

# FSA Integration Partner Students Portal Release 2

Production Readiness Review (PRR)  
June 10, 2003

The screenshot shows the FSA For Students website. At the top left is the FSA logo with the tagline "We Help Put America Through School" and "FSA For Students". Below the logo are navigation tabs for "Preparing", "Choosing", "Applying", "Funding", "Attending", and "Repaying". A red banner at the top right says "Welcome, Ankur!" and "U.S. Department of Education". The main content area features a large graphic of a road with yellow diamond-shaped signs labeled "PREPARING", "CHOOSING", "APPLYING", "FUNDING", "ATTENDING", and "REPAYING". The text "Follow our easy road to Education beyond High School" is overlaid on the graphic. On the left side, there is a search bar, a "My FSA" section with links like "Introduction" and "Financial Aid", and sections for "If you attend..." and "If you are a(n)...". On the right side, there are "Available Languages" (English and Spanish) and "Site Resources" with links like "About Us" and "Contact Us".





# Agenda

- Welcome and Introductions
- Release 2 Overview
- Project Milestones
- OMB Requirements
- Regression Test Summary
- Performance Test Summary
- PRR Checklist/Documentation Summary
- Customer Feedback
- ED/FSA Endorsements
- Stabilization and Transition Approach
- Operations Approach
- Lessons Learned/Process Improvements
- Conclusions



# Release 2 Overview



## Release 2 Objectives

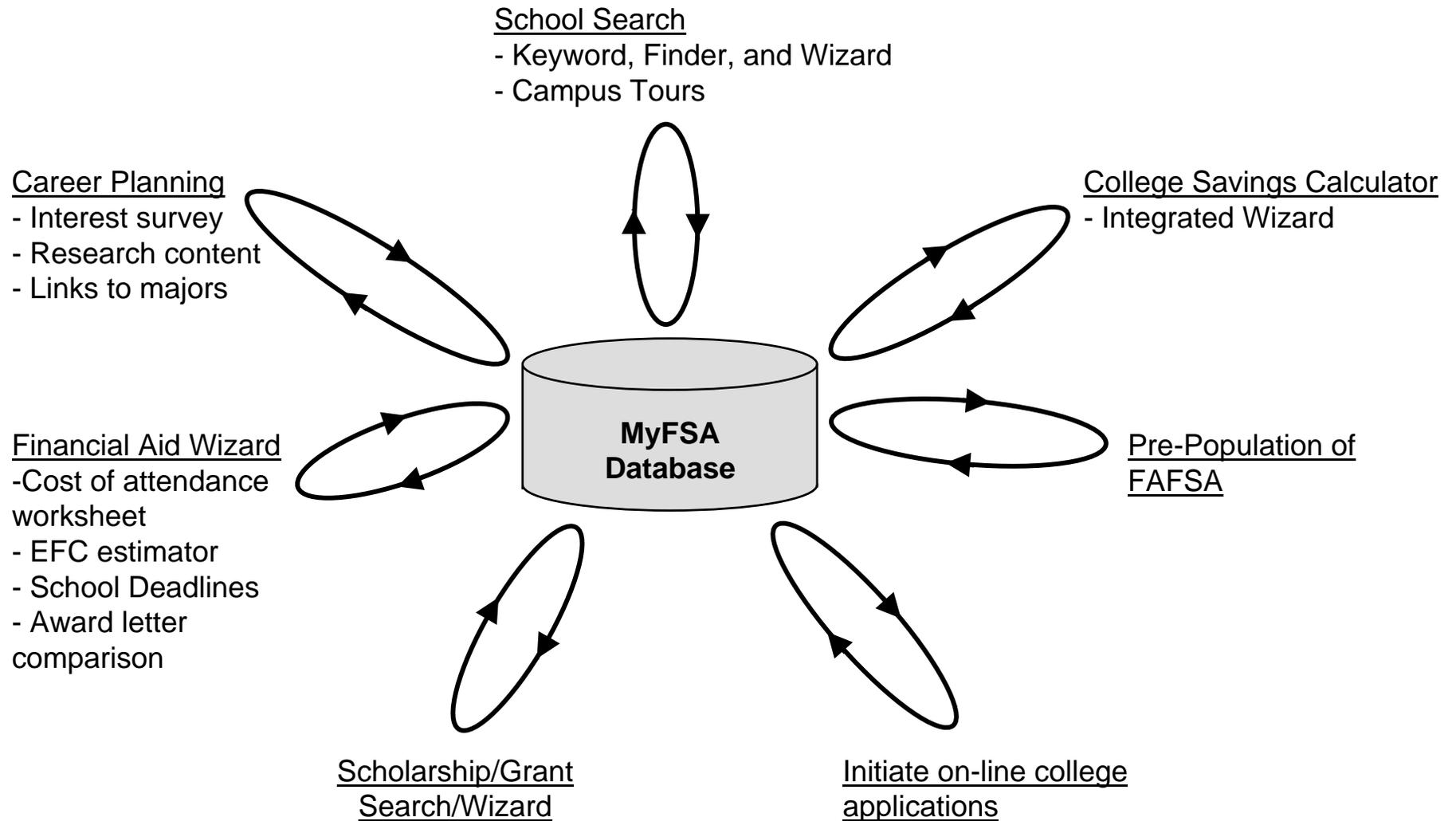
- Increased Aid Awareness
- Increased Self Service for
  - Researching Careers
  - Researching Campuses
  - Student Planning
- Increased Search Capabilities
- On-Line Application for Financial Aid

