

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

June 10, 2002

81.1.3f - PROGRAM MANAGEMENT SERVICES SUMMARY

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I. INTRODUCTION

This report covers the month of May 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).



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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 Innovations Support for eSignature initiative on May 15, 2002. This initiative accomplished two tasks: 1) Developed a business case for an electronic Cohort Default Rate (eCDR) notification process, and 2) Developed Electronic Perkins Notes and supporting documentation for use by schools.

SCHOOLS

- The eCampus Based (eCB) System conducted a successful PRR for Release 2 on May 15, 2002. Representatives from the Schools Channel, CIO, System Security, IV&V, and Campus Based division were present to promote the system to production. eCB Release 1 enabled schools to apply for Campus Based funds and report prior year expenditures on the Web. Release 2 will enable the Campus Based staff to administer the Campus Based program, including running simulations and generating awards. The PRR marked the formal transition from Mod Partner, the development contractor, to Indus Corporation, the maintenance contractor. The system is scheduled for production on June 1, 2002.

STUDENTS

- Implemented Direct Loan eServicing – CSR Web Access into full production on May 10, 2002. Began phased rollout of CSR Web Access to CSR's located at the Utica, NY and Bakersfield, CA call centers.
- Implemented Direct Loan eServicing - Web-based Self-Service functionality into full production on May 10, 2002.
- Implemented Direct Loan eServicing - Aggregator bill presentment functionality into production on May 10, 2002. Still need to implement Aggregator payment processing before this capability is fully engaged.
- Began taking live borrower calls at the Utica, NY and Bakersfield, CA Direct Loan service centers using the eCRM (Siebel) front-end.



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III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

CIO

- The Integrated Technical Architecture team will be the technical lead for PIN capacity planning.

SCHOOLS

- The eZ-Audit team brought Accenture Business Intelligence and Data Mart/Warehouse expertise to Modernization Partner to discuss Financial & Audit data modeling and analysis.
- The SAIG team conducted an SAIG Tools Overview Session on May 14, 2002.
- The SAIG team provided support to Common Origination and Disbursement (COD) for customer service, school testing, and inter-system testing.
- SAIG implemented an eProject Dashboard to display the SAIG operating status to all application partners.

STUDENTS

- Developed a web services approach for Consistent Answers and conducted an overview for FSA on how web services will be implemented as part of the overall Consistent Answers solution.
- Conducted a transformation overview for FSA and developed a Consistent Answers Transformation Road Map.
- Conducted two Consistent Answers overview sessions for Schools Channel leadership.

WORKFORCE ALIGNMENT

- Drafted the CFO Revitalization Plan and developed concept for “Line of Sight” to assist with Performance Planning in support of the Plan.



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 the design review for the FMS Phase IV – FMS Accounts Receivables and Lender Redesign designs.
- Revised October IF010 has been posted and passed to OCFO. Additional IF010 reprocessing continues tracking a little behind schedule due to accounting changes. Additional programming changes will be required to satisfy all requirements. Accounting data transfer between FSA and the Department continues.
- FMS is successfully processing COD transactions.
- Prepared detail Project Plan to complete FMS to FMSS & FMS-ED reconciliations; from GAPS to FMS and GAPS to FMS-ED reconciliations; from CMDM to FMS and CMDM to FMS-ED reconciliations.
- Completed draft of the Functional Design of NSLDS II for review by the IPT.

CIO

- The Enterprise Architecture Integration team supported testing and deployment for the COD Release 1.1 Interface.
- Deployed EAI Interfaces to production for Release 2 of eCampus Based.
- Decision was made to proceed with the Enterprise Configuration Management Tool on May 16, 2002, after a Go/No Go Executive Steering Committee Review.

FINANCIAL PARTNERS

- All Microstrategy reports and Informatica mappings have been developed for the Financial Partners Data Mart. Executed 33 of 35 System Test scripts: 30 passed, 3 failed, 2 remain to be executed.
- Conducted LAP (Lender Application Process) PRR and received sign-off on May 13, 2002, to bring LAP into production in June.

