

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
PSL										
1	Contracts	Contract Administration From Inception to close-out	The Contract	N	Paper -Diskette	Federal Regulations	Adhere to as a Guide/Policy	The future of this document within the channel may be affected by the current contract management initiative	Y	
2	Contracts	Quality Control	FFEL Weekly Status Report	Y	E-mail	Raytheon	Sign-Off	Currently there is a signature page, but it is not necessary to capture the signature. There is a workflow component to this. As new systems are implemented and electronic approvals/signatures are implemented, the structure of the status reports may change, but there is a need to capture this information. The future of this document within the channel may be affected by the current contract management initiative.		Y
3	Contracts	Quality Control	Development Sign-off Sheet	N	PAPER	Raytheon	Sign-Off	Image at end. There is also a workflow component to this. As new systems are implemented and electronic approvals/signatures are implemented, the structure of the signoff sheets may change, but there is a need to capture this information. The future of this document within the channel may be affected by the current contract management initiative.	Y	Y
4	Contracts	Quality Control	Acceptance Test Protocol	Y	electronic	Raytheon	Sign-Off	Image at end. There is also a workflow component to this. As new systems are implemented and electronic approvals/signatures are implemented, the structure of the acceptance test protocol may change, but there is a need to capture this information. The future of this document within the channel may be affected by the current contract management initiative.	Y	

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
5	Contracts	Task Order Labor Status(Weekly)	Task Order Usage Status	Y	electronic	Raytheon	Sign-Off	Currently there is a signature page, but it is not necessary to capture the signature. There is a workflow component to this. As new systems are implemented and electronic approvals/signatures are implemented, the structure of the task order usage status may change, but there is a need to capture this information. The future of this document within the channel may be affected by the current contract management initiative.		
6	Configuration		Systems Software Change Management Authorization "Low Impact"	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
7	Configuration		IDMS Migration Plan	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture database migration information. That new form should be electronic based.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
8	Configuration		Configuration Management Process Flow	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
9	Configuration	Provide System Changes	GSL Project Change Control (GPCC)	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
10	Configuration		GPCC Form Flow Diagram	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
11	Configuration		FFEL GPCC Flowchart	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
12	Configuration		Production Library Update	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
13	Configuration		Quality Control GPCC Checklist	Y	electronic	FFEL Configuration Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of these documents are not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
14	Documentation	To provide written approval for working multiple docs.	Sample Multiple Update Template	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this sample not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
15	Documentation	Responsibilities	Documentation Turnover Process	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this process not stored in the document management system. However, there will still be a need for documenting this type of process. That new form should be electronic based. This also involves a workflow component to model the process.		
16	Documentation	Quality Control For sign-offs	GPCC Documentation Approval Sheet	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this sample not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based. This also involves workflow and electronic approval/signature components.		
17	Documentation	Quality Control for Style	FFEL Documentation Style Manual	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this sample not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
18	Documentation	Quality Control For sign-offs	Draft Memorandum of Understanding	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this information not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
19	Documentation	Quality Control For sign-offs	Final Memorandum of Understanding	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this information not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
20	Documentation	Examples of Management Reports	Book of Reports	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of all system information not be stored in the document management system. However, the system documentation related to all new systems should be stored in the document management system.		
21	Documentation	Quality Control For sign-offs	Final Acceptance Test Procedures	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this information not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
22	Documentation	Recovery	Disaster Recovery Plan	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this information not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
23	Documentation	Recovery	Disaster Recovery Procedures	Y	electronic	FFEL Documentation Manual in FFEL Library	For Reference	The use of the FFEL system will change given the implementation of new systems such as FMS. Since the FP part of the FFEL system may have a limited future, it is recommended that the FFEL version of this information not stored in the document management system. However, there will still be a need for some type of form to capture this information. That new form should be electronic based.		
