



**Federal Student Aid (FSA)  
Students and Financial Partners Portals**

**Stabilization and Transition Support  
Performance Report**

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## **1. Executive Summary**

### **1.1 Introduction**

The FSA Students and Financial Partners (FP) Portals provide information and productivity tools relevant to FSA's customers, employees, and partners to make informed financial aid decisions and empower financial partners to assist students. The Portals also provide links to other existing FSA web sites (e.g., FMS, FAFSA on the Web, NSLDS, DLSS, etc.), and external sites (ELM Net, Meteor, etc.).

### **1.2 Background**

In April 2002, FSA launched Release 1.0 of both the Students and FP Portals. In September 2002, Release 1.1 of the Students Portal and Release 2 of the FP Portal were made available with additional information, tools, and links. Release 2 of the Students Portal has been delayed so that the necessary paperwork and postings can take place to meet the Privacy Act requirements for System of Record as well as the Office of Management and Budget (OMB) requirements for the Information Collection Clearance process. Specifically, the Portals are organized as follows:

#### Students Portal

- Student experience/life-cycle
  - Preparing
  - Choosing
  - Applying
  - Funding
  - Attending
  - Repaying
- Site Resources
- Content organized around the Student type (e.g., College, High School, etc.)
- Spanish content
- Links to other FSA systems (e.g., FAFSA on the Web, NSLDS, etc.)
- Search
- Contact Resources

#### FP Portal

- Links to other FSA Financial systems (e.g., FMS, Data Mart, etc.)
- Publications
- Community members
- Current activities
- Interest rates
- Search
- Contact Resources



### 1.3 Report Organization

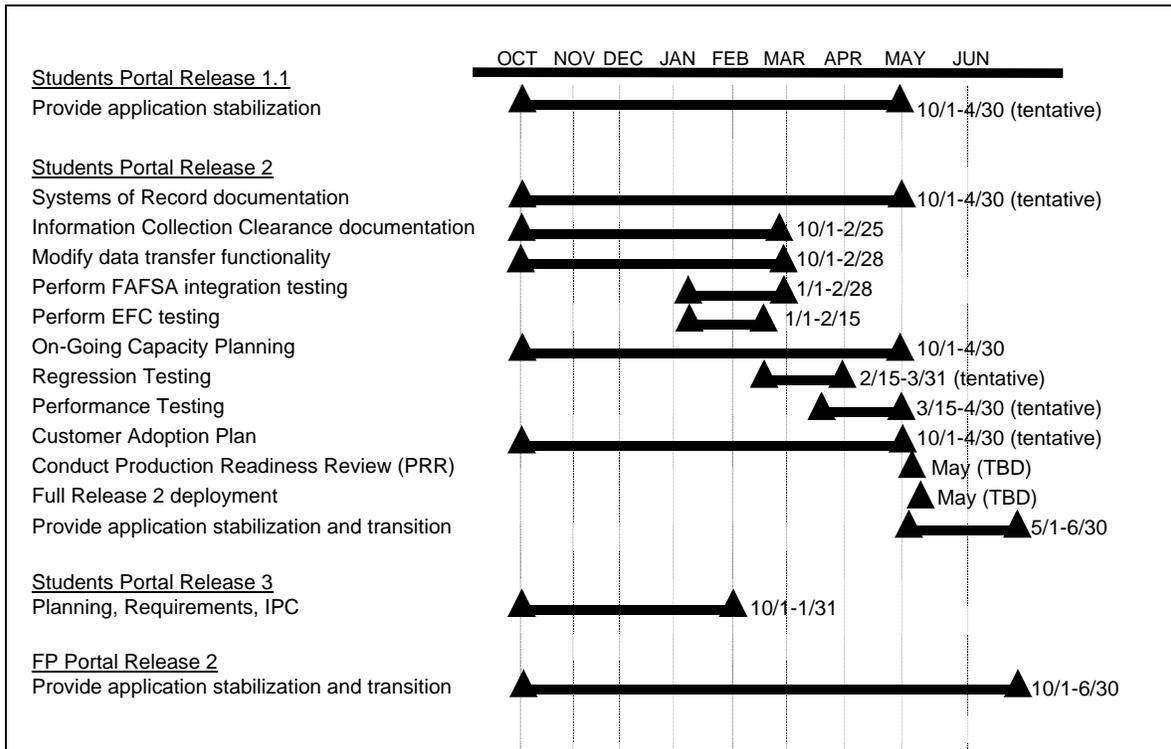
This Stabilization and Transition Support Status Report includes the following:

- Section 2. Students Portal Status. This section provides an update on completed and planned activities for the Students Portal.
- Section 3. Financial Partners Portal Status. This section provides an update on completed and planned activities for the Financial Partners Portal.
- Section 4. Summary. This section provides a summary of the project and production status.

## 2. Students Portal Status

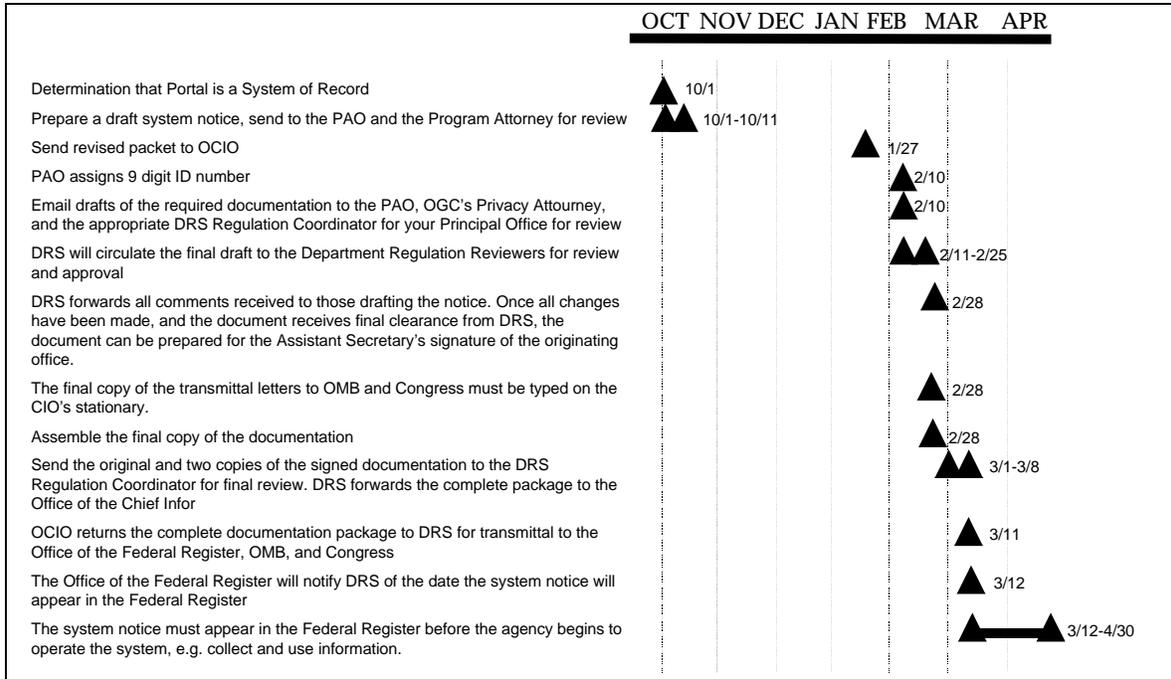
### 2.1 Overall Project Schedule

The overall project schedule for the Students Portal is shown below.



