

**SFA Modernization Partner Program
Monthly Management Services Summary
For the Month of January 2002**

February 10, 2002

81.1.3b - PROGRAM MANAGEMENT SERVICES SUMMARY

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I. INTRODUCTION

This report covers the month of January 2002 and includes the following:

- Information on overall project completions/implementations for this reporting period.
- Major milestones achieved during the month.
- Program level risks and issues.
- Monthly scorecards.
- Significantly late deliverables.

This report format is the result of a collaborative effort between SFA and Modernization Partner executives to improve the information provided to SFA Executives. We will continue to refine these monthly summaries to improve their usefulness and value. Please provide any suggestions regarding these reports to the SFA Modernization Partner Program Manager (eric.l.stackman@accenture.com or 202-962-0624).



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II. PROJECT COMPLETIONS/ IMPLEMENTATIONS FOR THIS REPORTING PERIOD

This section reports on the completion or implementation of Modernization Partner projects.

SCHOOLS

- SFA's use of the GEIS Network was retired on January 31, 2001. All TIVWAN-related networks and associated costs have now been retired and eliminated. All Title IV financial transmissions are now currently via SFA to the Internet.

STUDENTS

- Successfully completed the deployment of FAFSA on the Web 6.0 on January 1, 2002. Within the first few weeks, there was nearly a 100% increase in the number of electronic FAFSA submissions over the previous year. As of January 27, 2002 for the 2002-2003 Award Year, 168,548 Electronic FAFSA submissions have occurred, compared to 87,178 Electronic FAFSA submissions from the same time period in the previous Award Year 2001-2002.
- Implemented Phase 1 of the Electronic Bill Presentment & Payment and Electronic Correspondence (EBPP/EC) component of eServicing. The pilot began with 30 "friends and family" users on January 4, 2002.
- Received approval to begin Phase 2 of the EBPP/EC pilot for Direct Loan eServicing on January 31, 2002, expanding the user group to approximately 100 users.



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III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

CIO

- The Integrated Technical Architecture (ITA) team provided thorough network and system performance analysis to identify SFA to the Internet system bottlenecks. The ITA developed an implementation plan for peak season readiness. The required system enhancements/upgrades will be implemented in mid-February.
- The Enterprise Architecture Implementation (EAI) team provided support to COD for school testing and user acceptance testing.
- Provided technical assistance to the application and infrastructure support teams for performance issues with the PIN site and CPS. This assistance leveraged the results from the 16 performance tests conducted on FAFSA on the Web 6.0 during the past 4 months.
- Portals Best Practices presentation delivered to the Technology Handbook IPT on January 9, 2002.

FINANCIAL PARTNERS

- Supported SFA in responding to OMB passback points of the FY03 Capital Plan. Included developing a draft NSLDS Re-engineering business case in the Quicksilver format and preparing and delivering a briefing on NSLDS Re-engineering activities plus other financial integrity improvements accomplished or planned by modernization.

ORGANIZATION TRANSFORMATION

- Introduced the Modernization Partner's eProject tool to training teams and SFA University management for potential use as an electronic workspace.

PROGRAM MANAGEMENT AND LEADERSHIP

- Presented an introduction to SFA's Enterprise Architecture to the Department of Education's Enterprise Architecture team during the Enterprise Architecture Working Session held on January 14, 2002.
- Gave two Consistent Data Architecture presentations to Schools channel representatives and to the Architecture Working Group (AWG).
- Developed a "Status of Modernization" briefing for Greg Woods to present to Secretary Paige's EMT group.

SCHOOLS

- Successfully completed the reconciliation of the Schools Data file for COD.

STUDENTS

- The FAFSA on the Web team participated in the Capacity Planning Meeting on January 31, 2002, and will participate in future meetings.
- Provided continuous monitoring and reporting of the FAFSA on the Web 6.0 application's performance in production.
- Consistent Answers team held several meetings with the Students Channel, Acquisitions and Contract Performance and key Operating Partners to begin sharing the overall strategy and approach for creating the target state customer service delivery model. Began to talk about how we can work together with operating partners to create this new "customer centric" customer service delivery model.



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IV. MAJOR PROJECT MILESTONES ACHIEVED

This section presents Modernization Partner's significant accomplishments on a Channel-by-Channel basis. These milestones may include the completion of a project phase or the acceptance of a major deliverable in line with the project's workplan.

CFO

- Successfully implemented the Financial Management System (FMS) automated refunds process for Direct Loan Servicing successfully.
- Converted the back files of Direct Loan for October and November for Financial Management System.
- ASP hosted Electronic Records Management (ERM) web site is up and running. Documents for over 1,400 schools were scanned and made accessible on-line. Completed user training for ERM.
- Completed two of the three main Credit Management Data Mart (CMDM) test cycles for FARS Retirement and is scheduled to be completed on January 31, 2002.

