



OPTION ONE
M O R T G A G E

O1SR Data Warehouse
SCOPE DOCUMENT

May 12, 2003



3.0 FUNCTIONALITY

3.1 Overview

The OISR data warehouse will support powerful analytical and reporting tools for business intelligence based on standardized dimensions and measures. The OISR data warehouse will offer a consistent one-source, one-system, one-reporting solution for all Servicing business units to utilize. This streamlined reporting method will offer users flexible access, formatting and output options to meet all reporting needs.

Through an intuitive, user-friendly reporting interface, the OISR data warehouse reporting solution will provide standardized, division-wide reporting including historical information and real-time data delivery. The OISR data warehouse will provide users with the ability to distribute reports in multiple formats via preferred and alternate delivery methods. This reporting solution will eliminate many of the labor-intensive aspects of current reporting processes and help management leverage existing resources. The OISR data warehouse solution will also easily accommodate future reporting technologies and tools.

This section outlines the reporting functionality for the OISR data warehouse solution.

3.2 Functionality Matrix

The following matrix displays an overview of the functionality provided by the OISR data warehouse solution.

Functionality Category	Features and Functionality					
Data Types	Portfolio Snapshot	Portfolio Transaction	Internal Audit Exception/Resolution	Benchmark (Market)	Workforce Analytics	Contact Activity
Report Types	Standard Production Reports	Ad-Hoc Reports	Demand Reports	Exception Reports	Variance Reports	-
Report Attributes	Data Drilldown Options	Formatting Options (including Charts and Graphs)	Export Options (Excel)	Flexible Delivery Options	Scheduling Options	Saving and Archiving Options
System/Reporting Interface	Intuitive OLAP (ScoreCard Emulation)	Easily Accessible Web-Based Portal	Availability	Remote Access/VPN	Security/Access Controls	-
System Administration	Backup	Recovery	-	-	-	-

= First project phase

= Future project phases



3.3 O1SR Data Warehouse Functionality

3.3.1 Data Types

Portfolio Snapshot

The O1SR data warehouse will contain a variety of loan portfolio snapshot dimensions and measures. These will include...[Walter/Ash for updated list]

Presented in real-time, this data will provide a large percentage of users with the business intelligence needed for effective reporting, strategic planning and many analysis activities.

Portfolio Transaction

In addition to loan portfolio snapshot information, the O1SR data warehouse will provide loan portfolio transaction data. This data will include historical data for [Walter/Ash for updated list].

Users will have the ability to view transaction information for a number of timeframes and timeline comparisons. [Provide an example based on information from updated list.]

Other Data Types

The O1SR data warehouse will provide additional data types in future phases including:

- **Internal Audit Exception Tracking, Monitoring and Resolution Data** – Management can utilize this information for internal audit purposes. The O1SR data warehouse will eventually provide metrics and analytics to assist with the process of tracking, monitoring and resolving audit-related issues.
- **Benchmark (Market) Data** – This type of information will offer insight into competitor practices and environments, industry-wide averages and other relevant market activity to aid with sales, marketing and strategic planning efforts.
- **Workforce Analytics** – This data will give management the ability to analyze workforce activities, patterns and performance levels to make more informed staffing decisions. Comprehensive workforce statistics will also assist management with effective incentive program planning and implementation.
- **Contact Activity Data** – This information will include agent productivity, daily call activity, call resolution and other call statistics utilized for current silo reporting processes.

In future project phases, the O1SR development team will ensure the data warehouse contains the business metrics and key performance indicators (KPIs) necessary to meet user requirements.

3.3.2 Report Types

Standard Production Reports

The O1SR data warehouse reporting functionality will support the generation of standard production reports based on consistent, reliable data. [More]



Ad-Hoc Reports

The O1SR data warehouse reporting functionality will include the ability to generate ad-hoc reports. The new reporting interface will provide users with business insight into the entire breadth and depth of data contained within the O1SR data warehouse. Users can view only summary data or easily drill down to the specific business metrics needed to create their own unique reports.

