

**FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of September 2002**

October 10, 2002

81.1.3j - PROGRAM MANAGEMENT SERVICES SUMMARY



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I. INTRODUCTION

This report covers the month of September 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 Modernization 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 Modernization Partner Program Manager (eric.l.stackman@accenture.com or 202-962-0624).

II. PROJECT COMPLETIONS/IMPLEMENTATIONS FOR THIS REPORTING PERIOD

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

SCHOOLS

- Released SAIG v1.2 and EDConnect Version 5.2. The version of EDConnect contains a user-friendly message for password expirations and guides the user to the correct screen for changing the SAIG network password. Also, performance enhancements were completed to reduce the overall transmission time for users.

STUDENTS

- Continued to support Release 1 "One Number for Students" Pilot (10% call volume) in the production environment. This pilot begins deployment of the capabilities needed to satisfy FSA's "One Number for Students" objective from the FY02 Performance Plan. Full implementation of the release is on hold until a decision is made by FSA on whether to proceed with the CRM4FSA Project.
- Deployed Students Portal Release 1.1 into the Production VDC environment on September 29, 2002. This release accomplished the following:
 - Integration of Interwoven for content management
 - Alert for when users leave the FSA portals and go to non-governmental websites
 - Updated portlets: headlines, search, and survey
 - Additional FSA links, content, and pages

FINANCIAL PARTNERS

- Deployed Financial Partners (FP) Portal Release 2 into the Production VDC environment on September 29, 2002. This release accomplished the following:
 - Integration of Interwoven for content management
 - Alert for when users leave the FSA portals and go to non-governmental websites
 - Expanded community members search databases and functionality
 - Updated portlets: headlines, search, calendar, community search, and feedback/survey
 - Added What's New page with recent news and content
 - Reorganized and updated pages such as Contact Resources and Publications

CIO

- Completed Enterprise Application Integration (EAI) Release 3.0/FY02 EAI Implementations successfully on September 30, 2002. The EAI architecture supports the Students, Schools, and Financial Partners Channels by enabling FSA systems to exchange information via common, reusable methods. EAI has provided the messaging infrastructure for integration of existing legacy systems and modernization initiatives. After Release 3.0 of EAI, FSA has 15 systems integrated on the EAI Bus and EAI supports 21 business functions.
- Completed implementation support for the Security and Privacy Program Support task order on September 30, 2002, as required by GISRA. Significant accomplishments during this last year of the three-year program are noted below. Maintenance activities will continue to be required as part of operational support within the FSA channels.
 - FSA-wide System Security Officer Monthly Meetings
 - System Security Officer Risk Assessment Training
 - Security updates to the FSA System Life Cycle
 - Development of the FSA Security Policy (draft) – subject to Dept. of Education approval
 - System Life Cycle – Security Guidelines Workshops
 - Department of Education training on NIST 800-18 IT security requirements
 - Self-Assessments and Risk Assessments for all FSA major applications
 - Completion of the Department of Education Critical Infrastructure Plan questionnaires



- Development of the IT Contingency Planning checklist for use by System Security Officers
- Training on IT Contingency Planning.
- IT Security Policy Awareness Day.

CFO

- Completed cross-footing the reconciliation of Guaranty Agency (GA) Form 2000 balances and activity for accounts 135000 & 134000 for Q3. Included preparation of all accompanying work papers.
- Implemented FMS Phase IV Release 4.4 and 4.5 (Enhancement Releases I and II), which updated the system with user based change requests. Updates included: DLS Automated Refund capability, GL Custom Confirmation, Splitter Prepare Product, Federal Administrator configuration, and Oracle Patch Set H.

WORKFORCE ALIGNMENT

- Completed the Workforce Transition support task order on September 30, 2002. This created FSA's Human Capital Operating Model and provided support to the FSA channels and FSA HR on organizational and workforce related activities.

III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

SCHOOLS

- Provided input into FSA's strategic discussions for addressing ez-Audit regulation questions.
- SAIG team participated in the VDC Disaster Recovery Planning. Working with the VDC for Disaster Recovery Planning/Testing ensures SAIG's continued success in the event Disaster Recovery becomes necessary.
- SAIG team supported CPS Operating System upgrade testing to help ensure CPS continued functionality following the upgrade.