24	OSM	AUDIT Control	Daily Operation Request Form	N	PAPER	OSM	For Reference	An electronic template should be developed and used instead of paper		
25	Security	Physical Security Chart	FFEL Security Administration	Y	electronic	FFEL Security Manual in FFEL Library	For Reference			
26	Security	Set user profile	Date Set Rule Request Form	Y	electronic	FFEL Security Manual in FFEL Library	For Reference			
27	Security	Inter Agency Agreement	Transfer of Funds	N	PAPER	Security Administrator	For Reference			Y
28	Security	Inter Agency Agreement	Agreement covering Reimbursable Service	N	PAPER	Security Administrator	For Reference			Y
29	Security	Audit	A130	N	PAPER	Security Administrator	For Reference			Y
30	Security	Audit	Privacy Act Form	N	PAPER	Security Administrator	For Reference			Y

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
31	Security	Audit	Security Agreement with the US DEPT. of ED	N	PAPER	Security Administrator	For Reference			Y
32	Security	Audit	Notice of Criminal Liability Under the Privacy Act	N	PAPER	Security Administrator	For Reference			Y
33	Administrator		Computer Matching Agreement Package	Mixed	PC		For Reference	Ongoing should be made to be electronic only		
34	Administrator		Computer Matching Agreement Extension	Mixed	PC		For Reference	Ongoing should be made to be electronic only		
35	Administrator		FMS Form 2273 - Bank Offset	N	Paper		For Reference	This is not our form, but we want to keep a copy of it		Y
FT										
36	FT	Guanranty Agency/Lenders	Shared mailbox content - rpt issues	Y	EDLAN	MS Outlook	Prepare/Search			
37	FT	Guanranty Agency/Lenders	faxes - customer requests/adjustments	Y	telecom	AT&T	Prepare/Search			
38	FT	Guanranty Agency/Lenders	phone work	Y	telecom	phone	Assistance	We need to document the calls on an electronic template		
PS										
39	Technical Assistance	Servicer:	Affiliated collection agencies	Y	electronic	On disk or on pc somewhere	calling and asking partner	Lists change-need place in electronic lender/GA files for storage when new data is collected. There is no need to image the older copies.		
40	Technical Assistance	Lenders Secondary Markets:	Affiliated Guaranty Agencies	Y	electronic	On disk or on pc somewhere	calling and asking partner	Lists change-need place in electronic lender/GA files for storage when new data is collected. There is no need to image the older copies.		
41	Technical Assistance	Servicer:	Affiliated Guaranty Agencies	Y	electronic	On disk or on pc somewhere	calling and asking partner	Lists change-need place in electronic lender/GA files for storage when new data is collected. There is no need to image the older copies.		
42	Technical Assistance	Guarantors:	Agreements with ED - GA	N	paper	Personal library/ Guaranty Agency	finding the agreements	Data created electronically- But no electronic library. Recommend scan historical data in files and set up interim electronic library ASAP.	Y	

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
43	FOI Requests	Inter-office	All department document	N	paper	manually routed	research and find	Requests should be received electronically - even email. Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system. There is at least a routing form and perhaps mail that originates outside FPC and SFA. There is a workflow component to this. Some coordination with originating office will need to be made.		Y
44	Technical Assistance	Guarantors:	Appeal letters and Final Resolution - GA	N	paper	GA Folders/ Regions & DC	search for document	Data created electronically- But no electronic library. Recommend scan historical data in files and set up interim electronic library ASAP.	Y	
45	Technical Assistance	Guarantors:	Communication Summaries - GA	N	verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		
46	Technical Assistance	Lenders Secondary Markets:	Communication Summaries - Lenders	N	verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		
47	Financial Partner	All	Communications - Verbal - All	N	verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		
48	Technical Assistance	Guarantors:	Communications - Verbal - GA	N	verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
49	Technical Assistance	Lenders Secondary Markets:	Communications - Verbal - Lenders	N	verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		
50	Technical Assistance	Servicer:	Communications - Verbal - Servicer	N	verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		
51	Technical Assistance	Servicer:	Communications - Verbal - Servicer with ED	N	verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		
52	Respond to Partner Inquiries	Provide Policy interpretation	Community Input	N	paper/ verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.	Y	
53	Respond to Partner Inquiries	Provide Policy interpretation	Community Negotiations	N	paper/verbal	people's memory	calling and asking partner or colleague	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.	Y	
