

FSA Strategic Objectives			
FSA Systems Integration & Technology Solution Initiatives		Improve Program Integrity	Reduce Costs
		Improve Human Capital Management	Improve Products & Services
Core Business Driver			
Find the Right Balance Between Efficient, Effective Business Operations and Delivery			
Core Business Outcomes			
Provide the Best <b>Access</b> to Our Customers	Maintain Right & Effective Levels of Partner & Customer <b>Oversight</b>	Operate the Federal Student Aid business efficiently and effectively	
<p><b>Provide appropriate resources (people and funding)</b></p>	<p><b>Develop Federal Student Aid infrastructure to support customer access.</b></p> <ul style="list-style-type: none"> <li>- Devote resources to infrastructure projects (i.e., Portal, Gateway, EAM, Security Architecture, ESB).</li> <li>- Define organizational ownership for enterprise infrastructure assets (i.e., Portal, Gateway, EAM, Security Architecture, ESB).</li> </ul>	<p><b>Collect and use timely, accurate, and reliable information to drive decision making, inform business processes and measure performance.</b></p> <ul style="list-style-type: none"> <li>- Implement EIS to provide data mining and reporting capabilities</li> <li>- Maintain a target state sequencing plan</li> </ul> <p><b>Effectively and efficiently manage organizational finances in accordance with relevant federal financial management laws, regulations and guidance</b></p> <ul style="list-style-type: none"> <li>- A-123 process modeling initiative</li> <li>- Improper payment initiative</li> </ul>	<p><b>Continuously seek to reduce the cost of delivering Title IV programs.</b></p> <ul style="list-style-type: none"> <li>- Align enterprise resource investments and the Target State Vision, intended to maximize the benefit for investment of systems resources by integrating programs and systems to their maximum effectiveness</li> <li>- Deploy a Human Capital Management strategy</li> <li>- Manage Enterprise Assets effectively</li> <li>- Implement CSE</li> <li>- Apply resources to achieve the TSV</li> <li>- Provide enterprise program management capabilities</li> <li>- Collect and utilize customer feedback</li> </ul> <p><b>Collect, maintain, provide and use accurate and consistent enterprise data through minimizing redundant data and establishing clear governance and data ownership guidelines.</b></p> <ul style="list-style-type: none"> <li>- Implement a data management/master data management capability</li> </ul>
<p><b>Core Business Enablers</b></p> <p><b>Provide the Right Security, Tools, Systems, Architecture &amp; Technology to Enable the Business to Achieve its Outcomes</b></p>	<p><b>Improve the awareness and understanding of options for post-secondary education funding, including financial aid programs for students and parents.</b></p> <ul style="list-style-type: none"> <li>- Develop an Enterprise Portal</li> <li>- Implement ADvance</li> </ul> <p><b>Promote electronic delivery processes for delivery partners</b></p> <ul style="list-style-type: none"> <li>- Implement an Enterprise Service Bus</li> </ul> <p><b>Provide the ability for Federal Student Aid customer and partners to access accurate timely and relevant data enabling self-service, transmittal and use of relevant integrated data.</b></p> <ul style="list-style-type: none"> <li>- Develop Integrated Views for Customers, Delivery Partners, CSRs and FSA</li> <li>- Provide the ability to track a person across the aid lifecycle</li> <li>- Display integrated data across the aid lifecycle</li> <li>- Implement CSB</li> </ul> <p><b>Provide consolidated access for partners (single sign-on).</b></p> <ul style="list-style-type: none"> <li>- Provide single (reduced) sign on capability through SA and IPM</li> <li>- Develop a TSV Gateway solution</li> </ul> <p><b>Provide early identification standardization to support customer service throughout the aid lifecycle.</b></p> <ul style="list-style-type: none"> <li>- Implement identification standardization through ADvance</li> <li>- Provide and coordinate customer support/CRM Capabilities</li> </ul> <p><b>Provide customer service for individuals and delivery partners that delivers consistent responses regardless of interaction channel</b></p> <ul style="list-style-type: none"> <li>- Provide integrated web access</li> <li>- Implement CSB</li> <li>- Implement ADvance</li> <li>- Align with Federal Student Aid enterprise content management strategies</li> <li>- Provide and coordinate customer support / CRM Capabilities</li> <li>- Provide integrated student views via the Information Framework</li> </ul> <p><b>Provide simplified and consistent identification, authentication and access for customers</b></p> <ul style="list-style-type: none"> <li>- Provide identification and authentication processes across the program</li> </ul>	<p><b>Provide accurate, auditable and integrated tracking of customer and partner information</b></p> <ul style="list-style-type: none"> <li>- Enable common identifiers for individuals, delivery partners and loans</li> <li>- Implement Enterprise Aid ID</li> <li>- Provide more efficient partner oversight capabilities via IPM.</li> <li>- Provide the Organization Contact Identification service to improve data integrity and reduce fraud.</li> <li>- Implement EIS to track customer data effectively and to provide data mining and reporting capabilities</li> </ul>	<p><b>Integrate enterprise support functions (e.g., document management and fulfillment)</b></p> <ul style="list-style-type: none"> <li>- Implement the ESB as information-sharing infrastructure</li> <li>- Implement the VDC</li> <li>- Implement document management and content management solutions</li> </ul> <p><b>Operate the programs, processes and systems enabling the timely and accurate delivery of Title IV aid programs</b></p> <ul style="list-style-type: none"> <li>- Maintain the technical view of the TSV</li> </ul>
<p><b>Improve &amp; Integrate Business Processes into Delivery Solutions</b></p>	<p><b>Provide products and services appropriate to the needs of a diverse student population</b></p> <p><b>Streamline the partner interface processes</b></p> <ul style="list-style-type: none"> <li>- Reengineer FFEL data flows</li> <li>- Maintain process models for customer- and partner-facing solutions</li> <li>- Implement Enterprise Access Management</li> </ul>	<p><b>Achieve appropriate and effective levels of oversight</b></p> <ul style="list-style-type: none"> <li>- Implement Data Management and Master Data Management capabilities</li> <li>- Implement document management and content management solutions</li> </ul> <p><b>Collect and utilize customer feedback</b></p> <ul style="list-style-type: none"> <li>- Implement a coordinated customer call center with data mining capabilities</li> </ul>	<p><b>Align workforce with business processes (human resources, communications, contracts, business fulfillment, etc.)</b></p> <ul style="list-style-type: none"> <li>- Provide an effective human capital management capability</li> <li>- Provide effective data management, mining, and reporting through EIS</li> <li>- Provide a coordinated customer support/CRM capability</li> <li>- Develop and implement a Human Capital Management Plan</li> <li>- Maintain the business view of the TSV</li> <li>- Manage business investments using an updated enterprise sequencing plan</li> </ul>

Assumption 1: It is presumed an Enterprise Plan will be in place to support the vision (resource allocation, budgeting, training, QA processes).

FINAL

Assumption 2: Customers are defined as Students, Schools, Financial Partners, DoED, FSA Employees, External/Internal Audit Groups, Delivery Partners and Budget Services.

Legend
<b>Bold Items:</b> Tactical Objectives
<i>Italic Items:</i> Examples of significant supporting activities
<u>Underlined Items:</u> Strategy Undefined