight issues for specific institutions or locations, making it difficult to target GAs for review. 4) It may also be difficult to provide auditors with an assurance that the financial statement balances are reasonable.

## Resolution

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 4  
**Data Quality Issue:** Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.

**Assigned Date:**  
**Assignee:**  
**Phone Number:**  
**Resolved Date:** 4/27/2004  
**Resolved By:**  
**Phone Number:**

## 10. Detailed description of recommended solution:

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. The first step in addressing this issue is to determine what the current level of reasonability is for the detailed data in NSLDS as compared to the summary data reported to FMS on the Form 2000 and what the acceptable threshold is for the differences. There have been efforts to analyze the reasonability on an annual basis and there have been apparent improvements in the quality of the data. However, there needs to be a more detailed analysis to determine the reasons for the differences (e.g. missing data, frequency, inaccurate data, inconsistent data definitions, etc.). This effort has begun and there currently is a task order where FSA is working with the current NSLDS subcontractor to understand the differences at a more detailed level and to establish reasonability criteria for a monthly basis.

With methods such as the NSLDS Reasonability check, cross-system reconciliation issues can be mitigated, however multiple entry points and data stores for the same data makes it difficult to completely eliminate the issues. For a more comprehensive solution it is recommended that GA FFEL default claims and collections reinsurance data ultimately reside in a central repository with one entry point to FSA. The NSLDS system currently provides the best option for this solution, however a detailed analysis should be conducted to ensure the definitions of what is being reported to NSLDS are consistent among Guaranty Agencies and the reported data provides the information required for all FSA functionality (NSLDS, DMCS and FMS). Furthermore, future NSLDS/Enterprise Data Warehouse re-designs must be considered when establishing an implementation sequencing plan.

After receiving the FFEL claims and collections details from the GA, NSLDS would pass the summarized data to FMS, allowing FMS to calculate the GA reinsurance claim payment based on cohort data and to establish an accurate 100% level, collections receivable. The Guaranty Agencies would continue to send in the current Form 2000, however the FFEL default claims and collections reinsurance fields would not need to be entered. For viewing purposes, these fields could be auto-populated by FMS using the summarized data received from NSLDS. With the GA's claim payments based on their reported loan level details there will be greater incentive to correct and update records rejected by NSLDS.

To implement the "GA to NSLDS, single entry point" solution a consolidated interface format is recommended. With the current FFEL and internal XML efforts, an XML interface should be considered. XML would allow FSA to verify the required core data blocks are reported consistently by each GA. Commonly-defined XML Core Components and XML-based tools also would enable the cleanup of the existing inaccurate FFEL default data. Furthermore, XML-based data modeling for the GA interfaces would provide system flexibility to simplify future interface changes and support new application and data exchange requirements.

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It is also recommended that FSA give increased emphasis to the A133 Compliance Audits performed by external auditors for Guaranty Agencies. These audits verify the validity of the reinsurance claim and collections data sent by the Guaranty Agencies.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 4

**Data Quality Issue:** Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

Further, Guaranty Agencies can then transfer all defaulted FFEL loans (loan id, balance, payments made, adjustments, person demographic information, etc) on to DMCS in an ad hoc fashion. A list of approved or rejected new debts is then sent from DMCS back to the GA. This process is different for each GA, resulting in varying levels of quality and completeness for this data. 6/18/03 - This is a new issue. The quality of data for these loans is notoriously poor in comparison to loans being serviced by FSA (See Line 24)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 5  
**Data Quality Issue:** The Application Process (CPS) would like to receive disbursement updates (COD) as soon as possible for use in the verification and selection process.

## Contact Information

**Date Submitted:** 7/14/2003  
**Submitter:** SAUNDERS, JEANNE  
**Phone Number:** (202) 377-3246

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 5  
**Business Entities Affected:** Aid  
**Business Capability Area:** Application

**Issue Category:** Process Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Today, as a normal course of business, the Application system (CPS) receives updates from the Origination and Disbursement System (COD) regarding the disbursement of Direct Loan and Pell awards for attendees at various institutions on a periodic basis (quarterly). The Application system uses these updates to designate applicants that need to be verified by the school. They also reflect the attendance of a student at a particular institution and indicate that communication to other institutions on behalf of that student may no longer be necessary.

The application process would be enhanced by receiving these disbursements more frequently, real-time if possible. This would reduce the number of extraneous communications (ISIRs, etc.) to schools that no longer need information about a student who will not be attending their institution.

### 2. Dependencies:

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.

### 3. Systems impacted:

CPS, COD, SAIG, NSLDS, FMS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

This recommendation will partially address the issue of automating and simplifying the process of linking the Pell Recipient File with the Abbreviated Applicant File for out year budgeting and planning. Through execution of either option outlined above, the disbursement results and applicant information would be accessible

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 5  
**Data Quality Issue:** The Application Process (CPS) would like to receive disbursement updates (COD) as soon as possible for use in the verification and selection process.

within the same system and the need for linking them would be alleviated. Budgeting and forecasting processes could simply use this single data source as input.

## 6. Estimated Cost of this initiative

>\$500,000

## 7. Estimated time for implementation:

>12 months

## 8. Benefits of addressing this issue:

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.

## 9. Impacts of not addressing this issue:

Wasteful production and distribution of ISIRs and other Application related correspondence to schools for students who are not attending their institution will continue. In addition, there will be a continued need for the reconciliation of applicant and recipient data between two different systems for the purposes of budgeting and forecasting outyear aid program funds.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

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. This issue can be resolved in a number of ways, the most thorough of which is to consolidate the data used during Application with the data used in the Origination and Disbursement business process into a single data store. In doing so, the flow of information regarding disbursements would be inherently available to the application business logic and make retransmission or sharing of this information unnecessary. This consolidation of data from the two business processes would address more than this specific data quality issue and would fundamentally change the "front end" business processing logic of FSA. It would affect the current CPS/ FAFSA and COD systems most, and would also affect NSLDS and FMS internally as well as School and various Government agencies that validate applicant information externally.

An interim way to address this issue would be to implement a notification service either through a Message Page 14 of 168

Oriented Middleware (MOM) solution or a deployed service that notifies the Application system when disbursement records are received. This business logic engine or service would receive a disbursement notification through a prescribed or published message service and then generate an update to the Application system. These messages could be received from the Origination and Disbursement system, or from an entity outside FSA through a gateway service. This option would result in impacts to the CPS system for receipt of the records as well as the COD and potentially SAIG systems for generation and (re)direction of messages.

Implementation of the first option, combining the Application with the Origination and Disbursement business process, is a large scale multi-year effort that would require modifications to the many “front-end” systems, most notably CPS and COD. This effort would require a great deal of communication with external parties, especially the School community.

Implementation of the second option has fewer large-scale impacts and is a potential interim solution to the specific data quality gap raised in this issue. It would still require modifications to the CPS, COD and SAIG (gateway) systems.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 5

**Data Quality Issue:** The Application Process (CPS) would like to receive disbursement updates (COD) as soon as possible for use in the verification and selection process.

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

The solution suggested by option 1 has a multitude of benefits beyond the resolution of the specific data quality item raised by the Mad Dog team. The consolidation of the Application and Origination and Disbursement processes will create a single student data system for processing that precedes the servicing phase of the lifecycle.

This will enable an integrated student view, a simplified application/award change process, an integrated Financial Aid Administrator view, simplified contracting, and many more beneficial enhancements. While both option 1 and 2 will address the quality issue, option 1 will also simplify a host of other business process inefficiencies.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 6  
**Data Quality Issue:** It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These changes are made at the school, and except for Pell changes, they are not reported to FSA (DL, FFEL, Perkins, etc.). FSA should capture all changes to this information.

## Contact Information

**Date Submitted:** 7/23/2003  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 6  
**Business Entities Affected:** Aid, School  
**Business Capability Area:** Origination & Disbursement

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

CPS is not always updated with FAA adjusted EFC calculations. Therefore, a student's financial aid package may not correspond with the student's eligibility as determined by CPS. Adjusting a student's Expected Family Contribution is, in effect, changing their eligibility for Title IV funds.

Financial Aid Administrators make changes to an applicant's Expected Family Contribution (EFC) calculation due to extenuating circumstances that cannot be communicated on the FAFSA. The Financial Aid Administrator, using professional judgment, can adjust one or more of the data elements used to calculate the EFC. It is important to note that an aid administrator cannot adjust the EFC formula, just the values that are used in the calculation.

Currently, schools have options for reporting EFC changes. If an FAA calculation results in a higher EFC, meaning the student is eligible for less Title IV aid, and the Pell award amount decreases, the school must report the EFC change to CPS. If only Campus-Based awards and Direct Loans are affected, the school can adjust/decrease the award amounts and is not required to report the new EFC to CPS.

If the recalculation results in a lower EFC, meaning the student is eligible for more Title IV aid, the school may either 1) report the changed EFC in order to disburse more Pell funds or 2) Retain the original EFC and award the original Pell amount. When the school decides to base the Pell award on the lower EFC, they must first report the change to CPS and wait to receive an adjusted ISIR document before making Pell disbursements. If only Campus-Based awards and Direct Loans are affected, schools may adjust/increase the award amounts without notifying CPS.

### 2. Dependencies:

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,

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 6

**Data Quality Issue:** It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These changes are made at the school, and except for Pell changes, they are not reported to FSA (DL, FFEL, Perkins, etc.). FSA should capture all changes to this information.

COD and SAIG

**3. Systems impacted:**

CPS, COD, SAIG

**4. Trading Partners impacted:**

Schools

**5. Related data quality issues:**

This recommended solution is tied to the recommended solutions to Data Quality Mad Dog Issue #5, specifically, the integration of the Application business process with Origination and Disbursement. Combining these two business processes would eliminate the disjoin between the eligibility information held in CPS and the school adjusted eligibility information used to establish the actual awards disbursed to students.

**6. Estimated Cost of this initiative**

>\$500,000

**7. Estimated time for implementation:**

>12 months

**8. Benefits of addressing this issue:**

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.

**9. Impacts of not addressing this issue:**

FSA's ability to reconcile between eligibility established in CPS, calculated with the data received on the FAFSA, and the actual awards, as reported to COD and disbursed by schools, will remain an issue. Reconciling these differences is often difficult, time consuming and costly. When eligibility information is recalculated by schools and not reported back to FSA, a gap is created. CPS will not always contain the most up to date eligibility information. CPS relies heavily on this information for analysis, budgeting, and forecasting purposes.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 6

**Data Quality Issue:** It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These changes are made at the school, and except for Pell changes, they are not reported to FSA (DL, FFEL, Perkins, etc.). FSA should capture all changes to this information.

### 10. Detailed description of recommended solution:

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. Schools should always report adjusted EFC amounts to CPS. Since the CPS is FSA's central system for calculating and maintaining student eligibility information, it should be updated with FAA induced adjustments. As mentioned above, schools are only required to report EFC adjustments that will affect Pell award amounts. Currently schools can report these corrections and updates electronically through third-party software, EDEXpress or FAA Access to CPS Online. When a school makes a correction electronically for a student, signed documentation for the correction from the student and parent must also be submitted to CPS.

Schools should report all EFC adjustments, including those that only affect Campus-Based and Direct Loan awards, using these methods. If this action is required, the number of EFC changes that will be reported to CPS is currently unknown. It was noted during the detailed analysis stage that because of recent updates, most notably electronic SAR distribution, CPS is more equipped to handle additional EFC changes from schools. In the past, when only paper SARs were distributed, requiring schools to submit all EFC changes and producing the SAR and ISIR documents to reflect these changes may have been too costly.

A larger scale solution than the one above, one that integrates the Application/Eligibility and Origination and Disbursement processes within FSA, is mentioned in Mad Dog Data Quality Issue #5. This recommended solution would make all origination and disbursement information, including adjusted EFC amounts, available to the eligibility business logic. With this solution, sharing of information between CPS and COD would be unnecessary because the two business processes would be integrated. As noted in issue #5, this consolidation of these business processes would address more than this specific data quality issue.

Implementation of the second solution, combining the Application with the Origination and Disbursement business process, is a multi-year effort that would require modifications to the many systems, most notably CPS and COD. This effort would require a great deal of communication with external parties, especially the School community.

Implementation of the first option is a potential interim solution to the specific data quality gap raised in this issue. It would still require modifications to the CPS, COD and SAIG (gateway) systems. Although requesting that schools report all EFC changes to CPS and preparing CPS to receive these changes can be done in a moderate time frame, requiring that schools report these changes cannot. Requiring schools to report all EFC changes, not only those affecting Pell awards, constitutes a change in policy, which can only be done over an extended period of time.

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:**

6

**Data Quality Issue:**

It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These changes are made at the school, and except for Pell changes, they are not reported to FSA (DL, FFEL, Perkins, etc.). FSA should capture all changes to this information.

**12. Comments:**

6/25/03 - Not only Prof. Judge changes but FSA should be apprised of all changes to application data. It was noted that FSA is exploring the option of developing a Web Service tool for EFC calculations. This would help to ensure that Financial Aid Administrators use the correct EFC formula when performing recalculations. If implemented to include the appropriate functionality, this Web Services tool may eventually be used by schools to report EFC changes to FSA.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 7  
**Data Quality Issue:** There is no history of outstanding principal balance for records held in NSLDS. This value would be very useful for research and reporting purposes.

### Contact Information

**Date Submitted:**  
**Submitter:**  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** 7  
**Business Entities Affected:** Aid  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** System Enhancement  
**Status:** Submitted  
**Priority Rating:** 58.66

#### 1. Detailed description of the data quality issue:

There is no history of outstanding principal balance for records held in NSLDS. This value would be very useful for research and reporting purposes.

#### 2. Dependencies:

None

#### 3. Systems impacted:

NSLDS

#### 4. Trading Partners impacted:

None

#### 5. Related data quality issues:

None

#### 6. Estimated Cost of this initiative

N/A

#### 7. Estimated time for implementation:

N/A

#### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 7

**Data Quality Issue:** There is no history of outstanding principal balance for records held in NSLDS. This value would be very useful for research and reporting purposes.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/25/03 - Identified that there is also some concern with the validity of the data available and it's freshness.

5/4/04 - The intention is for NSLDS to keep outstanding principal balance history from a future point in time going forward. FSA will not ask DL, Lenders, GAs, etc. to provide this historical information.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 8  
**Data Quality Issue:** There are no means within the enterprise to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) and their relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research.

