

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

March 10, 2002

81.1.3c - PROGRAM MANAGEMENT SERVICES SUMMARY

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**I. INTRODUCTION**

This report covers the month of February 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](mailto: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.

### CFO

- The Acorde system went live officially on January 28, 2002 for the ERM solution. The team is reprioritizing its activities and is currently scheduled to implement the NARA-certified ERM in FY03. The last shipment of paper for the DRCC backfile conversion is on schedule and was sent out February 28, 2002. All backfile paper will be in the system by March 31, 2002. Due to the phased-in approach to implementing the ERM, we are in the process of restructuring our IPT.

### ORGANIZATION TRANSFORMATION

- Completed Phase I of Workforce Transition on February 28, 2002. The goal of this phase was to enable FSA HR to support FSA leadership in developing channel-specific reorganization and workforce transition strategies; and, in formulating an FSA-wide approach and mechanisms to achieve the overall workforce change.

### SCHOOLS

- Completed the Student Aid Internet Gateway (SAIG)'s (formerly known as SFA to the Internet) peak period system upgrade on February 10, 2002. This upgrade, involving both hardware and application/software enhancements, readies SAIG for its busiest data transmission season – March and April. Earlier reported user (school) difficulties have been eliminated as a result of the upgrade.
- Total savings for SAIG (from the legacy TIVWAN system) have now exceeded \$1 million. These savings have been recognized for the period October 1, 2001– January 31, 2002.

### STUDENTS

- Successfully completed FAFSA on the Web Release 6.0, with the implementation of the application on January 1, 2002 and the continued support during the month of January 2002. The ITA team continues to support the system, and additional support is being provided though FSA's operating partner.
- Began Phase 2 of the Electronic Bill Presentment & Payment and Electronic Correspondence (EBPP/EC) component of eServicing on February 1, 2002. This will increase the number of users to approximately 100 for the next 6 weeks, with a target ending date of March 22, 2002.



### **III. VALUE POINTS**

This section reports value delivered above and beyond anticipated activities.

#### **CIO**

- The ITA Team provided troubleshooting and performance analysis for the FAFSA PIN Site.
- The EAI Team provided support to Common Origination and Disbursement (COD) for school testing, user acceptance testing and inter-system testing.

#### **FINANCIAL PARTNERS**

- Participated in the Data Mart Information Technology (DMIT) user group meeting from February 20-21, 2002.

#### **ORGANIZATION TRANSFORMATION**

- Planned and facilitated a four-hour Management Council discussion regarding FSA Workforce Plans on February 1<sup>st</sup>. This meeting was designed to further the management council's understanding of FSA's organizational plans for FY02 and FY03, agree on an approach for engaging our employees and the union, and confirm next steps, responsibilities and timeframes.

#### **PROGRAM MANAGEMENT AND LEADERSHIP**

- Facilitated the completion of the FY02 Modernization Investment Process.
- Conducted a briefing on Integration in FSA Modernization to FSA's Senior Leadership Council.
- Briefed the Consistent Answers Steering Committee on FSA's Consistent Data Vision and the critical role Consistent Answers must play to make this vision a reality.
- Continued to support the Single Sign-On Advisory Committee and the Architecture Working Group.
- Worked with FSA to develop the right strategy for FSA sponsorship and leadership of NSLDS Re-engineering.
- Developed a "Status of Modernization" briefing for Greg Woods to present to Secretary Paige's EMT group, Capitol Hill staffers, and at the FSA Spring Conference. These presentations will take place in March.

#### **SCHOOLS**

- COD prepared conference materials for the People Soft Higher Education User Group.



#### **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**

- FARS team has completed processing all FARS legacy conversion data. The test team completed all testing and resolved all open SIR's required for the March 8, 2002 Credit Management Data Mart (CMDM) deployment start date. The implementation team conducted the CMDM Pre-PRR and is preparing for the PRR to be held on March 5, 2002.

##### **CIO**

- Completed performance test planning for all of FY02 and part of FY03 for Integrated Technical Architecture.
- Conducted the Enterprise Architecture Integration Monthly Meeting on February 7, 2002. This gives the opportunity for EAI to share status with other application teams, address any issues associated with the bus, and communicate status.
- Completed the FARS Retirement to FMS interface testing for Enterprise Architecture Integration.
- Successfully implemented an IPT approach for the Single Sign-On Requirements phase with representation from all FSA stakeholders and channels as well as the Department of Education.

##### **FINANCIAL PARTNERS**

- Concluded the LAP application development for Lender Payment Process Redesign on February 28, 2002.

##### **ORGANIZATION TRANSFORMATION**

- Completed and delivered a Training Process Summary, which summarizes the results of training services provided to FSA University during February 2002. This document addresses improvements to FSA University's training services, processes and systems.
- Completed Phase 1 of the Effective Teams effort for FSA University Support, including delivery of the Facilitative Leadership workshop.
- Completed the training for the Training Administrators on the Learning Management System.
- Completed the LMS Configuration and Design Plan on February 28, 2002.

##### **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.
- Submitted the second draft of the FY02 Modernization Blueprint on February 1, 2002.