## Additional Functionality with XAP

- Single Logon/Database
- Integration with On-Line School Application
- Financial Aid Wizard (including EFC Estimator)
- Scholarship Search

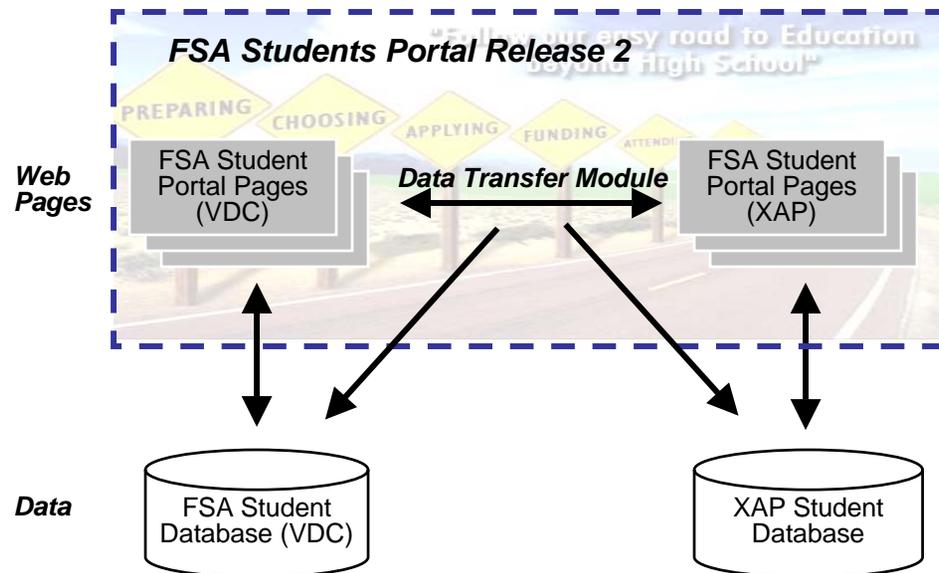


# MyFSA Overview – XAP Integration





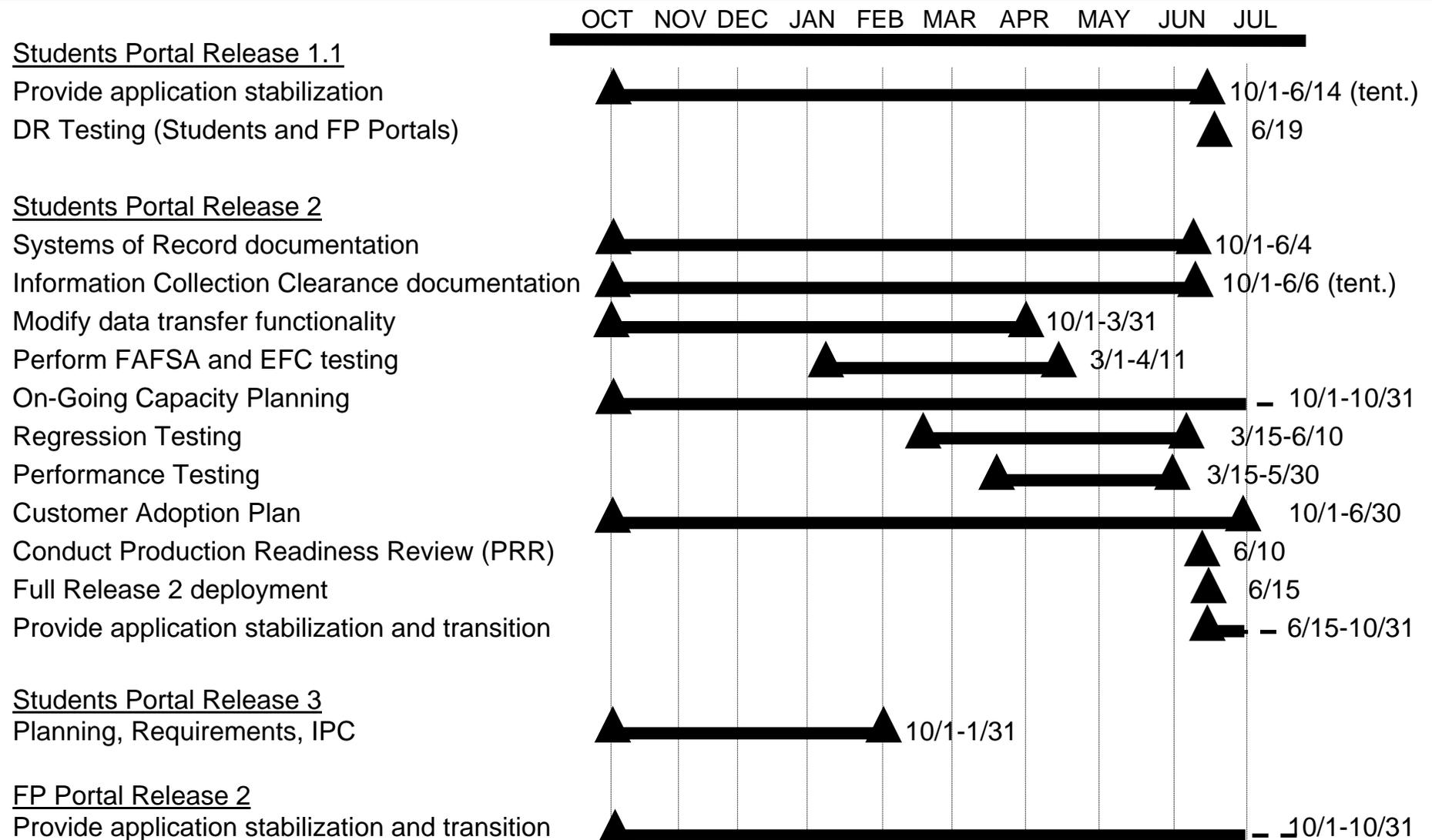
# MyFSA Architecture – XAP Integration



- Student registers/logs onto the Portal via web pages (and database) hosted at XAP site (as part of the Portal)
- Student data is maintained in their session as they move between web pages hosted at the VDC and web pages hosted at XAP
- All data (except Bookmarks and Surveys) is entered on web pages hosted at XAP (as part of the Portal)
- Once information is added to MyFSA, it becomes integrated with the other searches/wizards, etc. on the Portal (e.g., schools saved in MyFSA automatically show up on the list in the college savings calculator)
- Separate from the search/wizard tools, the following is content that is stored/integrated in the XAP database:
  - Careers database (e.g., listing and information, etc.)
  - Schools database (e.g., campus tours, deadlines, Financial aid information, etc.)
  - Scholarship database
- The Data Transfer Module enables a subset of data collected on the XAP portion of the Portal to be stored at the VDC



# Project Milestones





# OMB Requirements

- Government Paperwork Reduction Act
  - Information Collection Clearance (ICC) Process
  - When a “burden” is imposed on customers as a result of the time it takes them to provide information
  - Technical workshops conducted
- Privacy Act
  - System of Record (SR)
  - Any information collected that can potentially lead to the identification of an individual
  - Required extensive coordination and approval
- E-Government Act of 2002
  - Privacy Act Notice



# Regression Test Summary

## Open Issues

Description	Status/Comments
In the Career Finder, careers were not found that matched criteria even after changing criteria three times.	XAP is waiting for the criteria selections that IV & V used for further evaluation. The database utilized for this functionality is the U.S. Department of Labor's career database.
One tester entered his college as "St. Mary's College of Maryland" in the "Find the right college for you search by name section" and was told that no matches were found. However, it did show up in the College Finder.	XAP will be exploring this further. It might be due to the sensitivity of the search engine and permissions that are set up.
In the resume builder link, the "America's Job Bank" site has moved.	Accenture is waiting to hear from IV & V about the location of this link. If the link is in production already, then this will be resolved when the latest production content is merged with the Release 2 code.
Search capability is not working properly in the development environment, yet production is searching properly.	Accenture will make sure the development environment is searching properly. However, production is working as expected so there is no issue.