Other Report Types

In future project phases, the O1SR data warehouse reporting interface will provide the following report types:

- **Demand Reports** – This report functionality will allow users to create on-demand reports as required.
- **Exception and Variance Reports** – This report type will empower management with the ability to perform various process rule and cost/management analysis activities.

The O1SR data warehouse development team will ensure that available report types include whatever additional standard or special reports are required to increase process and resource efficiencies throughout the organization.

3.3.3 Report Attributes

Data Drilldown Options

One of the most powerful functionalities the O1SR data warehouse reporting interface will provide is the ability for users to drill down to the exact data and detail levels required. Through an intuitive OLAP interface, users will have the ability to drag and drop the dimensions or measures needed. With one mouse click, the report dimensions will drill down and display an even greater detail level of information.

Formatting Options (Including Charts and Graphs)

O1SR data warehouse report attributes will include flexible formatting options and give users the ability to easily translate report results into charts or graphs. This additional functionality will allow user groups to effectively utilize data for presentation and analysis activities. Chart and graph functionality will also prove particularly useful for management forecast/projection, trend and other strategic planning purposes. Report format templates for critical business reports will eliminate the need for users to invest additional time in manual formatting and editing activities.

Export Options

O1SR data warehouse report functionality will include the ability for users to export report results in Excel and other formats. This export option flexibility will accommodate special user preferences, presentation needs and external application integration.

Other Report Attributes

As user report requirements are further defined, future project phases will incorporate additional report attributes available through the O1SR data warehouse reporting interface. Other report attributes may include:



- **Flexible Delivery Options** – These delivery options may include the ability for users to obtain reports via e-mail, FTP or fax. The O1SR report interface may also support additional delivery formats including pdf, xls or csv.
- **Scheduling Options** – Report scheduling options will accommodate the need to run standard reports on-demand or on a scheduled basis (e.g., daily, weekly, monthly, quarterly, annually). Users will also eventually have the ability to schedule select reports to run during off-peak hours. This functionality will reduce the demand on servers that may impact system performance or availability during standard hours of operation.
- **Saving and Archiving Options** – Users will eventually have the ability to save and archive common or previously-run reports to utilize again in the future.

3.3.4 System/Reporting Interface

Intuitive OLAP (ScoreCard Emulation)

An OLAP emulates the Alltel ScoreCard report interface and provides an online interactive connection to business intelligence. An OLAP approach provides users with the ability to slice and dice information in an almost unlimited numbers of ways. [More]

Easily Accessible Web-Based Portal

The O1SR data warehouse reporting interface will feature the ability for users to access reports and analytics online via a web browser-based reporting portal. [More]

Other Interface Features

As the O1SR data warehouse design proceeds, the development team will define additional system/reporting interface functionality including:

- **Availability** – The system availability required for mission-critical activities vs. standard production reporting conducted during regular or extended business hours. This will also include system availability needs for users outside the intranet.
- **Remote Access/VPN** – This will include allowing users remote system access via the Internet, VPN connection or other network connection options.
- **Security/Access Controls** – User security and access level controls will ensure that financial data is safeguarded and allow only authorized users to schedule, run and view reports that contain sensitive data.

[Include the following subsection in this document? It seems to belong in the Technical Analysis section instead...]

3.3.5 System Administration

Backup

[Auto/manual backup controls: Computer systems that create or update mission critical data on a daily basis needs to be backed up on a daily basis to minimize the exposure to loss of data including software,



5.0 BUSINESS BENEFITS

5.1 Overview

When existing systems and data sources fail to provide accurate data in a timely manner, executives and associates are forced to follow labor-intensive reporting processes. And inefficient and ineffective processes often adversely impact business areas in many ways.

At Option One, impacted business areas include operations (productivity levels, process efficiencies and resource efficiencies) and profitability (operational costs, delinquency/loss mitigation, strategic planning, service quality, sales and marketing opportunities, and job satisfaction/employee retention levels). This section outlines how the O1SR data warehouse solution will provide business benefits for all of these areas.