## Contact Information

**Date Submitted:** 7/18/2003  
**Submitter:** HILL, PAUL  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 8  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management, Enterprise Analytics & Research

**Issue Category:** System Enhancement  
**Status:** Submitted  
**Priority Rating:** 70.90

### 1. Detailed description of the data quality issue:

There are no means within FSA to identify a Trading Partner Institution (School, Lender, Servicer, GA, etc.) and all of their current and historical relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research. Further complicating the landscape, identifiers from bodies outside FSA such as the Data Universal Numbering Scheme (DUNS), Taxpayer Identification Number (TIN), and the Integrated Post Secondary Education Data System (IPEDS) number are used to support specific business process requirements within FSA. This has resulted in a lack of a consistent manner in which to identify trading partners across the FSA enterprise, regardless of system. Instead, trading partners are put in a situation of identifying themselves to FSA using different identifiers depending on the business process or system.

### 2. Dependencies:

Implementation by FSA of the RID solution and the IPM Solution

### 3. Systems impacted:

COD, eCB, FMS, NSLDS, PIN, FMSS, GAPS, PEPS, DMCS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

This issue is closely related Issue 3 (There is no enterprise way to uniquely identify a loan - common Loan ID) as parallels can be drawn behind the benefits of standardizing entity identifiers. Additionally, issue 11 (There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student) is applicable to common viewing of a trading partner life cycle through FSA.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 8

**Data Quality Issue:** There are no means within the enterprise to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) and their relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research.

### 6. Estimated Cost of this initiative

>\$500,000

### 7. Estimated time for implementation:

>12 months

### 8. Benefits of addressing this issue:

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.

### 9. Impacts of not addressing this issue:

The process of aggregating a "parent" institution's statistics (to include all campuses, additional locations, administrative sites, etc.) will remain a manual, time consuming process that, at times, is entirely reliant upon several FSA experts who happen to know about an institution and its relationships to other entities. This process is a data quality issue as incorrect data, lack of data, or the timeliness of data may cause additional issues. Additionally, the various identifiers for institutions do not sufficiently capture the effective relationships of these entities as they change over time, therefore, program analysis and oversight will continue to be hindered.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

### 10. Detailed description of recommended solution:

Implement the Routing Identifier (RID) as part of a new Integrated Partner Management (IPM) solution. The recommended solution is the implementation of the Routing Identifier (RID). The Routing ID (RID) will provide a single, cross-system, common identifier for every trading partner regardless of trading partner affiliation, ownership structure, or type of interaction with FSA.

There are a number of possible RID implementation solutions. Based on the results of the RID Implementation Options Analysis (deliverable 123.1.24), the current recommendation is to incorporate the RID into the Integrated Partner Management (IPM) Solution. The IPM Solution is envisioned as the future state entry point for new trading partners within FSA's business process life cycle. This option allows the first system in the processing life cycle to capture and maintain the trading partner's RID.

IPM is currently in the early stages of the visioning and conceptual design. If the IPM concept proceeds forward as part of FSA's future state vision, the recommendation is to incorporate RID within IPM. Under this scenario, IPM can be developed as a new Commercial off the Shelf (COTS) solution. If the IPM Solution does not move **Page 23 of 168**

forward as part of the target state vision, a Common Origination and Disbursement (COD) Based Solution should be strongly considered for enterprise deployment of RID (For a detailed list of all the implementation options refer to the deliverable 123.1.24 - RID Implementation Options Analysis).

The solution and scope of this work is dependent upon the implementation option that FSA selects for the RID vision. Currently the deliverable (123.1.25 - RID High-Level Design) that will detail this implementation option is due 11/17/03.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 8

**Data Quality Issue:** There are no means within the enterprise to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) and their relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research.

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

6/10/03 - Some examples of the need for this are: 1) COD has identified an issue w/ schools obtaining multiple RID's due to change of affiliations. 2) Temporary, merged or closed school ids (eCB, FMS) 3) Main and branch campus ids 4) Reporting school vs attending school ids 5) Another source of conflict comes from lender assigned ids for borrowers or loans or vs guarantor assigned ids for the same entity at a different time or point in the lifecycle 6) FSA/PIN/NSLDS assigned id for same entity 7) Merged OPEIDs (SAIG) 8) Reporting from COD to FMSS / GAPS can generate errors that result in manual data entry into those systems - resulting in audit trail and integrity issues. This also has an impact on the theory of using DUNS number as a universal identifier. However, DUNS also has inconsistencies and quality issues (Brown University has > 20) Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue). Duplicate record logic within FSA needs to be updated to allow a student with loans to 2 institutions in the same time period. This occurrence is now very possible due to the distance learning program. This should be further researched by both the RID and SSIM teams.

The highest incidence of identifier match issues is with DMCS updates.

As part of the Data Strategy initiative, the Standard Student Identification Method (SSIM) team is examining the FSA identifier problems presented in this issue in greater detail. The SSIM team delivered a High Level Design in May 2003. The recommendations from the High Level Design are reflected in this issue analysis. The SSIM team is currently creating an Implementation Approach that will detail the potential methods to alleviate the identifier issues. The Implementation Approach Deliverable is scheduled for completion in September 2003. There are a number of items collected from Focus Group and other SSIM meetings that will be further researched and incorporated in the deliverable (e.g. Terrorist Database check, enforce PLUS borrowers to use FAFSA, etc.). (See Line 48)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 9  
**Data Quality Issue:** Address information is not consistently managed across the enterprise. This implies the need to share current addresses across systems that need this information while allowing systems to maintain multiple addresses for individuals based on business needs.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 9

**Business Entities Affected:** Person

**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** DQ System Enhancement

**Status:** Submitted

**Priority Rating:** 3.988

### 1. Detailed description of the data quality issue:

Address information is not consistently managed across the enterprise. This implies the need to share current addresses across systems that need this information while allowing systems to maintain multiple addresses for individuals based on business needs.

### 2. Dependencies:

None

### 3. Systems impacted:

CPS, COD, NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 9

**Data Quality Issue:** Address information is not consistently managed across the enterprise. This implies the need to share current addresses across systems that need this information while allowing systems to maintain multiple addresses for individuals based on business needs.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

It was agreed that there should be one place for current address with access to this information across the enterprise and that there was no better information than the most recently provided as current information. Accurate information is not only for location / mailing / contact purposes but is also for report analysis (e.g., forecasting geographically by region, congressional district, etc. 5/4/04 - The CSB demographics should be consolidated with COD and CPS during the FEBI implementation.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 10  
**Data Quality Issue:** 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.

## Contact Information

**Date Submitted:** 7/14/2003  
**Submitter:** ELIADIS, PAM  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 10  
**Business Entities Affected:** Person  
**Business Capability Area:** Application, Origination & Disbursement (until PLUS borrowers must submit to APP), Common Services for Borrowers, Enterprise Analytics & Research

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:** 29.47

### 1. Detailed description of the data quality issue:

Records submitted to FSA systems with incorrect identifiers can result in the creation of an invalid student/borrower. While the systems have varying logic and exceptions, there often is a 'first come first serve basis' standard. This condition 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, PIN, and NSLDS.

Changes to a customer's identifying information currently are not communicated to all necessary phases of the lifecycle; all systems should be able to send and receive such changes. It is not necessary to communicate every change to every system in every instance; however, such a capability must exist to ensure that important changes are communicated accurately.

### 2. Dependencies:

SSIM implementation, quality data provided at entry point and requirements to update/change information

### 3. Systems impacted:

CPS, COD, DLCS, DMCS, NSLDS, PIN

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

Mad Dog Issue #11 "There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student." Establishing a SSIM and ensuring it is consistent throughout the enterprise will support this single, integrated student view.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 10  
**Data Quality Issue:** 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.

Mad Dog Issue #24 "There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower." As mentioned in the recommendation, SSA validation is the first step to reduce the number of occurrences where invalid identifiers are being created

## 6. Estimated Cost of this initiative

>\$500,000

## 7. Estimated time for implementation:

>12 months

## 8. Benefits of addressing this issue:

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

## 9. Impacts of not addressing this issue:

Lack of enterprise-wide ID standards enables identification errors:

-Unique customer records can be inappropriately merged creating privacy concerns.

-A customer's records cannot be linked accurately preventing FSA from viewing data about a customer across all phases of the life cycle.

Senior FSA leadership has created a performance plan with several action items designed to take FSA off the GAO High-Risk List. Action item 16.2.2 states the need to "Develop requirements and initial design for Common Identifiers for Schools, Students." Without addressing this issue there is the risk that FSA may remain on the GAO High-Risk List. SSIM is a current project under the Data Strategy task order that is addressing action item 16.2.2.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

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. The first step in addressing this issue is to reduce the number of occurrences where invalid identifiers are being created. This can be accomplished by implementing SSIM, performing an SSA match, and by better educating the schools and students.

-Of the Person Business Entity 'entry points' to FSA, CPS and PIN are currently the only ones that perform a SSA  
Page 28 of 168

match. It is recommended that COD, DLCS, DMCS, and NSLDS also perform the match for identities that have not yet gone through a SSA validation.

-Resources should be devoted to a campaign that emphasizes and cautions schools about the data integrity benefits of a common identification method (SSIM) and the processing of good data, with valid SSNs, etc.

-FSA resources should communicate with the borrowers regarding the importance of submitting valid, correct data the first time, to avoid problems with processing aid. . (e.g. A message could be included on the paper and

web applications for aid (FAFSA, PLUS Application, etc.).

Once the Person Business Entity is within FSA there need to be controls in each system as to when the Person's identifiers (SSN, Name, and Date of Birth) can be updated. The following are the suggested verifications required for SSN changes:

- 1.Submission of a valid Social Security Card or Drivers License that displays the Social Security Number.
- 2.Receipt of a successful SSA match (match flag of 4).
- 3.Change request received from a data provider who requires similar credentials.

And the following are the suggested verifications required for Name and Date of Birth changes:

- 1.In the instance of a name change, proof of a marriage license, divorce decree, or legal name change document.
- 2.Change request received from a data provider who requires similar credentials.
- 3.Date of Birth corrections do not require additional documentation.

When there are changes to the identifying information, they must be communicated to all relevant systems at the time of receipt. To enable the most accurate change information, the communication of such identifier changes should include:

- Original or previous SSIM data
- Corrected or revised SSIM data
- Date/time the change was received
- Source of the change request

The last step in resolving this issue is to use the Person Entity Flow to identify the various touch points across the enterprise and to establish a common identifier process for validating/resolving identifier conflicts. Using SSIM and SSA as a basis, unsuccessful or partial matches should be sent to relevant systems for notification and

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 10

**Data Quality Issue:** 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.

exception processing.

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

Per NSLDS conflicts like this have been reduced and there is more matching data provider community. Further, there is a method in place to rectify these discrepancies, it is not a simple task. Question - Is this a process issue or a system issue. The highest incidence of this issue is with DMCS updates - these issues might be caused by **Page 29 of 168**

process (timing) issue and not a system issue. One solution would be to identify the various touch points across the system and establish a process. There may be many obstacles in implementing the integrated student view.

FSA's current systems architecture may not be conducive to implementing an integrated student view and providing it to users with an acceptable response time. Although the EAI Bus and SSIM (when implemented) are enablers, an ideal approach would be to build systems with concepts such an integrated student view as part

of the conceptual design and requirements. Duplicate record logic within FSA needs to be updated to allow a student with loans to 2 institutions in the same time period. This occurrence is now very possible due to the distance learning program. This should be further researched by both the RID and SSIM teams.

The highest incidence of identifier match issues is with DMCS updates.

As part of the Data Strategy initiative, the Standard Student Identification Method (SSIM) team is examining the FSA identifier problems presented in this issue in greater detail. The SSIM team delivered a High Level Design in May 2003. The recommendations from the High Level Design are reflected in this issue analysis. The SSIM team is currently creating an Implementation Approach that will detail the potential methods to alleviate the identifier issues. The Implementation Approach Deliverable is scheduled for completion in September 2003. There are a number of items collected from Focus Group and other SSIM meetings that will be further researched and incorporated in the deliverable (e.g. Terrorist Database check, enforce PLUS borrowers to use FAFSA, etc.).

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:**

10

**Data Quality Issue:**

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.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 11  
**Data Quality Issue:** There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student.

## Contact Information

**Date Submitted:** 7/16/2003  
**Submitter:** SAUNDERS, JEANNE  
**Phone Number:** (202) 377-3246

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 11  
**Business Entities Affected:** Person  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** Data Access  
**Status:** Submitted  
**Priority Rating:** 4.301

### 1. Detailed description of the data quality issue:

There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to the student. There is no way to link other forms of aid (Title III, TRIO, Upward Bound) to FSA aid. This impairs FSA's ability to:

- Provide complete customer service
- Perform comprehensive program analysis
- Perform comparative analysis at the student level

### 2. Dependencies:

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.

### 3. Systems impacted:

All

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

>\$500,000

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 11

**Data Quality Issue:** There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student.

**7. Estimated time for implementation:**

>12 months

**8. Benefits of addressing this issue:**

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,

**9. Impacts of not addressing this issue:**

-Inquiries and problem resolution will still require additional system look ups  
-Customers will need to contact additional call centers to receive answers to questions that require access to multiple systems.  
-FSA will continue to send ISIRS to "non-att

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

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. Implementation of the Standard Student Identification Method should enable the linkage between a person's aid records within the FSA enterprise necessary to present the integrated student view. The business architecture (i.e. data warehouse or central repository), design and the tool set needed to present an integrated student view will need to be implemented as well.

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

Data quality effects ability to do comparative studies at the student level. No real way to marry other forms of AID ( Title III, Trio, Upwardbound) to FSA aid to make program evaluations. There may be many obstacles in implementing the integrated student view. FSA's current systems architecture may not be conducive to implementing an integrated student view and providing it to users with an acceptable response time. Although

Page 32 of 168

the EAI Bus and SSIM (when implemented) are enablers, an ideal approach would be to build systems with concepts such an integrated student view as part of the conceptual design and requirements.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:**

11

**Data Quality Issue:**

There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 12  
**Data Quality Issue:** Factors such as the definition of "married" and "separated" are determined differently by FSA than by the IRS and therefore the value of Total Income and Average Gross Income (AGI) are not the same between these two agencies. This will result in difficulty implementing potential matches / data verification between FSA and IRS.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 12  
**Business Entities Affected:** Person  
**Business Capability Area:** Application

**Issue Category:** DQ System Inconsistency  
**Status:** Postponed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Factors such as the definition of "married" and "separated" are determined differently by FSA than by the IRS and therefore the value of Total Income and Average Gross Income (AGI) are not the same between these two agencies. This will result in difficulty implementing potential matches / data verification between FSA and IRS.