# Regression Test Summary (continued)

## Clarifications

- When the latest production content is merged with the Release 2 code, any content issues will be resolved.
- The College Matching Wizard and the College Finder have the same questions, but the College Matching Wizard gives a description of each parameter so that users that need assistance in choosing the correct parameter can do so appropriately.
- Certain aesthetics were changed after the Regression Test Scripts were written (i.e., the GO button changed to NEXT).
- In the Financial Aid Wizard Worksheet, the directions specify the user to enter '0' for questions that don't apply. Therefore, it is acceptable for the user to be asked to enter a number for spouse's income even though the user specified 'Single'.



# Performance Test Planning

- Release 2 capacity estimates based on
  - Number of concurrent users 1,100 -1,400 (peak)
  - Initial peak planned for November
  - Subsequent peak in Feb/March for FAFSA
- Performance testing validates application, architecture, and environment scalability
- Results from performance tests are extrapolated to determine production environment requirements



# Performance Test Summary

- Three formal test cycles were run, several other smaller tests were conducted
- Goals/targets have been met
  - Sustained 1,400 concurrent users for one hour, repeatedly
  - Seven business processes tested through scripts simulating user action
  - Low transaction response time (~ 3 seconds)
  - Low CPU utilization (~40%)
  - No memory utilization or leak issues
- Test results and tuning
  - Performance tuned Scholarship database
  - Modified Scholarship Search code to improve end user experience
  - Improved application performance by adding an index to the Bookmark database (deadlock).
- All recommendations from performance testing will be forwarded to operations



## Estimated Minimum Peak Capacity Requirements

	CPU	Memory
Web Server	388 MHz	.74 GB Total
Application Server	564 MHz	.74 GB Total
Web and Application Server	704 MHz	.76 GB Total
Totals	1,656 MHz	2.24 GB Total



## PRR Checklist/Documentation Summary

- All comments addressed
- Everything is “Green”
- There are no gaps
- SLC Checklist completed *(we still need to do this)*
- New Responsibility Matrix created for XAP
- Operations Transition Cookbook in progress



# Customer Feedback

## On-line Survey (Release 1.1)

- “I just want to comment that this is a well designed and detailed site. As a high-school student, I have found a site that meets all my needs in my College search. No complaints and Thank You for this site.”
- “This is my first time seeking financial aid. Every question I had was either answered on this site or was answered on a linked site. Overall I found the organization easy to follow and the information very useful.”
- “The information that is provided overall is excellent. I know these details will help me back on track as far as money wise.”
- “I want all my dreams to become a reality and with FSA I think will have a good reality. Thanks.”
- “Thank you for letting this site be very helpful to me.”
- “Very good, you guys help out a lot. Thank you.”
- “It is a very very good website thank you very much.”
- “It was easy and fast.”

## EAC/Focus Groups (Release 2.0)

- “I was really excited to see what is offered, but was disappointed to see I have to wait to use the wizards. Please hurry!!”
- “It is a good tool for prospective students.”
- “It looks awesome, lots of information to utilize. THANK YOU for the online tour of the information!!”
- “Excellent! Very thorough and helpful.”
- “COOL! Really like the variety of options; like the savings calculator.”
- “A lot of useful information for students/parents. Looks user-friendly (even for me)!”
- “Very useful information for High School and Elementary students. Good tool for college nights. Seems easy to navigate the site.”
- “The Portal looks to be a user-friendly resource tool for students.”
- “I am very impressed with the offerings of the Portal. I had not really seen it before. It seems very informative and useful, especially for High School Seniors exploring options regarding possible schools.”



# ED/FSA Endorsements

- Bill Hansen, Deputy Secretary for Education
- Terri Shaw, Chief Operating Officer (COO) for FSA
- ED Office of General Counsel (OGC)
  - Business Administrative Law
  - Postsecondary and Regulatory Service
  - Postsecondary Education Division
  - Ethics Division
- FSA Program Development Division
- ED Office of Postsecondary Education (OPE)
- ED and FSA Office of the Chief Information Officer (CIO)
- FSA Contracts Office
- Students and Schools Channels General Managers (GM's)