PROGRAM MANAGEMENT AND LEADERSHIP

- Submitted all 19 Business Cases to the Department of Education on May 3, 2002 for review and comments. Made updates to the business cases through the month of May.

SCHOOLS

- Three final deliverables (Source Code, Testing Analysis Report, Accepted Solution) were submitted to FSA for approval and were accepted for eCampus Based. The delivery of these to FSA marked a formal transition from development to operations and maintenance.
- Completion of the Electronic Audited Financial Statements definition phase was reached with successful delivery and acceptance of the Preliminary Design on May 15, 2002.
- Completed the fourth week of production for COD and continued with Post Implementation Verification (PIV) for Front End, FMS, DLSS and Web.
- Continued SIT and UAT for COD Release 1.1. Production Readiness Review for Release 1.1 was on May 31, 2002. Team has been identified for COD Release 1.2 and development has started.
- SAIG successfully completed peak processing and successfully transitioned to steady state hardware configuration.
- SAIG password expiration functionality successfully deployed on May 19, 2002.



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STUDENTS

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- Implemented Direct Loan eServicing - Web-based Self-Service functionality into full production on May 10, 2002.
- Completed Consistent Answers Release 1 Test and Pilot Approach.
- Gave Consistent Answers Overview presentation to Senior Leadership Committee.
- Completed Consistent Answers Release 2 Application Requirements phase.
- Developed transformation approach for the Consistent Answers solution.

WORKFORCE ALIGNMENT

- Completed and delivered a Training Processes Summary, which summarizes the results of training services provided to FSA University during May 2002. This document addresses improvements to FSA University's training services, processes and systems.
- Completed transition of Learning Management Systems operational support to FSA University by May 15, 2002.



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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	Consistent Answers for Customers
Description	As we move to design and build the target customer service delivery model for FSA, we need to ensure that we align the various release approaches and requirements with other modernization partner initiatives and operating partners, such that each understands its role in helping FSA and Modernization Partner achieve the target customer service delivery model.
Impact	Failure to coordinate with other modernization partner initiatives and the operating partners during requirements and design will negatively impact the enterprise solution and implementation of the target customer service delivery model, and ultimately delay the realization of the savings as outlined in the business case.
Assistance Requested from FSA	We continue to work with leaders in the Students and Schools Channel to ensure that we have the support of other Modernization initiatives and Operating Partners as we proceed with the Consistent Answers project.
Proposed Solution/Mitigation Strategy	We have developed a transformation/journey management road map outlining a release-by-release approach for coordination with other Modernization initiatives. External facilitators with prior experience with FSA and the Operating Partners have been engaged to help us work effectively with the Operating Partners.
Progress/Resolution	During the month of May, the team conducted a transformation and journey management overview for FSA leadership. The team continues to work with operating partners and has held numerous meetings with them to validate business requirements and designs.

Area	EServicing - EBPP Aggregator
Description	Contract agreement between FSA and Treasury/Bank of America/CheckFree for Aggregator services has not been executed.
Impact	Processing of Aggregator functionality will not begin without the contract being signed, which will postpone the savings that can be achieved.
Assistance Requested from FSA	FSA is aware of the issue and is currently working on it.
Proposed Solution/Mitigation Strategy	Continue working to get the contract signed.
Progress/Resolution	Final version of contract being emailed among parties week of 5/31. Expect resolution week of 6/5.



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Area	NSLDS Reengineering
Description	Scope Increase – At the April 12 th meeting, the Management Council indicated its support for accelerating the outsourcing of enrollment / SSCR processing – work that is not within the current scope of the May 2003 release.
Impact	The scope increase will have a direct impact on schedule and cost if not offset by a scope reduction.
Assistance Requested from FSA	At the May 10 th Management Council meeting, discuss the implications of the scope increase – in particular, discuss approach for assessing the viability of outsourcing, additional FY02 and FY03 investment requirements, and key milestones
Proposed Solution/Mitigation Strategy	Pending approval by the Management Council and the availability of additional funding, a small team needs to be established to begin Cost Benefit Analysis for enrollment processing options: 1) continue using NSLDS; 2) outsource SSCR / enrollment processing to an enrollment servicer (e.g., Clearinghouse); and 3) reengineer the current enrollment processes
Progress/Resolution	The GMs have been briefed to provide for a shared understanding of the current phased approach. There still needs to be a meeting of the Management Council to discuss the implications of this approach - and potential scope changes such as accelerating enrollment outsourcing - on schedule and cost.