CIO

- eCampus Based (eCB)/PEPS interface to the EAI bus went live in the production environment on January 24, 2002. This allows PEPS files to be sent through the Bus to be processed through eCB, once it goes live. Any system will be able to access the PEPS data by going to the EAI bus.
- Completed FMS performance testing for the COD interface to the EAI Bus.
- Established an enterprise-wide IPT for the Single Sign-On initiative for the requirements phase and held meetings in January.
- Collected feedback from meetings held with members of the FFEL community and regionally disbursed members of the financial partners channel for SFA Portals, in order to move forward in designing a prototype.
- Completed the monthly ITA Overview Workshop on January 30, 2002, which further facilitates and supports in the integration effort of the Modernization Program.
- Conducted the EAI Integration Monthly Meeting on January 10, 2002, which provided an opportunity to share status, accomplishments, and technical information of interest to application teams.

FINANCIAL PARTNERS

- Re-validated the Lender Payment Process Redesign system requirements and design approaches with the lender community and distributed a go-forward roadmap. Currently coordinating a revised implementation schedule.
- Completed all requirements for Release 2 of the Financial Partners Data Mart, and began the design phase of the project on January 22, 2002.
- Visited the ELM Resources processing facility in Iowa City, Iowa and conducted a full day review of ELM capabilities and plans. Focus was on roles that ELM and ELMNet might play in a re-engineered NSLDS.
- Met with representatives of NCHELP's Meteor development team at their meeting in Miami, Florida. Conducted a full day review of Meteor's planned capabilities, development schedule, and key management issues. Focus was on roles that Meteor might play in a re-engineered NSLDS.

ORGANIZATION TRANSFORMATION

- Completed the Customer Support and Process Flows for the implementation of the Learning Management System for SFA University, which included a communication plan, a training plan, and process flows.



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- Completed the configuration phase of the implementation of the Learning Management System for SFA University.
- Initiated training and coaching organizational support program for SFA University. The effort helps SFA team leaders create a common experience for all team members by providing a framework for planning and problem solving in meetings.
- Completed the Workforce Transition Support Summary, which was created to prepare the SFA General Managers for the SFA Workforce discussion and included briefing materials on a range of topics such as reorganization, competitive sourcing, and performance management.

PROGRAM MANAGEMENT AND LEADERSHIP

- Updated the draft Target State Vision for review.
- Updated the Integrated Sequencing Plan and Integration Master Plan, which is an on-going process.
- Provided Modernization Blueprint Draft review for Greg Woods.

SCHOOLS

- Began User Acceptance Testing (UAT) on January 14, 2002 in Washington D.C. and continued testing in Niagara Falls, NY at the Customer Call Center for COD. This will continue through mid-February.
- Completed construction of the Customer Call Center for COD.
- Started training of Call Center representatives with an inaugural class for CSR supervisors for COD.
- Completed the revised Draft of Implementation guide for COD; staffed to SFA personnel for review and comment.
- Installed all communications links for COD and tested between the VDC, Niagara Falls, and TSYS in Columbus, GA.
- Change Control Board constituted and functioning for COD to ensure the Change Control process is followed.
- Held the Electronic Audited Financial Statements project kickoff activities with all SFA Stakeholders on January 16, 2002.

STUDENTS

- Completed the successful deployment of FAFSA on the Web 6.0 in production on January 1, 2002 as planned.
- Conducted final evaluation demonstrations with the vendors involved in the COTS Package Selection process for DMCS Replacement.
- Implemented Phase 1 of the Electronic Bill Presentment & Payment and Electronic Correspondence (EBPP/EC) component of eServicing. The pilot began with 30 "friends and family" users on January 4, 2002.
- Received approval to begin Phase 2 of the EBPP/EC pilot for eServicing on January 31, 2002, expanding the user group to approximately 100 users.
- Began Product Test for the eCRM component of eServicing on January 21, 2002.
- Conducted meetings with COTR's and members of the Students Channel and CFO to validate baseline costs for Consistent Answers for Customers Business Case.
- Updated the IRB on the status of Consistent Answers and received approval to continue the project.
- In conjunction with SFA, notified Operating Partners of plans for moving forward with Consistent Answers and scheduled follow up meetings to begin reviewing in detail the approach and strategy for creating the target state customer service delivery model for SFA. Held the first of these meetings with NCS. Other Operating Partner meetings are scheduled for February.
- Reviewed the Enterprise Customer Service Delivery Model – Target State Definition and the Business Case for Building Target-State Customer Service Delivery Model with key students channel representatives to ensure that all comments were captured related to the Target State Customer Service Delivery Model for Consistent Answers.



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V. RISKS AND ISSUES

This section reports the issues and risks that are currently causing or could potentially cause a very significant impact on the Modernization Partner Program's goals.

