Issuer Operational Performance Profile

Security Officer Briefing

Version 1.0

IOPP Overview

The Issuer Operational Performance Profile (IOPP) measures an Issuer's operational and default performance against their peers. This will improve Ginnie Mae's management capability and allow Issuers to better manage their performance.

The tool will:

- Enable Issuers to better understand Ginnie Mae's operational and default performance expectations
- Provide Issuers with a framework and methodology where they can gauge their effectiveness within a pre-determined set of metrics, as well as how they rank against their peers
- Drive internal consistency in monitoring the business activities across the broader population of Ginnie Mae Issuers and establish the basis for providing constructive feedback to Issuers

The anticipated industry roll-out will be within the next several weeks

IOPP Reports

Summary Page	Displays the overall condition of the Issuer in regards to the quantitative tier for each operational metric and default metric
Operational Metrics	Displays the overall tier and quantitative metric value for the Operational Metrics in the following categories: Platinum Standard (top 5 Issuers for that metric), Peer Group, and Issuer.
Default Metrics	Displays the overall tier and quantitative metric value for the Default Metrics in the following categories: Platinum Standard, Controlled Peer Group, and Issuer.

User Registration Form

Updated User Registration forms will be made available on the Ginnie Mae website when the IOPP Industry Roll-out is approved

Ginnie Mae Enterprise Portal (GMEP)
User Registration Form

Instructions

(1) Complete the information below.
(2) Select the requested roles(s).
(3) Read the User Rules of Behavior.
(4) Sign and date this registration request.
(5) Have your supervisor sign this registration request.
(6) Submit this request to your Security Officer for processing.

Organization	
Last Name	
First Name	
Middle Name	
Office Phone No.	
Office Email	
Fax No.	

User Registration Form

Select Roles (Select All That Apply):

RFS

☐ **Upload & Exception Feedback User**	☐ **Pool Accounting User**	☐ **SCRA User**	☐ **GPADS User**	☐ **HMBS User**	☐ **e-Notification User**	☒ **IOPP User**
Exception feedback	Pool Accounting - Single Family	Servicemembers Civil Relief Act (SCRA)	Issuer feedback	For pool accounting and reporting	Communication and system generated announcements	Issuer feedback
Matching and Suspense (MAS)	Pool Accounting – Multifamily	File upload				
File upload	Exception feedback					
	Matching and Suspense (MAS)					
	File upload					

IPMS

☐ **RPN Issuer**	☐ **CM Issuer**	☐ **PTS Issuer**	☐ **RSA Token Holder**
Enter pool number request	View requests and reports	*Selling Issuer*: Submit request for Transfer	Provide means for users to test their token access.
Request maximum pool number calculation override	Request commitment and accept commitment fee	*Buying Issuer*: Accept and authorize Transfer	
View reports			
☐ **MAMS Issuer**	☐ **MAMS Subservicer**	☐ **MAMS Participation Agent**	☐ **RSA Temporary Bypass**
Search and view agreements and reports	View HUD-11707 agreements where Issuer is Subservicer	View HUD-11703-II agreements where Issuer is Subservicer	Provide means for token holder to authenticate if they have forgotten or lost their token.
Create and submit agreements	Search HUD-11707 agreements where Issuer is Subservicer	Search HUD-11703-II agreements where Issuer is Subservicer	
Upload documents	Submit HUD-11707 agreements where Issuer is Subservicer	Submit HUD-11703-II agreements where Issuer is Subservicer	

Assigning the IOPP Role

Ginnie Mae Our Guaranty Matters | **Enterprise Portal**

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Welcome To Ginnie Mae Portal

Welcome

Organization:

Issuer(s):

Role(s):

- IOPP Issuer Access

Environment:
UAT

News

Welcome To Ginnie Mae Enterprise Portal (GMEP)

The Ginnie Mae Enterprise Portal will not be available from Friday February 20, 2015 7:00 PM EST until Saturday February 21, 2015 9:00 PM EST. Any questions or concerns, please call 1-800-234-4662, option #1.