### 2. Dependencies:

None

### 3. Systems impacted:

CPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 12

**Data Quality Issue:** Factors such as the definition of "married" and "separated" are determined differently by FSA than by the IRS and therefore the value of Total Income and Average Gross Income (AGI) are not the same between these two agencies. This will result in difficulty implementing potential matches / data verification between FSA and IRS.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/25/03 - This is not an issue that can be resolved by this group at this time. It will be removed from subsequent lists.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 13

**Data Quality Issue:** The accuracy and consistency of (Anticipated) Graduation Date and Enrollment status information is not high within FSA's systems. The value for this field is initially self reported and then is supposed to be updated by external data providers. This value is important to all phases of the lifecycle.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 13

**Business Entities Affected:** Person

**Business Capability Area:** Common Services for Borrowers, Enterprise Analytics & Research

**Issue Category:** Data Quality

**Status:** Submitted

**Priority Rating:** 10.12

### 1. Detailed description of the data quality issue:

The accuracy and consistency of (Anticipated) Graduation Date information is not high within FSA's systems. The value for this field is initially self reported and then is supposed to be updated by external data providers. This value is important to all phases of the lifecycle.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 13

**Data Quality Issue:** The accuracy and consistency of (Anticipated) Graduation Date and Enrollment status information is not high within FSA's systems. The value for this field is initially self reported and then is supposed to be updated by external data providers. This value is important to all phases of the lifecycle.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

6/25/03 - This issue was combined with issue 14 (See Line 15)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 14  
**Data Quality Issue:** The accuracy and consistency of Enrollment status information is not high within FSA's systems. Examples of the values for this field include Full or Half-Time Student, Withdrawn, Graduated, Graduation Date etc. The values for some fields may be initially self reported prior to being confirmed/verified by external data providers. This value is important to all phases of the lifecycle.

## Contact Information

**Date Submitted:** 7/16/2003  
**Submitter:** PRODGERS, ALLEN  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 14  
**Business Entities Affected:** Person  
**Business Capability Area:** Common Services for Borrowers, Enterprise Analytics & Research

**Issue Category:** Data Quality  
**Status:** Duplicate  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The accuracy and consistency of Enrollment status information is not high within FSA systems. Enrollment data includes Current Status (Full/Half Time Student), Withdrawn, Anticipated Completion Date and PLUS 2nd Disbursement date. These values are important to all phases of the lifecycle as they are key indicators for servicing, default rate calculations and analytic functions of FSA. Inaccurate information creates flawed metrics and research indicating the "success of the program" mission.

The effected systems, COD, DLSS and NSLDS all collect and handle the information differently. Listed below are the different methodologies for handling "PLUS 2nd Disbursement Date" and "Anticipated Completion Date" data.

#### PLUS 2nd Disbursement Date:

Currently the 2nd disbursement date is not a required field on the XML common record. Because repayment is set for 60 days after final disbursement, borrowers are improperly entering repayment 60 days after the 1st disbursement, the only date provided.

The accuracy of Anticipated Completion Date information was also indicated as a high priority portion of this issue. The research for this report has found that COD has already implemented a solution to ensure more accurate information. COD makes a calculation to determine the date. This information is passed on to DLSS and then NSLDS.

### 2. Dependencies:

Enhancement must be accepted as part of the '04 implementation strategy

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 14

**Data Quality Issue:** The accuracy and consistency of Enrollment status information is not high within FSA's systems. Examples of the values for this field include Full or Half-Time Student, Withdrawn, Graduated, Graduation Date etc. The values for some fields may be initially self reported prior to being confirmed/verified by external data providers. This value is important to all phases of the lifecycle.

### 3. Systems impacted:

COD, DLSS, NSLDS, CPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

\$50,000 - \$100,000

### 7. Estimated time for implementation:

3-6 months

### 8. Benefits of addressing this issue:

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,

### 9. Impacts of not addressing this issue:

Not addressing this issue will allow for reporting/analytics to be run with inaccurate information. If the Anticipated Completion Date or a PLUS 2nd disbursement date are incorrect, other derived data fields within FSA systems will also be incorrect:

- Repayment begin dates,
- Default rate calculations,
- School performance/graduation rates, success of their programs
- Participation Management

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

### 10. Detailed description of recommended solution:

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. As mentioned, the anticipated completion date portion of this issue has been resolved as follows  
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"The anticipated completion date field will be removed as a required field in the Loan Origination Record. Schools will no longer be required to populate the Anticipated Completion Date in the school software. Loan Origination will automatically calculate the date based in the borrower's program length and year in college. Schools tend to set the academic completion date by award year rather than when the borrower will actually complete study. The servicing system then prematurely puts the borrower into repayment. This problem has

been happening since the inception of the program.”

In order to prevent PLUS borrowers from entering repayment too soon, a work around has been implemented to estimate the 2nd disbursement date. The date is calculated as the point half way between the 1st disbursement and the end of the loan period. However, because this work around is only an estimate, borrowers could still enter repayment too soon or too late. As such, it is recommended that the 2nd disbursement date be made a required field on the XML record. This enhancement is currently being recommended as part of the '04 Common Record implementation.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 14

**Data Quality Issue:** The accuracy and consistency of Enrollment status information is not high within FSA's systems. Examples of the values for this field include Full or Half-Time Student, Withdrawn, Graduated, Graduation Date etc. The values for some fields may be initially self reported prior to being confirmed/verified by external data providers. This value is important to all phases of the lifecycle.

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 15  
**Data Quality Issue:** CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 15  
**Business Entities Affected:** Person, Aid  
**Business Capability Area:** Application

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.

### 2. Dependencies:

None

### 3. Systems impacted:

CPS, PIN, DLSS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 15

**Data Quality Issue:** CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 16

**Data Quality Issue:** It is possible for a period of time to elapse between an update to a school's eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File to check for that school's eligibility.

## Contact Information

**Date Submitted:**

**Submitter:** BROOKS, JOHN

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 16

**Business Entities Affected:** School

**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Access

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

It is possible for a period of time to elapse between an update to a school's eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File to check for that school's eligibility.

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 16

**Data Quality Issue:** It is possible for a period of time to elapse between an update to a school's eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File to check for that school's eligibility.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/18/03 - Need to require GA and eventually lenders and servicers to automatically pull in the weekly school file from the web - Could be an issue that is currently being worked on by NCHELP Electronic Standards committee

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 17  
**Data Quality Issue:** SAIG system administrators continue to receive emails from the TDN application when NSLDS tries to send data files to non-existent or invalid mailboxes.

## Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 17  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

SAIG system administrators continue to receive emails from the TDN application when NSLDS tries to send data files to non-existent or invalid mailboxes.

### 2. Dependencies:

None

### 3. Systems impacted:

SAIG, NSLDS, COD, CSB

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 17

**Data Quality Issue:** SAIG system administrators continue to receive emails from the TDN application when NSLDS tries to send data files to non-existent or invalid mailboxes.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/10/03 - From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\mtg notes051403.doc for further detail. The issue is that NSLDS (and COD) need to do a complete refresh of the mailbox IDs as sent by participation management system daily. By not doing the refresh, they attempt to send files to inactive/deleted mailboxes. Over the past 16 months, this has occurred about 800 times. 6/25 - This issue needs to be restated and once revised divided into HI and Quick Hit categories. 6/27 - Email from Greg James states - 'NSLDS receives a full set of SAIG mailbox identification information from the PM system nightly. It seems as though NSLDS/COD/CSB do not use this file as their sole source of mailbox IDs and as a result periodically send files to non-existent/ inactive mailboxes that are not included in the participant files which Participation Management sends to any of the application systems nightly. This issue has lessened as of late, but Participation Management still notices a few examples of this, primarily from EDS - 'Direct Loan Origination'

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 18  
**Data Quality Issue:** School contact information is critical. However, Schools do not provide timely updates and different systems maintain separate contact information.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 18

**Business Entities Affected:** School

**Business Capability Area:** Integrated Partner Management

**Issue Category:** DQ System Inconsistency

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

School contact information is critical. However, Schools do not provide timely updates and different systems maintain separate contact information.

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS, NSLDS, DLCS, COD

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 18

**Data Quality Issue:** School contact information is critical. However, Schools do not provide timely updates and different systems maintain separate contact information.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/18/03 - School compliance issue but not easily enforced by FSA. PEPS should be the central location for all contact information but - NSLDS and DLCS maintain their own set of contacts and DL and Pell information is housed on COD. Also noted that Case may hold updates until verified unnecessarily.(DL or Pell)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 19  
**Data Quality Issue:** There is a need to tie common Ids to outside sources (outside FSA) for cross program comparisons.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 19  
**Business Entities Affected:** All  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** System Enhancement

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

There is a need to tie common Ids to outside sources (outside FSA) for cross program comparisons.

### 2. Dependencies:

None

### 3. Systems impacted:

All

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 19

**Data Quality Issue:** There is a need to tie common Ids to outside sources (outside FSA) for cross program comparisons.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

6/18/03 - Same as issue #3 Basically a RID issue - Work already begun. 5/4/04 - Need clarification from Pam Eliadis whether Issue 19 is a duplicate of Issue 3.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 20  
**Data Quality Issue:** 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.

## Contact Information

**Date Submitted:** 7/14/2003  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 20  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

GAPS and FMS receive and/or process school identification status and eligibility data updates at different times. This can result in errors being returned from GAPS to multiple systems to which GAPS sends updates (COD, FMS, etc.) This impacts a schools ability to draw money in GAPS. The frequency of these errors has been reduced to perhaps one occurrence per week; however, the effort to resolve the errors is significant and requires coordination across operations and systems (PEPS, FMS, GAPS, EDCAPS RS) groups.

Updating eligibility status and DUNS numbers in GAPS and PEPS is a manual process. New school grantee DUNS updates and TIN updates are sent via email to GAPS. FMS receives a daily feed from PEPS, but FMS does not update daily, therefore, DUNS number mismatches occur.

The Department of Education is made aware of DUNS number changes through two methods, either schools notify ED (OCFO) that their grantee DUNS number has changed or the DUN and Bradstreet Service sends a feed to the Recipient System (RS) of EDCAPS. OCFO sends requests for updated DUNS numbers on a quarterly basis. When a school notifies OCFO, an email notification is sent to FMS and PEPS staff. The notification triggers manual updating processes in those systems. When the change is received via the feed from the DUN and Bradstreet Service, the Recipient System is updated and instantly updates GAPS (real-time), however, notification to FSA is not automated. Either way, there is a period of time in which FSA systems are not updated. In this scenario, COD may continue to receive records that appear on the GAPS Feeder System Error file from GAPS when the DUNS number doesn't match (error #7 or #13), indicating that the grantee DUNS number is missing or invalid. This error prevents schools from drawing funds. COD staff looks in GAPS to see if the DUNS number has changed, and if so, COD is manually updated.

If the DUNS number is missing, (no grantee DUNS in GAPS), FSA staff determine if there is an OCFO update in progress, if not, Title IV Delivery (Jay R. Long) is notified, and informs Case Management and Oversight who then contact the school to receive the DUNS number. When the DUNS number is received, Title IV Delivery

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 20  
**Data Quality Issue:** 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.

makes the update in PEPS.

When a Change of Affiliation, the DUNS number of the purchased school changes to the DUNS number of the purchasing institution. Updates made in GAPS and PEPS are manually processed as described above. There are issues related to the timing of the updates that may impact records in process. There were thirty-nine Changes of Affiliation in the 01-02 award year. These changes involve hundreds of campuses, potentially thousands of students, and hundreds of staff hours across various offices in the Department that are identified in Item 7 below.

The group also questions why FMS tries to match the DUNS coming in from COD to the DUNS in FMS and recommends this check no longer be run.

## 2. Dependencies:

Case Management Process Reengineering via eCMO. PEPS Reengineering/ Replacement via development of Trading Partner Management System

## 3. Systems impacted:

GAPS, FMS, COD, PEPS, eCB

## 4. Trading Partners impacted:

None

## 5. Related data quality issues:

None

## 6. Estimated Cost of this initiative

>\$500,000

## 7. Estimated time for implementation:

>12 months

## 8. Benefits of addressing this issue:

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.

## 9. Impacts of not addressing this issue:

Title IV Operations and CFO will not routinely receive timely updates.

EDCAPS (RS, GAPS, FMSS) – Resolution of mismatched ID's (DUNS) is costly (time consuming, labor intensive, and prone to data entry (same at FSA). Involves CMO PEPS, Pell Ops, Direct Loan Ops, Campus-Based Ops, FSA CFO, OCFO, and COD Systems FSA and contractor staff.

Impact of not removing FMS (FSA) edit on DUNS numbers received within COD transactions is that disbursements/adjustment records to funding may be delayed unnecessarily when a record with a changed DUNS are received.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 20  
**Data Quality Issue:** 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.

### Resolution

**Assigned Date:**  
**Assignee:**  
**Phone Number:**  
**Resolved Date:**  
**Resolved By:**  
**Phone Number:**

#### 10. Detailed description of recommended solution:

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. 1) Implement interfaces:

-From PEPS to OCFO (GAPS) providing the Daily School File. This will provide new school set up data to GAPS electronically if GAPS reads the change records related to a new school set up or change of affiliation (changed DUNS number). OCFO may find other updates to a schools demographic and participation information helpful as well. OCFO may also want these changes posted to the Recipient System.

-From OCFO (GAPS) to PEPS so that PEPS may receive changes to grantee DUNS numbers electronically. PEPS would then provide updates to the FSA enterprise.

2) Implement daily processing of the PEPS School File by FMS. FMS currently has an outstanding Change Request (CR) to fix this issue. A new sweep code is currently being tested. This code will apply the school file to all of the programs and should ensure FMS incorporates all aspects of the PEPS file. FMS also has an outstanding CR that has not yet been approved which recommends the DUNS number no longer serve as a validation field for incoming COD records.