Area	Single Sign On
Description	The IRB has approved partial funding for the requirements analysis phase of the Single Sign On project. A funding gap of \$250,000 still exists.
Impact	Delays in funding approval for the requirements analysis phase of the single sign on project will jeopardize the completion of the requirements and subsequent design phase by the planned March 8, 2002 date.
Assistance Requested from SFA	SFA provides funding associated with the business case for the single sign on requirements initiative.
Proposed Solution/Mitigation Strategy	An update to the DSG is planned for February 14, 2002 and the IRB on March 6, 2002.
Progress/Resolution	The IRB is aware of the funding gap and will examine available funds in February 2002.

Area	Integrated Technical Architecture (ITA)
Description	ITA Release 3.0 Modernization funding has been approved by the IRB. An operational funding gap of \$400,000 remains for ITA Release 3.0 maintenance services.
Impact	Maintenance provides bug fixes, modifications and enhancements for services rolled out in previous releases. Without maintenance, this effort will not receive operational support for the ITA environment and product support for applications that are in production.
Assistance Requested from SFA	To identify funding to fill the operational gap.
Proposed Solution/Mitigation Strategy	SFA provides funding for ITA Release 3.0 maintenance or current effort will reduce scope to match available funds.
Progress/Resolution	The funding gap has been identified at the IRB.

Area	Enterprise Architecture Implementation (EAI)
Description	EAI Release 3.0 Modernization funding has been approved by the IRB. An operational funding gap of \$300,000 remains for EAI Release 3.0 maintenance services.
Impact	Maintenance provides bug fixes, modifications and enhancements for services rolled out in previous releases. Without maintenance, this effort will not receive operational support for the EAI environment and product support for applications that are in production.
Assistance Requested from SFA	To identify funding to fill the operational gap.
Proposed Solution/Mitigation Strategy	SFA provides funding for EAI Release 3.0 maintenance or current effort will reduce scope to match available funds.
Progress/Resolution	The funding gap has been identified at the IRB.



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Area	SFA to the Internet
Description	Peak Season Performance Readiness
Impact	Ability to process March Title IV financial data in required processing times
Assistance Requested from SFA	None at this time – This is Modernization Partner’s responsibility to implement the solution.
Proposed Solution/Mitigation Strategy	System software upgrade is scheduled for February 9, 2002. System hardware upgrade is scheduled for February 16, 2002.
Progress/Resolution	Performance and regression testing of proposed solution as well as sizing of hardware necessary for peak readiness nearly complete. All required resources on track for planned remediation (Feb. 9 and 16).

Area	Direct Loan eServicing
Description	Contract agreement between SFA and USPS for Aggregator services has not been executed.
Impact	Aggregator model work may stop if CheckFree insists on having an agreement in place. The work effort cannot go into production and savings may not be realized.
Assistance Requested from SFA	Working with Bank of America to add aggregator services to the existing lockbox contract vehicle.
Proposed Solution/Mitigation Strategy	Contact through all sources and see where the potential may lie for the Aggregator service contract.
Progress/Resolution	First contacts made with Bank of America by Dan Hayward during the week of January 28, 2002.

Area	Consistent Answers for Customers
Description	As we move to design and build the target customer service delivery model for SFA, we need to ensure that we have validated the approach and overall business case with the operating partners, and each understands its role in helping SFA and Modernization Partner achieve the target customer service delivery model.
Impact	Failure to reach this understanding with the operating partners will impede reaching a SIS agreement, delay the implementation of the target customer service delivery model and delay the realization of the savings as outlined in the business case.
Assistance Requested from SFA	We are actively working with the leaders in the Students Channel to ensure that we have the support of the Operating Partners as we move forward with the Consistent Answers project.
Proposed Solution/Mitigation Strategy	External facilitators, (from HMS Inc.), with prior experience with SFA and the Operating Partners have been engaged to help us work more effectively with the Operating Partners as we move forward with this project.
Progress/Resolution	Have conducted first meeting with NCS and have scheduled follow up sessions to review and validate the business case and the approach for implementing the Consistent Answers Solution. Initial meetings with the other operating partners will be conducted in early February.



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VI. TASK ORDER STATUS REPORT SUMMARY

This section presents an extract of all “Red” assessed criteria. The extract is taken from the Bi-Weekly Task Order Status Reports. (See Appendix VI. for the more information on the Bi-Weekly Task Order Status Reports.)

Task Order	Assessment Criteria	Assessment	Comments
TO 77 WO 02 - Common Origination & Disbursement	Overall	Red	The overall project status remains Critical (RED) due to delays in completing systems development. Remaining coding for Release 1.0 to be completed by 2/23. All Requirements have been finalized and approved (14 of 14 RSD's). UAT Kick-Off conducted 1/14 in D.C. The next Management Checkpoint is scheduled for 2/07/02.