Partner Participation and Oversight (Proposed)
The Proposed PPO Supports the Partner Life Cycle

- Information
- Enforcement
- Tools
- Monitoring
- Support
PPO Proposed Structure

- Partner Outreach and Communications
- Partner Management and Support Services
- Partner Eligibility and Oversight Services
- Policy Implementation and Oversight
- Partner Enforcement and Consumer Protection

Ms. Robin Minor
Partner Participation and Oversight

New capability
Technology Modernization

PPO Enterprise Platform

• Single Point of Digital Interaction for All Partners
• Supported by CRM platforms, workflows, communications, document management
• Simplifies information architecture
• Searchable and consolidated knowledge bases

Simplified Customer Service for Partners

• Consolidate contact platforms
• Leverage technology using AI, Bots etc.
Benefits to FSA’s Partners

• Single sign-on: Log on one time and gain access to what’s needed to do the job (COD, NSLDS, etc.)
• Single point of entry to view upcoming events, training, “ask a fed”
• Improved access to information allows better preparation for compliance reviews
  • Able to upload information
  • Given alerts and prompts
Questions and Answers