

**SFA Modernization Partner Program
Monthly Management Services Summary
For the Month of December 2001**

January 10, 2002

81.1.3a - PROGRAM MANAGEMENT SERVICES SUMMARY

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I. INTRODUCTION

This report covers the month of December 2001 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.

CIO

- Completed the eSign Possibilities project and identified 8 potential business processes that can leverage SFA's current eSign (PIN-based) infrastructure. The purpose of this initiative was to analyze the potential of extending the eSign capabilities for additional SFA business processes. The Management Council was briefed on December 5, 2001 with the findings of the analysis and recommendations. The business cases associated with the recommendation for providing an electronic option for the Federal Perkins Promissory Note and an electronic means of disseminating the Cohort Default Rate report are being developed by SFA for presentation to the Investment Review Board during the February/March 2002 timeframe.
- Completed the migration of all schools off of the GEIS TIVWAN to the SAIG on December 18, 2001, for SFA to the Internet.

ORGANIZATION TRANSFORMATION

- The SFA Employee Development Capability (Career Zone) has been completed. Through the support of this task order, SFA has an employee development capability that is recognized by the organization as an integral resource for SFA's transformation.

STUDENTS

- Successfully completed the beta test for the FAFSA on the Web 6.0 system during December 3 -17, 2001. 13 schools participated in the beta test and 314 applications were submitted; the highest number of applications received during a beta test to-date and the highest number of Spanish participants to-date. The applications received during the beta test will be formally submitted when the FAFSA on the Web 6.0 system is live on January 1, 2002.



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III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

CFO

- Provided several one-on-one trainings for both SFA CFO and Operating Partner personnel, in order to support the FMS Phase III effort and ensure a smooth transition to Phase IV.

CIO

- The EAI team provided support to COD for school testing and user acceptance testing (UAT). The UAT establishes that COD meets all functional requirements in the Requirements Baseline.

ORGANIZATION TRANSFORMATION

- Gathered information for an orientation program targeted to non-SFA personnel, including operating partners and contractors.
- Selected the Modernization Partner's eProject tool as the electronic workspace for the Training Process Team.

PROGRAM MANAGEMENT

- Continued to support the SFA CIO Technology Handbook IPT.
- Participated in the Electronic Access Conference (EAC) in Chicago, IL from December 11-13, 2001.
- Delivered a Modernization Overview briefing to Candace Hardesty's acquisition staff.
- Served as Mod Partner's Business Integration representative to the Architecture Working Group. Worked with the Consistent Data team to deliver an overview on the draft Consistent Data Strategy to the AWG.
- Developed a tentative communications framework that identified major message types and communication channels and allocated responsibility for each amongst SFA channels and Mod Partner. Framework concepts adopted by CIO Communications strategy effort. Also briefed the framework to Schools and Students channel representatives.
- Prepared a presentation for SFA's leadership meeting on progress on Tides Inn action items. Presentation was not delivered and will be rescheduled for a future leadership council meeting.
- Conducted NSLDS brainstorming sessions with SFA and industry participants.
- Completed a draft business case and presentation in Quicksilver format to help SFA respond to OMB's passback points calling for system and process changes to improve SFA's data substantiation for payments to FFEL lenders and guarantors.

STUDENTS

- Conducted a total of 17 performance tests on the FAFSA on the Web 6.0 system through December 31, 2001. These performance tests helped ensure the performance, scalability and robustness of the web application, n-tier system architecture and the VDC infrastructure. These performance tests, in addition to the security assessment conducted last month, are the most complete tests conducted on the FAFSA system. These performance and security tests were not originally planned in the task order and the expenses were incurred by the SFA Modernization Partner without any additional cost to SFA.



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

- Continued to re-validate system requirements and design approaches with the lender community for the Lender Payment Process Redesign task order. This activity will result in a go-forward roadmap that will be reviewed with the community in early January.
- Continued with FMS testing activities to support the Dept. of ED's FMSS/GAPS implementation on January 22, 2002.

CIO

- Successfully completed the eSign Possibilities project with a briefing to the Management Council on December 5, 2001.
- Completed the initial phase for the requirements analysis associated with the Students view of the SFA Portal.
- Completed an EAI Integration Workshop on December 18, 2001, which is targeted at both SFA and Mod Partner Application teams to support application integration.
- Conducted the EAI Integration Monthly Meeting on December 6, 2001, which provides an opportunity to share status, accomplishments, and technical information of interest with application teams.

ORGANIZATION TRANSFORMATION

- Completed and delivered Business Rules for LMS, which consists of business rules for the configuration of the Saba Learning Management System and a description of the roles and responsibilities required to manage the system once implemented.
- Completed and delivered a Training Process Summary, which summarizes the results of training services provided to SFA University during December 2001. This document addresses improvements to SFA University's training services, processes and systems.
- Commenced the "Effective Teams" project, which encourages increased performance, accountability, and efficiency through four modules: Facilitative Leadership, Project Planning, Project Management, and Team Building.
- Completed and delivered a Milestone Tracking Plan for the Career Zone which will help the Career Zone management team to focus and prioritize their goals and better prepare for potential changes that could affect the Career Zone's long-term growth and sustainability. The tool will also be used to track progress over the next year and make adjustments based on the changing environment.

PROGRAM MANAGEMENT AND LEADERSHIP

- Conducted an integration meeting between the NSLDS and Consistent Answers teams to identify potential synergies and overlaps.

SCHOOLS

- Recommended Solutions Documents (RSDs) for COD were completed and are pending sign-off.
- Construction of the new COD Customer Service Facility in Niagara Falls is ahead of schedule.
- Completed the COD EAI Interface Coding.
- Began testing for eCB Release 2, which involves the CB Staff in Component Testing as well as User Acceptance Testing.