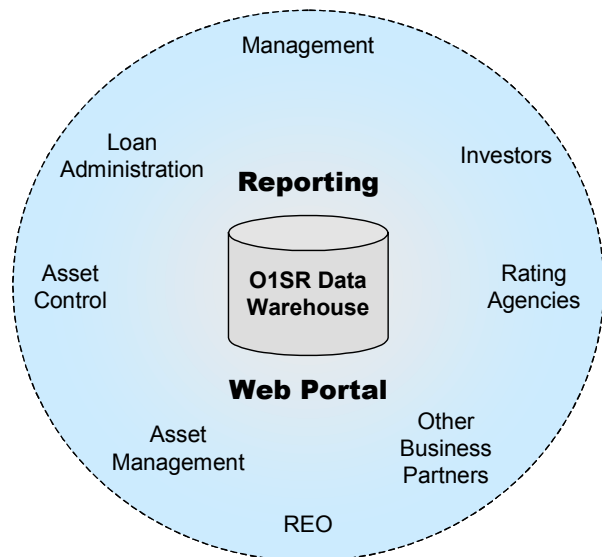
Business intelligence is currently derived from multiple data sources, unreliable systems and inconsistent reporting methods. With current business intelligence processes, key performance indicator (KPI) reporting does not exist, data quality and integrity is questionable, and every query or report obtained from Alltel has a high cost associated with it.

The O1SR data warehouse will effectively address and overcome these issues. This solution will provide management with the most accurate and dependable business intelligence/analytics critical to job success.

The O1SR data warehouse solution will generate business intelligence from various angles and perspectives based on the business dimensions and measures contained within the data warehouse infrastructure. This data will empower management with the ability to effectively measure KPIs, track progress, make informed decisions and ultimately increase profitability and ratings.

The O1SR data warehouse will provide business information via powerful analytical and reporting tools with the following functionality:

- Standard production, ad-hoc, demand and exception/variance reporting
- Drilldown capabilities
- Formatting capabilities including graphs
- Exporting capabilities
- Accessibility through web-based portal
- Security and access control for certain points of data



Loan Servicing with O1SR Data Warehouse



Refer to *Section 3.0, Functionality Matrix*, for additional O1SR data warehouse functionality information.

Business intelligence from the O1SR data warehouse will also eventually include benchmark data, workforce analytics, and internal audit exception tracking, monitoring and resolution data.

5.2 O1SR Data Warehouse Business Benefits

The O1SR data warehouse solution will provide many business benefits to Option One. These business benefits will include improved operations through increased productivity levels, process efficiencies and resource efficiencies. In addition, business benefits derived from the O1SR data warehouse implementation will include increased profitability in many business areas – from operational costs to sales and marketing opportunities.

The following table outlines the major driving factors, O1SR data warehouse features and ultimate business operational and financial benefits that Loan Servicing will receive from the centralized business intelligence solution.

Driving Factors	O1SR Data Warehouse Features	Business Benefits
<ul style="list-style-type: none"> ▪ Data quality, integrity, accessibility and reliability issues due to multiple data sources, systems and reporting methods ▪ Laborious technical data extraction, manipulation and consolidation processes ▪ Reporting inconsistencies, limitations and delays – minimal division-wide reporting ▪ Excessive operational costs including Alltel access charges (\$400K/month) ▪ Management inability to make informed business decisions, execute strategies or achieve goals due to inaccurate or unavailable forecast and trend information ▪ Absence of workforce analytics or benchmark data ▪ Need for historical data and alternate in-house data source ▪ Compromised corporate reputation, image and internal/external business relationships 	<ul style="list-style-type: none"> ▪ Centralized data infrastructure, analytical resource and reporting platform for every operational aspect of the business ▪ Timely and reliable information delivery ▪ Key management metrics (KPIs) aligned with divisional and corporate strategies ▪ In-house data source including historical data, independent of Alltel ▪ Flexible and accessible reporting including standard production, ad-hoc, scheduled, demand, exception and variance reports ▪ Real-time information ▪ Drilldown capabilities ▪ Security and access controls ▪ Benchmark data, human workforce analytics, and internal audit exception data (future phases) 	<ul style="list-style-type: none"> ▪ Improved Operations: <ul style="list-style-type: none"> ▪ Productivity levels ▪ Process efficiencies ▪ Resource efficiencies ▪ Increased Profitability: <ul style="list-style-type: none"> ▪ Operational costs ▪ Delinquency/loss mitigation ▪ Strategic planning ▪ Service quality (internal and external relationships) ▪ Sales and marketing opportunities ▪ Job satisfaction and employee retention levels



