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# **Lender Reporting System Deployment Acceptance Deliverable 73.1.5**

January 14, 2003



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## Introduction – Business Case Overview

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The Lender Payment Process Redesign effort enables FFEL program Lenders and Servicers to submit Interest and Special Allowance invoices and related remittances electronically. The Lender Payment Process Redesign project provides the following capabilities:

- Enables FFELP participants to electronically complete and submit reports
- Complies with legislative and statutory requirements
- Integrates access to Interest and Special Allowance data through FSA's Financial Management System (FMS) for both the community and FSA
- Provides timely notification to the community of errors following submission



## Introduction – Description of Deployment Deliverable

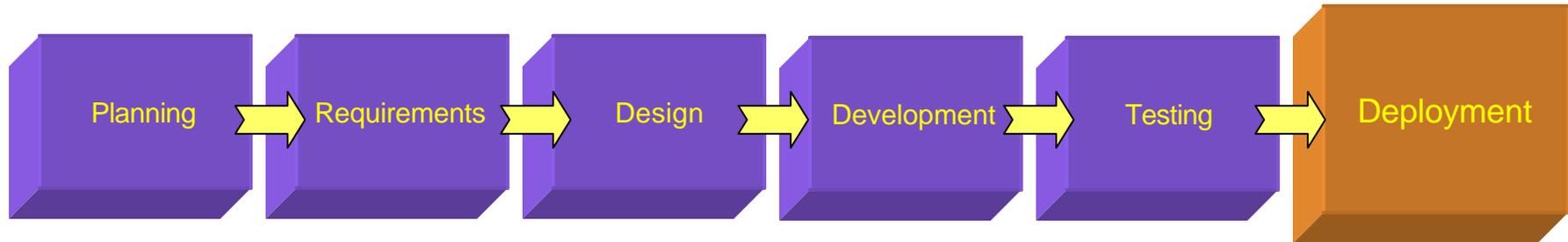
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The Lender Reporting System Deployment Acceptance deliverable consists of:

- **This presentation** – a summary of the deployment process, the components deployed, and the activities performed to support the initial production period, including code changes, user assistance, and outreach assistance.
- **The Component Index** – a list of the components deployed to Production.
- **The Enhancement Index** – a list of proposed enhancements.
- **The Lender Reporting System (LaRS)** – the system itself, residing in the FMS production instance. The system is accessible to approved FMS users, including designated FSA staff and FFEL program participants.

