



Change History Log:

March 6, 2001
 Department of Education
 Student Financial Assistance
 Carol Seifert
 Contracts Office Technical Representative

In Response Reply to: 01EDU0268S

Subject: Contract # ED-99-DO-0002
 Task Order #48: Enterprise Portal Strategy and Product Selection
 Deliverable 48.1.1: Portal Requirements and Strategy

Dear Ms. Seifert:

Enclosed is the Portal Requirements and Strategy that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

ACCENTURE, LLP

<i>Deliverable 48.1.1: Portal Requirements and Strategy</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
In a couple of places in the document you stated that we have been working together to "define their [SFA's] vision for the SFA of 2004." Where did that date come from?	1, 3	Colleen Kennedy	2/16/01	N	This is the date in the most current version of the Target State Vision document.
In the Executive Summary, under assumptions, #6 says the recommended tool/solution must be compatible with existing content management capability/tools (e.g., Interwoven). At the Portal's PRR, the problems we are encountering with Interwoven were discussed. It was stated at that time that we may have to rethink the use of Interwoven. This statement is also made in the technical requirements in section 5.0.	5, 20	Colleen Kennedy	2/16/01	N	Results from the PRR should be leveraged as much as possible, but compatibility with InterWoven is still a requirement for the recommended solution.
I didn't see the OLTP tool in the Portals Overview (section 3.0)	6	Colleen Kennedy	2/16/01	N	Section 3 provides the general definition of portals and portal features. Figure 2 and the text that follows it include "Reporting," which is the OLTP capability. Also, OLTP is referenced in the evaluation (48.1.2).
In section 3.0 under Personalization - the examples given here "...such as sales and marketing" are not relative to SFA business. This material would be more useful if it was	7	Colleen Kennedy	2/16/01	N	A prior version included SFA - specific content, but it was requested that this be removed and made more generic.



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specific to our business.					
In section 4.0 Requirements Analysis, under Online communications, you state that "Interactive support currently exists in the Direct Loan Servicing System (DLSS)." What features have they implemented that we haven't? We have telephone and email assistance.	12	Colleen Kennedy	2/16/01	Y	The Schools Portal is also referenced for this feature.
Also in section 4.0, under Single Sign on, be careful about identifying IFAP as a site which requires user log on. It doesn't! All publications are available freely, without sign-on. Only specific features, such as subscriptions, require log in.	15	Colleen Kennedy	2/16/01	Y	IFAP was removed from this list.
Also in section 4.0, under Review of Existing SFA Web Sites, you state..."This list represents links that will be organized on the overall Department of Education web site as the best content for SFA." What does that statement mean? It sounds like there is an effort underway to modify ED's website?	15	Colleen Kennedy	2/16/01	N	That is correct, there is already an effort underway to modify ED's web site.
In Section 5.0 Implementation Approach, the statement is made..."Anyone accessing the SFA Portal would go to the same home page to login except for the general public who would be able to navigate the site without security." This is a mis-statement, I believe. Not all websites currently require an ID to access the information contained therein. We certainly don't want to put up a barrier where none currently exists.	16	Colleen Kennedy	2/16/01	Y	This has already been addressed. The current version of the deliverable now states the following: "Anyone accessing the SFA Portal would go to the same home page. It will be possible for users to navigate through content and links on the site without having to login. Once a user is authenticated, they could access their View within the Portal depending on their roles and access rights."
All of the appendices are still presented in the context of we want your input. You've already collected it, so these pages should so state.	26-86	Colleen Kennedy	2/16/01	Y	The appendixes have been changed to reflect that we have collected this information (versus a survey format with instructions).
Appendix B doesn't contain the "vision" and "user scenarios" that you previously provided to us.	38-42	Colleen Kennedy	2/16/01	Y	These have been added back in.
In Section 5, you provide the primary goal of the strategy for the first time. This should also be included earlier in the document.	17	Kathleen Hall (Giga)	2/16/01	Y	This was added to the Executive Summary and Portal Strategy Background Sections.
Change the name of Content Management to Content Administration since InterWoven already provides Content Management and the description of the Requirements are more	12, 18	Kathleen Hall (Giga)	2/16/01	Y	This change has been made.



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administration with no content authoring.					
When reviewing the document, it is difficult keeping track of which section you are in (when flipping back and forth for comparison purposes). Recommend that each page's header contains the name of the section.	All	Helene Epstein, Steve Allison	2/27/01	Y	This change has been made.
The Executive Summary format is inconsistent (i.e. - Introduction and Background section in paragraph 2 and Section 4 in the last paragraph. Recommend that you have the Exec Summary paragraphs follow the Table of Contents and be labeled in a similar fashion.	1-2	Helene Epstein, Steve Allison	2/27/01	Y	The Executive Summary has been re-formatted.
Recommend renaming chapters as described: Section 2.0 should be renamed "Portal Strategy Background". Section 3.0 should be renamed "Overview and Assessment". Section 4.0 should be renamed "Requirements". Section 5.0 should be renamed "Strategy".	All	Helene Epstein, Steve Allison	2/27/01	Y	The section names have been changed.
As discussed with GIGA, you don't mention what the primary goal of the portal strategy is until page 17 under Strategic Implications. Recommend that you work this in earlier (Exec Summary and Portal Strategy & Background sections).	17	Helene Epstein, Steve Allison	2/27/01	Y	This was added to the Executive Summary and Portal Strategy Background Sections.
On page 23 - the section named "SFA CIO Items for Consideration in Portal Development" should be changed. As is, it is a bit confusing - it reads as if you are recommending the items for CIO to consider. Might be cleaner to just begin with "Items for....". Also might want to add "View" to section title - remember we were stressing ONE portal.	23	Helene Epstein, Steve Allison	2/27/01	Y	Section has been renamed "Items for Consideration in Portal View Development."
On page 25 - First bullet under Summary and Next Steps should read "Conduct Product Evaluation".	25	Helene Epstein, Steve Allison	2/27/01	Y	This change has been made.
Appendices E and F (IT Mgmt & IT Services) are meeting notes inserted in bullet form. Re-write in a format that is more consistent with the rest of the document. Remove individual's names (i.e. Ganesh Reddy) from document.	76-81	Helene Epstein, Steve Allison	2/27/01	Y	Appendixes E and F have been re-written in a format more consistent with the rest of the document without individual names.
In the Portal Strategy graphic,	17	Steve	2/27/01	Y	This change has been made.



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change "Business Challenges Addressed by the Portal Strategy" to "Business Goals Addressed by the Portal Strategy." Also, eliminate the words "no" and "lack-off" that precedes each item on this list since it is now designated as a goal instead of a challenge.		Shane			