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TO 25: Electronic Records Management

25.5.2: Conversion Status Report

May 2nd, 2002



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Executive Overview

The conversion of all schools-related backfile paper documents, resident with the Document Receipt and Control Center (DRCC) office at FSA Headquarters in DC, was a major component of Task Order 25.

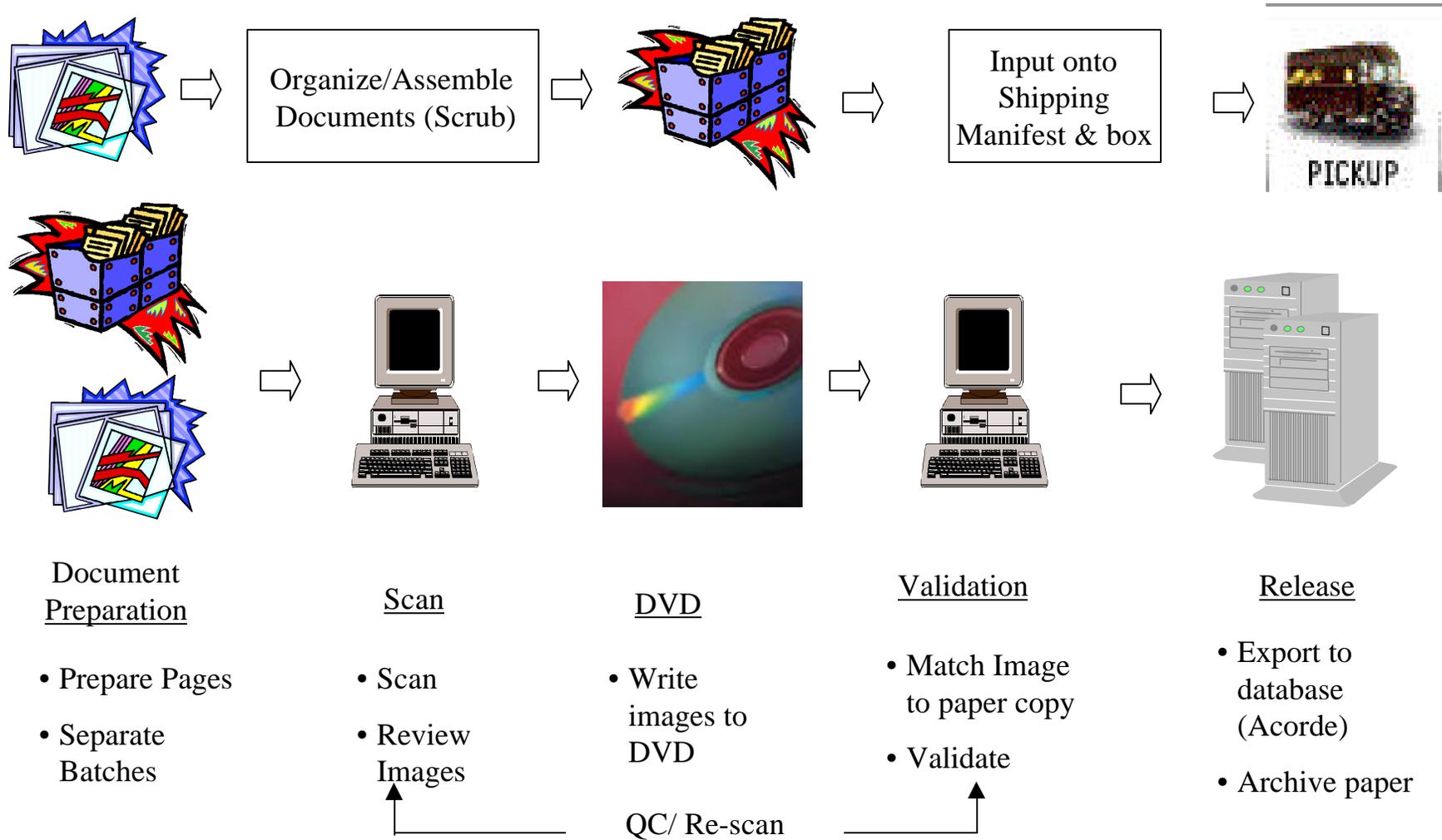
All scanned paper can be securely accessed via Internet by Case Management & Oversight users located in DC and all 10 FSA regions.

Selected highlights of the overall backfile conversion effort that concluded successfully on 4/30 are presented below.

FSA Channel Impacted:	Schools
Key Organizations Impacted:	Case Management & Oversight and Document Receipt and Control Center.
Start Date:	October 2001
End Date:	April 30, 2002
Number of Schools:	7200+
Total Pages Converted:	2,893,833

Conversion Process Overview

The overall conversion effort consisted of the following key stages:



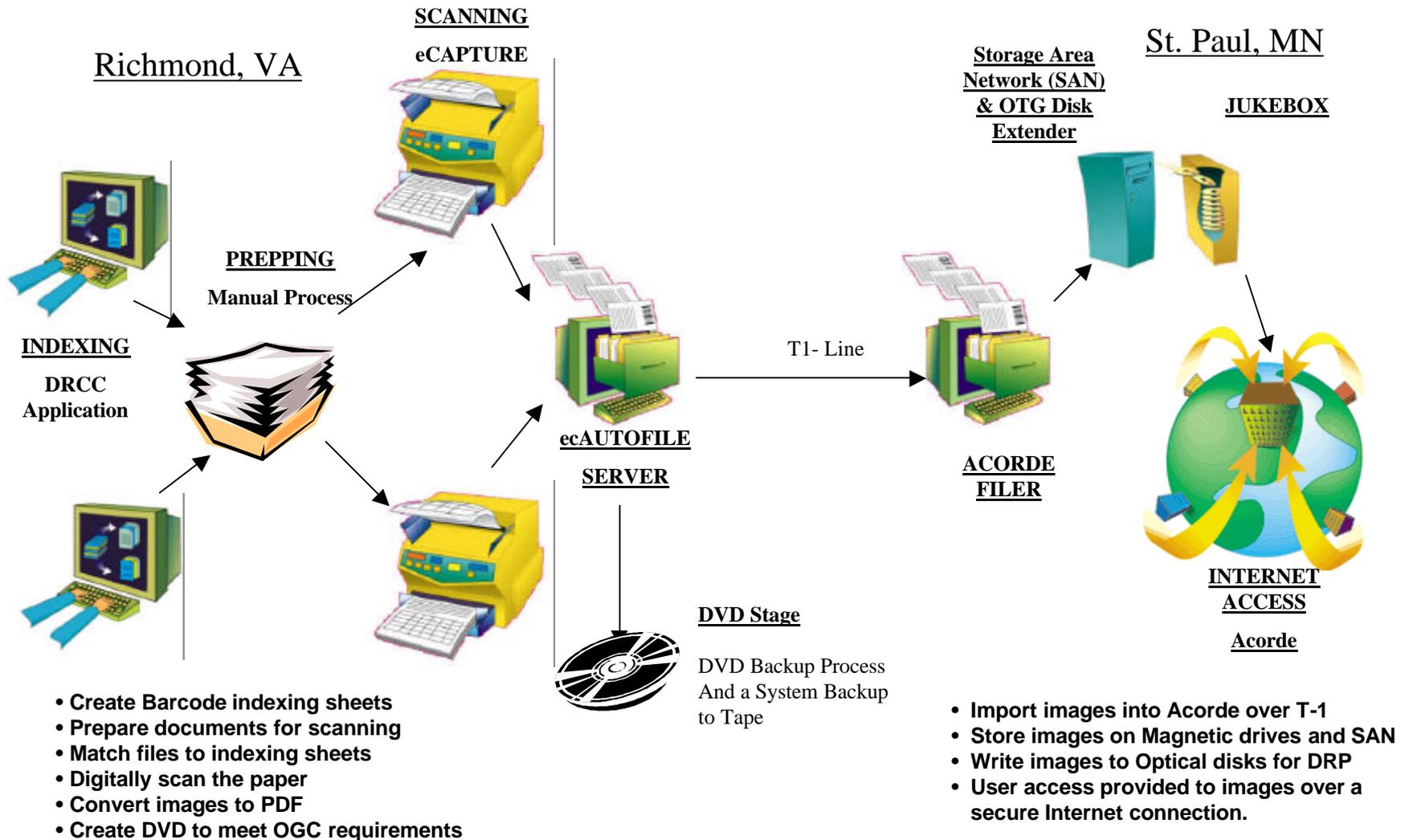


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Conversion Technology Infrastructure

An overview of the technology infrastructure used for back-file conversion.





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Office of General Counsel Considerations

- Developed a strategy and established processes to accomplish memorialization of all scanned documents at the offsite scanning facility in Richmond, VA.
- Instituted controls and procedures to track paper throughout the entire conversion process.
- Utilized a bonded courier service to maintain tight control over the document transportation process.
- Worked closely and proactively with OGC to develop, validate and gain approval on all conversion procedures, checklists and verification processes.



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Quality Management

Selected highlights of the overall quality management framework included the following:

- Created a indexing program to track documents at all stages of the conversion.
- Established and maintained tables of school data to reduce keying and indexing errors.
- Used a process to automatically populate common data fields to increase throughput and minimize data-entry errors.
- Established stringent quality control and verification steps.
- Verified every document that was scanned.
- Developed and used reports to track system, indexing and verification errors.
- Maintained daily audit logs to track all key events and hand-offs.



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Quality Management Report Exhibits

Several management and verification reports were used to track quality metrics, error rates and manage the overall conversion effort.

Examples include the following:

- Indexing Process Quality Control Summary Report
- Prepping Process Quality Control Summary Report
- Imaged Document Error Rate Report
- Verification Process Quality Control Summary Report
- Reconciliation by Document Type Report
- Unprocessed indexes report



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Quality Management Report Exhibits (contd.)

Exhibit 1 - Document Indexed Quality Control Report

Weeks (date ending)	Number of Schools	Number of Files	Major Errors	Error Rate	Minor Errors
1-3 (12/28/01)	87	528	1	0.19%	106
4-6 (1/18/02)	124	762	6	0.79%	94
7-9 (2/8/02)	285	1258	20	1.59%	186
10-12 (3/1/02)	265	1408	30	2.13%	88
13-18 (3/29/02)	400	838	9	1.07%	17
19-22 (4/30/02)	96	220	0	0%	13
Total	1257	5014	66	1.32%	504



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Quality Management Report Exhibits (contd.)

Exhibit 2 - Imaged Document Error Rate Report

Scan Week (week ending)	Number of boxes scanned	Number of Pages Audited	Number of Pages with Errors	Error Rate
1-3 (12/28/01)	18	6,636	74	1.12%
4-6 (1/18/02)	289	113,354	1006	0.89%
7-9 (2/8/02)	346	96,312	1163	1.21%
10-12 (3/1/02)	401	89,373	237	0.27%
13-17 (3/22/02)	198	32,992	87	0.26%
18-22 Tran (4/26/02)	24	4,004	28	0.70%
Total	1,276	342,671	2,595	0.76%