STUDENTS

- Worked with FSA operating partners to test FAFSA 7.0 and the FSA PIN applications. The team has specific expertise in FSA business processes, performance test methodology, the IBM product infrastructure, and Mercury Interactive performance test tools.
- Continued to identify enterprise assets and tools to perform analysis in support of modernization. The analysis tools are being used to help define assets that include the Routing Identifier, Common Student Identifier, Consistent Data, the FSA Portal Strategy as well as Single Sign-On. The Modernization Partner continues to work with the FSA channel roundtables to facilitate the definition of problems, identification of goals and means for accomplishing results.
- Analysis from CRM4FSA Release 1 Pilot data has helped to confirm that separate "800" number might be a better approach for calls into the Debt Collection Services Information Center, rather than being part main "800" number (18004FEDAID) for customers calling into FSA.
- Continuing to support the development of the FSA Enterprise Assets. These assets include Common School ID (now Routing ID), Common Student ID, Portals, Consistent Data, and Common Record. This support includes collaboration with key FSA managers (through FSA Integration Meetings and weekly Channel Leadership meetings) to develop overall vision and approach for these assets and to identify and validate key integration requirements for these assets.
- Participated in meetings with FSA as they began to develop approach and objectives for Performance Measures, based on product feedback loop and CRM capability levels defined for CRM4FSA project.

CIO

- EAI team supported architecture guidance for NCS and ACS interface development for FAFSA. FAFSA 7.0 includes a conversion from the Shadow Direct product to IBM MQSeries which is the FSA standard interface technology. This will provide the opportunity for other FSA applications to re-use the CPS interface.
- Worked side by side with the Application Management Operations team and Financial Partners Power Users to train them to develop, test, and migrate 10 new Microstrategy reports to Production. Also developed and tested 3 additional Microstrategy reports that were identified by the FP Power Users.
- Conducted a series of interviews for BTA with FSA subject matter experts to identify and validate information that will be included in the FSA Enterprise Architecture tool.
- BTA team developed a template and process to assist FMS in web enabling its existing and future documents. The team found additional uses outside the BTA scope for this template in the Content Management area.
- Provided FSA with the required expertise to implement policy and guidelines that meet objectives of GISRA, NIST 800-18 standards, and the Department of Education. Worked individually with all the channel managers to make sure they were able to implement the policy and guidelines in order to meet objectives and goals. Remained flexible during the year to provide support to all the system security officers for education, planning, and implementation of security policies.

- During the NSLDS II design effort, the team identified that the Rate Combination and Rate Substitution manual processes could be automated to be more efficient. Today, when FSA employees have to update a Rate Combination or Rate Substitution they use the CICS screens to manually input this data. The new process identified would input data from an existing incoming file and populate tables in the NSLDS II EDW, eliminating the manual process, and the need for infrequently used screens.

WORKFORCE ALIGNMENT

- Facilitated the development of CIO core offerings and services to better demonstrate more internal collaboration and integration.
- Supported the Schools Channel in development of a workforce transformation proposal to “in-source” work as a result of the implementation of ezAudit.
- Supported FSA HR in identifying and documenting options for addressing the FSA Budget Shortfall through human resources actions.
- Planned and facilitated FSA Leadership Meetings on September 6, 2002 and September 13, 2002; analyzed results and prepared for September 20, 2002 session.
- Supported FSA University in establishing its point-of-view regarding workforce development for the Department of Education. An initial capability building strategy was drafted and will be further defined in the upcoming period.
- Developed and supported delivery of a performance consulting presentation to the September FSAU All Hands meeting. This session emphasized the role of all FSAU staff members as points of contact for channels and units seeking performance support and services.
- Created online demos to facilitate usability of the Learning Management System by end users.
- Implemented requested changes to the Learning Management System login screen to provide additional navigational assistance for end-users.
- Gathered materials for the FSA Share Fair to be held on October 2, 2002. Provided on-site support during the Share Fair to explain the role and impact of modernization to attendees.

IV. MAJOR PROJECT MILESTONES

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.

