

**FSA Integration Partner Program  
Monthly Management Services Summary  
For the Month of December 2002**

January 10, 2003

81.2.1a - PROGRAM MANAGEMENT SERVICES SUMMARY



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**I. INTRODUCTION**

This report covers the month of December 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 FSA and Integration Partner executives to improve the information provided to FSA Executives. We will continue to refine these monthly summaries to improve their usefulness and value. Please provide any suggestions regarding these reports to the FSA Integration Partner Program Manager ([eric.l.stackman@accenture.com](mailto: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 Integration Partner projects.

- There are no Project Completions/Implementations for this month.



### III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

#### SCHOOLS

- Included an eZ -Audit User Acceptance Test (UAT) Plan in the December 20<sup>th</sup> Application Software deliverable. This non-required component of the deliverable was created in order to identify key assumptions, the schedule, desired participants, and FSA- required actions for the eZ-Audit UAT, scheduled for February 2003.
- Conducted the COD Requirements Design Document (RDD) walkthrough with FSA for functionality to be implemented in Release 2.1, currently scheduled for June 13, 2003.
- Attended the Electronic Access Conference (EAC) in Las Vegas, Nevada as a COD team member. The team answered Schools' questions and gave presentations on a variety of topics including the benefits of becoming a COD Full Participant, and 2003-2004 COD planned system enhancements.

#### STUDENTS

- Leveraged teams from ITA& EAI for the FAFSA on the Web 7.0/ED PIN performance test team. Coordinated all performance tests with FSA and operating partners to ensure an end-to-end performance test to implement a robust application architecture and infrastructure configuration that is supplemented by technical experts from product vendors. This approach yielded quick results that helped focus efforts on tuning the architecture.
- Completed a contingency performance test plan to mitigate peak performance bottlenecks for FAFSA on the Web 7.0/ED PIN that may be associated with the mainframe CICS and MQ-series EAI layer. The contingency performance test plan identifies Shadow Direct as a potential risk mitigator which will be performance tested during January 2003.
- CRM4FSA scoping meetings held with FSA management and Channel leads. Team is shaping an approach, which combines CRM4FSA and CSB.

#### CIO

- Provided ITA technical expertise to content owners by offering content and Interwoven support to Students and Financial Partners applications.
- ITA assisted the Students application by resolving production issues for its Interwoven TeamSite.
- EAI assisted the COD system by examining alternatives and cost estimates for the purpose of handling bad input data from schools.
- SAIG team agreed to provide eCDR (Cohort Default Rate project) with a report detailing messages sent/error from the application mailbox following their February 2003 transmission.
- Established testing framework for eCDR to begin testing with SAIG.
- Assisted the eCDR team with the coordination of requirements and development of the eCDR SAIG transaction report. This report will provide the eCDR team with data on transactions that were successfully completed with the delivery of the eCDR report to the respective mailboxes and will allow the Schools channel to follow up with institutions unable to receive their reports electronically.
- Assisted the E-Authentication team in the development of an alternate Department of Education proposal for the E-Gov E-Authentication PMA initiative. The alternate proposal from the Department is based on (1) leveraging the ED e-authentication business processes used for students, (2) utilizing already established e-Gov and ED infrastructure both of which are scaleable to incorporating additional student communities, and (3) extending the e-Gov and ED experience to clarify the e-authentication architecture, vision and legal processes for success.

#### WORKFORCE ALIGNMENT

- Conducted research to summarize multiple federal agency intern programs as input to revise FSA's intern program.



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- Conducted research on the Alignment of Human Capital Initiatives and Goals focusing on the following areas: Alignment with Mission and Goals, Competency/Skill Development, High Performing Workforce, Knowledge Management/Succession Planning, Leadership, Competitive Sourcing, Citizen-Centric, and Accountability.

**PROGRAM MANAGEMENT**

- Provided leadership support at the Las Vegas Electronic Access Conference including strategic discussion sessions tied to FSA's strategic action items.
- Provided leadership support at the Software Developer's Conference at the EAC's in Las Vegas.

#### IV. MAJOR PROJECT MILESTONES

This section presents Integration 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.

