

**SFA Modernization Partner Program  
Monthly Management Services Summary  
For the Month of May 2001**

June 10, 2001

38.2.3f- MONTHLY MANAGEMENT SERVICES SUMMARY

Page 1

Version 5, as of February 28, 2002, last saved by Randy\_B\_Zagorin  
Document Owner: Randy B. Zagorin, last printed on 2/28/2002 7:41 AM  
Document Status - FINAL

C:\Documents and Settings\Kim\_K\_Rhodes\Desktop\38.2.3f\Original\38.2.3f\_Monthly Management Services Summary,  
FINAL.doc



---

**TABLE OF CONTENTS**

I.	INTRODUCTION .....	3
II.	PROJECT COMPLETIONS/ IMPLEMENTATIONS FOR THIS REPORTING PERIOD.....	4
III.	VALUE POINTS.....	5
IV.	MAJOR PROJECT MILESTONES ACHIEVED.....	6
V.	RISKS AND ISSUES.....	7
VI.	MONTHLY MODERNIZATION SCORECARDS SUMMARY .....	8
VI.	APPENDIX: MODERNIZATION PROGRAM SCORECARDS	
VII.	APPENDIX: DELIVERABLES IN PROGRESS OVER 30 DAYS LATE	
VIII.	APPENDIX: DELIVERABLES IN REVIEW OVER 30 DAYS	



**SFA Modernization Partner Program  
Monthly Management Services Summary  
For the Month of May 2001**

---



**I. INTRODUCTION**

This report covers the month of May 2001 and includes the following:

- Information on overall project completions/ implementations for this reporting period.
- Major milestones achieved during the month.
- Program level risks and issues.
- Monthly scorecards.
- Significantly late deliverables.

This report format is the result of a collaborative effort between SFA and Modernization Partner executives to improve the information provided to SFA Executives. We will continue to refine these monthly summaries to improve their usefulness and value. Please provide any suggestions regarding these reports to the SFA Modernization Partner Program Manager ([eric.l.stackman@accenture.com](mailto:eric.l.stackman@accenture.com) or 202-651-3659).



## **II. PROJECT COMPLETIONS/ IMPLEMENTATIONS FOR THIS REPORTING PERIOD**

This section reports on the completion or implementation of Modernization Partner projects.

### **CFO**

- Completed successful Production Readiness Review for FMS Release 3.2 LEAPP/SLEAPP. Release 3.2 of LEAPP/SLEAPP is a web-based Awards Process.

### **FINANCIAL PARTNERS**

- Completed delivery of the Financial Partners Data Mart on 5/27/01. The Financial Partners Data Mart improves the support for students within the Federal Family Education Loan Program by providing the Financial Partners Channel with executive information and decision support capabilities for several key business functions. These business functions include Risk Management, Customer Relationship Management, Compliance Management, and Portfolio Management.

### **ORGANIZATION TRANSFORMATION**

- Delivered Front 2 Back training materials. This enabled the Front 2 Back training to begin on 5/15/01. The Student Aid Front 2 Back training includes a review of important points from the PBO at the Front Lines and SFA Traditions training courses, an overview of a student's experience with the financial aid process, an overview of how SFA, schools, lenders, guaranty agencies, and operating partners support the student, and a review of SFA modernization initiatives.



### III. VALUE POINTS

This section reports value delivered above and beyond the contracted scope of services.

#### ORGANIZATION TRANSFORMATION

- Presented overview of the Modernization effort to participants of the Student Aid Front 2 Back Train the Trainers course.
- Facilitated four sessions of Student Aid Front 2 Back training which educates SFA employees and operating partner employees about the student aid process.
- Conducted research on Performance Measurement and Evaluation and shared best practices with the Director of SFA University.
- Presented best practices on training design and development with the Director of SFA University.
- Attended Institute for the Study of Public Policy Implementation conference on Human Capital which included a presentation by the Gallup Organization on applying the Q12 in the Federal Government and how that application may affect Human Resource programs.
- Met with Bob Tobias, union expert and the Director of the Institute for the Study of Public Policy Implementation, to establish a strategy for gaining Union buy-in for organizational transformation initiatives.

#### PROGRAM MANAGEMENT

- Led Denise Hill's team in assessing the business needs for an Enterprise Architecture Management (EAM) approach, the resulting value/benefits, and the processes require to insure successful integration across the program. Additionally, the team is defining the data architecture management components of the EAM.
- Continuing to increase awareness and understanding of the role of the Modernization Partner Program Management team.

#### SCHOOLS

- Held the COD Software Developers Meeting which provided COD XML migration and planning assistance to schools and third party developers.



#### **IV. MAJOR PROJECT MILESTONES ACHIEVED**

This section presents Modernization Partner's significant accomplishments on a Channel-by-Channel basis. These milestones may include the completion of a project phase or the acceptance of a major deliverable in line with the project's workplan.