54	Technical Assistance	Guarantors:	Contract with ED - GA	N	paper	HQ & Regional Library	search for document	Old Documents prior to electronic word processing	Y	
55	Technical Assistance	Guarantors:	Financial Statements - GA	N	paper	GA Folders/ Regions & DC	research and find	sent to ED hardcopy	Y	Y
56	Respond to Partner Inquiries	Provide Policy interpretation	Lawsuits/settlements	N	paper	HQ & Regional Library	research and find	Subscribe to West Publishing Have 32 CDs) and to Lexis election Legal network. Some legal stuff kept on personal computers	Y	Y
57	Technical Assistance	Guarantors:	Letters of Understanding - GA	N	paper	Personal library/ Guaranty Agency	calling and asking partner or colleague	Data created electronically- But no electronic library. Recommend scan historical data in files and set up interim electronic library ASAP.	Y	

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
58	Technical Assistance	Lenders Secondary Markets:	Other Letters/written Correspondence - Specific lenders/Servicers	N	paper	Lender Files/ Regions	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
59	Technical Assistance	Servicer:	Other Letters/written Correspondence - Specific lenders/Servicers	N	paper	Lender Files/ at Regions and DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
60	Technical Assistance	Guarantors:	Other letters/written correspondence -GA	N	paper	GA Folders/ Regions & DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
61	Site Visit	All	Policy letters	Y	CD's	GA Folders/ Regions & DC	research and find	Historical on CD's copies in each region and HQ		
62	Financial Partner	All	Proposals sent to ED	N	paper	DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
63	Respond to Partner Inquiries	Provide Policy interpretation	Q & A's external. Personal letters to partners	N	paper	GA Folders/ Regions & DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
64	Evaluate VFA's	GA	Quality Control Reports	N	paper	HQ & Regional Library	research and find	Since everything related to VFAs are new, they should all be completed electronically		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
65	Technical Assistance	Guarantors:	Record of Settlements - GA	N	paper	GA Folders/ Regions & DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
66	Review preparation	Guaranty Agencies	Reports - Compliance Audit of GA	N	paper	HQ & Regional Library	research and find	Going forward we should request that our external financial partners send this information in electronic format.	Y	Y
67	Review preparation	Lenders:	Reports Annual Audits of Lenders	N	paper	Lender Files/ in Regions and OIG Files	research and find	Going forward we should request that our external financial partners send this information in electronic format.	Y	Y
68	Technical Assistance	Lenders Secondary Markets:	Reports Annual Audits of Lenders	N	paper	Lender Files/ in Regions and OIG Files	research and find	Going forward we should request that our external financial partners send this information in electronic format.	Y	Y
69	Technical Assistance	Guarantors:	Reports -Audits Bi-Annual - GA	N	paper	GA Folders/ Regions & DC	search for document	Going forward we should request that our external financial partners send this information in electronic format.	Y	Y
70	Review preparation	Lenders:	Reports/ final resolutions of Lender Audits - by GA	N	paper	Regional Library	research and find	Going forward we should request that our external financial partners send this information in electronic format.	Y	Y
71	Technical Assistance	Guarantors:	Reports/final resolution of GA Reviews - by ED	N	paper	Regional Library	research and find	Data created electronically- But no electronic library. Recommend scan historical data in files and set up interim electronic library ASAP.	Y	
72	Review preparation	Guaranty Agencies	Reports/final resolution of GA Reviews by ED	N	paper	Regional Library	research and find	Data created electronically- But no electronic library. Recommend scan historical data in files and set up interim electronic library ASAP.	Y	
73	Technical Assistance	Lenders Secondary Markets:	Reports/final resolution of Lender Reviews - by Guaranty Agency	N	paper	Regional Library	research and find	Going forward we should request that our external financial partners send this information in electronic format.	Y	Y
74	Technical Assistance	Servicer:	Reports/final resolution of Servicer Reviews - by GA	N	paper	Regional Library	research and find	Going forward we should request that our external financial partners send this information in electronic format.	Y	Y

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
75	Technical Assistance	Lenders Secondary Markets:	Settlements/ letters of understanding - Lenders and ED	N	paper	Lender Files/ Regions	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
76	Review preparation	Guaranty Agencies	Staff specialty	N	verbal	people's memory	calling and asking colleague	Currently this is communicated verbally, but we need to start documenting these. Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system.		