Ginnie Mae Relationship Services
ATTN: Portal Security Administrator
c/o BNY Mellon
101 Barclay Street - 8 East
New York, NY 10286

Please contact the Portal Help Desk at (800) 234-4662, Option 1 for more information. The Ginnie Mae Enterprise Portal will allow you to:

- Upload Monthly Investor Reporting Files
- Access the Reporting and Feedback System (RFS)
- Create/Manage Security Officer Accounts for your Organizations
- Create/Manage your individual Issuer/Custodian User Accounts
- Manage your GMEP user profile and password
- Access RSA Token Validation
- Access IPMS to:
  - Request Pool Numbers
  - Request Commitment Authority
  - Process Master Agreements
  - Submit Pool Transfers Request
- Access Help information

This system and its application services will be available to Issuers every day of the week with the exception of scheduled outages that may occur on Sundays from midnight to 8 AM for routine maintenance and software

Ginnie Mae's normal business hours are Monday through Friday from 8 AM to 5 PM EST. However, Technical Support will be provided to Issuers between the hours of 8 AM and 7 PM EST, Monday through Friday by ca

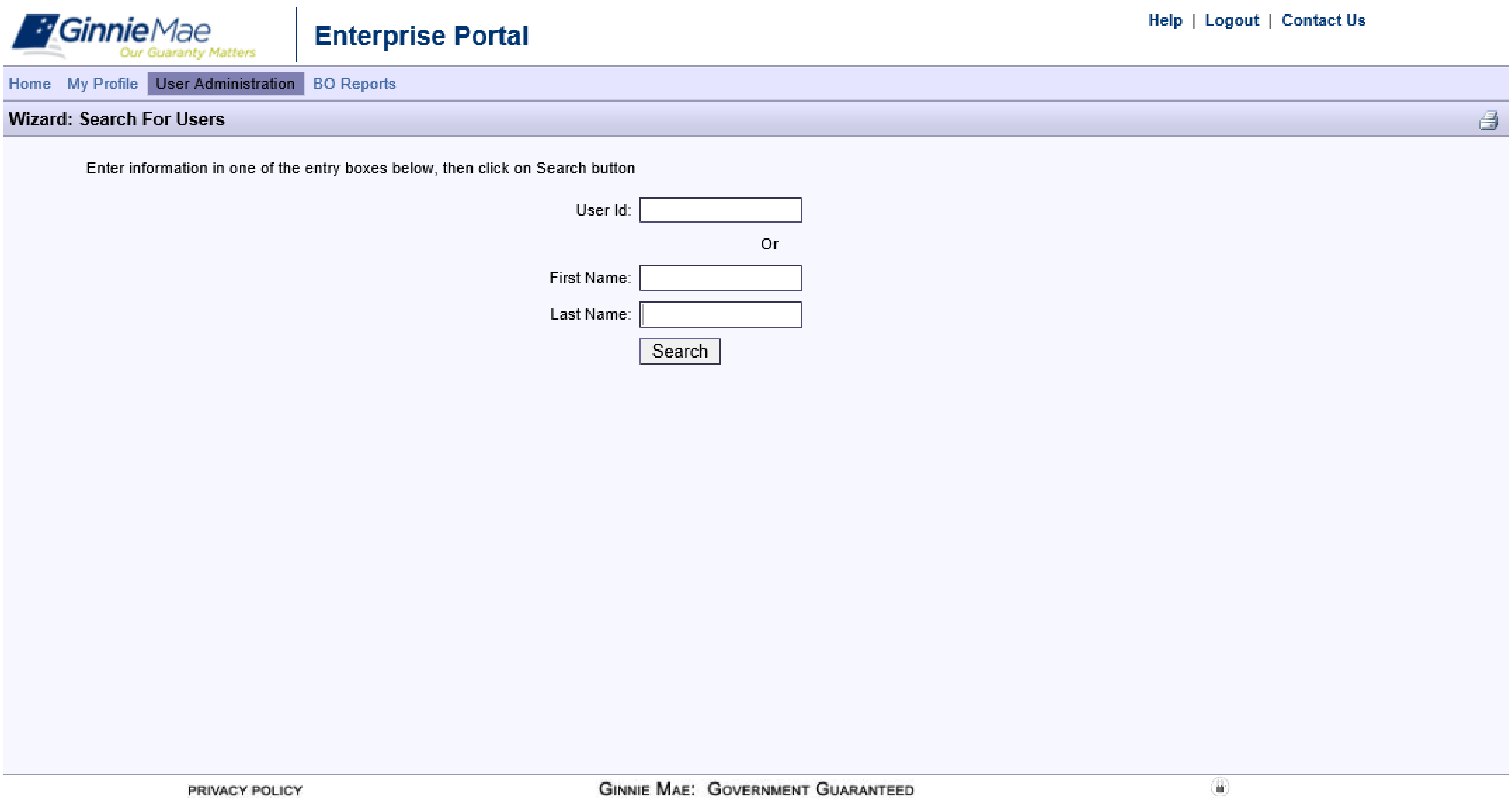
- The Ginnie Mae Help Desk [800-234-GNMA (4662) Option 1] regarding access to the GMEP or Secure FTP; or
- Their assigned investor reporting representative at 1-888-446-6434 for questions related to RFS monthly investor reporting