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STUDENTS

- Successfully completed Beta Testing for FAFSA on the Web Release 6.0 on December 17, 2001.
- Successfully conducted the Production Readiness Review (PRR) for FAFSA on the Web Release 6.0 on December 21, 2001 for the new system to become available to customers on January 1, 2002.
- Completed 17 performance test cycles for FAFSA on the Web Release 6.0 through December 31, 2001.
- Continued meetings with COTR's and SFA to validate baseline costs for Consistent Answers for Customers Business Case.
- Presented Consistent Answers potential savings and Operating Partner recommendations to the SFA Management Council on December 7, 2001.
- Completed running different CRM scenarios for Consistent Answers simulation, pending further business case needs.
- Revised Customer Interaction Center's To-Be Operating Models after receiving feedback from Students Channel representatives
- Submitted all Consistent Answers deliverables after incorporating SFA and Modernization Partner comments on December 20, 2001.
- Synchronized Telephony design with sequencing plan revisions and business case for Consistent Answers.
- Conducted first Consistent Answers design meetings with EAI and ITA for the next phase, to ensure that everything will be integrated with other initiatives.
- Led consolidation of performance test tool consolidation for Consistent Answers across Mod Partner for all future Modernization projects.
- Conducted sequencing plan reviews and working sessions for Consistent Answers with SFA.
- Completed the development phase for eServicing - eCRM efforts on December 15, 2001.
- Held the first eServicing In Process Review (IPR) of eCRM and EBPP-Aggregator initiative with SFA on December 20, 2001.
- Completed the Performance Testing of the Web Hosting and EBPP applications for eServicing.



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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	CIO Tech Arch- EAI
Description	MQSeries is not stable on the DLSS Open VMS machines. Initial analysis indicates insufficient memory allocation on the DLSS servers. ACS has shut down MQ-Series in its production environment due to other production application impacts. ACS has incorporated IBM recommended O/S patch and parameter changes on the development system but it did not solve the root problem.
Impact	Once the issue has been resolved, ACS has requested additional MQ-Series testing to ensure that the product is stable and ready for migration to production. A one-month stability test must be initiated immediately to ensure that the Credit Management Data Mart production deployment (1/21/01) is not impacted.
Assistance Requested from SFA	No assistance is needed. Wanted to make leadership aware of the issue.
Proposed Solution/Mitigation Strategy	Additional physical memory is required.
Progress/Resolution	Additional physical memory has been installed. Testing to verify that the problem has been resolved is planned for January 2 and 3, 2002. Following that, ACS has requested testing over an extended period to confirm that the system is stable.

Area	CIO/Schools Channel
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 31, 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	SFA provides funding associated with the business case for the single sign on requirements initiative.
Progress/Resolution	The IRB is aware of the funding gap and will examine available funds in January 2002.

Area	CIO Tech Arch- ITA
Description	ITA Release 3.0 Modernization funding has been approved by the IRB. An operational funding gap of \$400,000 still 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	Decision about how to fund the operational gap.
Proposed Solution/	SFA provides funding for ITA Release 3.0 maintenance.



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Mitigation Strategy	
Progress/Resolution	The funding gap has been identified at the IRB and is being addressed.

Area	CIO Tech Arch- EAI
Description	EAI Release 3.0 Modernization funding has been approved by the IRB. An operational funding gap of \$300,000 still 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	Decision about how to fund the operational gap.
Proposed Solution/Mitigation Strategy	SFA provides funding for EAI Release 3.0 maintenance.
Progress/Resolution	The funding gap has been identified at the IRB and is being addressed.

Area	Consistent Answers for Customers
Description	As we complete the final deliverables (targeted for 12/15/01) and wrap up the discovery phase of the Consistent Answers Project, we need to get an extension approved to the existing work order (TO77WO5) in order to cover the activities associated with finalizing the SIS agreement and to cover efforts associated with designing the first releases of the new Customer Service Delivery Model.
Impact	If we do not get some funds to cover our exposure during the first quarter of calendar year 2002, we will not be able to finalize the SIS agreement or begin developing the solution needed to achieve the savings.
Assistance Requested from SFA	None
Proposed Solution/Mitigation Strategy	Will request IRB for additional allocation from SIS pool in order to continue Consistent Answers Initiative on 1/7/02. (Will use allocation to validate business case with Operating Partners, finalize SIS agreement with SFA, and will begin to design and build initial releases of Consistent Answers Solution).
Progress/Resolution	Will review request for allocation with DSG on 1/3/02. Will review request for allocation with IRB on 1/7/02.

* Issue was resolved at the IRB Meeting on January 7, 2002.



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 45 – Financial Management Systems	Overall	Red	TO 45 Financial Management System Phase III – Final conversion files from Dept of ED have been received and are being processed. A production schedule has been created to reduce the production backlog of files. Testing activities to support the Dept of ED’s implementation on January 22, 2002 are ongoing.
TO 77 WO 2 – Common Origination & Disbursement	Overall	Red	The overall project status remains Critical (RED) due to delays in approving COD requirements. These activities are 100% complete. All 14 of 14 RSDs have been finalized and are pending sign-off. Target completion by 11/30. Development is complete for Release 1.0a and underway for Release 1.0b. Delays encountered with the FMS & DLSS interfaces, Common Record and On Line.
TO 77 WO 3 – Direct Loan eServicing	Overall	Red	The EBPP/OC team is working with SFA to resolve the remaining issues holding up the start of the pilot.