## Deployment Process – Development Lifecycle

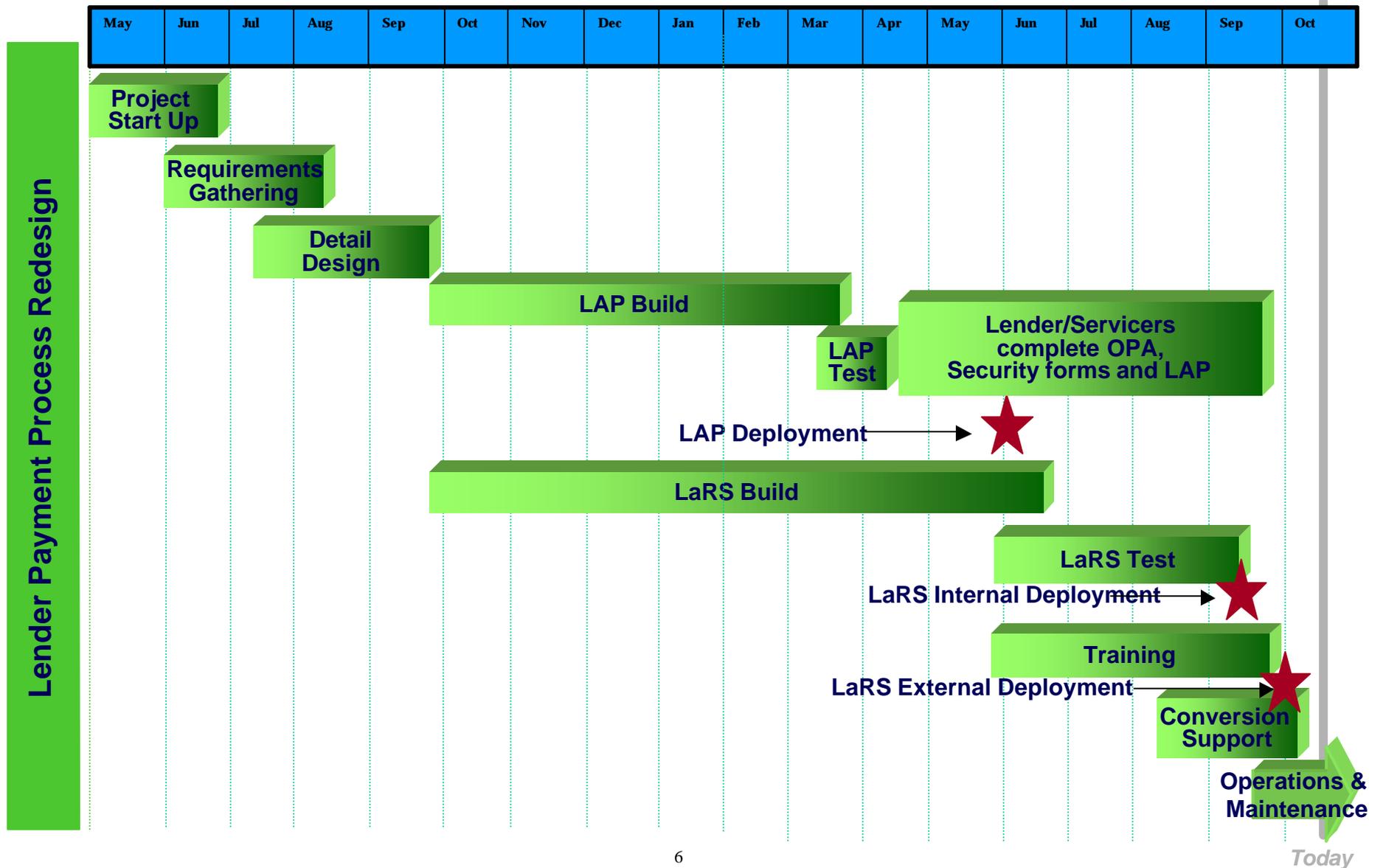
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The Lender Payment Process Redesign team completed Planning, Requirements Gathering, Functional and Technical Design, Development, and Testing prior to implementing LaRS code into production. The team also received approval to deploy the code in a Production Readiness Review conducted on August 28, 2002.



# Deployment Process - Timeline





## Deployment Process – Change Requests

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Once PRR sign-off was complete, the team followed standard VDC procedures for implementing code. A change request was made, and the initial implementation was completed on September 9, 2002.

A small number of open items were identified during the Production Readiness Review on August 28, 2002. These items were not released in the initial implementation. After completion of testing, a review of these items was performed on September 23, 2002, and approval to implement them was obtained.

The second deployment change request was implemented on September 30, 2002.