77	Technical Assistance	Lenders Secondary Markets:	Waivers - Lenders	N	paper	Lender Files/ at Regions and DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
78	Technical Assistance	Guarantors:	Waivers General - GA	N	paper	GA Folders/ Regions & DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
79	Technical Assistance	Guarantors:	Waivers Specific - GA	N	paper	GA Folders/ Regions & DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
80	Technical Assistance	Servicer:	Waivers- Specific to Servicers	N	paper	Lender Files/ at regions and DC	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
81	Financial Partner	All	Written letters between organization and ED	N	paper	HQ & Regional Library	research and find	Data/correspondence from Partners hard copy. We should try to get them to send correspondence in electronically. We will need electronic signatures or reference to where official signed document is. This type of document may relate to CRM initiatives.	Y	Y
82	Respond to Partner Inquiries	Provide Policy interpretation	Q & A's internal	N	paper	HQ & Regional Library	search for documents	Some of this may be eliminated in the future due to: 1) source documents are maintained by a document management system and 2) discussions are documented and stored in the document management system. Otherwise - since these are internal they should be done electronically.		
83	Respond to Partner Inquiries	Answer Guaranty Agency Reporting Questions	ED Form 2000	Y	electronic	HQ	research and find	A copy of the form should be available. This may initially be with a copy and in the future done with a link.		
84	Respond to Partner Inquiries	Answer Guaranty Agency Reporting Questions	ED Form 2000 Instructions	Y	electronic	HQ	research and find	A copy of the instructions should be available. This may initially be with a copy and in the future done with a link.		
85	Site Visits	Servicers	Affiliated Lender List	Y	electronic	esystems	calling and asking partner			
86	Technical Assistance	Servicer:	Affiliated Lenders	Y	electronic	esystems	calling and asking partner			
87	Technical Assistance	Lenders Secondary Markets:	Cohort Default Rate	Y	electronic	Web/ Debt Collections/ Nettie	batch & downloan			
88	Respond to Partner Inquiries	Provide Policy interpretation	Common Manual	Y	electronic	GA Web Sites	Scan for information			

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
89	Site Visits	Lenders	Interest Rate Tables	Y	electronic	IGAL - Esystems	research and find	Interest rates are on the current system and will be accessible via FMS. If all necessary personnel have ready access to this information and know how to access it, this does not need to be included in the document management system. However, if they cannot readily access it, it needs to be extracted from the source system and placed in the document management system.		
90	Site Visits	Servicers	Interest Rate Tables	Y	electronic	IGAL - Esystems	research and find	Interest rates are on the current system and will be accessible via FMS. If all necessary personnel have ready access to this information and know how to access it, this does not need to be included in the document management system. However, if they cannot readily access it, it needs to be extracted from the source system and placed in the document management system.		
91	Respond to Partner Inquiries	Answers NSLDS Questions	NSLDS Codes	Y	electronic	Raytheon	Scan for information	NSLDS codes are on the current system and will be accessible via FMS. If all necessary personnel have ready access to this information and know how to access it, this does not need to be included in the document management system. However, if they cannot readily access it, it needs to be extracted from the source system and placed in the document management system.		
