

Alaska Commission on Postsecondary Education Security and Risk Mitigation **FY2007 Request: \$40,000**
Reference No: 41559

AP/AL: Appropriation **Project Type:** Renovation and Remodeling
Category: Education
Location: Juneau Areawide **Contact:** Diane Barrans
House District: Juneau Areawide (HD 3-4) **Contact Phone:** (907)465-2113
Estimated Project Dates: 07/01/2006 - 06/30/2007

Brief Summary and Statement of Need:

Think LegFin combined via reference numbers and the \$50.0 office consolidation project amount was erroneously added to this \$40.0 Risk project. Mike Dau is checking if that's true. This project will modify ACPE's operational workspace to: 1) implement heightened security protocols relating to in-house electronic loan payment application processing; 2) install secured entry points between loan processing areas and public customer service areas; and 3) modify the existing training room to improve efficiency and effectiveness of ongoing staff training activities.

Funding:	<u>FY2007</u>	<u>FY2008</u>	<u>FY2009</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>	<u>Total</u>
P-Sec Rcpt	\$40,000						\$40,000
Total:	\$40,000	\$0	\$0	\$0	\$0	\$0	\$40,000

<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
<u>One-Time Startup:</u>	0	
Totals:	0	0

Additional Information / Prior Funding History:

Project Description/Justification:

ACPE seeks to improve the security of its main Juneau operations center in two ways. Installation of keyless secure entries will prevent access of unauthorized individuals into the employee work area where loan documents and personal financial information relating to ACPE customers reside and are maintained. Additionally, ACPE management is seeking to increase security for agency employees given the nature of debt collection activities in which staff are engaged.

A build-out within the Finance unit workspace will provide an isolated, key-controlled location for staff operating check scanning equipment as well as secure temporary storage of borrowers' in-process checks. Finally, ACPE internally delivers ongoing training to staff at all levels on the Higher Education Loan Management System (HELMS), loan programs rules and regulations (state, federal, etc.) as well as the myriad of applicable banking, privacy, debt collection practices and requirements. A build-out of the current training room to accommodate 4 additional staff per training session will improve the efficiency of ACPE's training resources.

With respect to the education loan programs, ACPE engages in thousands of financial transactions and ongoing debt collection activities on a regular basis. We are obliged to institute prudent business practices to insure the safety of the private financial information our customers have entrusted to us as well as ensuring, to the extent practicable, the safety of our coworkers.

Failure to fund and implement these risk mitigation efforts will result in ACPE continuing to operate with substandard control of its physical space in which loans are originated, serviced and archived and in staff training resources being

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deployed less efficiently than is otherwise possible without an increase in ongoing operational costs.