## 2.2 Privacy Act (System of Record) Schedule

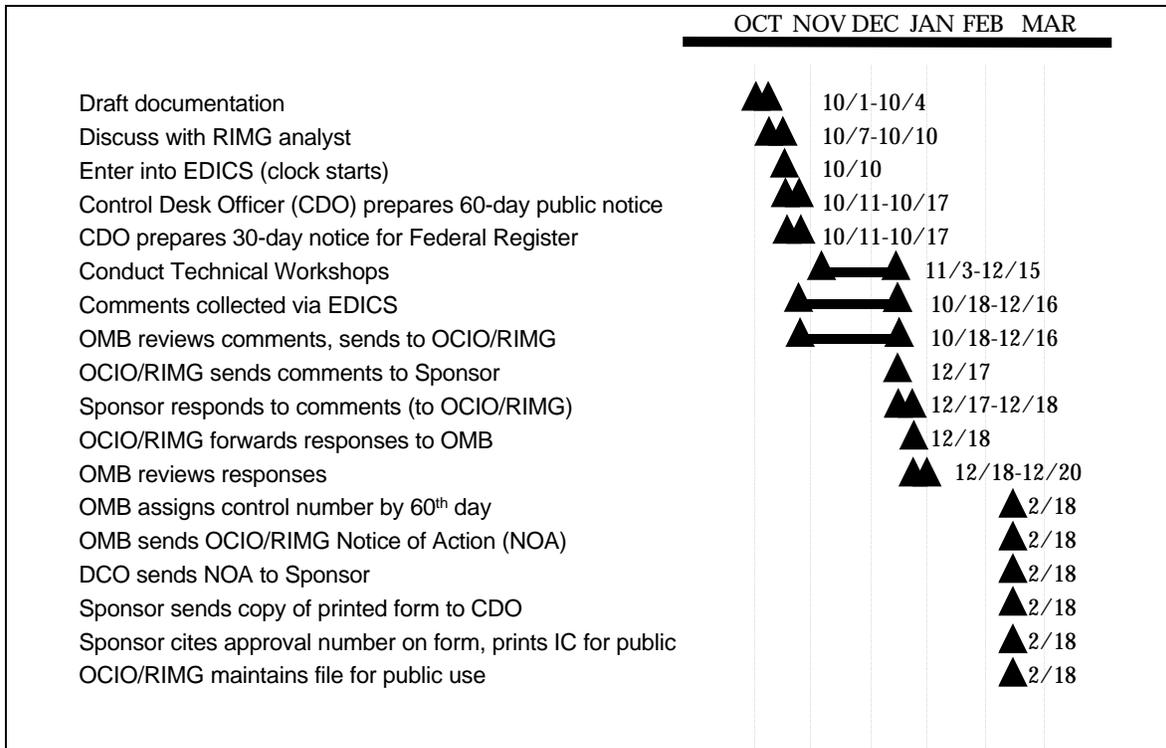
The detailed schedule for the System of Record is shown below.



There were several discussions with the Office of General Counsel (OGC) to get clarification of how to most effectively move the process along and coordinate with the OMB. The most recent meeting was held on January 23<sup>rd</sup>. At that time, we were provided comments from ED/CIO for our documentation. We provided an updated packet to CIO and OGC on January 27<sup>th</sup>. The OGC and CIO provided additional comments. Another version of packet was submitted on February 7<sup>th</sup>. Since then, CIO has forwarded the packet to other areas within the Department that must approve everything before it is submitted to the Office of Management and Budget (OMB). Since the Information Collection Clearance process has been put on hold (see Section 2.3), updates were made to the System of Record packet and sent to ED/CIO on February 26<sup>th</sup>. Internal Department reviews will continue. If all reviews are conducted on time and there are no major issues, it is feasible that Release 2 of the Students Portal can be deployed by April 30<sup>th</sup>.

### 2.3 Information Collection Clearance (OMB) Schedule

The detailed schedule for the Information Collection Clearance process is shown below.



