

Enhance Higher Education Loan Management System with Infocentre **FY2005 Request: \$100,775**
Reference No: 39276

AP/AL: Appropriation **Project Type:** Information Systems
Category: Education
Location: Statewide **Contact:** Diane Barrans
House District: Statewide (HD 1-40) **Contact Phone:** (907)465-6740
Estimated Project Dates: 07/01/2004 - 06/30/2006

Brief Summary and Statement of Need:

This project will provide the software to allow ACPE staff to perform financial and operational queries from HELMS (Higher Education Loan Management System) data via drop down boxes including the ability to select, sort, and aggregate 119 different data elements from HELMS. HELMS currently does not have this functionality at the user level. This enhancement will allow ACPE staff to perform trend analysis on the loans currently being serviced and view data by school of attendance, loan type, funding source etc. This will increase decision-making efficiency and efficacy by providing more and better data analysis options for our education loan portfolio management.

Funding:	FY2005	FY2006	FY2007	FY2008	FY2009	FY2010	Total
P-Sec Rcpt	\$100,775						\$100,775
Total:	\$100,775	\$0	\$0	\$0	\$0	\$0	\$100,775

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Additional Information / Prior Funding History:

Project Description/Justification:

DESCRIPTION

Key Functionality

InfoCentre is an add on product offered by Charter Account Systems/NELNet, the agency's mainframe education loan software provider. This software is a MS SQL, MS .Net, Web Browser based system that allows ACPE staff to perform adhoc reporting functions in real time, eliminating many of the reports requests currently sent to the agency's IT department. This allows immediate access to the data to speed up decision-making, trend analysis, and education loan portfolio management.

Requirements

- Interface with HELMS (Higher Education Loan Management System)
- Allow real-time queries of HELMS data
- Perform trend analysis on education loans
- Operate in MS .Net environment
- Browser Based

Relationship to Department Service Delivery

This project will facilitate the parsing and analysis of large quantities of data and report on that data in a timely and

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accurate manner. InfoCentre will accept data, integrate it, and allow ACPE staff to manage the information from one easy to use, central source. Staff can instantly view critical information such as:

- Current loan principal balance
- School volume trends/growth
- Loan type and status breakdown
- Loan volume trends/ growth
- Delinquency rate
- School type classifications

Transforms Raw Data into Summary Information

- Dynamic, interactive reporting
- Easily create charts and graphs
- Instantly access decision-critical data

Generate Custom Reports Quickly and Easily

- Users can create their own reports without relying on limited IT resources
- Interactive and secure analysis via the web
- Easy to use drag-and-drop methods to manipulate data

Reliable and Flexible Architecture

- Built using Microsoft Technology

Alternatives considered / process employed to determine this recommendation.

Writing the process with agency staff. The time and expense of writing a new application from scratch is usually more expensive than purchasing an already available, off the shelf product and would require additional human resources.

Having a contractor create this product. This would be time intensive with no likely cost savings.

Purchasing this product from the vendor that supplies our mainframe application. This is a continuing enhancement to our current HELMS software and is proven in the industry.

IMPACT

On Customer service - service oriented

The customers impacted by this project include:
Internal agency staff
Borrowers
Schools
Bond Trustees
Bond Rating Agencies and Insurers Holders
State of Alaska

Operational excellence - Internal efficiency/effectiveness oriented

This software allows the creation of reports by agency staff in a quick and easy point and click process. Data would be available on demand rather than in days or weeks from request. The results will be more timely and informed decision making, and more efficient use of resources.

Innovation leadership - First to market oriented

N/A

Leveraging Opportunity

Within the SOA system, this technology is specific to the Alaska Commission on Postsecondary Education and is used in the reporting on education loans in conjunction with the HELMS mainframe system.

Impact if not implemented

Without implementing this process the decisions being made with the data gathered from the HELMS mainframe system will continue to be delayed while waiting for reports to be generated. In addition to the speed with which reports are generated there should be a significant reduction in the number of reports that are run daily on the

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States mainframe.

COST

Drivers

The cost factors on this project are a sole source as it is an enhancement to existing technology.

Estimates

Requirements gathering - \$ 5,000
InfoCentre Enterprise License- \$50,000
Data transformation - \$10,000
Additional Agency Development - \$10,000
Server and License - \$20,095
Full Life Cycle Cost Information - \$100,775
Project Initiation/Planning - \$0
Requirements Definition - \$5,000
Staff Resources Required 1 P/A and 1 B/A
System Design - \$0
Software Acquisition - \$50,000
Software Installation / Programming - \$20,000
Hardware/Infrastructure Acquisition - \$20,095
Hardware / Infrastructure Installation - \$2,200
Hardware / Infrastructure Testing - \$640
System Integration and Testing - \$640
Installation and Deployment - \$2,200
System Operation and Maintenance No additional cost
Corrective and Adaptive Maintenance No additional cost