92	Respond to Partner Inquiries	Answers NSLDS Questions	NSLDS Guide	Y	electronic	Raytheon	Scan for information	NSLDS guide is on the current system and will be accessible via FMS. If all necessary personnel have ready access to this information and know how to access it, this does not need to be included in the document management system. However, if they cannot readily access it, it needs to be extracted from the source system and placed in the document management system.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
93	Technical Assistance	Guarantors:	Review Guide - GARP	Y	electronic	On disk or on pc somewhere	Scan for information	Guides are developed on PC		
94	Respond to Partner Inquiries	Provide Policy interpretation	Review Guides	Y	electronic	On disk or on pc somewhere	Scan for information	Guides are developed on PC		
95	Respond to Partner Inquiries	Guaranty rep questions	Review Guides	Y	electronic	On disk or on pc somewhere	Scan for information	Guides are developed on PC		
96	Technical Assistance	Lenders Secondary Markets:	Review Guides - GULR	Y	electronic	On disk or on pc somewhere	Scan for information	Guides are developed on PC		
97	Technical Assistance	Servicer:	Review Guides - GULR	Y	electronic	On disk or on pc somewhere	Scan for information	Guides are developed on PC		
98	Review Report	All	Closure letter	Y	personal database	personal computer	store & retrieve	Lender File		
99	Review preparation	Guaranty Agencies	Confirmation letter	Y	word document	personal computer	store & retrieve			
100	Review preparation	Lenders:	Confirmation letter	Y	word document	personal computer	store & retrieve			
101	Respond to Partner Inquiries	Provide Policy interpretation	Dear Colleague Letters	Y	electronic	http://ifap.ed.gov/dev_csb/new/home.nsf		These are currently on the web. We just need to move the document to the document management system and then have the web site look to the location managed by the document management system to find the document. In addition, there is some workflow involved here as it relates to approvals of the letters.		
102	Respond to Partner Inquiries	Provide Policy interpretation	Dear Guaranty Agency letters	Y	Web page	http://ifap.ed.gov/dev_csb/new/home.nsf	search and find	These are currently on the web. We just need to move the document to the document management system and then have the web site look to the location managed by the document management system to find the document. In addition, there is some workflow involved here as it relates to approvals of the letters.		
103	Respond to Partner Inquiries	Provide Policy interpretation	Dear Partner Letters	Y	Web page	http://ifap.ed.gov/dev_csb/new/home.nsf	search and find	These are currently on the web. We just need to move the document to the document management system and then have the web site look to the location managed by the document management system to find the document. In addition, there is some workflow involved here as it relates to approvals of the letters.		
104	Respond to Partner Inquiries	Provide Policy interpretation	Email responses from OGC	Y	email	personal computer	store & retrieve			
105	Respond to Partner Inquiries	Provide Policy interpretation	Email responses from Policy	Y	email	personal computer	store & retrieve			
106	Site Visit	All	Financial Reporting Data	Y	lender	lender systems	request disk			

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
107	Evaluate Current FPC processes		FPC Systems/Process Descriptions	Y	Webpage	SFBlueprint.	search and find	These are currently on the web. We just need to move the document to the document management system and then have the web site look to the location managed by the document management system to find the document. In addition, there is some workflow involved here as it relates to approvals of the letters.		
108	Respond to Partner Inquiries	Answers NSLDS Questions	NSLDS Benchmarks	Y	email	personal computer	store & retrieve	Benchmarks are from NSLDS. Appropriate access to NSLDS required. The need for these may be replaced by the FP Data mart.		
109	Technical Assistance	Guarantors:	NSLDS Benchmarks	Y	email	personal computer	store & retrieve	Benchmarks are from NSLDS. Appropriate access to NSLDS required. The need for these may be replaced by the FP Data mart.		
