

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

April 10, 2002

81.1.3d - PROGRAM MANAGEMENT SERVICES SUMMARY

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**I. INTRODUCTION**

This report covers the month of March 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).



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## **II. PROJECT COMPLETIONS/ IMPLEMENTATIONS FOR THIS REPORTING PERIOD**

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

### **CFO**

- Successfully implemented Financial Management System Phase IV Release 4.1 -eCB interface on March 29, 2002
- Completed the first 2 phases of the FARS Credit Management Data Mart (CMDM) deployment. The CMDM is now available to end-users with Direct Loan Servicing Demographic reporting capabilities.

### **CIO**

- Requirements Definition (Phase I) of the Single Sign-On initiative was completed on March 15, 2002. The scope included 38 FSA and 1 Department of Education system (GAPS) used by FSA employees as well as users from the Schools, Students and Financial Partner channels. Included in the analysis is an assessment of the identification and authentication needs for both current and planned business systems that may potentially offer single sign-on capabilities.
- Student Aid Internet Gateway (SAIG) successfully completed the peak processing period in March.

### **FINANCIAL PARTNERS**

- Successfully completed User Acceptance Testing for the Lender Application Process (LAP) application on March 25, 2002.

### **STUDENTS**

- Implemented the Electronic Bill Presentment & Payment and Electronic Correspondence (EBPP/EC) component of eServicing on March 22, 2002 into full production.

### **WORKFORCE ALIGNMENT**

- Completed FSA's FY02 Competitive Sourcing Plan, including business functions proposed for a direct conversion. Recommendation submitted to the Department and the final decision was made by the Department not to pursue.



### III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

#### CIO

- The EAI Team provided support to Common Origination and Disbursement (COD) for school testing, user acceptance testing and inter-system testing.
- The ITA team assisted with capacity planning and performance testing of the PIN Site to improve its performance.
- The Application Management Operations team is working with the ITA team to perform complex enhancements to the IFAP and Schools Portal Autonomy software. These enhancements will allow increased search options, additional searchable content, and re-designed search help. These enhancements are being tested by FSA resources now, and are schedule to be migrated to production on April 14, 2002.
- The BTA team is continuously identifying non-compliant technical standards gaps and investigating disruptive (cutting-edge) technologies that may be useful to the organization.

#### PROGRAM MANAGEMENT AND LEADERSHIP

- Finalized 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.

#### STUDENTS

- Conducted a Student Portal Prototype presentation/demonstration at the Spring Conference in Baltimore, MD.

#### WORKFORCE ALIGNMENT

- Supported John Mondragon’s efforts on the Department’s workforce restructuring team by providing key information related to recommendations for FSA restructuring.
- Worked with FSA HR to identify additional support needed for labor and employee relations.
- Met with two area communications firms to discuss approach for a holistic, strategic communication effort for the transformation efforts underway.
- Rebranded templates and tools associated with new logo and FSA name for FSA University.
- Rebranded LMS webpages and documentation with new logo and FSA name.

#### **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**

- Completed Financial Management System User Acceptance Testing with eCampus Based/Financial Management Systems/GAPS.
- Completed the conversion of all DRCC backfile paper in Washington DC on March 15, 2002. All converted documents can now be accessed online using a web browser.

##### **CIO**

- The ITA team successfully completed eCB performance testing at levels twice the volume expected in production.
- The EAI team successfully completed performance testing on the Financial Management System (FMS) interface to the EAI Bus.
- The EAI team successfully completed FARS Retirement to FMS interface testing.
- Conducted the EAI Integration Monthly Meeting on March 7, 2002.
- The Student Aid Internet Gateway (SAIG) adapter to the EAI Bus server was successfully performance tested on March 8, 2002.
- Completed the Single Sign-On Requirements Phase on March 15, 2002.
- Completed the preparation of a handbook for FSA system security officers documenting both Department of Education and FSA guidance for their use, which was done by the Security Privacy and Program Support team. The team also prepared a training course for system security officers including material from the handbook as well as a training course on the FSA system life cycle.
- Prepared a draft of the Electronic Cohort Default Rate (eCDR) Notification Process business case for review by the Schools channel. The business case will be presented for an investment decision in April.
- The Electronic Perkins note and associated documentation were completed in draft for review.
- The BTA team facilitated and supported the Architecture Working Group (AWG) session held on March 21, 2002.
- The BTA team continued to investigate potential 'disrupting (cutting-edge) technology' components for AWG review.
- Published the FSA Policy, Standards & Products Guide, which was updated by the BTA team.

##### **FINANCIAL PARTNERS**

- Completed and delivered the FP Data Mart Requirements Document on March 1, 2002. The Requirements document provides the basis for the FP Data Mart design.
- Completed and delivered the FP Data Mart Design Document on March 27, 2002. The Design document provides the basis for developing the source system extracts and Microstrategy reports for Release 2.

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

- Updated the Integrated Master Schedule and Integration Master Plan, which is an on-going process.