SCHOOLS

- Implemented COD Releases 1.8 and 1.9 with the exception of some pending functionality.
- Developed and Submitted the COD Technical Reference for the 2003-2004 school year for review.
- Submitted the COD Requirement Traceability Matrix to FSA for sign off, which includes all the new functionality for the 2003-2004 school year (Release 2.0).
- Received FSA acceptance of the eZ Audit Detailed Technical Design.
- Approved eZ Audit Release 1.0 scope refinements and schedule adjustments. Defined PEPS & Acorde interface approaches in detail.
- Completed the first eZ Audit development checkpoint/validation with IV&V and FSA client team whereby the login/logout function was reviewed and requested changes identified and captured through the change control process.

STUDENTS

- Completed the first of twenty-three performance test cycles planned for FAFSA 7.0 and the re-platformed FSA PIN site on September 26, 2002. This performance test cycle was successfully completed and exceeded its goal of testing five hundred concurrent users. There was no degradation of performance in the application systems or the ITA infrastructure during this test. Both FAFSA 7.0 and the FSA PIN site will be in production and available for public use on January 1, 2003. FAFSA 7.0 will meet the requirements for the 2003-2004 school year and the FSA PIN site is being re-platformed to the FSA ITA standard.
- Submitted the Common Services for Borrowers Project Charter and was approved by FSA on September 26, 2002.

CIO

- Submitted the FP Data Mart Operations Monthly SLA Metrics on September 6, 2002.
- Completed system testing, user acceptance testing, performance testing, and production readiness review for FP Portal Release 2 and Students Portal Release 1.1.
- Deployed Release 2.0 of the Enterprise Change Management tool and process in September. Sixteen application teams are fully trained and using the tool. To date over 200 change requests have been logged and tracked via the tool.
- Completed the Rational Tool 2002 upgrade. All teams using components of the Rational tool have been successfully converted to the new version.
- Planned and executed all ITA performance tests and fixes for the Financial Partners and Students Portals, which were deployed to the production environment on October 1, 2002. The performance testing conducted by the ITA team validated that these applications could meet production loads of 1500 concurrent users per hour.
- The ITA team planned and executed all performance tests for the FMS-LaRS interfaces, which were deployed to the production environment on October 1, 2002. The performance testing conducted by the ITA team validated that these interfaces could meet production loads of 500 concurrent users per hour.
- EAI team put the Mellon interface into Production. Collection and lock box data is sent from Mellon bank to FMS.
- EAI team put the LaRS SAIG interface into Production. This supports lender redesign functionality for FMS.



WORKFORCE ALIGNMENT

- Submitted the Performance-Based Human Capital Implementation Support deliverable (August-September 2002), which documents the team's activities and work products created in further implementing channel-specific human capital levers and supporting enterprise-wide workforce planning activities. It left FSA with key strategies and issues to consider as they move forward with their human capital planning.
- Submitted the Workforce Transition Support Summary (September), which catalogs the workforce and organizational support provided to the channels for the month.
- Submitted the Training Services Summary, which summarizes the results of training and organizational development services provided to FSA University during September 2002. This document addresses improvements to FSA University's training services and organizational design.
- Completed and delivered the final version of the Training Development and Delivery Process manual. This manual will be featured on the FSA University website as a product/service and provided to all training development team leads. It adds structure and depth to the instructional design and project management elements of developing a training program.

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	eZ Audit - Regulations
Description	Determination of whether or not eZ-Audit requires any regulatory changes.
Impact	Inability to require mandatory electronic submission
Assistance Requested from FSA	Ongoing discussions with FSA Policy, OPE and OMB.
Proposed Solution/Mitigation Strategy	Publish notice in Federal Register 60 days prior to requiring mandatory electronic submission or deem that electronic submissions are <i>not</i> mandatory.
Progress/Resolution	Met with Jeff Baker (FSA Policy). Jeff Baker's team is pulling this through the appropriate channels with Mod Partner's support as requested. Anticipated resolution time is by November 1, 2002.

Area	FSA Portals - Students
Description	The Dept. of ED'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.
Impact	The Students Portal Release 2 is on hold until this process is complete. This might also be an impact for the Schools Portal.
Assistance Requested from FSA	The FSA Students Channel is facilitating this process with OCIO and the Dept. of ED's offices
Proposed Solution/Mitigation Strategy	We have prepared a detailed project schedule to manage this process
Progress/Resolution	On schedule (beginning the estimated 90-120 day process)



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 VII for the more information on the Bi-Weekly Task Order Status Reports.)

There are no red issues on the Task Order Status Report Summary for the month of September.