RFS documentation and training materials are available at http://www.ginniemae.gov/doing_business_with_ginniemae/issuer_resources/ginnienet/Pages/newissuertrainingpresentations.aspx

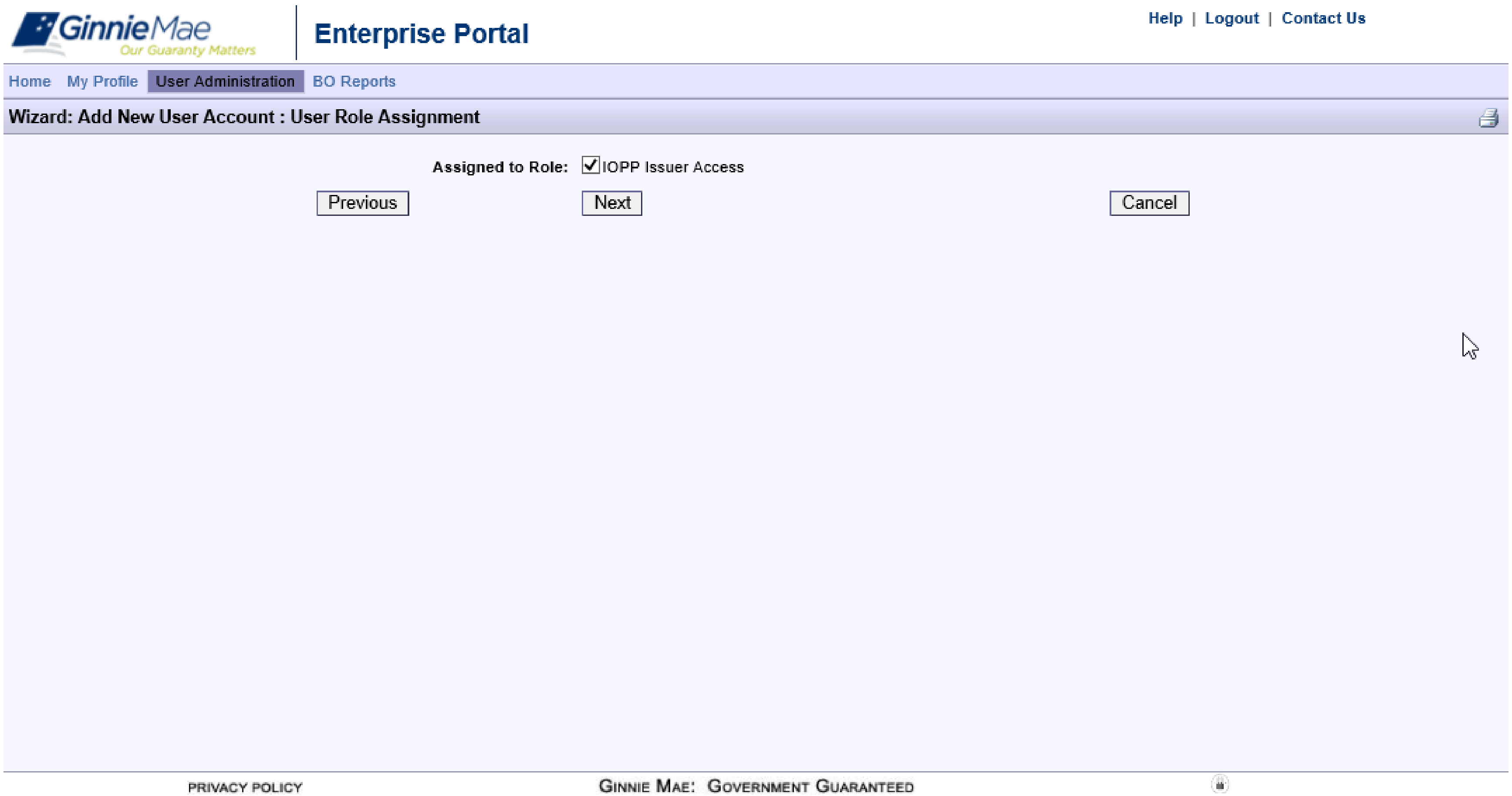