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**SCHOOLS**

- Executed performance testing for eCampus Based, using Load Runner automated software and completed on March 21, 2002.
- Completed COD testing for School File, Section 508, and CPS. User Acceptance Testing and Inter System Testing will continue.

**STUDENTS**

- Began preparing for the upcoming DMCS Replacement Conference Room Pilot and identifying quick hit opportunities.
- Moved the eCRM backend code for eServicing to production on March 15, 2002.
- Began performance testing of the eCRM components for eServicing on March 23, 2002.

**WORKFORCE ALIGNMENT**

- Final competitive sourcing deliverable submitted on March 29, 2002 for Workforce Transition.
- Completed a Training Processes Summary, which summarizes the results of training services provided to FSA University during March 2002. This document addresses improvements to FSA University's training services, processes and systems.
- Delivered LMS Testing and Pilot to FSA on March 8, 2002.
- Passed Section 508 compliance testing for the LMS Software by the Department of Education Assistive Technologies Group.

## 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 Technical Architecture
<b>Description</b>	The VDC has undergone a near complete change in leadership in response to concerns regarding performance of the Data Center.
<b>Impact</b>	Mod Partner and FSA will need to establish relationships with new leadership and work together to achieve common understanding of expectations and roles and responsibilities.
<b>Assistance Requested from FSA</b>	Continue to work with Modernization through Keith Wilson and Steve Hawald to ensure close cooperation and collaboration.
<b>Proposed Solution/Mitigation Strategy</b>	Each major initiative, including the EAI/ITA teams will identify clear point of contact and coordination to work with CIO and VDC.
<b>Progress/Resolution</b>	Mod Partner, CIO and CSC Executives have agreed with this overall direction and are all taking steps to implement.

Area	CFO Data Mart Operations
<b>Description</b>	Feed to CFO Data Mart has been down since January 22, 2002, due to changes on the Department side.
<b>Impact</b>	The primary users of this data mart have since identified alternative sources to obtain the data they need on a monthly basis, even though it is a slightly more manual process. They do not feel a lot of pressure to get the CFO DM back up and running.
<b>Assistance Requested from FSA</b>	The Department is waiting on the status of cost estimate to get the feed back up and running. A decision will be made to determine the viability of the CFO Data Mart.
<b>Proposed Solution/Mitigation Strategy</b>	Investigate possible alternative sources for obtaining data. Support changes to the CFO Data Mart as a result of the new EDCAPS, which went live January 22, 2002.
<b>Progress/Resolution</b>	Waiting on response from the Department regarding estimate to re-assemble feed.

Area	EServicing - EBPP Aggregator
<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>	Working with FSA, Treasury, Bank of America and CheckFree to get all to contract.
<b>Progress/Resolution</b>	First contacts made with Bank of America by Dan Hayward during the week of 1/28. - As of 2/28, Brett Smith (Treasury/FMS) is drafting the addendum. - As of 3/29, Treasury, BofA, and CheckFree did not agree on the services to be provided for the 5/10 roll-out.



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<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>	Continue to work with FSA to get involved.
<b>Progress/Resolution</b>	<ul style="list-style-type: none"> <li>- Created a detailed list of dates and activities needing FSA involvement. Reviewed with Repayments group on February 14.</li> <li>- Repayments team has been working with the eServicing project team to meet deadlines.</li> </ul>

<b>Area</b>	<b>SAIG-VDC</b>
<b>Description</b>	SAIG (bTrade) is currently running with a peak hardware configuration of an N9 server and an L2000 server. The VDC plans to remove the N9 server from production on April 7, leaving the SAIG server at a hardware configuration that is less than the steady state configuration of an L3000.
<b>Impact</b>	SAIG will be operating on a hardware configuration that is below the agreed upon L3000 for steady state operations.
<b>Assistance Requested from FSA</b>	To recommend the VDC not drop SAIG below the steady state hardware configuration of an L3000. Also, direct the VDC to perform a rapid implementation of the steady state configuration.
<b>Proposed Solution/Mitigation Strategy</b>	To continue to lease/borrow an additional server until the VDC can perform the upgrade.
<b>Progress/Resolution</b>	HP has agreed to extend the loaner server until the upgrade can be performed. Issue Closed.



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**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.)

<b>Task Order</b>	<b>Assessment Criteria</b>	<b>Assessment</b>	<b>Comments</b>
TO 73 – Lender Payment Process Redesign	Overall	Red	<p><u>Task Order:</u> Task Order needs to be modified. The modification has been submitted to FSA, and will include cost and schedule changes.</p> <p><u>Scope:</u> As a result of the Road Map process, six additional developers have been added to the team in order to meet the July 1 implementation date. Mod Partner’s role in communications with the lender/servicer community has been significantly expanded. Many of the current communication activities were originally intended to be performed by FSA.</p> <p><u>Schedule:</u> According to the current task order, we are significantly behind schedule. The team has developed a revised work plan targeting a July 1 implementation date for LaRS.</p> <p><u>Cost:</u> Scope changes and the delay in the implementation schedule have resulted in increased costs.</p>