##### SCHOOLS

- Successfully submitted the EZ-audit Software Application Delivery deliverable on December 20, 2002. This deliverable included the demonstration of software capabilities – including school submission and case resolution activities, movement of the software to the System Test environment (in the VDC), all system test scripts and the requirements traceability matrix (from test script, to design module to requirement).
- Received FSA sign off on COD's Functional Design Documents (FDDs) and Requirements Design Document (RDD) for functionality to be implemented in Release 2.0, currently scheduled for March 24, 2003.
- All COD production data has been completely loaded into the Total Access reporting solution, thus providing FSA Pell and Direct Loan Operations staff and ACS Customer Services staff with greater flexibility for queries and reports.
- Completed the SAIG Security task order on December 10, 2002. This task order included the completion of the following deliverables:
  - o Delivered and accepted the SAIG Security Plan. This document is compliant with NIST Special Publication 800-18, Guide for Developing Security Plans for Information Technology Systems compliant security plan. The document describes the existing security within the SAIG system.
  - o Delivered and accepted the SAIG Disaster Recover/Continuity of Support Plan. This document is compliant with NIST Special Publication 800-18. This plan identifies and documents the Continuity of Support and Disaster Recovery procedures for the consistent operation of SAIG in the event of a disruption at the VDC.
- Completed the SAIG Customer Satisfaction Survey for this quarter. This quarter, SAIG received a 4.5 on a 5-point scale. This survey gauges the customer satisfaction of SAIG and identifies areas for SAIG to improve through customer comments. The customer was a cross section of the external group, primarily Schools. There were 50 schools at random that FSA picked, by types of users. (mainframe, lender, etc)

##### STUDENTS

- Completed all 23 planned performance test cycles for FAFSA on the Web 7.0/ED PIN. The test report deliverable was submitted as scheduled on December 31, 2002. The performance tests are part of the development life cycle to (1) implement the optimum infrastructure and install the appropriate capacity and (2) to ensure customers using the web application will be able to do so especially during the peak transaction processing period associated with state and school deadlines for submission of the FAFSA. Two PRRs were held with FSA the week of December 16<sup>th</sup> with final approval on December 31, 2002 to implement the FAFSA on the Web 7.0 application on January 1, 2003 as required. Some additional performance test cycles are scheduled in early January to resolve 3 minor issues that were open at the time of implementation.
- Completed and submitted the Common Services for Borrowers' Business Architecture Blueprint deliverable, Preliminary Business Case deliverable, and Conceptual Design deliverable to FSA on December 23, 2002.
- Implemented Siebel changes (Direct Loan eServicing) for Release 1 on December 6, 2002. The functionality included in this release supported Late Fees and Total & Permanent Disability Discharge capabilities.



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- Implemented 1098E and Annual Statement functionality on December 27, 2002 for Direct Loan eServicing. The Direct Loan Servicing Centers can now service borrower requests for 1098E and Annual Statement information through Siebel Views.
- Rolled out eCRM to 120 CSR's in Utica and Bakersfield prior to Servicing Center Peak season, as part of the Direct Loan eServicing project. CSR Rollout will continue in February 2003.
- Continued Data Reconciliation efforts between eCRM and DLSS. All issues identified for Borrower Demographic data have been implemented and Demographic Data Clean-up nears completion. Data Reconciliation was run for Participant (Endorser, Co-Borrower, and Reference) data and issues have been identified and are being addressed. Clean up is expected to begin January 13, 2003 for Participant data.

**CIO**

- Completed FAFSA performance testing on schedule for the FAFSA go-live date of January 1, 2003. Both the ITA and EAI team supported this effort.
- ITA team resolved production issues for FAFSA by creating a startup script for the OpenDeploy process on FAFSA HP web servers.
- Created Interface Control Documents (ICD's) for the new NSLDS to CPS Data Integrator Interfaces. These documents outline design information for the functionality that will be built by the EAI Team.
- Successfully performed the DB2 upgrade to the EAI development and test environments. This is a prerequisite for the upcoming performance upgrade to the MQSI product.

**WORKFORCE ALIGNMENT**

- Completed and submitted the Training and Organizational Services Summary deliverable, which summarizes the results of support provided to FSA University during December 2002. This document addresses improvements to FSA University's training services and organizational design.

## 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 Integration Partner Program's goals.

### RISKS

Area	Funding for XML Activities
<b>Description</b>	XML ISIR work under TO 102 has been completed by December 31, 2002. Additional work will require more funding. Identified in early November 2002, the resolution to this issue is approval and award of a task order to continue XML ISIR support. The XML ISIR is scheduled for deployment for the 2004-2005 school year. Will need additional funding to continue XML ISIR activities.
<b>Impact</b>	Completion of XML ISIR Schema and associated performance test activities.
<b>Assistance Requested from FSA</b>	Assistance is being provided by Jeanne Saunders.
<b>Proposed Solution/Mitigation Strategy</b>	FY 03 business case for XML Framework including XML ISIR definition, integration support, performance tests and implementation activities has been approved by FSA and is awaiting final Headquarters approval. Upon receiving approval, an Integration Partner task order is anticipated to resolve this issue.
<b>Progress/Resolution</b>	FY 03 business case approval in process.