#### 11. Detailed description of resolution:

**Closed Date:**  
**Closed By:**  
**Phone Number:**

#### 12. Comments:

6/18/03 - Currently eligibility (HCM 12, Reimbursement, and Stop Pay) is a manual update to GAPS and New school grantee DUNS updates and TIN are in the form of an email to GAPS. FMS gets a daily feed from PEPS but they don't update daily. Constancy of information is the issue - the resolution is to use the PEPS school file and update daily - Synchronize the feed to GAPS and FMS.

Response to question # 6 assumes that this will not be done by itself but built into a Trading Partner Management System, otherwise, the proposed solution may be implemented more quickly. 5/4/04 - Jane Holman will follow-up with Tony Lang to determine if this issue has been resolved.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:**

20

**Data Quality Issue:**

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.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 21  
**Data Quality Issue:** Currently FMS only sends error files, regarding internal system interfaces, to COD. While FMS does capture errors in its processing regarding all system interfaces, these errors are not returned via a conventional return file process.

## Contact Information

**Date Submitted:** 7/8/2003  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 21  
**Business Entities Affected:** Person, Aid  
**Business Capability Area:** Financial Management

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Currently FMS only sends internal system interface error reports to COD. While FMS does capture errors in its processing regarding all system interfaces, these errors are not returned via a standard return file process, and the "feeder" systems do not process the errors (except for COD). 90% of the errors are technical issues and not easily resolved by the "feeder" system. Thus, the current process is for FMS to monitor and work the errors. Many of the remaining errors are user related consisting of changes to the format, header/trailer, or simply human error. For these cases, system owners are walked through necessary revisions. Immediate example is the accounts payable file sent from DLSS to FMS. There is no error file returned to DLSS indicating whether payments were processed successfully. System owners can run a report and find out that a file did not process but it is a detective activity rather than a more proactive approach

There are data transfers between FMS and COD LO, Legacy LO, DLCS, DMCS, DLSS, NSLDS, Pell, eCB, GAPS, and GA Forms Loading internally and External Trading Partners/Lockbox and SLMA externally. Although actual error reports are not generated, there is a monitoring process for all of the transfers. The following is a breakdown of all of the interfaces' error monitoring processes:

-Currently COD receives a transaction level "data error response transaction" that updates the COD system with the error information. FMS runs a report two times per week and works the errors.

-For Legacy LO and DLCS, FMS generates a Control and Error report during the regular processing of LO and DLCS transactions. The report is reviewed by FMS to confirm that there were no transaction errors. DMCS transactions generate Fail Alerts when a transaction fails. The system sweeps for errors and generates an Oracle Alert notice indicating processing errors. FSA CFO receives this report and requests FMS to review.

-For Pell transactions Oracle Alerts are generated when the load fails. It is sent to FSA and FMS consultants for review.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 21  
**Data Quality Issue:** Currently FMS only sends error files, regarding internal system interfaces, to COD. While FMS does capture errors in its processing regarding all system interfaces, these errors are not returned via a conventional return file process.

-For eCB, FMS consultants review a Transaction Log for errors after scheduled files are received, and make any necessary fixes.

-Within the GAPS interface there are two types of data transfers that occur. Files sent from FMS to GAPS and files from GAPS to FMS. Files sent to FMS from GAPS go into a GL Interface table. If processed properly, these transactions are sent to the feeder system, otherwise it stays in the GL Interface table and a subsequent alert indicates "File Name X is in error." This issue is then worked by consultants within FMS.

-For data that is being sent from a feeder system to GAPS via FMS, FMS receives the file and generates a Control and Error report and processes data over to the outbound file. Once FMS reviews the Control and Error report to verify that the information was received and went out properly, they (FMS) send an email to GAPS advising of the data transactions that were sent and request a confirmation of receipt. GAPS verifies it has received the transactions and sends a response email indicating that all the transactions were received properly.

-The error processing for NSLDS quarterly LPIF and AMF transactions is manual. Any errors are usually formatting errors consisting of incorrect naming conventions or header/footer changes. FSA CFO will notice that they have not received the scheduled information and they request FMS to review. FMS consultants review the transaction log for specific transactions.

-An Error & Control Report is generated for the DLSS interface. If there is an error in processing the transaction, Oracle sends an email to FMS and the error is worked by FMS personnel.

-Transfers with Lenders and the Lockbox entities are handled in the same fashion as NSLDS. Any errors are usually formatting errors consisting of incorrect naming conventions or header/footer changes. FSA CFO will

## 2. Dependencies:

Systems may require training to work error alerts. May require implementation of new procedure to incorporate new responsibility.

## 3. Systems impacted:

FMS, COD, DLSS, DMCS, DLCS, GAPS, NSLDS, eCB

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 21  
**Data Quality Issue:** Currently FMS only sends error files, regarding internal system interfaces, to COD. While FMS does capture errors in its processing regarding all system interfaces, these errors are not returned via a conventional return file process.

notice that they have not received the scheduled information and they request FMS to review. FMS consultants

#### 4. Trading Partners impacted:

review the transaction log for specific transactions.

-SLMA sends Lender/Lockbox,

Guarantors/Forms Loading, Financial Partners

information in monthly, quarterly and annually. FMS then posts the results of the information to the forms 2000.

#### 5. Related data quality issues:

SLMA knows the schedule and checks to see if the information is posted. If not they contact FMS. Essentially, None

the error processing is done by the "feeder" system, who notifies FSA that there is an error that requires correction at FMS.

#### 6. Estimated Cost of this initiative

-Guarantors go into Forms 2000, an FMS system extension, to input their monthly, quarterly and annual report data, the form is then loaded for processing. If errors are generated during the attempt to load they are stored in \$100,000 - \$500,000

the program log, but nothing happens until the Guaranty Agency contacts FMS Operations and asks them to

#### 7. Estimated time for implementation:

research the issue.

6-12 months

#### 8. Benefits of addressing this issue:

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

#### 9. Impacts of not addressing this issue:

If there is a standardized error reporting and resolution function there would be a reduction in duplicate effort, transaction response time and processing delays. It would also prevent duplicate payments and increase internal controls. The effect would be much more cost effective.

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

#### 10. Detailed description of recommended solution:

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. Rather than a request system to detect errors, utilize current Oracle Alert and Report system more completely.

The Oracle system generates a Log Report for all programs executed in FMS. The log report is available to all users submitting requests as well as the System Administration Users. Oracle has the ability to generate reports and send alerts and emails with varying levels of detail to an assigned individual or group. The assigned would be advised that a file had errors that prevented successful processing. Oracle Batch Level Alerts advise that 'items from this batch failed'. These alert message recipients can be determined by the nature of the error. Mapping errors should be resolved within FMS and data quality issues should be addressed by the system owners

Oracle can send a message that will advise the system owner how to make necessary process changes when the error is not technical. When the issue is technical, Oracle can send an email with transaction details included.

Initial reaction might be to generate reports back to the system owners for resolution; however, depending on the types, errors might be more efficiently resolved within FMS with advice or simple notices going out to the systems for quality control audit purposes. Transaction errors versus data quality errors might be too technical to be resolved by the systems and could cause a delay in resolution and processing.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 21

**Data Quality Issue:** Currently FMS only sends error files, regarding internal system interfaces, to COD. While FMS does capture errors in its processing regarding all system interfaces, these errors are not returned via a conventional return file process.

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/25/03 - Currently only COD receives an error file. Group requested that FMS send error files to all systems. Still a high priority but not a Quick Hit

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 22  
**Data Quality Issue:** DLSS sends DMCS the list of new defaulted direct loans in a spreadsheet format via diskette and a separate tape of images for the corresponding Pnotes for these files. There is currently no way to reconcile these two files.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 22

**Business Entities Affected:** Person

**Business Capability Area:** Common Services for Borrowers

**Issue Category:** System Enhancement

**Status:** Postponed

**Priority Rating:**

### 1. Detailed description of the data quality issue:

DLSS sends DMCS the list of new defaulted direct loans in a spreadsheet format via diskette and a separate tape of images for the corresponding Pnotes for these files. There is currently no way to reconcile these two files.

### 2. Dependencies:

None

### 3. Systems impacted:

DLSS, DMCS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 22

**Data Quality Issue:** DLSS sends DMCS the list of new defaulted direct loans in a spreadsheet format via diskette and a separate tape of images for the corresponding Pnotes for these files. There is currently no way to reconcile these two files.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

It was indicated in the 6/18/03 meeting that P-notes are no longer sent to DMCS. However, this interface is being performed via diskette. 6/25/03 - the DLSS to DMCS transfer is now automated FTP but the DMCS to DLSS flow is still being worked on. Currently the IBM Internal Systems group is reviewing. 5/4/04 - Dwight Vigna has confirmed that this issue will be resolved with the move towards Common Data Repository (CDR) within CSB. Target date for CSB CDR is October 2004.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 23

**Data Quality Issue:** The FFEL data reported to NSLDS by the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates; this makes the picture of FFEL data inconsistent and hard to analyze. This process, and its impact on the usage and/or analysis of this data, needs to be better communicated to FSA data users.

## Contact Information

**Date Submitted:** 7/17/2003  
**Submitter:** ELIADIS, PAM  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 23  
**Business Entities Affected:** Financial Partner  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** DQ System Inconsistency  
**Status:** Postponed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The FFEL data reported to NSLDS by the Guaranty Agency submitters is not reported at a consistent or timely interval to enable quality analytics. In addition, the infrequency of the feed schedule does not allow the most current information to be available.

External Data Providers submit information to NSLDS at a pre-arranged interval that varies by agency allowing time for the agencies to run the necessary production to get the information sent and for NSLDS to get the information on to their system. If a user is not aware of this schedule users may not have access and information that is obtained for report/analysis may be incomplete, inaccurate, or out dated.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS, DMCS

### 4. Trading Partners impacted:

FSA Analysts

### 5. Related data quality issues:

Issue # 4 - Information about loans held by Guaranty Agencies for collections (defaulted but not assigned) is not being reported at a high level of accuracy; This issue is also related to Guaranty Agency reporting. Any changes implemented for issue #4 should consider the impact on Issue #23.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 23

**Data Quality Issue:** The FFEL data reported to NSLDS by the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates; this makes the picture of FFEL data inconsistent and hard to analyze. This process, and its impact on the usage and/or analysis of this data, needs to be better communicated to FSA data users.

### 6. Estimated Cost of this initiative

\$0 - \$50,000

### 7. Estimated time for implementation:

0-3 months

### 8. Benefits of addressing this issue:

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.

### 9. Impacts of not addressing this issue:

More accurate and up to date information available for analytics and reports will enable the user to create a current picture or climate of the program, aid in the ability to forecast successes and determine revisions necessary for the enterprise. It is important to know that if information is not exactly the same in all locations, it is clear as to why. Educating the users of the data on the best way to collect up to date and accurate information allows for more efficient analytics and reporting.

Considering a revision of reporting formats and frequency would ensure information is 'refreshed' more frequently allowing more current information to be available to more users.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

### 10. Detailed description of recommended solution:

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. This issue may be resolved through educating data users regarding the feed schedule so that users understand when the most complete and correct data is available. However, in addition to user education, a more frequent (weekly) feed schedule should be considered

Recommend that the various Data Provider Production Schedule be made available to users

Currently schools can see when the most current data will be available on NSLDS by viewing the Data Provider Production Schedule via the NSLDS website. For other external entities, recommend that the calendar be posted to IFAP and on the FP portal.

Internally, the schedule is not easily accessible. Recommend that the Production Schedule be made available to **Page 62 of 168**

internal users of NSLDS information. Requires a security change on the NSLDS web page to "turn on" the view to Ed users. Also recommend that the entire production schedule including DL, DMCS and SSCR feeds, be posted so that Ed users can determine the best time to capture the most up to date information for the data they are collecting.

There may not be a way to arrange for timelier reporting under the current reporting format. While the benefit of more frequent feeds is not disputed, consideration must be given to the impact to the data providers. Currently ED does not require data providers to submit any more frequently than monthly or quarterly. In order to get more frequent feeds Ed would need to change the current requirements and this will have a huge impact on the providers. For example one guarantor has production runs, including but not exclusive of the NSLDS feed, that take an entire weekend to complete. It must be done over the weekend because it affects their access to the information. The guarantor uses every weekend to accomplish the various feeds they must do. Increasing the feeds to NSLDS would impact their cost, man power and access to their own information decreasing their efficiency.

A redesign being considered would address the reporting format and possibly allow for more frequent reporting but it is at least 3-5 yrs out. Recommend that we keep this issue on the radar for that effort.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 23

**Data Quality Issue:** The FFEL data reported to NSLDS by the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates; this makes the picture of FFEL data inconsistent and hard to analyze. This process, and its impact on the usage and/or analysis of this data, needs to be better communicated to FSA data users.

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

6/18/03 - There may not be a way to arrange for more timely reporting and the group felt that this issue may be resolved through educating data users regarding the feed schedule so that users understand how current or complete data is at any time. There is a need for error reports to be generated when records from FFEL participants fail the identifier match. However, in addition to user education, a more frequent (weekly) feed schedule should be considered (See Lines 5 and 39). 5/4/04 - A high level analysis to determine how FFEL data is reported in the Target State is currently being performed within Data Strategy 2.0. This analysis will define a recommended data flow, but will not resolve this issue in the short term.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 24  
**Data Quality Issue:** There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.

## Contact Information

**Date Submitted:** 7/14/2003  
**Submitter:** BEAVERS, ROSEMARY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 24  
**Business Entities Affected:** Person  
**Business Capability Area:** Application

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

A) The award of Title IV Aid to a student borrower requires the submission of a FAFSA and therefore subjects that borrower to, among other things, a verification of Social Security Number (SSN) by the Social Security Administration (SSA) and potentially citizenship verification by the Immigration and Naturalization Service (INS). However, parent borrowers desiring to receive a Parent Loan for Undergraduate Students (PLUS), either through the Direct Loan or FFEL Program, do not pass through this same validation, nor do the students for whom the PLUS loan funds are borrowed if they did not submit a FAFSA. This can result in the lending of Title IV aid to an ineligible borrower. FSA, as well as the School community, would like to establish a process for executing these validations to eliminate this possibility.