##### **CIO**

- Reviewed the final draft of the eMPN (Electronic Master Promissory Note) Security Certification Plan with SFA. The Security Certification Plan addresses security concerns of both the schools and the FFEL community associated with eMPN by minimizing SFA's risks.

##### **ORGANIZATION TRANSFORMATION**

- Completed Train the Trainers course for Student Aid Front 2 Back.
- Received acceptance of the Training Services Summary for Front 2 Back.
- Submitted the Career Zone Performance Plan and Balanced Scorecard to SFA.

##### **SCHOOLS**

- Held Joint Application Design Session with Campus Based Staff to review portions of the proposed eCampus Based system design.
- Conducted User Feedback Session with the Steering committee to gather feedback on the eCampus Based system design.
- Held Common Origination Disbursement (COD) Software Developers orientation session and provided content development support services.
- Finalized the Common Record Format for the EAI proof-of-concept.
- Conducted COD Conceptual Design Walkthroughs with SFA Business Owners which focused on COD Core System Components and Customer Service functions.

##### **STUDENTS**

- Reviewed the draft FAFSA on the Web Marketing Plan with SFA. The goal of the Marketing Plan is to help increase usage of the FAFSA website and reduce the number of paper applications submitted.
- Submitted the FAFSA on the Web release 5.X software documentation which was required to initiate system test activities.
- Completed the initial performance test of FAFSA on the Web release 5.X with 500 concurrent users. This test successfully validated the new n-tier architecture and its scalability.



**V. RISKS AND ISSUES**

This section reports the issues and risks that are currently causing or could potentially cause a very significant impact on the Modernization Partner Program's goals.

<b>Area</b>	<b>CIO</b>
<b>Description</b>	An efficient consolidation of the FAFSA On The Web 5.X and 6.0 efforts is needed.
<b>Impact</b>	The quality of product may suffer without the integration of FAFSA On The Web 5.X and 6.0 efforts.
<b>Assistance Requested from SFA</b>	Provide input to and acceptance of integrated project plan for FAFSA on the Web release 6.0.
<b>Proposed Solution/Mitigation Strategy</b>	Modernization Partner (Accenture, NCS, Meritage, MACRO, and SFA Students) is developing an integrated project plan for the delivery of FAFSA On The Web release 6.0.
<b>Progress/Resolution</b>	Established the Modernization Partner Transition Team which is examining alternatives for a single and integrated FAFSA On The Web 6.0 plan and the subsequent contract implications. The team plans to discuss the integrated FAFSA On The Web 6.0 plan with the Students Channel in early June.

<b>Area</b>	<b>Organization Transformation</b>
<b>Description</b>	The Union has expressed concerns regarding the policies and procedures for employee transition. Additionally, the Career Counselors can not be brought on board until the SFA the Human Resources organization is formally approved.
<b>Impact</b>	Full implementation of the Career Zone cannot take place until the Union's concerns are resolved and the career counselors are on board. At this time the Career Zone team is continuing planning and communications, but cannot begin full implementation.
<b>Assistance Requested from SFA</b>	Human Resources and business leaders will develop an ongoing partnership with Union leadership to resolve transition concerns using interest based negotiation. Several meetings took place 4/25/01 - 4/27/01, but the employee transition issue has not been resolved. SFA Human Resources and union leadership are in the process of creating a draft Memorandum of Understanding. SFA Human Resources will continue to work with SFA leadership to insure approval of the Human Resources.
<b>Proposed Solution/Mitigation Strategy</b>	Utilize the union negotiation expertise of Bob Tobias, union expert and the Director of the Institute for the Study of Public Policy Implementation, to gain sign-off on the Memorandum of Understanding with the Union by 6/15/01. Consider utilizing the career counseling services of Sue Pressman, a career counselor from the Department's Training Development Center, as an interim, measure until SFA gains approval for bringing its own career counselors on board through the Career Zone.
<b>Progress/Resolution</b>	SFA Human Resources, Union representatives, and Bob Tobias are meeting 5/30/01 - 6/1/01 to address the Career Zone program and finalize the employee transition agreement.



**VI. MONTHLY MODERNIZATION SCORECARDS SUMMARY**

This section presents an extract of all “Red” assessed criteria. The extract is taken from the Monthly Modernization Program Scorecards. (See Appendix VI. for the complete Monthly Modernization Program Scorecards document.)

<b>Task Order</b>	<b>Assessment Criteria</b>	<b>Assessment</b>	<b>Comments</b>
TO- 45 FMS Phase III	Government Dependencies	Red	Modernization Partner is experiencing ongoing difficulty in resolving issues between the SFA Channels and the legacy contractors, which have continued to affect the Direct Loan, DCS, and the Pell teams. SFA does not have an official agreement with the Department of Education CFO regarding interfacing their FMSS system with SFA FMS. The final definition of the interface is an ongoing issue, since the Memorandum of Understanding (MOU) has not been signed. The team is continuing to work on scheduled tasks under the assumption that the Department of Education will sign the MOU. If a signed MOU can not be obtained in a timely manner the FMS team will elevate the issue to the COO for resolution.