Area	EZ Audit - Regulations
<b>Description</b>	Determination of whether or not eZ-Audit requires any regulatory changes.
<b>Impact</b>	Inability for FSA to require mandatory electronic submission.
<b>Assistance Requested from FSA</b>	Ongoing discussions with FSA Policy, OPE and OMB.
<b>Proposed Solution/Mitigation Strategy</b>	Publish notice in Federal Register 60 days prior to requiring mandatory electronic submission or deem that electronic submissions are <i>not</i> mandatory
<b>Progress/Resolution</b>	John Kolotos of Jeff Baker's team drafted a Federal Register notice, in lieu of a required regulations change. This team continues working this through the appropriate channels with Integration Partner's support as requested. Decision was made on January 8 <sup>th</sup> . No regulatory changes required; 60-90 day public posting requirements in progress.

Area	EZ Audit - PEPS Integration
<b>Description</b>	Delayed execution of agreed to integration of PEPS and eZ Audit.
<b>Impact</b>	(1) Inability for PEPS to access key eZ-Audit data upon eZ-Audit production release and (2) risk to eZ-Audit setup data integrity.
<b>Assistance Requested from FSA</b>	Kay Jacks and Jane Holman continue to emphasize the priority of eZ-Audit integration on the existing set of PEPS operations activities.
<b>Proposed Solution/Mitigation Strategy</b>	Engage appropriate PEPS contractor personnel for detailed technical planning. Continue to have FSA key personnel (Chris Hill) own the integration effort from the PEPS side.
<b>Progress/</b>	Mitigation in progress: Meetings with FSA PEPS experts have been



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<b>Resolution</b>	complete. PEPS contractor (CBMI) discussions pending FSA award to CBMI of an eZ -Audit integration task order. This task order is in process.
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<b>Area</b>	<b>EAI</b>
<b>Description</b>	EAI identified a potential performance issue in the CPS mainframe interface for FAFSA at peak loading, which occurs in late February.
<b>Impact</b>	The interface would not be able to handle peak load in February.
<b>Assistance Requested from FSA</b>	No assistance has been requested from FSA.
<b>Proposed Solution/Mitigation Strategy</b>	EAI is working with NCS, CSC, and IBM to improve performance and will also performance test ShadowDirect as a backup.
<b>Progress/Resolution</b>	Risk is being mitigated: Testing performed thus far indicates that the peak FAFSA load can be handled.

**ISSUES**

<b>Area</b>	<b>FSA Portals - Students</b>
<b>Description</b>	The Dept. of Education's OGC has determined that the Students Portal is a system of record and must process the necessary documentation to meet the requirements of the Privacy Act and Information Collection Clearance.
<b>Impact</b>	The Students Portal Release 2 is on hold until this process is complete. This might also be an impact for the Schools Portal.
<b>Assistance Requested from FSA</b>	The FSA Students Channel is facilitating this process with OCIO and the Dept. of Education's offices.
<b>Proposed Solution/Mitigation Strategy</b>	We have prepared a detailed project schedule to manage this process.
<b>Progress/Resolution</b>	The Dept. of Education's OCIO and OGC have delayed submission of the packet to OMB. Continued meetings have resulted in an updated schedule that now reflects a deployment in April 2003.

<b>Area</b>	<b>eServicing</b>
<b>Description</b>	Implementation delays in EBPP/EC have resulted in variance from the projected benefits stream.
<b>Impact</b>	FSA is not achieving savings at the rate projected in the business case.
<b>Assistance Requested from FSA</b>	Assistance in defining a way for FSA to recognize the originally planned savings in the business case.
<b>Proposed Solution/Mitigation Strategy</b>	For Direct Model - perform a real time look-up of the borrower's email address and modify text in the enrollment approval notices to allow better service to our borrowers while still meeting the objective of Positive Confirmation.  For the Aggregator Model - we should address the slow response time issue; DLSS needs to send a notice back to CheckFree immediately after the edit checks are conducted on whether the user is a DL borrower, not on EDA, and not on Direct model of EB.
<b>Progress/Resolution</b>	Met with FSA on December 19, 2002 to discuss the aforementioned approaches. Design for the Aggregator changes will begin January 6, 2003. The Direct Model changes are still pending OGC approval.

**VI. TASK ORDER STATUS REPORT SUMMARY**

This section presents an extract of all “Red” assessed criteria. The extract is taken from the most recent Bi-Weekly Task Order Status Report, as of December 13, 2002. (See Appendix VII for the more information on the Bi-Weekly Task Order Status Reports.)

<b>Task Order</b>	<b>Assessment Criteria</b>	<b>Assessment</b>	<b>Comments</b>
TO 73 – Lender Payment Process Redesign	Red		Funding issues have caused the Stabilization Release II to be delayed. No User Acceptance Testing can occur until the contract extension is approved.