2020 IT Initiatives

	Deliverables	Risks/Unknowns
High Cost	• Eligible Locations Adjustment Process (ELAP) • Performance Measures (Phase 2 & 3)	• Solidifying Requirements to meet delivery Schedule
Lifeline	• Build Replica of Model Office/Preproduction Environment	• NV resides on the ServiceNow and the Accenture Insights Platform • Transfer of Knowledge from Accenture to USAC • Developing an Operational/Support USAC Team
RHC	• New Modernization Order system capabilities • RHC prototype with the use of Business Rules and ERP	• Unknowns revolving around ERP technology/interfaces, centralized business rules, and simultaneously incorporating new FCC requirements
E-rate	• FCC Form 470 (Services Requested) enhancements for an improved user experience • Holds / Watch Automation • Enhance Wave Process to improve Commitment speed • E-Rate Legacy System retirement plan	• The E-Rate Legacy system contains the invoicing system for all fund years which will require a complete and thoughtful retirement and transition plan
Infrastructure	• Analysis of Financial Mgmt operations across USF programs with improved integration and technology centered around an ERP • Address gaps in technology (EGov Assessment): Business rules management, Process Automation • Address aging applications – HC Disbursements Calculation engine, Schools Legacy System invoicing (via ERP), RHC applications, USF Finance applications (via ERP) • Populate Enterprise Data Warehouse for cross-program Business Intelligence & centralized data access • Grow cloud footprint - Extend current USF applications to public cloud	• Incorporating custom financial processes, applications, and USF business rules into a Commercial off the Shelf (COTS) ERP • Resourcing the replacement of aging applications under budget constraints