##### **SCHOOLS**

- Completed the Vision definition phase for Electronic Audited Financial Statements (e-Audit) on schedule. FSA Case teams have been participants in two two-day sessions, assessing As-Is business process strengths and weaknesses as inputs to the identification of e-Audit system capabilities.
- Re-Started User Acceptance Testing in Columbus, GA at the TSYS location for Common Origination and Disbursement (COD).
- Delivered the draft System Documentation (Processing System Manual, System Security, Glossary of Fields) for Common Origination and Disbursement.
- Posted the Technical Reference (v 3.2) to the School/Vendor website, FSA Download, and IFAP. This document contains the School Testing Guide and the Implementation Guide.



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**STUDENTS**

- Prepared and presented a white paper on the impact of DMCS Replacement in response to a request for more information by the FSA Management Council. Subsequently, DMCS received approval on February 26, 2002 to transition into the next phase of the project.
- Received acceptance of DMCS Replacement COTS Package Feasibility and Options Deliverable on February 28, 2002.
- Began Phase 2 of the Electronic Bill Presentment & Payment and Electronic Correspondence (EBPP/EC) component of eServicing on February 1, 2002. Will increase the number of users to approximately 100 for the next 6 weeks, with a target ending date of March 22, 2002.
- Finalized work plans for the following eServicing Internet initiatives: Aggregator model of EBPP, Web Self Service, and CSR Web Access.
- Began mock conversion of DLSS data into Siebel for eServicing on February 15, 2002.
- Published eServicing/eCRM training materials for FSA to review.
- Began discussions with ACS, AFSA, and NCS regarding approach and elements of the Consistent Answers business case savings opportunity.
- Reconstructed the business case modeling tool to enhance the ability to calculate and repeat savings opportunities 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.

<b>Area</b>	<b>eServicing – EBPP Aggregator</b>
<b>Description</b>	Contract agreement between FSA and Treasury/Bank of America/CheckFree for Aggregator services has not been executed.
<b>Impact</b>	Aggregator model work may stop if CheckFree insists on having an agreement in place. The work effort cannot go into production
<b>Assistance Requested from FSA</b>	Work with US Treasury/FMS to create addendum to the existing lockbox services agreement
<b>Proposed Solution/Mitigation Strategy</b>	
<b>Progress/Resolution</b>	First contacts made with BofA by Dan Hayward during the week of January 28. As of February 28, Brett Smith (Treasury/FMS) is drafting the addendum

<b>Area</b>	<b>eServicing – Policy &amp; OGC reviews</b>
<b>Description</b>	Need approval from Policy and OGC on the Aggregator and Web Self Service designs
<b>Impact</b>	Delays in reviews could delay the implementation of the initiatives or cause rework.
<b>Assistance Requested from FSA</b>	Work with Policy, OGC, and the project team to identify and close issues as quickly as possible.
<b>Proposed Solution/Mitigation Strategy</b>	
<b>Progress/Resolution</b>	Design walkthroughs occurred on January 24 and February 20. Awaiting responses.

<b>Area</b>	<b>eServicing – FSA Involvement</b>
<b>Description</b>	Need involvement of appropriate FSA staff in specific discussions, reviews and walkthroughs.
<b>Impact</b>	Delays in reviews could delay the implementation of the initiatives or cause rework.
<b>Assistance Requested from FSA</b>	Commitment to published dates and activities or advanced scheduling of alternative dates.
<b>Proposed Solution/Mitigation Strategy</b>	
<b>Progress/Resolution</b>	Created a detailed list of dates and activities needing FSA involvement. Reviewed with Repayments group on February 14.



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<b>Area</b>	<b>Consistent Answers for Customers</b>
<b>Description</b>	As we move to design and build the target customer service delivery model for FSA, we need to ensure that we validate the approach and overall business case with the operating partners, such that each understands its role in helping FSA and Modernization Partner achieve the target customer service delivery model.
<b>Impact</b>	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.
<b>Assistance Requested from FSA</b>	We continue to work with leaders in the Students Channel to ensure that we have the support of the Operating Partners as we proceed with the Consistent Answers project.
<b>Proposed Solution/Mitigation Strategy</b>	External facilitators with prior experience with FSA and the Operating Partners have been engaged to help us work more effectively with the Operating Partners.
<b>Progress/Resolution</b>	<p>During the month of February, the team conducted numerous meetings with the Operating Partners to validate the business case and the approach for implementing the Consistent Answers solution. Discussion topics for the meetings with ACS/AFSA and NCS included:</p> <ul style="list-style-type: none"> <li>• Initial review and validation of the Consistent Answers approach</li> <li>• Review of baseline costs</li> <li>• Review of business case fundamentals</li> <li>• Detailed review of Release Strategy</li> <li>• Detailed review of milestones and the Consistent Answers Integrated Timeline</li> </ul> <p>In addition, the team held follow-up meetings with EDS to discuss transition strategy as it relates to building the target customer service delivery model.</p>



**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.)

<b>Task Order</b>	<b>Assessment Criteria</b>	<b>Assessment</b>	<b>Comments</b>
77 WO 2 – Common Origination & Disbursement	Overall	Red	The overall project status remains Critical (RED) due to delays in completing systems development. Deployment dates have been revised to 4/01 and 5/13 for Release 1.0 and 1.1 respectively. FMS and Edits were delivered to UAT on 2/23. Development is still outstanding for Web, Correspondence and Reports. UAT successfully restarted in Columbus on 2/19. IST Cycle 1 restarted on 2/25.