110	Respond to Partner Inquiries	Answers NSLDS Questions	NSLDS Benchmarks by GA	Y	email	personal computer	store & retrieve	Benchmarks are from NSLDS. Appropriate access to NSLDS required. The need for these may be replaced by the FP Data mart.		
111	Review Report	All	Organize workpapers	Y	personal database	personal computer	store & retrieve			
112	Review Report	All	record scope/ purpose/dates participants	Y	personal database	personal computer	store & retrieve			
113	Site Visit	All	Report Forms	Y	personal database	personal computer	store & retrieve			
114	Technical Assistance	Lenders Secondary Markets:	Reports/final resolution of Lender Reviews - by ED	Y	word document	personal computer	research and find			
115	Technical Assistance	Servicer:	Reports/final resolution of Servicer Reviews - by ED	Y	word document	personal computer	store & retrieve			
116	Review preparation	Lenders:	Reports/final resolutions of Lender Reviews by ED	Y	word document	personal computer	store & retrieve			
117	Review preparation	Lenders:	Review spreadsheets	Y	excel	personal computer	store & retrieve			
118	Site Visits	Lenders	Special Allowance Rate Tables	Y	personal database	personal computer	store & retrieve	Interest rates are on the current system and will be accessible via FMS. If all necessary personnel have ready access to this information and know how to access it, this does not need to be included in the document management system. However, if they cannot readily access it, it needs to be extracted from the source system and placed in the document management system.		

	Specific Process	Sub process /or customer	Documents/Knowledge Referenced	Currently electronic availability (Y/N)	Medium (See Instructions)	Location -	Activity required	Comments	Initial Imaging Required	Ongoing Imaging Required
119	Site Visits	Servicers	Special Allowance Rate Tables	Y	personal database	personal computer	store & retrieve	Interest rates are on the current system and will be accessible via FMS. If all necessary personnel have ready access to this information and know how to access it, this does not need to be included in the document management system. However, if they cannot readily access it, it needs to be extracted from the source system and placed in the document management system.		
120	Projects		Summaries/ history Results of Financial Partners Initiatives	Y	email	personal computer	store & retrieve			
121	Site Visit	All	workpaper Index Sheet	Y	personal database	personal computer	store & retrieve			
122	Site Visit	All	workpapers	Y	personal database	personal computer	store & retrieve			
123	Technical Assistance	Lenders Secondary Markets:	Reports Third Party Servicer Audits	mixed		At Lender, in Lender Files/ Regions and OIG Files	research and find	If they are in the Lender files, then they will be imaged and stored with the lender files	Y	Y
SAL										
124	Application Process	Customer State/ED Agencies	Application to State Agency	N	MAC	FP Channel/State File	Manual Processing	Image at end/Workflow		Y
125	Grant Award Notification Process	State/ED Agencies	Grant Award Notification Letter	N	GAPS Generated	FP Channel/State File	Manual Processing	Image at end/Workflow		Y
126	Performance Report	State/ED Agencies	State ED Agency Performance Report	N	MAC/Excell	FP Channel/State File	Manual Processing	Image at end/Workflow		Y
127	Allotment Process	State/ED Agencies	Re-allotment Correspondance	Mixed	E-mail/Word	FP Channel/State File	Manual/E-Mail Processing	Image at end/electronic		Y
128	Ad-hoc Correspondance/Agreements	State/ED Agencies	Letters/e-mails pertaining to agreement b/t SFA & State/ED Agency	Mixed	E-mail/Word	FP Channel/State File	Manual/E-mailProcessing	Image paper/electronic		Y
129	Clearance of Dear State Partner Letter	ISFA Approval/State/ED Agencies	Dear State Partner Letter	Y	Posted on IFAP in PDF Format/WORD	ED Website	Manual Processing	These are currently on the web. We just need to move the document to the document management system and then have the web site look to the location managed by the document management system to find the document. In addition, there is some workflow involved here as it relates to approvals of the letters.		