



*Department of Education
Lender Application Process (LAP) Production Readiness Review*

Production Readiness Review (PRR)

Lender Payment Process Redesign
Lender Application Process (LAP)

May 13, 2002



Business Case

Lender Application Process (LAP)

LAP is part of the Lender Payment Process Redesign effort, and enables FFEL program Lenders and Servicers to verify and update their demographic information in order to populate the Lender Reporting System (LaRS) for its initial release. The Lender Payment Process Redesign project will provide the following capabilities:

- Enable FFELP participants to electronically complete and submit reports
- Compliance with legislative and statutory requirements
- Integrate access to interest and special allowance data through FSA's Financial Management System for both the Community and FSA
- Provide timely notification to the Community of errors following submission



Summary of Approach

Planning and IPT Set-Up: This effort involved creating the IPT structure to support all stages of the FFEL Lender Reporting System Redesign project. Activities such as organizing the team, conducting a kick-off, establishing key meetings, and finalizing the plans for each phase of work occurred in this stage.

Requirements and Design: Requirements gathering involved working with subject matter experts to document the functionality required by the FFEL community. This included the creation of a detailed requirements matrix that served as the blueprint for the design effort.

Development: During this stage, the development team leveraged specifications captured during the design stage to build the required LAP functionality.

Testing: Unit, system, FSA Financial Partners user acceptance testing, and Lender/Service user acceptance testing were performed to ensure that the changes made to the system software provided appropriate capabilities for the FFEL community as specified in the design stage. A major aspect of the testing involved working closely with FSA system users to confirm the requirements for the FFEL community had been fulfilled.

Implementation and Deployment: This stage of work involves deploying the functionality and technology required to enable FSA FP, Lenders and Servicers to operate in an automated manner consistent with the functional and technical requirements.



Schedule Overview

Schedule:

- Project Kickoff April 1
- Requirements Gathering and Design April 21 – August 3
- Initial Development of LAP August 3 – November 21
- Break in Schedule for Road Map November 21 – January 31
- Completion of LAP Development November 1 – March 2
- Unit Test February 1 – March 2
- System Test March 4 – March 15
- User Acceptance Test March 18 – March 25
- Pre PRR March 28
- PRR May 13
- Deployment June 3



Testing Summary

Unit Testing: ensured that the logic programmed met the functional requirements specified in the FFEL Lender Reporting System Application Design Document. This testing was completed in the development environment to test each individual piece of the solution.

System Testing: LAP development team conducted a thorough test of the entire system to ensure that the individual components function properly when integrated. Test scripts and data sets were developed and used to validate requirements, business processes and workflow. During system testing issues were logged into an Access SIR database, corrected, and retested.

User Acceptance Test: FSA FP, Lender and Servicer testing representatives had the opportunity to verify that the system satisfied requirements as defined in the design phase. Scripts and data for user acceptance testing were created by the LAP development team and executed by FSA FP, Lender and Servicer representatives. The community also had the opportunity to conduct free form testing outside of the test scripts and data sets.

	Testing Team		
	Development	SFA	Lenders & Servicers
Level Of Testing			
Unit Testing	x	x	
System Testing	x	x	
User Acceptance Testing		x	x



Testing Summary Continued

- During system testing 31 issues were logged and resolved prior to beginning user acceptance testing
- During FSA FP, Lender and Servicer user acceptance testing, 38 incidents were logged
- Summary of Test Incidents logged during integration and user testing:

Phase	Status				Total By Phase
	Closed	Open	Enhancement	Clarification	
System Test	31	0	0	0	31
User Acceptance Test	31	0	3	4	38
Total By Status	62	0	3	4	69