## Components Deployed - Description

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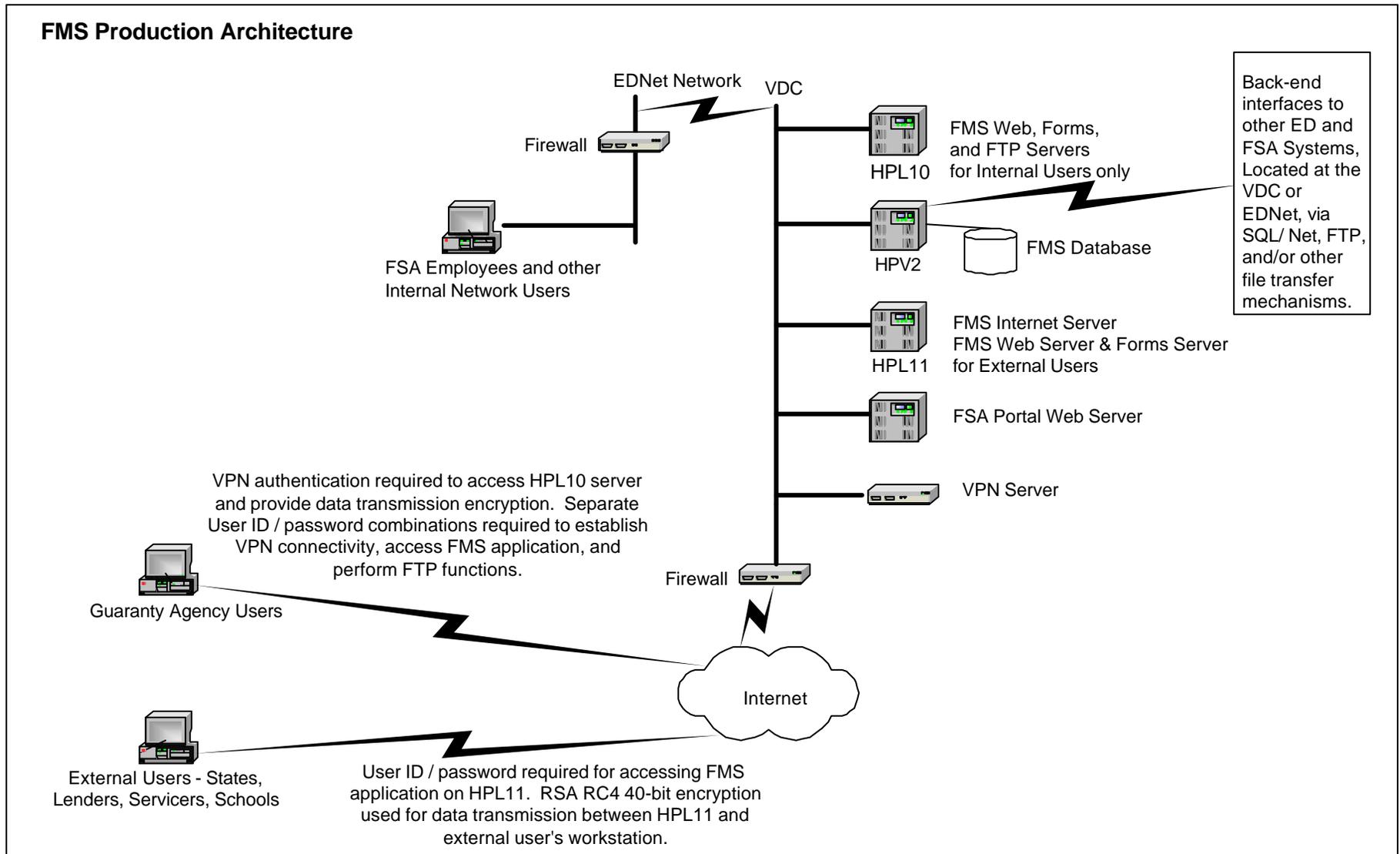
The Lender Payment Process Redesign team deployed 42 components into production in the September 9 and September 30 releases.

These components included:

- Interfaces
- Conversions
- Oracle extensions
- Reports
- Notifications

A list of the components in both implementations is included in the LaRS Deployment Component Index provided with this presentation.

# Components Deployed – FMS Technical Architecture



## Components Deployed – FMS Technical Architecture (cont.)

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Lender Payment Process Redesign components are integrated into the FMS Technical Architecture shown on page 9.

- Lenders and Servicers access functionality through the internet; forms for the external users are on HPL11.
- FSA Users access functionality through EDNet.
- Lender Payment Process Redesign tables are stored within the LAP and LaRS schemas, as part of the overall FMS database.

The Lender Payment Process Redesign effort followed the FMS Configuration Management Plan for the components.