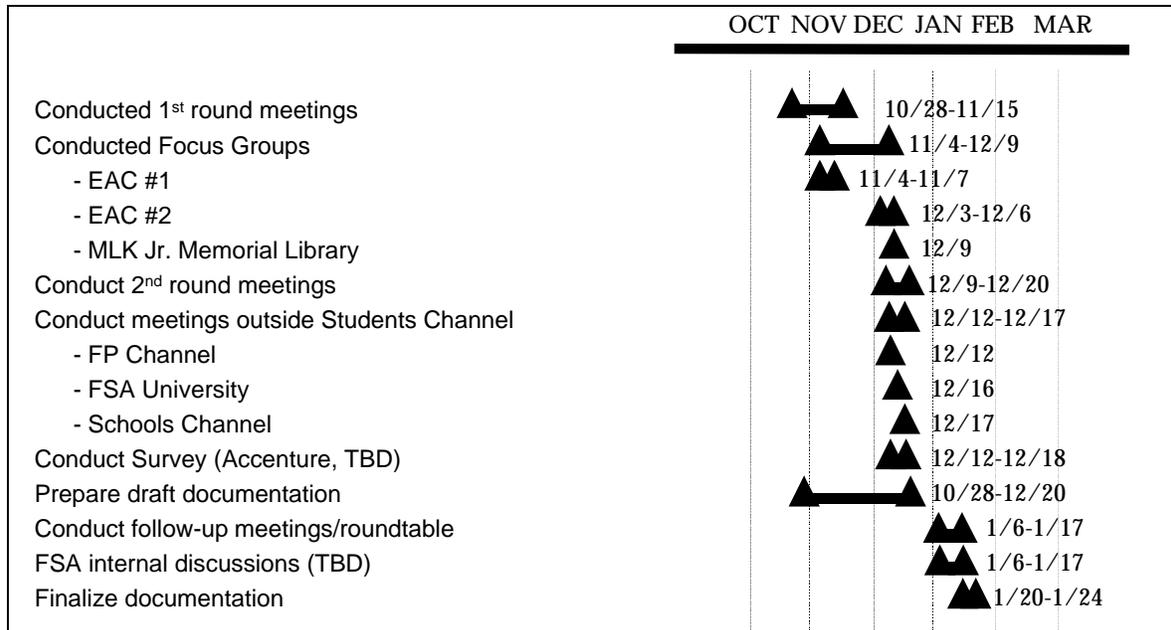
The Information Collection Clearance (ICC) process is currently on hold. The initial 60-day period passed without any comments from the public. ED/CIO forwarded all documentation to the OMB for their review. A second 30-day public review period has concluded. During OMB’s 60-day review period, they provided ED/CIO and FSA with the following questions:

- Role of Government/ED
- Consultation with Stakeholders
- Contract/relationship with XAP
- Equal access for Schools

A meeting was held with the FSA Chief Operating Officer (COO) and a representative from the Office of Postsecondary Education (OPE) on February 26<sup>th</sup> to address these questions. Additional action items were identified that require a follow-up discussion between OPE and ED/OGC. The ICC packet will be on hold until this is resolved.

## 2.4 Release 3 Requirements Schedule

The Students Portal Release 3 Requirements schedule is shown below.



All requirements sessions have been conducted, and a separate Requirements documentation has been delivered to the Students Channel. Business Justification documentation has also been drafted.

## 2.5 Stabilization Activities

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Resolved various TeamSite Templating content updates.
- Made progress with adding Address fields to the data transfer module.
- Provided production support.
- Completed testing of the EFC estimator.
- Analyzed the Students Portal for source and copyright references.
- Provided follow-up support for Rational ClearQuest PRTL2 database.
- Prepared Transition Checklist to include the following:
  - Release 2 demonstration/script
  - Interwoven development (including Interwoven, Practical Extraction and Report Language (PERL), Extensible Markup Language (XML), HyperText Markup Language (HTML), and Java Server Pages (JSP)), documentation (TeamSite Admin and User Guides), bug fixes, and issue resolution
  - Autonomy configuration, documentation, bug fixes, and issue resolution