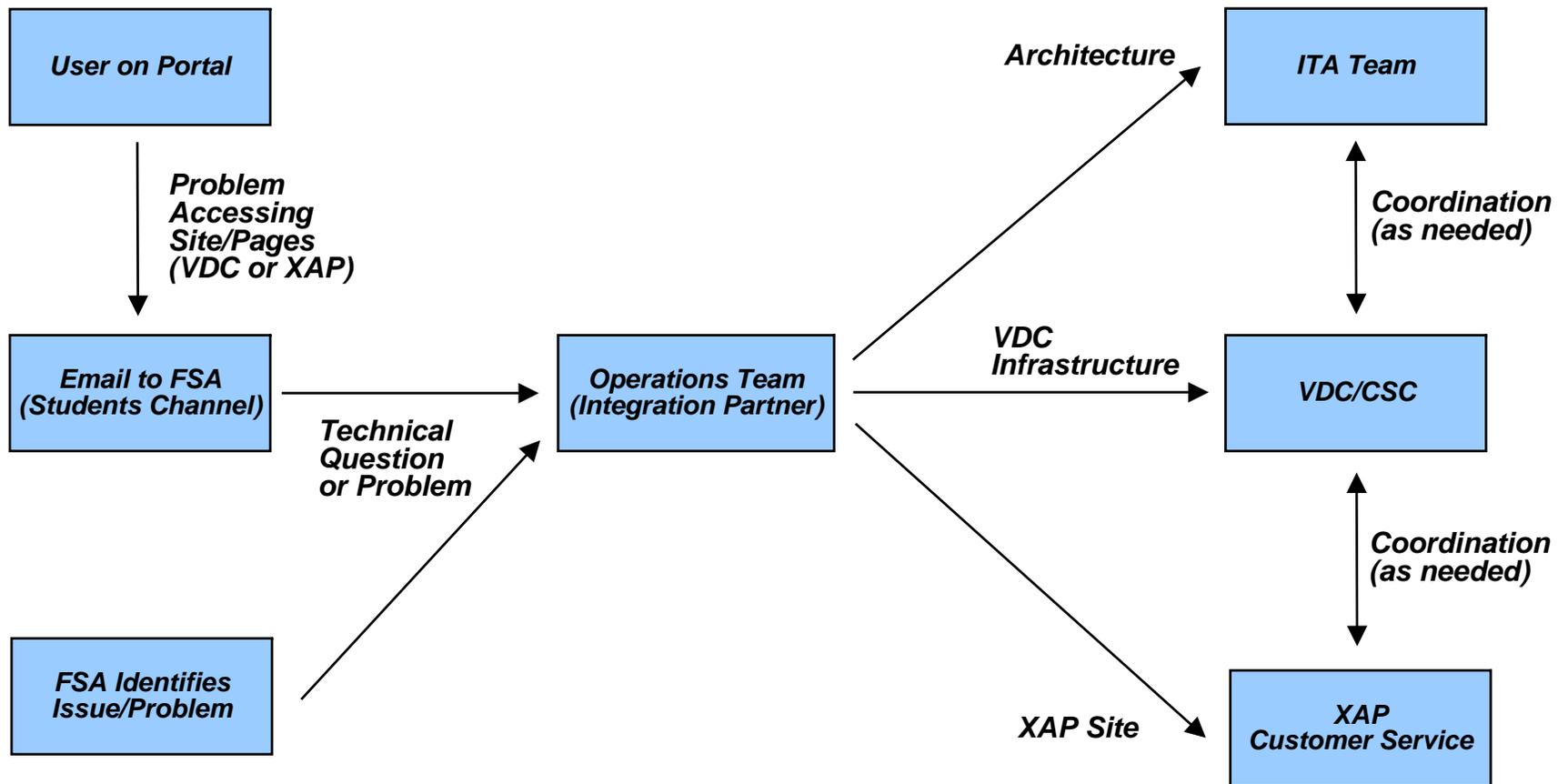


# Stabilization and Transition Approach

- Integration Partner will provide support through 10/31
- The transition to the new Operating Partner will take place from 7/1-10/31
- Additional Post-Deployment activities
  - Disaster Recovery Testing
  - Environment Upgrades/Testing
  - Dear Partner Letter
  - Update Privacy Act Notice
  - Campaign Planning
- XAP will be a sub to Accenture from 7/1-8/31 and then a sub to the new Operating Partner starting on 9/1



# Operations Approach





## Lessons Learned/Process Improvements

- FSA, Accenture, XAP, and CSC need to monitor web application volume to ensure no capacity issues occur
- Involve ED/CIO and OGC throughout the entire project
- Continue to involve IV&V throughout project
- Continue Portals and VDC meetings



# Issue/Risk Summary



# Conclusions

- All PRR checklist items have been completed
  - Everything is green
  - There are no gaps
- All scheduled activities to date are complete
- Addressed all open issues identified by independent FSA CIO Quality Assurance group
- Transition planning in progress
- On schedule for 6/15/03 deployment
- Email will be sent on 6/15/03 to confirm readiness