## **Production Activities since Deployment – Operations**

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### LAP to LaRS conversion

- Immediately following the initial implementation, Financial Transactions team members began converting Lender Application Process demographic data to the Lender Reporting System. This activity was performed via a fully-tested interface. This is an ongoing activity.

### FMS Bank Information Conversion

- The population of FMS with bank information from FFEL has been an ongoing activity. It is dependent upon the LAP to LaRS conversion, and is also an ongoing activity.

### User ID Creation

- Following the initial implementation, FMS Operations staff began creating LaRS User IDs based on the FMS Security Forms received from the lenders and servicers. This is an ongoing activity.

### LaRS to FMS interface

- Invoice data processed in LaRS is sent to Accounts Receivable or Accounts Payable as appropriate. This is an ongoing activity.



## **Production Activities since Deployment – Code Changes**

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Since the 9/30 release, there has been one additional production release implemented on 10/6. It included:

- Enhancement to LARS\_PART\_I\_EDITS\_PKG.sql - Modified to the code to support the addition of new edit checks
- Enhancement to LARS\_PART\_I\_EDITS\_PKB.sql- Modified to the code to support the addition of new edits checks.
- Enhancement to LARS\_PART\_V\_EDITS\_PKG.sql-- Modified to the code to support the addition of new edits checks.
- Enhancement to LARS\_PART\_V\_EDITS\_PKB.sql-- Modified to the code to support the addition of new edits checks.
- Modification to Form FSALARS799.fmb

All of these changes have been fully tested and approved by the Financial Partners Financial Transactions team, and were implemented following the standard VDC change request process.



## Production Statistics and User Assistance

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- As of 10/17/2002, 1994 invoices have been processed via file transfer in LaRS, and another 99 have been processed through the online system.
- Three Lender Redesign resources have been dedicated to FMS Help Desk support since the 10/1/2002 deployment. Those resources have been resolving issues with the FMS Security Forms, and assisting with responses to user inquiries received via the toll-free number and the FMS Operations email address.

## Outreach Assistance

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In order to submit interest and special allowance data electronically in LaRS, each program participant must submit a LAP for their Lender or Servicer ID, and an Organization Participation Agreement. Those who are actually accessing LaRS need to submit an FMS Security Form and have received a User ID and password, as well. Serviced lenders are not typically accessing the system themselves.

Lender Redesign resources have been assisting FSA staff in tracking progress on the receipt of these documents, and contacting community members to help them through this process. As part of this effort, daily statistics are produced and distributed. As of 10/17/2002, the statistics are:

- 3213 LAPs received. This represents over 84% of the total.
- 2982 OPAs received. This represents over 78% of the total.
- FMS Security Forms covering 1520 LIDs were received.



## Outstanding Change Requests

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### Funds Remittance

- As of 10/17/2002, one type of remittance transaction remained to be tested with Mellon Bank. A workaround is in place while this testing is completed.
  - Further testing was conducted by the FMS Phase IV team to ensure that the ACH payment format was thoroughly End-to-End tested prior to allowing this payment type to be processed in Production. The additional testing was completed on October 31, 2002 and was documented by the FMS Phase IV team.

### Enhancements

- The LaRS Deployment Enhancement Index, included with this presentation, shows the list of proposed enhancements currently tracked by the Lender Redesign team. FMS Operations will work with Financial Partners to prioritize this list.



## Summary and Next Steps

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Deployment of Lender Redesign code has been completed as planned. FMS Operations, with the support of dedicated Lender Redesign resources, has assumed control of the code and of help desk support for the FFEL community.

The first priority for ongoing support is the completion of Funds Remittance testing, and the correction of any errors discovered in production. The FMS Help Desk will also continue to respond to provide assistance to LaRS users as they become accustomed with the new system. Depending on the resources available, the Modernization Partner may also provide support for enhancements and outreach to community members who have not yet submitted their LAP, or have chosen to submit paper-based forms.