PRIVACY POLICY GINNIE MAE: GOVERNMENT GUARANTEED

Assigning the IOPP Role

Assigning the IOPP Role



Assigning the IOPP Role



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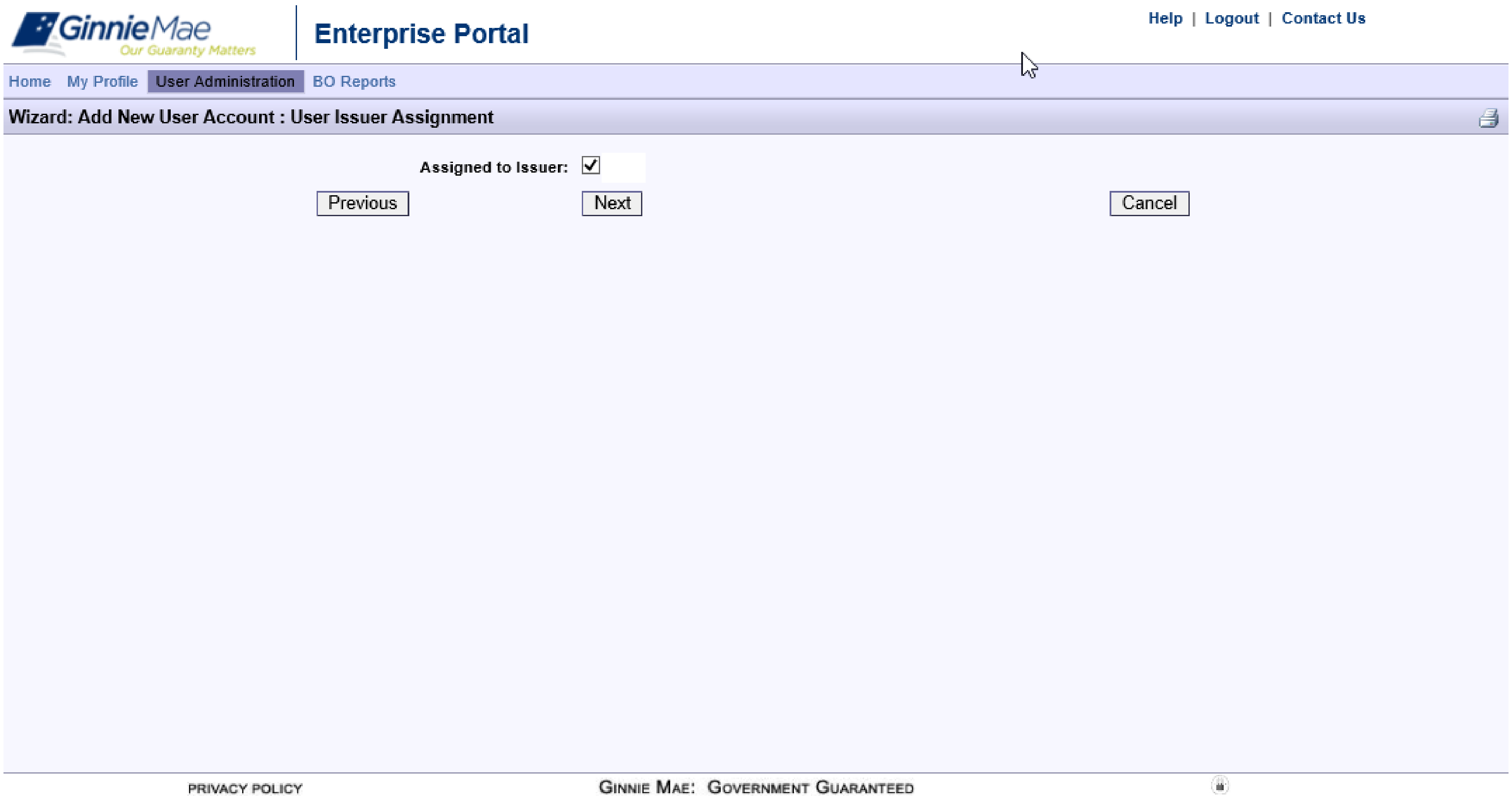

