

---

**Business Technology Alignment (BTA)  
Architecture Working Group (AWG) Meeting Minutes  
July 24, 2002**

|                           |   |
|---------------------------|---|
| <b>Location:</b>          | 830 1 <sup>st</sup> Street, NE, WDC Rm. 103B2, 2:00 –3:00   |
| <b>Members Attending:</b> | Bruce Kingsley (substituting for Paul Peck)<br>Robert Laurence<br>Carl Porter<br>Martin Renwick<br>Paul Stonner<br>Ray Thomas<br>Howard Weitzner<br>Calvin Whitaker (substituting for Paul Hill, Jr.)<br>--<br>Karen Anderson<br>Bill Malyszka  |
| <b>Absent:</b>            | Anna Allen<br>John Gaeta<br>Paul Hill, Jr.<br>Ron Sann  |
| <b>Invitees:</b>          | Jennifer Alden<br>Liz Hannabury<br>Roger Hartmuller<br>Dennis Mahoney<br>Stephanie Sadowski   |
| <b>Agenda:</b>            | <ul style="list-style-type: none"> <li><input type="checkbox"/> Opening</li> <li><input type="checkbox"/> Status of the AWG pool</li> <li><input type="checkbox"/> ASG update on Electronic Mass Mailing</li> <li><input type="checkbox"/> CRM4FSA project status update</li> <li><input type="checkbox"/> Meeting wrap-up</li> </ul> |
| <b>Issues/Risks:</b>      | None  |
| <b>New Action Items:</b>  | None  |

|                                  |   |
|----------------------------------|---|
| <b>Outstanding Action Items:</b> | None  |
| <b>Decisions:</b>                | None  |
| <b>Next Meeting:</b>             | <b>Wednesday, August 7, 2002</b><br><b>2:00pm to 3:00pm</b><br><b>Room 103B2, 830 1<sup>st</sup> St. NE</b> |

Meeting Discussion Items:

- Opening
  - The AWG chair rotation has been changed to assure that an FSA employee facilitate the AWG meetings for the next several quarters. Robert Laurence is a contractor and may have to yield his turn at facilitating the AWG meetings. The updated chair rotation will be:
 

|                 |                      |
|-----------------|----------------------|
| Paul Stonner    | June – August        |
| Paul Hill       | December – February  |
| Anna Allen      | March - May          |
| Robert Laurence | September – November |
- CRM4FSA project status update
  - The overall sequencing plan was reviewed. It is unclear whether Debt Collection will be folded into CRM4FSA. This will depend on the DMCS reengineering. While not listed, FMS is to be included in the CRM4FSA scope.
  - Release 1 is live and rolls up many of the FSA customer service phone numbers into the 1-800-4FED-AID number. IBasis is the front end to 13 of the numbers rolled into CRM4FSA.
  - Release 2 goes live in November 2002. It adds self-serve capabilities to the initial release. Web self-serve capabilities will also be added. IPlanet, Siebel and Oracle 8i will be used in this release.
  - Release 3 will employ intelligent call routing and screen pop capabilities. Release 4 brings schools into CRM4FSA. eServicing's Siebel implementation will also be rolled in. Release 4 will also merge the ACS Siebel implementation into the CRM4FSA implementation, so there will be one common Siebel database. Release 5 finishes rolling all FSA CRM services in.
  - Interwoven will be used to assure content on the web and at the call centers is identical.

- 
- CRM4FSA will employ its own MQSeries server to handle some of the load. It will also be tied into the EAI bus to access data from other FSA systems. The CRM4FSA MQ server will not be a failover for the VDC MQ servers.
  - CRM4FSA will use the Rational Suite for configuration management, requirements management, and other functions. Full performance testing will be conducted with each release. The Siebel implementation will be a push architecture with Internet Explorer as the thin client on the user desktop.
  - ASG update on Electronic Mass Mailing
    - The paper and recommendations were reviewed. Recommendations are made for message construction, avoiding initiating inadvertent Denial of Service (DoS) attacks, and email capability testing.
    - FMS is having a problem with sending email using Oracle database functions. The “from:” field is causing messages to be bounced as spam. They traced this issue down to the Sendmail configuration. The Carl Porter and the FMS representatives will solve the problem off-line.
    - The draft white paper recommends that only one recipient be listed in the header of each message. Debt collection may require CCing other parties if a borrower is delinquent. This exceptional instance will be added to the paper. Campaign emailing would not wish to include several users in a header because it could trigger spam filters. It also would disclose some of the FSA mailing list to customers.
    - In the next meeting, acceptance of the revised white paper will be put to vote.
  - Meeting wrap-up
    - During the next meeting Denise Hill will brief the group on the ED Information Management Workgroup effort.
    - The draft FSA Security Policy will also be discussed during the next AWG meeting.
    - Denise Hill disclosed that an IG assessment of FSA found that overall FSA was operating at a level 4 (out of 5) which is exceptional. Most other government agencies are operating at a level 2.