- Conclusion: Successfully completed all phases of testing

Closed: Error has been resolved and retested

Open: Error has not been resolved

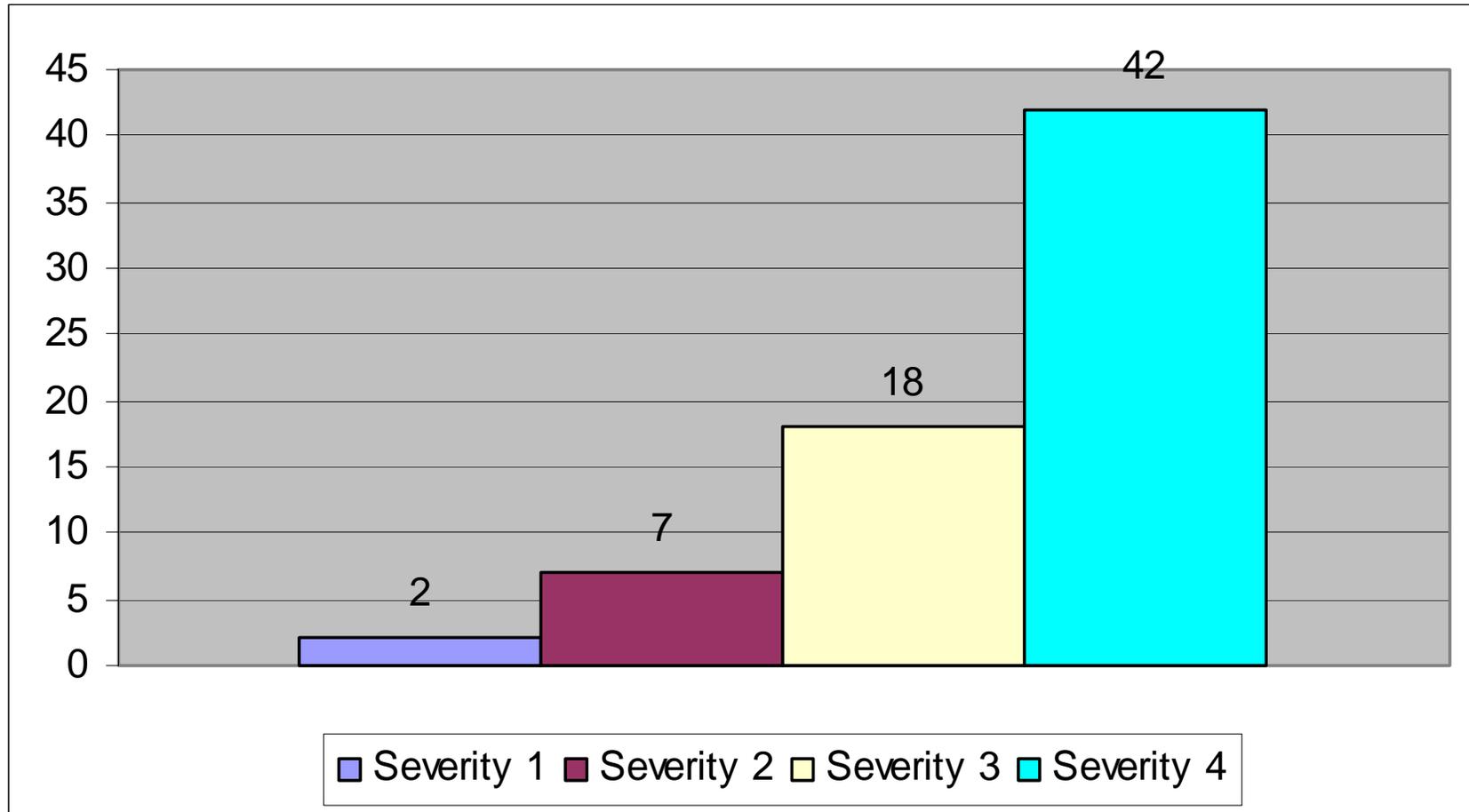
Enhancement: Expectations of major feature not met. Workaround possible.

Client Clarification: Feature executes correctly, but required user clarification..



Testing Summary Continued

LAP System Test and UAT Incidents by Severity



Severity 1: Major Problem. System doesn't respond or crashes

Severity 2: Major feature halts. Incorrect results after execution.

Severity 3: Expectations of major feature not met. Workaround possible.

Severity 4: Feature executes correctly, but minor cosmetic changes needed.



Security

No changes were made to the existing FSA FMS security structure in terms of technical architecture. LAP will be included in the FMS security plan and will exist in a separate schema within the FMS environment.

LAP contains only profile data, and is accessed by the combination of LID/Servicer ID and Tax ID. Once data is submitted in LAP, users will not have the opportunity to log into LAP again and change their information. Upon implementation of LaRS, users will be able to make updates to their information using the Profile screens.

Quality Assurance

Documentation and process reviews were performed by Mike Fillinich, Leslie Willoughby, and the Accenture Quality Process Improvement (QPI) team. The reviews focused on CMM Level 3 compliance practices. The QPI team operates independently from the Mod Partner program. Mike, Leslie, and the QPI team met regularly with the Lender Redesign task order manager to:

- Provide a review of project documentation and processes from the CMM perspective
- Review progress towards metrics goals
- Ensure compliance with CMM Level 3 practices



Collaboration

Area	Responsible Party
VDC	Gary Adams
Security	Ada Ruth McIntyre
SFA CIO	Cheryl Queen
Applications Maintenance	Shirley Singleton
Help Desk Readiness	Shirley Singleton
Users: FP Financial Mgmt	Frank Ramos
FMS Technical Architecture	Jeff Ross



Summary of Outstanding Issues and Compliance

- Need FMS operations to supply production URL.
- Approach for Section 508 Standards:
 - COTS Mitigation: Oracle Corporation's accessibility program began in 1999. Details can be reviewed at <http://www.oracle.com/accessibility/summary.html>
 - July 2001: Secured Oracle letter of certification of 508 Compliance plan



Sign-Off Memorandum

CFO Office

Jim Lynch (Chief Financial Officer)

CIO Office

Steve Hawald (Chief Information Officer)

FP Channel

Johan Bos-Beijer (Deputy General Manager)

FMS

Paul Stonner (FMS Director)