The O1SR team will analyze the current SCDR/AC infrastructure to ensure that a single source of data is contained within an efficient and scalable technical architecture that supports current and future development and reporting needs. This will reduce the amount of redesign work and overall costs associated with building the centralized O1SR data warehouse.

The following subsections further outline the many operational and financial business benefits the O1SR data warehouse will provide to Option One.

5.2.1 Improved Operations

Productivity Levels

Data that is accessible, reliable and accurate will streamline reporting processes. A standardized and consistent information storage and retrieval system will improve productivity and provide dramatic time and labor savings.

O1SR reporting will eliminate the need to spend hours or days on manual processes to consolidate and manipulate data from various data sources for reporting purposes. This will allow management and associates to focus on other important duties and priorities.

The user-friendly, intuitive reporting interface will feature flexible access and output options including a web portal for online report viewing. The O1SR data warehouse will provide historical information and data available in real-time. Users will have the capability to drilldown to the exact data required – and then format and generate reports in a number of ways, utilize graphs and charts, export data and more. These improved reporting capabilities will empower user groups to provide reliable information in a more efficient and timely manner.

Process Efficiencies

The O1SR data warehouse will offer increased business intelligence and KPI data through one cohesive system and reporting interface. This solution will support more efficient processes for all business users.

The O1SR development team will design the data warehouse to serve as a single, consolidated information source. This data source will provide standard, consistent and reliable information to improve the overall workflow. Increased data integrity and reliability will equate to higher data confidence levels and less redundancy in daily operations. With all functional areas accessing the same set of information in a similar manner, communication will also improve throughout the company.

The O1SR data warehouse will eliminate the occurrence of silo reporting and will instead support division-wide reporting processes. By offering intuitive and easily-accessible reporting tools, management and associates will have a better understanding of the data elements and business metric definitions used across all business channels.

Resource Efficiencies

Currently, there are a significant number of individuals at all levels performing administrative data manipulation and report preparation tasks. With the implementation of the O1SR data warehouse, individuals can recapture the time spent on redundant and labor-intensive activities for other important priorities and analysis activities.



The O1SR data warehouse solution will allow valuable resources to focus on other projects, rather than servicing common independent or unstructured information requests. The O1SR data warehouse reporting process will also eliminate the vast volumes of paper currently consumed. Its web-based, online reporting portal will provide users with the ability to preview and refine report results prior to printing. It will give users the ability to view the data online or print only those pages needed.

These improved resource efficiencies will support the growth of the company without the need to utilize additional resources.

5.2.2 Increased Profitability

The O1SR data warehouse solution will improve the company's profit levels through improvements in the following areas: Operational costs, delinquency/loss mitigation, strategic planning, service quality (internal and external relationships), sales and marketing opportunities, and job satisfaction and employee retention levels.

These business benefits are covered in further detail in the following subsections.

Operational Costs

By eliminating the need to run expensive queries and reports directly against Alltel, the O1SR data warehouse solution will provide a reporting process that will allow for unlimited reporting frequency without incremental charges.