Assigning the IOPP Role

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Enterprise Portal

Home My Profile User Administration BO Reports

Wizard: Add New User Account : Confirm User Details

First Name:	Jane
Middle Name:	
Last Name:	Doe
Name Suffix:	
Title:	Ms
Office Phone Number:	5555555555
Phone Ext:	
Office Email Address:	jane.doe@issuername.com
Salesforce User Id:	
Assigned to Roles:	IOPP Issuer Access
Assigned to Issuers:	

Previous Submit Registration Cancel

PRIVACY POLICY GINNIE MAE: GOVERNMENT GUARANTEED

Steps Following IOPP Role Assignment

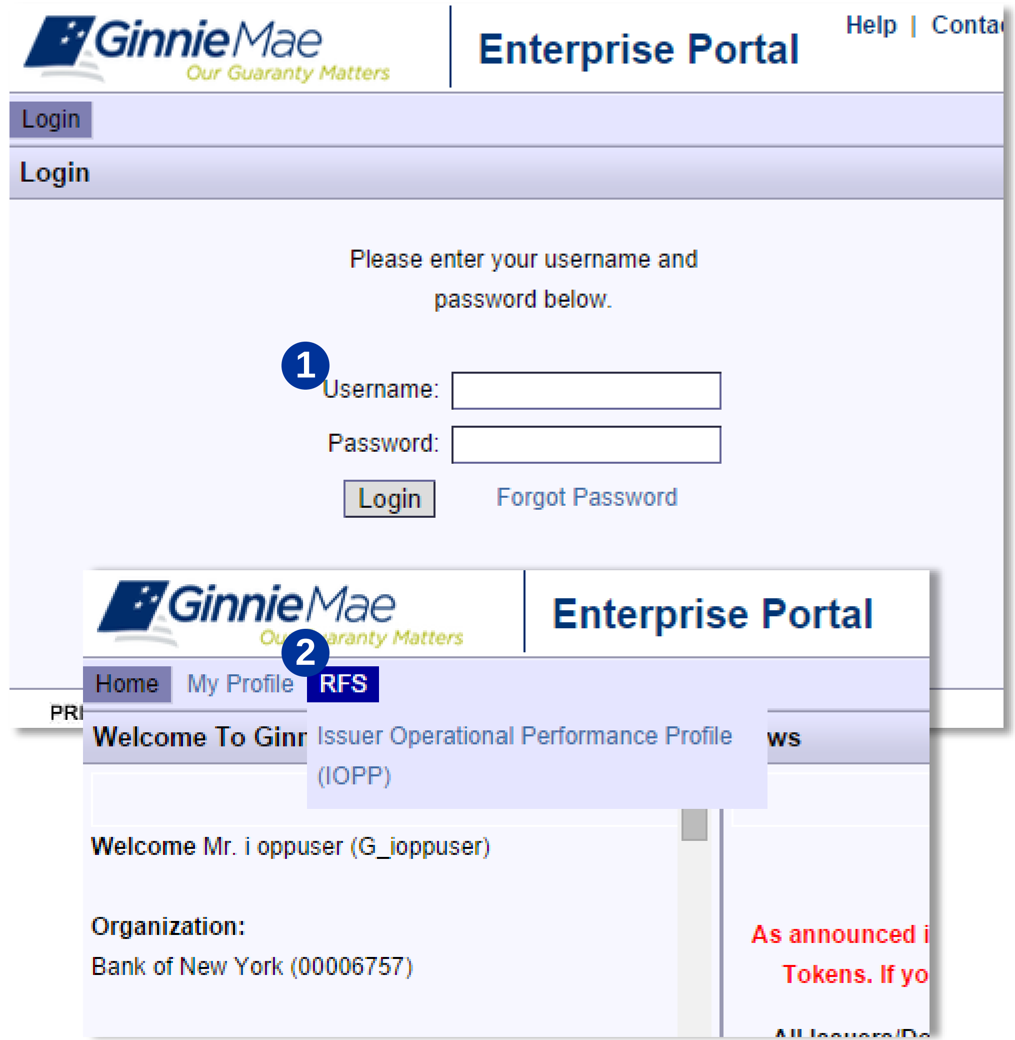
- Once the IOPP role is assigned in GMEP, additional accounts for the role need to be created by Ginnie Mae.
- Allow **one full business day** from IOPP role assignment in GMEP for the user to gain full access to all IOPP functionality. IOPP will populate in the RFS dropdown menu in GMEP before users have full access to the tool.
- When IOPP is initially rolled out to the industry, limit the number of users at your institution to a **maximum of three**.
- Once the necessary accounts are created and full access is granted, users will be able to view the Summary, Operational, and Default dashboards for their affiliated issuer(s).