B) In addition to this PLUS verification, there is also a desire for all borrowers to be passed through verifications pursuant to the USA PATRIOT Act. This would mean that all FAFSA applicants and borrowers would be subject to additional verifications and screenings associated with the USA PATRIOT Act.

### 2. Dependencies:

SSIM implementation, quality data provided at entry point and requirements to update/change information

### 3. Systems impacted:

CPS, COD

### 4. Trading Partners impacted:

Schools, Financial Partner

### 5. Related data quality issues:

In addition to extending the verification of eligibility to all Title IV Aid borrowers these new edits would reduce potential waste, fraud and abuse of funds, a key step toward removal from GAO High Risk List designation.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 24  
**Data Quality Issue:** There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.

These solution options also have an impact on the SSIM solution being proposed as part of the Overall Data

## 6. Estimated Cost of this initiative

>\$500,000

## 7. Estimated time for implementation:

>12 months

## 8. Benefits of addressing this issue:

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

## 9. Impacts of not addressing this issue:

Title IV Aid will continue to be disbursed to ineligible borrowers. This opportunity to continue waste, fraud and abuse will remain vulnerable.

Title IV Aid will continue to be disbursed to ineligible borrowers. This opportunity to continue waste, fraud and abuse will remain vulnerable.

Customer records may not be able to be linked accurately, due to invalid or incorrect identifiers, preventing FSA from viewing and analyzing data about a customer across the enterprise.

Customer records may not be able to be linked accurately, due to invalid or incorrect identifiers, preventing FSA from viewing and analyzing data about a customer across the enterprise.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

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. To address issue "A" above, it is recommended that FSA create a common service through which a borrower can be submitted for verification by SSA, INS and  
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other Federal Agencies with which a check is required. In the short term this service could be provided from the current executor of these validations, the CPS system. As this service takes on additional volume and users, in the form of additional systems, this service should be decoupled from a CPS and integrated into the SSIM solution.

In order for this service to be successful it will also require the creation of a process for obtaining key identifying

information for all aid recipients including PLUS borrowers, either through the completion of a FAFSA or an alternative form. Isolating this service as a piece of business logic that is accessible by multiple parties reduces the redundancy of maintaining business logic in multiple places and increases the consistency with which verifications are performed.

Issue "B" above can be achieved by adding another process to the service designed to address issue "A". In practice, any additional verification, whether it targets the USA PATRIOT Act or a standard credit check, can be added to the service engine and then triggered through the use of indicators for the various types of verifications required by the subject request.

Decoupling the various agency verification processes from the Application process for access by multiple systems has the largest impact to the current CPS system. The impact to the COD and external user community is their need to create an interface or call to the new service. These modifications can be performed in a phased manner over a period of time to lessen the impact to the CPS and COD systems.

Modifications to the Application process to include USA PATRIOT Act verification will also involve regulatory changes and at the very least mean a major impact to the Application and Origination and Disbursement business processes. As a result, these changes would likely require a multi-year implementation plan.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 24

**Data Quality Issue:** There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.

Strategy effort, and on recommendations to address Data Quality Mad Dog issue numbers 10 and 11. These two issues address the identifier mismatch problems experienced by multiple systems updating key person identifiers and the desire for an integrated student view presented from an enterprise level respectively. As mentioned in the recommendation section of this document, the SSIM solution is a logical place to incorporate verification logic in support of addressing this issue.

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 25  
**Data Quality Issue:** School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.

## Contact Information

**Date Submitted:** 7/17/2003  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 25  
**Business Entities Affected:** School, Financial  
**Business Capability Area:** Integrated Partner Management, Common Services for Borrowers

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The school data in DMCS, specifically institution demographic information, is static. The DMCS system received an update of the school demographic information over a year ago and has not gotten systematic updates since.

DMCS needs accurate school demographic information, including a valid school ID. This information is pivotal to the collections business process. DMCS accepts loans for assignment and servicing based on a number of edits, one of which is if the school ID submitted by the assigning entity is "valid". If there is no matching school ID on the DMCS database, the school identifier is considered to be invalid, and the loan is rejected. When this occurs, it is impossible for DMCS to accept the loan for assignment/servicing.

When loans are rejected by DMCS, an error file is sent to the submitting entities: DLSS (Direct Loans), Guaranty Agencies (FFEL Loans), and Schools (Perkins Loans). These entities are responsible for reviewing the error files for debts that have been rejected by DMCS, correcting the errors and resubmitting the debts. Unfortunately, since the school IDs have not been updated, DMCS will continue to reject the resubmitted debts.

### 2. Dependencies:

DMCS must be able to read transmitted information into their system

### 3. Systems impacted:

DMCS, PEPS

### 4. Trading Partners impacted:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 25

**Data Quality Issue:** School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.

## 5. Related data quality issues:

There is currently no means within the enterprise to consistently identify a Trading Partner so that data from multiple stores within FSA can be aggregated for viewing or research (Issue #8).

If DMCS contains outdated school information, the enterprise view of institutions may not contain accurate collections data and will be fragmented.

## 6. Estimated Cost of this initiative

\$0 - \$50,000

## 7. Estimated time for implementation:

0-3 months

## 8. Benefits of addressing this issue:

School data that is in sync. Reduce the number of valid accounts rejected because of outdated information within DMCS.

## 9. Impacts of not addressing this issue:

DMCS will hold school demographic data that is out of sync. Time and resources may be wasted as a result of working with incorrect and/or outdated information. Most importantly, loans with valid school identifiers will continue to be rejected by DMCS. When loans are rejected unnecessarily, the collection process, which is essential to FSA's business, is significantly hindered. This will occur as long as DMCS does not have the most current school demographic information.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

Develop PEPS school file feed to DMCS. DMCS should receive school demographic information periodically in a consistent, systematic way. To accomplish this, PEPS can send DMCS the school file. Necessary actions must be taken so that when the file is received, its contents can be successfully read into the DMCS system. There are various options that DMCS can execute regarding the receipt and processing of the Daily School File. For example, Collections personnel can determine the frequency of receipt; one that best reflects their need for school demographic updates. They may also choose to process and store only those records that have changed since the file was received last. Other FSA systems take this approach, reading only the change records from the Daily School File.

It was noted that DMCS will need to receive and process the entire file initially. After the initial transfer it may only need to receive updated school demographic data monthly. Since PEPS normally sends out the School File  
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on a daily basis, they may have to make some minor adjustments to deliver it monthly to DMCS.

As mentioned above, the majority of the effort would be on the DMCS side. They will need to ensure that the school records, when received from PEPS, are processed correctly. This issue and its proposed solution only affect PEPS and DMCS

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 25

**Data Quality Issue:** School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/18/03 - DMCS should receive the PEPS school file. PEPS said they can FTP file; they just need DMCS to specify when and where to send it. There may be a similar issue with Lender demographic information; sometimes loans are rejected because DMCS does not have the most recent lender demographic information. It was noted that currently DMCS's Lender File is being manually updated by Financial Partners personnel. This issue should be explored further to determine how to receive more regular, automated (e.g. tape/EFT) updates. This would help ensure that DMCS is receiving timely Lender demographic updates and that loans are not rejected due to an invalid lender ID, when in fact the ID is valid, just not on DMCS's ID table.

It should also be mentioned that the Common Services for Borrowers initiative may address this issue.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 26  
**Data Quality Issue:** It is possible to sign up for SAIG access (batch included) with dummy-id values.

### Contact Information

**Date Submitted:** 7/17/2003  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** 26  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

#### 1. Detailed description of the data quality issue:

Occasionally Trading Partners sign up for SAIG access and batch functions with "dummy" identifier values. Enrollment can occur via the SAIG Enrollment Web Site or by mailing in a paper form. Aside from their Department of Education issued identifiers (e.g. OPEID, GA Code, Lender ID, etc.) users must provide information such as SSN, date of birth, and mother's maiden name to sign up for services through participation management.

This information is used to authenticate a user when he or she performs secure activities within SAIG. These activities include resetting a password and viewing, modifying, deleting or adding enrollment services.

For all users that sign up of the SAIG Enrollment Web Site, these data fields are sent to the PIN system. These records are written to the PIN database and PINs are issued to all Participation Management users that enroll online. Trading Partner use these PINs to access FSA online functions such as FAA Access (CPS Online).

There are some instances when users sign up with dummy identifier values. These values include: SSNs of 111-11-1111 or 123-45-6789, mother's maiden names of Jones or Smith, and dates of birth of 01-01-2001. Currently, there are limited validity checks done on this information when it is entered on the Web Site.

#### 2. Dependencies:

Implementation of validity checks on the SAIG Enrollment Web Site

#### 3. Systems impacted:

SAIG, CPS, NSLDS

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 26  
**Data Quality Issue:** It is possible to sign up for SAIG access (batch included) with dummy-id values.

**4. Trading Partners impacted:**

None

**5. Related data quality issues:**

None

**6. Estimated Cost of this initiative**

\$0 - \$50,000

**7. Estimated time for implementation:**

0-3 months

**8. Benefits of addressing this issue:**

Creates individual and institution accountability. Reduce data clean up efforts. Prevent PIN database from receiving invalid identifiers

**9. Impacts of not addressing this issue:**

SAIG users will continue to enroll on the SAIG Enrollment Web Site with incorrect identifiers. When users have "dummy" identifiers, it is more likely that these identifiers will be distributed and used by others within the organization. People are less likely to distribute their actual SSN and mother's maiden name. In instances where one person is approved for certain SAIG functions, many people may utilize this capability using the approved person's identifiers.

Records with incorrect identifiers will continue to be passed to CPS for processing and stored on the PIN database.

Separate data cleanup efforts will be needed as long as information is not verified before being written to the database.

In general, not addressing this issue will raise security concerns, creating a soft spot for fraudulent or unapproved activities. Without proper identifiers and access and enrollment controls, there is no individual or institutional accountability.

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 26  
**Data Quality Issue:** It is possible to sign up for SAIG access (batch included) with dummy-id values.

### 10. Detailed description of recommended solution:

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. The first step is to formally establish a policy prohibiting the use of inaccurate identifier information during enrollment. This policy should be officially communicated to Trading Partners that violate this policy. Currently, Trading Partners that use inaccurate information for enrollment receive a warning telephone call from CPS staff.

In tandem with a formal policy communication, validity checks for the information entered on the SAIG Enrollment Web Site should be implemented. These checks would test user input for values that are clearly incorrect, such as a Social Security Number of 111-11-1111. These front-end checks cannot completely eliminate "dummy" information; for example, a mother's maiden name of Jones would still be accepted, but it should cut down on the number of occurrences.

It has been noted that, since the documentation of this issue, there have been validity checks incorporated into the SAIG Enrollment Web Site. These checks are able to identify and eliminate certain incorrect SSN values such as 111-11-1111, 123-45-6789, and 987-65-4321. Although these checks are not exhaustive they do cut down on the entry of incorrect information. There are currently no front-end validity checks for other fields such as date of birth and mother's maiden name.

The front-end validity checks mentioned above are not as comprehensive as performing a Social Security Number match. In order to more effectively reduce the number of invalid IDs, users' information could be verified with the Social Security Administration. Although this check provides a thorough solution, the need for this type of

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

6/10/03 - This is an access issue for schools ( usually stop when sanctioned) and lenders ( worse offenders) 6/18 - Access Management/Security Issue - Included in PIN vision. 6/27 - Greg James advises - 'A Destination Point Administrator ( DPA) can sign up for access using dummy-id values when the previous DPA has left the organization and their authentication information is unknown to the new DPA. The new DPA has a maximum of 15 business days to submit the required page that authorizes them by the institution to be the DPA otherwise the services for that TG number is cancelled. Beginning with the 04/05 processing cycle, a foreign school DPA will be able to sign up for the SAIG access ( via the paper process only) using a pseudo ssn ( prefix with and "F" and a computer generated sequentia; number beginning with 00000001) assigned by Participation Management. They must also follow the required information and follow the established procedures, e.g mothers maiden name and date of birth. When someone leaves an organization and the new user does not have the previous employee's identifiers, they use dummy ids. This allows the new user to get into the batch information and the SAIG website without applying for new TG numbers. It is also known that in some cases these are bogus identifiers. They are sending dummy ids like ssn 111-11-1111 Mother's maiden name Smith DOB 01/01/1960. There are not that many cases. There are at least 31 cases with the 11... ssns. They sometime use different dobs Page 72 of 168 and Jones for mmn instead of Smith. 2 ssns with 222-22-2222. There are 2 with 123456789 and 3 with 999-99-9999. (some of these could be cases where the applicant did not want to disclose private information and made up their ids) End result - none of these people have been checked for defaults. This issue is closely tied with the Access and Enrollment piece of the Data Strategy. The Access and Enrollment initiative is reviewing FSA's

existing offerings for Enrollment and Access Management as well as formulating a high-level design for a new vision.

It was mentioned that incorporating Social Security Administration verification into the SAIG Enrollment process is currently being investigated by other FSA initiatives.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 26  
**Data Quality Issue:** It is possible to sign up for SAIG access (batch included) with dummy-id values.

authentication, taking cost in to consideration, should be explored.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 27  
**Data Quality Issue:** CPS receives School Demographic and Pell Eligibility information manually. There was an interface with RFMS to receive the school data, but RFMS is being retired. CPS needs an automated way to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.

## Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 27  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

CPS receives School Demographic and Pell Eligibility information manually. There was an interface with RFMS to receive the school data, but RFMS is being retired. CPS needs an automated way to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.

### 2. Dependencies:

None

### 3. Systems impacted:

CPS, PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 27

**Data Quality Issue:** CPS receives School Demographic and Pell Eligibility information manually. There was an interface with RFMS to receive the school data, but RFMS is being retired. CPS needs an automated way to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.

**8. Benefits of addressing this issue:**

None

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

6/18/03 - PEPS Modification is being tested in October and Implemented in January. 6/25 - Concern was raised regarding the gap between the time RFMS goes down (August) and when the new process is implemented (January) 7/15 - From Angie Iwanicki we learned that - 'Beginning Jan 2004 with 04/05 processing cycle start up, the Federal School Code (FSC) file will be updated using data directly from PEPS. During 04/05 processing cycle requirements phase, the CPS staff met with the PEPS staff to develop requirements to update the FSC file nightly with the PEPS file. This will assure that school demographic and eligibility information is received at the CPS in a timely manner' (Removed from QH List)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 28  
**Data Quality Issue:** The Account Maintenance Fees (AMF) for GA's is forecasted. If the actual AMF is higher than the projected, then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored. This includes VFA Fee Payments as well as Performance Measures.