The ability to provide the appropriate data in a timely manner will improve business cycles and provide the following quantifiable results:

- Realize a xxx% ROI within four months of the O1SR data warehouse implementation
- Save approximately 50% over current monthly reporting processes (\$xxxK to \$xxxK initially)
- Reduce monthly Alltel access charges by \$xxx [Need estimate/clarification between this breakdown and above operational savings totals]
- Achieve 10-15% earnings growth targets

Other operational savings realized with the O1SR data warehouse solution will include costs related to increased productivity levels, improved processes, and reduced resources (workforce and supplies).

Delinquency/Loss Mitigation

The O1SR data warehouse will provide enhanced insight into functional area operations, account statuses and transaction activity for all Option One business units (Loan Administration, Asset Control, Asset Management and REO).

This additional business intelligence will empower management with the ability to examine patterns and accurately identify areas for improvement in daily default management activities. Using KPI data, management will have the ability to pinpoint risk areas and take the appropriate measures to reduce delinquencies and losses. This insight will improve collection activities by giving management the ability to identify and address related issues in a more timely and effective manner.



Strategic Planning

The O1SR data warehouse will provide management with enhanced visibility into major functional areas of the organization. This enhanced business intelligence will empower management to control, plan and execute business strategies more effectively and efficiently.

This will also provide management with enhanced budget control capabilities and the ability to execute comprehensive forecasting, projections, analysis and trend reporting activities. All corporate areas that utilize Servicing data will benefit from the improved data quality and the ability to make more informed business decisions in a cost-efficient manner. Armed with this powerful business intelligence, management can effectively manage risk/performance issues, implement business strategies and meet performance objectives that will lead to increased profitability.

Eventually, the O1SR data warehouse will integrate workforce analytics with loan portfolio data. This will give management the added ability to analyze staffing statistics and patterns to make better process and/or resource decisions.

Service Quality (Internal and External Relationships)

The enhanced data quality, integrity and reliability provided by the O1SR data warehouse will allow functional areas to increase the value of services offered to both internal and external partners. Increased service quality will improve business relationships among managers, executives, associates, rating agencies, investors and other business partners.

With improved information cycles, critical data will be available on a regular or as-needed basis to anyone relying upon that information for additional insight into various business aspects. O1SR data warehouse reporting will offer a flexible, intuitive interface that will allow management to alter data dimensions and measures to best suit their needs.

Management can then present this statistical data in executive summaries and presentations to rating agencies and investors. The quality and accuracy of data will help increase confidence levels and improve relationships with these and other business partners.

Sales and Marketing Opportunities

The O1SR data warehouse will provide competitive and market intelligence to management for more effective sales presentations and marketing campaigns.

Equipped with benchmark data and a thorough understanding of partners and investors, management can create more effective marketing campaigns and identify new market opportunities to penetrate. This insight will give management the ability to offer differentiated products and services that will attract new investors and cultivate new business partnerships.

Job Satisfaction and Employee Retention Levels

The O1SR data warehouse will empower users with reliable, accessible information they can utilize in daily operations. This solution will provide employees with the capability to produce a quality product in a timely manner.

Once human resource analytics are integrated, the O1SR data warehouse will also provide management with the ability to make informed staffing projections and decisions. With a greater understanding of



associate performance, management can effectively define and track incentive programs – and base rewards on activities performed and reported.

When people endure fewer daily frustrations caused by labor-intensive processes or unavailable and unreliable data, they will experience greater job satisfaction. This will lead to higher morale and employee retention throughout the entire organization.

5.3 Conclusion

Option One will realize several operational and financial business benefits from the O1SR data warehouse solution.

The O1SR data warehouse will contain key management metrics aligned with divisional and corporate strategies for every operational aspect of the business. The O1SR data warehouse will provide quality data from one centralized source and deliver this data in a timely manner. Executives and managers can utilize this information for analysis through a comprehensive, easily accessible web-based reporting portal.

Upon O1SR data warehouse implementation, strategic objectives will no longer be jeopardized and efficiencies will be vastly improved by eliminating labor-intensive processes. Information from the O1SR data warehouse will assist Servicing management in making the best business decisions to lead the company to greater profits and to reach the highest level of ratings possible.