Area	NSLDS Reengineering
Description	Engaging Executives and NSLDS Users Outside of FSA – There has been a 3+ week delay in meeting with executives and users from ED, other agencies, schools and FP's because of delays in gaining internal FSA consensus which has been compounded by delays in proceeding with ED awareness.
Impact	Three week delay in the completion of the Definition Phase – beyond the target completion date of June 30, 2002
Assistance Requested from FSA	Move much more aggressively to engage ED, other agencies, schools and FP's – both executives and users
Proposed Solution/Mitigation Strategy	Identify most critical contacts at other agencies and in the community who can provide a representative picture of the non-FSA NSLDS requirements (week of 6/3) and move quickly to contact these individuals and confirm their requirements (beginning week of 6/10).
Progress/Resolution	Met with OPE (Sally Stroup) on 5/30 – an important first step before discussing the proposed direction for NSLDS II in front of a broader audience. Met with the Clearinghouse Board on 5/31. Met with key stakeholders from ED and OMB on 6/7. Will begin meeting with non-FSA users the week of 6/10.



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Area	NSLDS Reengineering
Description	Subcontracting – SMEs who are very familiar with the design of NSLDS will be essential for the Definition Phase. Raytheon has not been responsive to requests for the assistance from SME's. To date, it has taken approximately two months to get Raytheon resources under contract to assist in this effort.
Impact	Three-week delay in the completion of the Definition Phase – beyond the target completion date of June 30, 2002.
Assistance Requested from FSA	In addition to motivating Raytheon's leadership to demonstrate their commitment to this effort, provide for improved cooperation from internal FSA resources to provide legacy system documentation in lieu of timely support from Raytheon.
Proposed Solution/Mitigation Strategy	Escalate the severity of the issue, and implications on the success of the program, to senior leadership within Raytheon.
Progress/Resolution	Meetings held with Carl O'Riley and Kriss Ethridge to discuss issues related to Raytheon's commitment to NSLDS reengineering. Steve Shane will be contacting Raytheon senior management (H. Orejula) the week of 6/10 to discuss further.

Area	FARS Retirement
Description	Share in savings (SIS) deal needs to be reopened - savings targets are not being met due to schedule delays in retiring FARS and FSA wants to lengthen operational support of the Credit Management data mart (CMDM)
Impact	Schedule delays in retiring FARS and the mainframe will reduce the savings; lengthening the operational support will increase project costs
Assistance Requested from FSA	<ul style="list-style-type: none"> • Full support from CFO Accounting to reconcile and close each month on FMS as quickly as possible • Drive to complete FARS/mainframe retirement tasks as quickly as possible once decision is made • Define ongoing support needs of the CMDM
Proposed Solution/Mitigation Strategy	<ul style="list-style-type: none"> • Working with CFO to determine FMS reconciliation and closing schedule • Retirement criteria clearly defined • Existing support team can be extended until December • Schedule a meeting to discuss deal modifications needed to address additional operations support and delays.
Progress/Resolution	<ul style="list-style-type: none"> • FMS and CMDM are tracking to joint schedule in order to expedite satisfying retirement criteria • Accounting division focused on required reconciliation effort • Mod Partner quantifying impact to SIS deal to facilitate negotiations



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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.)

Task Order	Assessment Criteria	Assessment	Comments
TO 73 – Lender Payment Process Redesign	Red	Overall	LAP will be released to the community on June 3 rd . Development of LaRS is on schedule and is set to be completed June 7 th .
TO 94 – NSLDS Reengineering	Red	Overall	Three week delay due to: engaging the Department, other agencies, schools, and Financial Partners. Also, due to the issue with Raytheon and their commitment to the program.