## Contact Information

**Date Submitted:** 7/14/2003  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 28  
**Business Entities Affected:** Financial Partner  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** System Enhancement/Process Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The Account Maintenance Fees (AMF) for GA's is forecasted. If the actual AMF is higher than the projected, then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored. This includes VFA Fee Payments as well as Performance Measures.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS, FMS

### 4. Trading Partners impacted:

Regional Reviewers

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

\$0 - \$50,000

### 7. Estimated time for implementation:

0-3 months

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 28

**Data Quality Issue:** The Account Maintenance Fees (AMF) for GA's is forecasted. If the actual AMF is higher than the projected, then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored. This includes VFA Fee Payments as well as Performance Measures.

## 8. Benefits of addressing this issue:

Improved use of the AMF and VFA Fee payment information facilitating more accurate analytics and a more

## 9. Impacts of not addressing this issue:

Better understanding of the procedures utilized within FSA will allow for improved use of the information, facilitating more accurate analytics and a more effective level of oversight, therefore, more effective and efficient service and to internal and external customers.

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

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. It is confirmed that there are reconciliation and monitoring tools in place for AMF and VFA Payments. Currently the guidelines are included in the Financial Partner Guaranty Agency Review Guide. This information and where it is published needs to be communicated to both external and internal users via scheduled regional meetings and emails respectively.

The Mad Dog group assigned to this issue collected the following information regarding the AMF and VFA fees:

As previously stated, the Account Maintenance Fee is estimated based on the first three quarters, and then the fourth quarter is used to "true up" the actual guaranty amount. For the fourth quarter reconciliation, NSLDS sends AMF numbers to FMS who uses the data to calculate final payment. FMS generates invoices that are reported to Ed CFO for Treasury disbursements to guarantors. Treasury then sends confirmation to FMS via Ed CFO.

For each fiscal year the FSA has a specific amount of funds allotted to pay Account Maintenance Fees to Guarantors. If the total amount due to Guarantors exceeds the amount allotted to FSA, Guarantors are instructed to transfer funds from the Federal Fund to their Operating Fund. A letter is sent to the organization advising of, the amount they have guaranteed, the amount they have received to date, and the amount still due them. They are advised how much will be paid to them from Treasury and are further instructed to pay themselves from the Federal Fund to reconcile any difference between the amount paid by FSA and the total amount due.

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As this issue relates to the VFA Fee Payments and the Performance Measures, the process is somewhat more manually regulated by the External Regional Reviewers. The Reviewers visit guarantors and perform a variety of audits on different areas of the business, including, the VFA Fee Payments and Performance Measures. Guaranty Agencies are paid a fee for the work they do (VFA Fee) and the more they do correctly the more money they make (Performance Measure). The fees are calculated on a volume scale. The benchmarks they must meet for each activity is documented. Agencies go online and submit their request for payment via a section of the Forms 2000. FSA reviews to ensure that the calculations are correct and justified based on the

reviewers reports etc.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 28

**Data Quality Issue:** The Account Maintenance Fees (AMF) for GA's is forecasted. If the actual AMF is higher than the projected, then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored. This includes VFA Fee Payments as well as Performance Measures.

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/18/03 - Linda Paulsen is checking to determine what reconciliation/tracking process exists. The group felt that the payments do come out of FMS and are reconciled. The group felt that the manner in which these transactions are tracked, reconciled and monitored should be published in the appropriate Audit guides (internal and external). 6/25 - Suggestion from the group that we add VFA Fee Payments and Performance Measures This is still considered a "quick hit".

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 29  
**Data Quality Issue:** Anomalous names - 13,000 first and last names with numbers in them e.g N1ELSON (L=1 and O=0 zero) This error can prevent record matches.

## Contact Information

**Date Submitted:** 7/18/2003  
**Submitter:** ELIADIS, PAM  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** 29  
**Business Entities Affected:** None  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Anomalous Names - NSLDS has 13,000 records with numbers in the first and/or last names. For example, #1 used for lower case L or zero for the letter O. This error can prevent record matches.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS

### 4. Trading Partners impacted:

Financial Partners, Schools

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

\$0 - \$50,000

### 7. Estimated time for implementation:

0-3 months

### 8. Benefits of addressing this issue:

Will alleviate effort to correct improperly matched files

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 29  
**Data Quality Issue:** Anomalous names - 13,000 first and last names with numbers in them e.g N1ELSON (L=1 and O=0 zero) This error can prevent record matches.

### 9. Impacts of not addressing this issue:

If systems are not able to properly identify and match records, errors will continue to generate. This creates the need for additional time and people resources to identify, research, and repair the errors.

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

### 10. Detailed description of recommended solution:

Implement SSIM logic which ensures matches in cases of anomalous names. As part of the Data Strategy initiative, the Standard Student Identification Method (SSIM) team is examining the matching problems presented in this issue in greater detail and currently creating an Implementation Approach that will detail potential methods to alleviate issues such as these. The SSIM team has verified that this error may already be corrected in the proposed algorithm and that if not, the necessary code will be added. The Implementation Approach Deliverable is scheduled for completion in September 2003.

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

May have been resolved with the NSLDS Data Integrity component from Raytheon 7/10 - NSLDS is aware of the issue and that the edits will not filter out numbers. They are currently analyzing.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 30  
**Data Quality Issue:** There is no universal (accepted by FSA and external trading partners) common loan identifier.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person, Aid  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** Duplicate  
**Status:** Duplicate  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

There is no universal (accepted by FSA and external trading partners) common loan identifier.

### 2. Dependencies:

None

### 3. Systems impacted:

All

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 30  
**Data Quality Issue:** There is no universal (accepted by FSA and external trading partners) common loan identifier.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

6/17/03 - The group requested the revision of this issue description (it has been revised). FSA is scheduled to meet with NCHELP representation on 6/18/03 on this topic. There is a perception that a common loan identifier may need to be adopted by all Title IV loan participants. The CommonLine ID was one possibility discussed by the group.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 31  
**Data Quality Issue:** There are a number of systems that perform credit checks. This information needs to be captured in some form and a consolidated/combined approach to these credit check services should be researched.

### Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person  
**Business Capability Area:** Application, Enterprise Shared Functions, Common Services for Borrowers

**Issue Category:** System Enhancement  
**Status:** Submitted  
**Priority Rating:**

#### 1. Detailed description of the data quality issue:

There are a number of systems that perform credit checks. This information needs to be captured in some form and a consolidated/combined approach to these credit check services should be researched.

#### 2. Dependencies:

None

#### 3. Systems impacted:

COD

#### 4. Trading Partners impacted:

None

#### 5. Related data quality issues:

None

#### 6. Estimated Cost of this initiative

N/A

#### 7. Estimated time for implementation:

N/A

#### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 31

**Data Quality Issue:** There are a number of systems that perform credit checks. This information needs to be captured in some form and a consolidated/combined approach to these credit check services should be researched.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 32  
**Data Quality Issue:** The data interface from CPS to NSLDS (File RD-1499) that contains Student Demographic Information for all transactions processed during the current computing cycle (all since the previous feed) will no longer be exchanged as of 01/04. This information is currently used by ED users through NSLDS.

## Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person  
**Business Capability Area:** Application, Enterprise Analytics & Research

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The data interface from CPS to NSLDS (File RD-1499) that contains Student Demographic Information for all transactions processed during the current computing cycle (all since the previous feed) will no longer be exchanged as of 01/04. This information is currently used by ED users through NSLDS.

### 2. Dependencies:

None

### 3. Systems impacted:

CPS, NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 32

**Data Quality Issue:** The data interface from CPS to NSLDS (File RD-1499) that contains Student Demographic Information for all transactions processed during the current computing cycle (all since the previous feed) will no longer be exchanged as of 01/04. This information is currently used by ED users through NSLDS.

### 9. Impacts of not addressing this issue:

None

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

### 10. Detailed description of recommended solution:

### 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

### 12. Comments:

This interface is being discontinued so that access to this information is controlled by the Application system. This action will ensure proper access controls to this data. Submitted to the eCMO team for consideration.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 33  
**Data Quality Issue:** CPS does not do any "Prisoner Checks" during the eligibility business process. At one point there was an interface between CPS and DoJ, but there were issues with the quality of data CPS received from DoJ. Currently, it is up to the schools to deny these applicants.

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person  
**Business Capability Area:** Application

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

CPS does not do any "Prisoner Checks" during the eligibility business process. At one point there was an interface between CPS and DoJ, but there were issues with the quality of data CPS received from DoJ. Currently, it is up to the schools to deny these applicants.

### 2. Dependencies:

None

### 3. Systems impacted:

CPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 33

**Data Quality Issue:** CPS does not do any "Prisoner Checks" during the eligibility business process. At one point there was an interface between CPS and DoJ, but there were issues with the quality of data CPS received from DoJ. Currently, it is up to the schools to deny these applicants.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

Scope is small amount of accounts +/- 8800. In addition, there are valid reasons why an inmate might apply for loans, but they should not receive until attending. While this is a school compliance issue, and should be up to the schools to verify, it was suggested that FSA follow the current best practice and do a cross check with some agency or database. It was noted, that in the past and in other industry areas, more accounts have been found than were expected. (Borrowers with prison addresses)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 34  
**Data Quality Issue:** Borrower income information is used by multiple systems throughout the enterprise, (e.g., CDDTS, DLSS, CPS, etc.) but it is solicited from different parties for each (e.g. Borrower, IRS). Can these be aligned? What are the needs?

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person  
**Business Capability Area:** Enterprise Shared Functions, Application, Common Services for Borrowers

**Issue Category:** DQ System Inconsistency  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Borrower income information is used by multiple systems throughout the enterprise, (e.g., CDDTS, DLSS, CPS, etc.) but it is solicited from different parties for each (e.g. Borrower, IRS). Can these be aligned? What are the needs?

### 2. Dependencies:

None

### 3. Systems impacted:

DLSS, CPS, CDDTS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 34

**Data Quality Issue:** Borrower income information is used by multiple systems throughout the enterprise, (e.g., CDDTS, DLSS, CPS, etc.) but it is solicited from different parties for each (e.g. Borrower, IRS). Can these be aligned? What are the needs?

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 35  
**Data Quality Issue:** Financial Partner contact information in NSLDS is often not complete or is out-dated.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** Financial Partner

**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

Financial Partner contact information in NSLDS is often not complete or is out-dated.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 35  
**Data Quality Issue:** Financial Partner contact information in NSLDS is often not complete or is out-dated.

**9. Impacts of not addressing this issue:**  
None

### Resolution

**Assigned Date:**  
**Assignee:**  
**Phone Number:**  
**Resolved Date:**  
**Resolved By:**  
**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**  
**Closed By:**  
**Phone Number:**

**12. Comments:**  
None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 36  
**Data Quality Issue:** Loans "held" by FSA and serviced by guarantors have data quality issues. A solution is needed to ensure FSA has the most up-to-date data on these loans.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** Financial Partner

**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

Loans "held" by FSA and serviced by guarantors have data quality issues. A solution is needed to ensure FSA has the most up-to-date data on these loans.

### 2. Dependencies:

None

### 3. Systems impacted:

FMS, NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 36

**Data Quality Issue:** Loans "held" by FSA and serviced by guarantors have data quality issues. A solution is needed to ensure FSA has the most up-to-date data on these loans.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

6/17/03 - This is a new issue. The quality of data for these loans is notoriously poor in comparison to loans being serviced by FSA.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 37  
**Data Quality Issue:** Lender data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the lender demographic information more than 3 years ago and has not gotten updates since. Similar to Issue #25.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Financial Partner  
**Business Capability Area:** Common Services for Borrowers, Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Lender data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the lender demographic information more than 3 years ago and has not gotten updates since. Similar to Issue #25.

### 2. Dependencies:

None

### 3. Systems impacted:

DMCS, PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 37

**Data Quality Issue:** Lender data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the lender demographic information more than 3 years ago and has not gotten updates since. Similar to Issue #25.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

6/17/03 - This issue should be resolved by requesting the PEPS Daily School file feed. The feed can be provided quickly and easily.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 38  
**Data Quality Issue:** The information fed into FPDM by NSLDS and FMS are often out of sync. They provide snapshots of the same data at different points in time. There is no reconciliation. In addition, if information is in sync it is outdated. This has an impact on the usefulness of the FPDM in program reviews.

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Financial Partner  
**Business Capability Area:** Integrated Partner Management, Enterprise Analytics & Research

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The information fed into FPDM by NSLDS and FMS are often out of sync. They provide snapshots of the same data at different points in time. There is no reconciliation. In addition, if information is in sync it is outdated. This has an impact on the usefulness of the FPDM in program reviews.

### 2. Dependencies:

None

### 3. Systems impacted:

FPDM, NSLDS, FMS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 38

**Data Quality Issue:** The information fed into FPDM by NSLDS and FMS are often out of sync. They provide snapshots of the same data at different points in time. There is no reconciliation. In addition, if information is in sync it is outdated. This has an impact on the usefulness of the FPDM in program reviews.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

Most of the discrepancies are caused by Forms 2000 volume reported by lenders. As a result fewer people are using the FP Data Mart. It is easier to go directly to the original data base to get necessary information (LAP/LARS, Forms 2000) than to go to NSLDS for same information processed differently. Data mart quality issue is a matter of what Data Mart does with the information when they receive it and what NSLDS does with the information when they receive it. Because of this it is possible to get different information from each source. Another main issue is the time it takes NSLDS to update FFEL information. Resolution must consider a schedule to query information. A question came up as to why the guarantor schedule for reporting seemed to be randomly spread out monthly at different times of the month and quarterly. Answer was that the sheer volume of the information and the time it takes to load requires the spacing in scheduling. This also brought up a new issue on next row (See Line 24)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 39

**Data Quality Issue:** In the CDDTS process, rejected claims are transferred to a servicer (currently AFSA). CDDTS does not report the rejected claim to NSLDS so a borrower would still think that the loan is with the original GA, which they will not be able to get information for, nor will they be able to apply for a new loan until FSA determines where the borrower is in the life cycle.