- WebSphere/Java development (including HTML and XML), documentation, bug fixes, and issue resolution
- Oracle database development (including Structured Query Language (SQL)), documentation, bug fixes, and issue resolution
- Students Portal Release 2 “Cookbook”
- Server access (security forms)
- Rational ClearQuest (VDCMP and PRTL2 databases)
- Documents in Visual SourceSafe (VSS)
- VDC Production Operations meetings
- Contact/Callout List
- Environment/Architecture information
- File system information (e.g., source code, etc.)
- Capacity planning and monitoring

## **2.6 Capacity Planning**

As part of on-going capacity planning and production performance monitoring, WebTrends analysis has been performed with the VDC team. Actual volume for the past month has exceeded projections, but there have been no performance issues. Bi-weekly meetings have been established.

## **2.7 Open Activities/Issues**

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Continue monitoring Privacy Act (System of Record) process.
- Continue re-design (and development changes) of VDC database to include Address fields from XAP database.
- Complete testing of pre-population from the Portal to the FAFSA on the Web site.
- Update the content in the Release 2 development environment from the Production environment.
- Complete coordinating with Computer Science Corporation (CSC) the loading of the Students Portal into the new Virtual Data Center (VDC) Staging environment.
- Update Performance Test Plan.
- Update Customer Adoption Plan.
- Update support document to include XAP information (e.g., Service Level Agreement, etc.).
- Provide follow-up support for Rational ClearQuest PRTL2 database as needed.
- Look into removing spontaneous lines that appear on main homepage image.
- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.



- Update and manage the Transition Plan.

### **3. Financial Partners Portal Status**

#### **3.1 Stabilization Activities**

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Resolved various TeamSite Templating content updates.
- Provided production support.
- Provided follow-up support for Rational ClearQuest PRTL2 database.
- Prepared the Transition Plan to include the following:
  - Interwoven development (including Interwoven, PERL, XML, HTML, and JSP), documentation (TeamSite Admin and User Guides), bug fixes, and issue resolution
  - Autonomy configuration, documentation, bug fixes, and issue resolution
  - WebSphere/Java development (including HTML and XML), documentation, bug fixes, and issue resolution
  - Oracle database development (including SQL), documentation, bug fixes, and issue resolution
  - FP Portal Release 2 “Cookbook”
  - Server access (security forms)
  - Rational ClearQuest (VDCMP and PRTL2 databases)
  - Documents in VSS
  - VDC Production Operations meetings
  - Contact/Callout List
  - Environment/Architecture information
  - File system information (e.g., source code, etc.)
  - Capacity planning and monitoring

#### **3.2 Capacity Planning**

As part of on-going capacity planning and production performance monitoring, WebTrends analysis is performed. There have been no volume/performance-related issues.

#### **3.3 Open Activities/Issues**

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.



- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.
- Provide follow-up support for Rational ClearQuest PRTL2 database as needed.
- Complete coordinating with CSC the loading of the FP Portal into the new VDC Staging environment.
- Determine whether/how the FP Portal team can create new web pages within TeamSite. This will be added to the Transition Plan.
- Identify all internal and external contacts used by the Portal Support team. This will be included in the Transition Plan.
- Update and manage the Transition Plan.

#### **4. Summary**

The Students and FP Portals have both received positive feedback from on-line surveys. Survey summaries are available for FSA to monitor this feedback directly. Summary reports are broken down into statistics based on responses as well as a complete listing of all other comments provided. Capacity planning and performance monitoring are on-going for both Portals. CPU utilization on the application and Web servers continue to be low, and there are no capacity issues at this time.

All planned activities are proceeding. The critical path for Release 2 of the Students Portal is the Privacy Act/System of Record process, which is a high risk for when it can be deployed into Production. Workshops, Focus Groups, and Release 3 requirements sessions have been completed. Many activities have been completed and issues resolved. There are no major production issues at this time.