



# Project Overview Statement

## *Executive Summary*

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**Project Title:** Collection Agency System  
**Project ID:** 122  
**Project Leader:** Liz Mendez  
**Department:** Finance  
**Executive Sponsor:** Bill Pennell

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### PROJECT BUSINESS CASE

#### Project Overview

We are currently using a Collections system developed by BCC as a temporary solution until FCCSC could develop it's own solution. FCCSC delivered a collection system in March 2003. This system provides functionality needed to automate the process of sending student accounts to outside collection agencies and monitor direct payments from students on these collection accounts. Since March 2003 the consortium has continued to enhance this system and several enhancements/fixes were delivered in the 2006.1 port

Converting to the new system will require analysis on current accounts in collection to ensure that accounts sent under the old process are not sent again under the new process and a potential conversion process to store our old collections information in the new solution.

#### Business Goals

This project will allow us to automate several manual processes that are occurring within the C&C department when processing student accounts for collection. Some of which include marking the account for collection when sent and returned; identifying direct payments as they occur; identifying student accounts that should not be sent to collections due to payment arrangements.

#### Success Factors

Improved Collection process and process work flow requiring less manual work and therefore increasing staff productivity and effectiveness.