## Contact Information

**Date Submitted:**

**Submitter:**

SINGLETON, RHONDA

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** None

**Business Capability Area:** Common Services for Borrowers

**Issue Category:** Closed

**Status:** Closed

**Priority Rating:**

### 1. Detailed description of the data quality issue:

In the CDDTS process, rejected claims are transferred to a servicer (currently AFSA). CDDTS does not report the rejected claim to NSLDS so a borrower would still think that the loan is with the original GA, which they will not be able to get information for, nor will they be able to apply for a new loan until FSA determines where the borrower is in the life cycle.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS, DMCS, CDDTS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 39

**Data Quality Issue:** In the CDDTS process, rejected claims are transferred to a servicer (currently AFSA). CDDTS does not report the rejected claim to NSLDS so a borrower would still think that the loan is with the original GA, which they will not be able to get information for, nor will they be able to apply for a new loan until FSA determines where the borrower is in the life cycle.

**8. Benefits of addressing this issue:**

None

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 40  
**Data Quality Issue:** Rehabilitated loans, held by Sallie Mae as FISL Loans, are not currently being reported to NSLDS.

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School, Financial  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** Undefined  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Rehabilitated loans, held by Sallie Mae as FISL Loans, are not currently being reported to NSLDS.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS, DMCS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 40  
**Data Quality Issue:** Rehabilitated loans, held by Sallie Mae as FISL Loans, are not currently being reported to NSLDS.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

ACTION ITEM TO VALERIE SHERRER - What is the scope of this problem - are there a lot of accounts? Currently working on a process with DMCS to send rehabbed loans back to GA instead of directly to SLMA where they become FISL loans that aren't reported. Question raised in the 6/18 meeting, "Is this approach of sending back to GA, rather than the single institution (SALLIE) really a cost effective solution?"

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 41  
**Data Quality Issue:** DLCS is the only FSA system that keeps track of HEAL loans. DMCS treats these HEAL loans as un-subsidized FFEL loans. Should HEAL have its own loan type within FSA systems? Should there be others in addition to the existing loan types?

### Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** Aid

**Business Capability Area:** Common Services for Borrowers, Enterprise Analytics & Research

**Issue Category:** System Enhancement

**Status:** Submitted

**Priority Rating:**

#### 1. Detailed description of the data quality issue:

DLCS is the only FSA system that keeps track of HEAL loans. DMCS treats these HEAL loans as un-subsidized FFEL loans. Should HEAL have its own loan type within FSA systems? Should there be others in addition to the existing loan types?

#### 2. Dependencies:

None

#### 3. Systems impacted:

DLCS

#### 4. Trading Partners impacted:

None

#### 5. Related data quality issues:

None

#### 6. Estimated Cost of this initiative

N/A

#### 7. Estimated time for implementation:

N/A

#### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 41

**Data Quality Issue:** DLCS is the only FSA system that keeps track of HEAL loans. DMCS treats these HEAL loans as un-subsidized FFEL loans. Should HEAL have its own loan type within FSA systems? Should there be others in addition to the existing loan types?

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 42  
**Data Quality Issue:** There continues to be concern around the quality of data, specifically older data stored in DMCS.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** Aid

**Business Capability Area:** Common Services for Borrowers, Enterprise Analytics & Research

**Issue Category:** Data Quality

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

There continues to be concern around the quality of data, specifically older data stored in DMCS.

### 2. Dependencies:

None

### 3. Systems impacted:

DMCS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 42

**Data Quality Issue:** There continues to be concern around the quality of data, specifically older data stored in DMCS.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 43  
**Data Quality Issue:** There is no way to link detailed FFEL loan data to detailed DL loan data based on the "COMMITTED AMOUNT" value contained within a single system.

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** Aid

**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** System Enhancement

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

There is no way to link detailed FFEL loan data to detailed DL loan data based on the "COMMITTED AMOUNT" value contained within a single system.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 43

**Data Quality Issue:** There is no way to link detailed FFEL loan data to detailed DL loan data based on the "COMMITTED AMOUNT" value contained within a single system.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 44  
**Data Quality Issue:** There are issues regarding school identifier mismatches regarding reporting from COD to FMSS / GAPS that result in manual data entry into those systems - resulting in audit trail and integrity issues.

### Contact Information

**Date Submitted:**  
**Submitter:** UTZ, SARA  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Origination & Disbursement, Financial Management, Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

#### 1. Detailed description of the data quality issue:

There are issues regarding school identifier mismatches regarding reporting from COD to FMSS / GAPS that result in manual data entry into those systems - resulting in audit trail and integrity issues.

#### 2. Dependencies:

None

#### 3. Systems impacted:

COD, FMSS, GAPS

#### 4. Trading Partners impacted:

None

#### 5. Related data quality issues:

None

#### 6. Estimated Cost of this initiative

N/A

#### 7. Estimated time for implementation:

N/A

#### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 44

**Data Quality Issue:** There are issues regarding school identifier mismatches regarding reporting from COD to FMSS / GAPS that result in manual data entry into those systems - resulting in audit trail and integrity issues.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

TIE TO RID / OPEID ISSUE

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 45  
**Data Quality Issue:** School contact information in NSLDS is often not complete or is out-dated.

### Contact Information

**Date Submitted:**  
**Submitter:**  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

**1. Detailed description of the data quality issue:**

School contact information in NSLDS is often not complete or is out-dated.

**2. Dependencies:**

None

**3. Systems impacted:**

NSLDS

**4. Trading Partners impacted:**

None

**5. Related data quality issues:**

None

**6. Estimated Cost of this initiative**

N/A

**7. Estimated time for implementation:**

N/A

**8. Benefits of addressing this issue:**

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 45  
**Data Quality Issue:** School contact information in NSLDS is often not complete or is out-dated.

**9. Impacts of not addressing this issue:**  
None

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 46  
**Data Quality Issue:** When FSA staff (PEPS staff in Title IV Operations) make school updates through the system, PEPS does not flag the school record with a "changed" status. This has an effect on systems who pull only "Change Records" from the PEPS Daily School File. (e.g. COD)

## Contact Information

**Date Submitted:**  
**Submitter:** BROOKS, JOHN  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

When FSA staff (PEPS staff in Title IV Operations) make school updates through the system, PEPS does not flag the school record with a "changed" status. This has an effect on systems who pull only "Change Records" from the PEPS Daily School File. (e.g. COD)

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS, COD

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 46

**Data Quality Issue:** When FSA staff (PEPS staff in Title IV Operations) make school updates through the system, PEPS does not flag the school record with a "changed" status. This has an effect on systems who pull only "Change Records" from the PEPS Daily School File. (e.g. COD)

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 47  
**Data Quality Issue:** Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue).

### Contact Information

**Date Submitted:**  
**Submitter:**  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management, Financial Management

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

#### 1. Detailed description of the data quality issue:

Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue).

#### 2. Dependencies:

None

#### 3. Systems impacted:

FMS, PEPS, eCB

#### 4. Trading Partners impacted:

None

#### 5. Related data quality issues:

None

#### 6. Estimated Cost of this initiative

N/A

#### 7. Estimated time for implementation:

N/A

#### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 47

**Data Quality Issue:** Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue).

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

TIE TO RID / OPEID ISSUE (See Line 9)

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 48  
**Data Quality Issue:** It is possible that a school will get assigned a temporary serial number to access eCB before their eligibility is determined from PEPS. The Participant Management process will use this temporary number until the school is issued an official OPE ID. Rich Bennet was listed as a possible follow up person.

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Undefined  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

It is possible that a school will get assigned a temporary serial number to access eCB before their eligibility is determined from PEPS. The Participant Management process will use this temporary number until the school is issued an official OPE ID. Rich Bennet was listed as a possible follow up person.

### 2. Dependencies:

None

### 3. Systems impacted:

eCB, PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 48

**Data Quality Issue:** It is possible that a school will get assigned a temporary serial number to access eCB before their eligibility is determined from PEPS. The Participant Management process will use this temporary number until the school is issued an official OPE ID. Rich Bennet was listed as a possible follow up person.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

TIE TO RID / OPEID ISSUE

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 49  
**Data Quality Issue:** PEPS does not capture foreign school (schools that have Title IV Aid recipients) demographic information.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

PEPS does not capture foreign school (schools that have Title IV Aid recipients) demographic information.

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 49

**Data Quality Issue:** PEPS does not capture foreign school (schools that have Title IV Aid recipients) demographic information.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

All eligible schools are in PEPS, it may be that there are not enough fields for pertinent foreign school information. CMO (Geneva Combs) should contribute to the issue description

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 50  
**Data Quality Issue:** The PIN system receives only limited demographic data updates. If an applicant's information is updated in CPS, the change is sent to PIN, but if updates occur elsewhere, PIN is not informed.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person  
**Business Capability Area:** Application, Enterprise Shared Functions

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The PIN system receives only limited demographic data updates. If an applicant's information is updated in CPS, the change is sent to PIN, but if updates occur elsewhere, PIN is not informed.

### 2. Dependencies:

None

### 3. Systems impacted:

PIN

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 50

**Data Quality Issue:** The PIN system receives only limited demographic data updates. If an applicant's information is updated in CPS, the change is sent to PIN, but if updates occur elsewhere, PIN is not informed.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 51  
**Data Quality Issue:** The error file between COD and NSLDS (really anything and NSLDS) as it relates to student identifiers is full of "good data" that cannot be loaded into NSLDS due to identifier conflicts that are applying a First In Wins approach - this needs to be fixed.

## Contact Information

**Date Submitted:**  
**Submitter:** MCMAHON, JIM  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person, Aid  
**Business Capability Area:** Enterprise Analytics & Research

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

The error file between COD and NSLDS (really anything and NSLDS) as it relates to student identifiers is full of "good data" that cannot be loaded into NSLDS due to identifier conflicts that are applying a First In Wins approach - this needs to be fixed.

### 2. Dependencies:

None

### 3. Systems impacted:

COD, NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 51

**Data Quality Issue:** The error file between COD and NSLDS (really anything and NSLDS) as it relates to student identifiers is full of "good data" that cannot be loaded into NSLDS due to identifier conflicts that are applying a First In Wins approach - this needs to be fixed.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 52  
**Data Quality Issue:** COD has identified an issue with schools obtaining multiple RID's due to change of affiliations.

## Contact Information

**Date Submitted:**  
**Submitter:** MILIDANTRI, TONY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

COD has identified an issue with schools obtaining multiple RID's due to change of affiliations.

### 2. Dependencies:

None

### 3. Systems impacted:

COD, PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 52  
**Data Quality Issue:** COD has identified an issue with schools obtaining multiple RID's due to change of affiliations.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

Items 19, 35, 41,47,55 are all part of the same concern. At issue are the multiple identifiers used for school (temp ids, affiliated campus ids), borrower and loan assigned by the various participants and at various stages of the process. Need to implement a method of creating a single identifier that once assigned is used by all forever and ever

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 53  
**Data Quality Issue:** Why are updates submitted to the PIN site not propagated to the rest of FSA's systems?

## Contact Information

**Date Submitted:**

**Submitter:**

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** Person

**Business Capability Area:** Application, Enterprise Analytics & Research

**Issue Category:** DQ System Enhancement

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

Why are updates submitted to the PIN site not propagated to the rest of FSA's systems?

### 2. Dependencies:

None

### 3. Systems impacted:

PIN

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 53

**Data Quality Issue:** Why are updates submitted to the PIN site not propagated to the rest of FSA's systems?

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 54  
**Data Quality Issue:** TIAA Feed Issue: Why does a teachers insurance and retirement annuity organization get a feed from PEPS?

## Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School, Financial  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

TIAA Feed Issue: Why does a teachers insurance and retirement annuity organization get a feed from PEPS?

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 54

**Data Quality Issue:** TIAA Feed Issue: Why does a teachers insurance and retirement annuity organization get a feed from PEPS?

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

Process issue, not a DQ

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 55  
**Data Quality Issue:** There is currently no formal way for Guaranty Agencies to apply for eligibility to participate.

## Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Financial Partner  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

There is currently no formal way for Guaranty Agencies to apply for eligibility to participate.

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS, FMS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 55

**Data Quality Issue:** There is currently no formal way for Guaranty Agencies to apply for eligibility to participate.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

Process issue - not a DQ issue

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 56  
**Data Quality Issue:** We received conflicting information regarding the source of school data in CPS. We have been told that CPS receives the Daily School File, but does not use it. We have been told that CPS does read the school file (beginning 3/4/03), and we have also been told that CPS receives its school data from RFMS (legacy Pell system).

## Contact Information

**Date Submitted:**  
**Submitter:** BROOKS, JOHN  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Application, Integrated Partner Management

**Issue Category:** Clarification  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

We received conflicting information regarding the source of school data in CPS. We have been told that CPS receives the Daily School File, but does not use it. We have been told that CPS does read the school file (beginning 3/4/03), and we have also been told that CPS receives its school data from RFMS (legacy Pell system).

### 2. Dependencies:

None

### 3. Systems impacted:

CPS, PEPS, COD

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 56

**Data Quality Issue:** We received conflicting information regarding the source of school data in CPS. We have been told that CPS receives the Daily School File, but does not use it. We have been told that CPS does read the school file (beginning 3/4/03), and we have also been told that CPS receives its school data from RFMS (legacy Pell system).

**8. Benefits of addressing this issue:**

None

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

CPS receives the school universal file from RFMS. The issue is at this point is that RFMS is going to be retired by August 2003. PEPS sends the school file to CPS but CPS had a problem loading the information. CPS needs to fix this issue. Jeffrey R. Stephens (COD Test Lead) writes on 05/13/2003: 3 - - The interface that seems to be in question is the Universe (school) file interface. This interface was previously planned back in the COD blueprint days and high level design. For various reasons that I'm not fully aware, it was decided to not provide that interface with CPS and have PEPS continue providing CPS this school related data. (not currently a COD interface).

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 57

**Data Quality Issue:** There are different types of State Agencies that access PEPS and the PEPS Weekly School File. There does not seem to be much known about the agencies, their application process, and their functions. We need to understand in more detail how many different agencies we are sending data to? Is this something that we could use SAIG for? Jeanne Saunders and Jane Holman are possible contacts for detail.

## Contact Information

**Date Submitted:**

**Submitter:** BROOKS, JOHN

**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A

**Business Entities Affected:** Financial Partner

**Business Capability Area:** Integrated Partner Management

**Issue Category:** Clarification

**Status:** Submitted

**Priority Rating:**

### 1. Detailed description of the data quality issue:

There are different types of State Agencies that access PEPS and the PEPS Weekly School File. There does not seem to be much known about the agencies, their application process, and their functions. We need to understand in more detail how many different agencies we are sending data to? Is this something that we could use SAIG for? Jeanne Saunders and Jane Holman are possible contacts for detail.

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS, FMS, GAPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 57

**Data Quality Issue:** There are different types of State Agencies that access PEPS and the PEPS Weekly School File. There does not seem to be much known about the agencies, their application process, and their functions. We need to understand in more detail how many different agencies we are sending data to? Is this something that we could use SAIG for? Jeanne Saunders and Jane Holman are possible contacts for detail.

**8. Benefits of addressing this issue:**

None

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

FSA could not agree that they care who accesses information that is a matter of public record but they did agree that Identification of a data feed that no one knows about is an issue. As a matter of access management and enrolment management FSA should be able to capture and track who is sending and receiving information. State Agencies access PEPS as a function of the LEAP/SLEAP programs. There are 56 of these entities, some of which are also state guaranty agencies. Each year, these agencies apply to participate and provide demographic information. PEPS does not maintain information on state agencies. This information is manually keyed into FMS, then manually entered into GAPS.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 58  
**Data Quality Issue:** Why is the interface from EZ Audit to PEPS a database link? The EZ Audit / PEPS interface is a trigger based flow. So why two different transport mechanisms?

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Why is the interface from EZ Audit to PEPS a database link? The EZ Audit / PEPS interface is a trigger based flow. So why two different transport mechanisms?

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS, eZ-Audit

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 58

**Data Quality Issue:** Why is the interface from EZ Audit to PEPS a database link? The EZ Audit / PEPS interface is a trigger based flow. So why two different transport mechanisms?

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

Process issue - not a DQ issue

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 59  
**Data Quality Issue:** Why does EDCAPS get the weekly school file?

### Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management, Enterprise Analytics & Research

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

**1. Detailed description of the data quality issue:**

Why does EDCAPS get the weekly school file?

**2. Dependencies:**

None

**3. Systems impacted:**

PEPS

**4. Trading Partners impacted:**

None

**5. Related data quality issues:**

None

**6. Estimated Cost of this initiative**

N/A

**7. Estimated time for implementation:**

N/A

**8. Benefits of addressing this issue:**

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 59  
**Data Quality Issue:** Why does EDCAPS get the weekly school file?

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

Items 19, 35, 41,47,55 are all part of the same concern. At issue are the multiple identifiers used for school (temp ids, affiliated campus ids), borrower and loan assigned by the various participants and at various stages of the process. Need to implement a method of creating a single identifier that once assigned is used by all forever and ever.

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 60  
**Data Quality Issue:** Why does DLCS get the Daily School File?

### Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Aid  
**Business Capability Area:** Integrated Partner Management, Common Services for Borrowers, Enterprise Analytics & Research

**Issue Category:** Clarification  
**Status:** Submitted  
**Priority Rating:**

**1. Detailed description of the data quality issue:**  
Why does DLCS get the Daily School File?

**2. Dependencies:**  
None

**3. Systems impacted:**  
DLCS, PEPS

**4. Trading Partners impacted:**  
None

**5. Related data quality issues:**  
None

**6. Estimated Cost of this initiative**  
N/A

**7. Estimated time for implementation:**  
N/A

**8. Benefits of addressing this issue:**  
None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 60  
**Data Quality Issue:** Why does DLCS get the Daily School File?

**9. Impacts of not addressing this issue:**  
None

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 61  
**Data Quality Issue:** We may want to find out who is contacted (via letter) when a school loses its eligibility. Patti Patterson was suggested as a possible point of contact.

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** School  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

We may want to find out who is contacted (via letter) when a school loses its eligibility. Patti Patterson was suggested as a possible point of contact.

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 61

**Data Quality Issue:** We may want to find out who is contacted (via letter) when a school loses its eligibility. Patti Patterson was suggested as a possible point of contact.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

This is being handled in eCMO

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 62  
**Data Quality Issue:** Leroy Everett raised the issue of redundancies between the data in CMDM and the data in DLDM.

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Person, Aid  
**Business Capability Area:** Common Services for Borrowers, Enterprise Analytics & Research

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Leroy Everett raised the issue of redundancies between the data in CMDM and the data in DLDM.

### 2. Dependencies:

None

### 3. Systems impacted:

CMDM, DLDM

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 62

**Data Quality Issue:** Leroy Everett raised the issue of redundancies between the data in CMDM and the data in DLDM.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 63  
**Data Quality Issue:** There are a number of imaging systems. This information needs to be captured in some form and consolidation/combination of these imaging services should be researched.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Aid  
**Business Capability Area:** Enterprise Shared Functions

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

There are a number of imaging systems. This information needs to be captured in some form and consolidation/combination of these imaging services should be researched.

### 2. Dependencies:

None

### 3. Systems impacted:

N/A

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 63

**Data Quality Issue:** There are a number of imaging systems. This information needs to be captured in some form and consolidation/combination of these imaging services should be researched.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

Not a DQ issue - more of an objective.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 64  
**Data Quality Issue:** In the Consolidation meeting it was questioned how Lenders who are not set up for electronic deposits get payments. Allen Proddgers seemed to think there are third party check writers.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Financial Partner,  
**Business Capability Area:** Financial Management

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

In the Consolidation meeting it was questioned how Lenders who are not set up for electronic deposits get payments. Allen Proddgers seemed to think there are third party check writers.

### 2. Dependencies:

None

### 3. Systems impacted:

DLCS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 64

**Data Quality Issue:** In the Consolidation meeting it was questioned how Lenders who are not set up for electronic deposits get payments. Allen Producers seemed to think there are third party check writers.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

FMS Discussion issue -Not a DQ issue.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 65  
**Data Quality Issue:** Why is the CDR kept in NSLDS and not PEPS? Is this a transaction that PEPS should be doing?

## Contact Information

**Date Submitted:**  
**Submitter:** BURRS, HEATHER  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** Aid  
**Business Capability Area:** Integrated Partner Management, Enterprise Shared Functions

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Why is the CDR kept in NSLDS and not PEPS? Is this a transaction that PEPS should be doing?

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS, PEPS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 65

**Data Quality Issue:** Why is the CDR kept in NSLDS and not PEPS? Is this a transaction that PEPS should be doing?

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

Final CDR's are stored in PEPS as calculated annually.

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 66  
**Data Quality Issue:** There is a need to document additional DLSS transactions for fee reductions. Specifically Childcare, Coast Guard, Military Reimbursements, and adjustments.

## Contact Information

**Date Submitted:**  
**Submitter:** SINGLETON, RHONDA  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Financial Management, Common Services for Borrowers

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

There is a need to document additional DLSS transactions for fee reductions. Specifically Childcare, Coast Guard, Military Reimbursements, and adjustments.

### 2. Dependencies:

None

### 3. Systems impacted:

DLSS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 66

**Data Quality Issue:** There is a need to document additional DLSS transactions for fee reductions. Specifically Childcare, Coast Guard, Military Reimbursements, and adjustments.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 67  
**Data Quality Issue:** There is an issue with how the DUNS number will be implemented within the RID solution.

## Contact Information

**Date Submitted:**  
**Submitter:** PAULSEN, LINDA  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Integrated Partner Management, Enterprise Analytics & Research

**Issue Category:** System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

There is an issue with how the DUNS number will be implemented within the RID solution. Currently the DUNS number is to be the single identifier for schools while OMB considers the DUNS number as a single identifier for all entities "trading" with the government. Additionally, OCFO requires the DUNS number for payments from GAPS. However, Treasury still requires the EIN for payments.

### 2. Dependencies:

None

### 3. Systems impacted:

All

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 67

**Data Quality Issue:** There is an issue with how the DUNS number will be implemented within the RID solution.

**8. Benefits of addressing this issue:**

None

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 68  
**Data Quality Issue:** Schools send a list of defaulted Perkins loan borrowers to Campus Based Programs who send a letter to the borrower. However, the data is already in NSLDS and FMS calling to question the need for schools to spend time and money generating and submitting a list . Additionally, the data received from schools is not stored on a 'system.'

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Integrated Partner Management, Enterprise Analytics & Research

**Issue Category:** Process Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Schools send a list of defaulted Perkins loan borrowers to Campus Based Programs who send a letter to the borrower. However, the data is already in NSLDS and FMS calling to question the need for schools to spend time and money generating and submitting a list . Additionally, the data received from schools is not stored on a 'system.'

### 2. Dependencies:

None

### 3. Systems impacted:

None

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 68

**Data Quality Issue:** Schools send a list of defaulted Perkins loan borrowers to Campus Based Programs who send a letter to the borrower. However, the data is already in NSLDS and FMS calling to question the need for schools to spend time and money generating and submitting a list . Additionally, the data received from schools is not stored on a 'system.'

**8. Benefits of addressing this issue:**

None

**9. Impacts of not addressing this issue:**

None

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 69  
**Data Quality Issue:** A number of the systems will accept changes of the Person Identifier, but do not back-flow the updates to other systems containing old identifiers.

### Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

### Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Enterprise Analytics & Research, Common Services for Borrowers, Origination & Disbursement

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

#### 1. Detailed description of the data quality issue:

A number of the systems will accept changes of the Person Identifier, but do not back-flow the updates to other systems containing old identifiers.

#### 2. Dependencies:

None

#### 3. Systems impacted:

COD, DLSS, DLCS, DMCS

#### 4. Trading Partners impacted:

None

#### 5. Related data quality issues:

None

#### 6. Estimated Cost of this initiative

N/A

#### 7. Estimated time for implementation:

N/A

#### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 69

**Data Quality Issue:** A number of the systems will accept changes of the Person Identifier, but do not back-flow the updates to other systems containing old identifiers.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 70  
**Data Quality Issue:** There is a plan for PEPS to receive School Reviews from GA's. Creating a School Data Mart or adding the info to Financial Partners Data Mart (thus becoming Trading Partners Data Mart) are two ideas for managing this information.

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Undefined  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

There is a plan for PEPS to receive School Reviews from GA's. Creating a School Data Mart or adding the info to Financial Partners Data Mart (thus becoming Trading Partners Data Mart) are two ideas for managing this information.

### 2. Dependencies:

None

### 3. Systems impacted:

PEPS, FPDM

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 70

**Data Quality Issue:** There is a plan for PEPS to receive School Reviews from GA's. Creating a School Data Mart or adding the info to Financial Partners Data Mart (thus becoming Trading Partners Data Mart) are two ideas for managing this information.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 71  
**Data Quality Issue:** Merged OPEIDs - SAIG treats merged OPEIDs as closed and doesn't permit services to be attached to them. NSLDS is asking schools to do some clean up work with these IDs. Also, there are main school IDs being merged with branch campus IDs and the branch campus is being used as the reporting ID.

## Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** DQ System Enhancement  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Merged OPEIDs - SAIG treats merged OPEIDs as closed and doesn't permit services to be attached to them. NSLDS is asking schools to do some clean up work with these IDs. Also, there are main school IDs being merged with branch campus IDs and the branch campus is being used as the reporting ID.

### 2. Dependencies:

None

### 3. Systems impacted:

SAIG, NSLDS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 71

**Data Quality Issue:** Merged OPEIDs - SAIG treats merged OPEIDs as closed and doesn't permit services to be attached to them. NSLDS is asking schools to do some clean up work with these IDs. Also, there are main school IDs being merged with branch campus IDs and the branch campus is being used as the reporting ID.

## 9. Impacts of not addressing this issue:

None

## Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

## 10. Detailed description of recommended solution:

## 11. Detailed description of resolution:

**Closed Date:**

**Closed By:**

**Phone Number:**

## 12. Comments:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 72  
**Data Quality Issue:** From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\meeting notes051403.doc for further detail. This issue deals with NSLDS receiving "blank" records from schools.

## Contact Information

**Date Submitted:**  
**Submitter:** HELWIG, TERRY  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Integrated Partner Management

**Issue Category:** Data Quality  
**Status:** Submitted  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\meeting notes051403.doc for further detail. This issue deals with NSLDS receiving "blank" records from schools.

### 2. Dependencies:

None

### 3. Systems impacted:

NSLDS, SAIG

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 72

**Data Quality Issue:** From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\meeting notes051403.doc for further detail. This issue deals with NSLDS receiving "blank" records from schools.

**9. Impacts of not addressing this issue:**

None

**Resolution**

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None

# Data Quality Issue Management Detailed Summary Issue Report May 28, 2004

**Issue Number:** 73  
**Data Quality Issue:** Does DLCS send unbooked loan data to FMS?

## Contact Information

**Date Submitted:**  
**Submitter:** MARKER, DAVID  
**Phone Number:**

## Data Quality Mad Dog Information

**Mad Dog Issue Number:** N/A  
**Business Entities Affected:** None  
**Business Capability Area:** Common Services for Borrowers, Financial Management

**Issue Category:** Closed  
**Status:** Closed  
**Priority Rating:**

### 1. Detailed description of the data quality issue:

Does DLCS send unbooked loan data to FMS?

### 2. Dependencies:

None

### 3. Systems impacted:

DLCS, FMS

### 4. Trading Partners impacted:

None

### 5. Related data quality issues:

None

### 6. Estimated Cost of this initiative

N/A

### 7. Estimated time for implementation:

N/A

### 8. Benefits of addressing this issue:

None

# Data Quality Issue Management

## Detailed Summary Issue Report

May 28, 2004

**Issue Number:** 73  
**Data Quality Issue:** Does DLCS send unbooked loan data to FMS?

**9. Impacts of not addressing this issue:**  
None

### Resolution

**Assigned Date:**

**Assignee:**

**Phone Number:**

**Resolved Date:**

**Resolved By:**

**Phone Number:**

**10. Detailed description of recommended solution:**

**11. Detailed description of resolution:**

**Closed Date:**

**Closed By:**

**Phone Number:**

**12. Comments:**

None