Log In and Access IOPP

To log in to the tool:

1. Log in to the Ginnie Mae Enterprise Portal (GMEP) at https://www.eginniemae.net

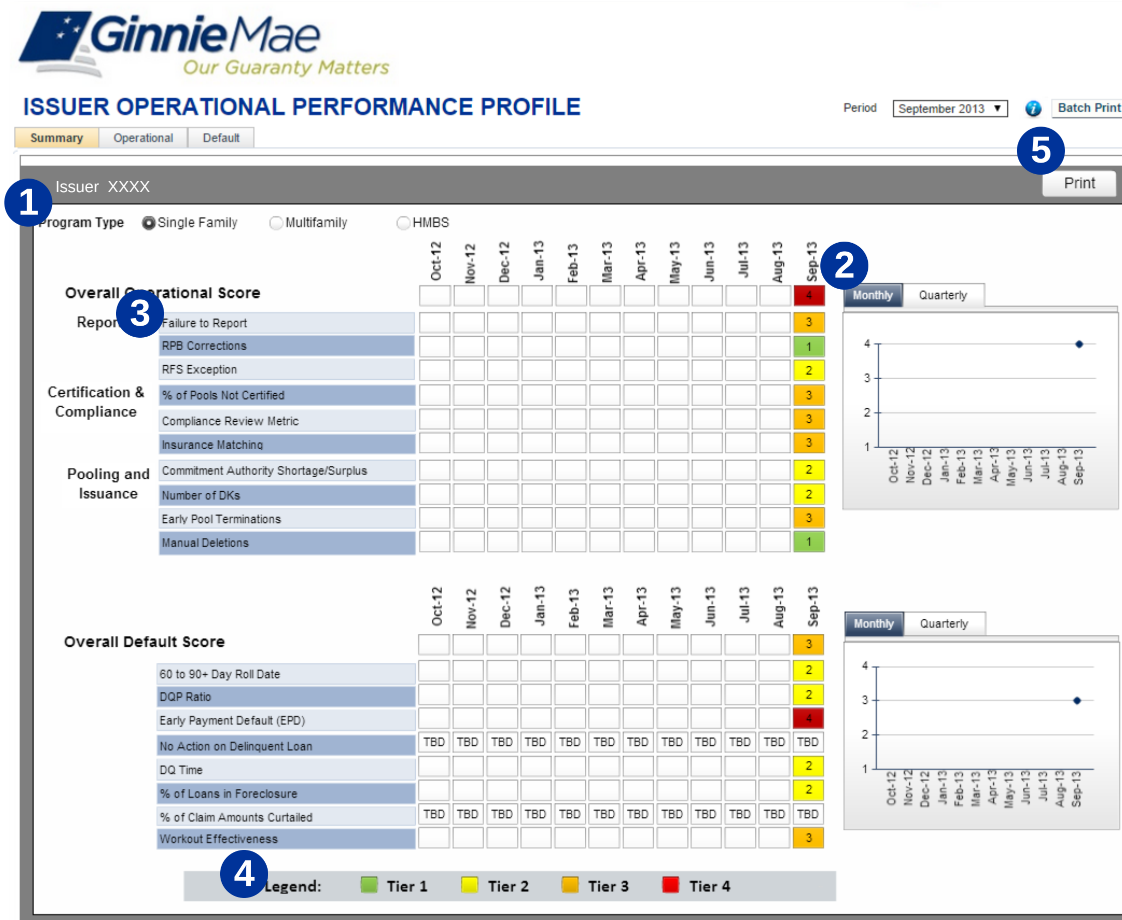
2. From the RFS dropdown menu, select Issuer Operational Performance Profile (IOPP). The IOPP Search Page will open.



Summary Dashboard

To view the Summary Dashboard:

1. The Program Type defaults to Single Family. To change the Program Type, select the appropriate radio button (Single Family, Multifamily, or HMBS). The applicable metrics will populate, including the overall operational score and overall default score. See appendix for overall score weights.
2. On the graph, select the 'Monthly' to view the overall score trend by month, or select the 'Quarterly' to view the overall score trend by quarter.
3. Hover over each metric to view a definition and formula for that metric.
4. Hover over each tier in the legend to view the criteria for the tier.
5. Press the 'Print' button to generate a PDF file of the Summary page, which can be saved or printed.

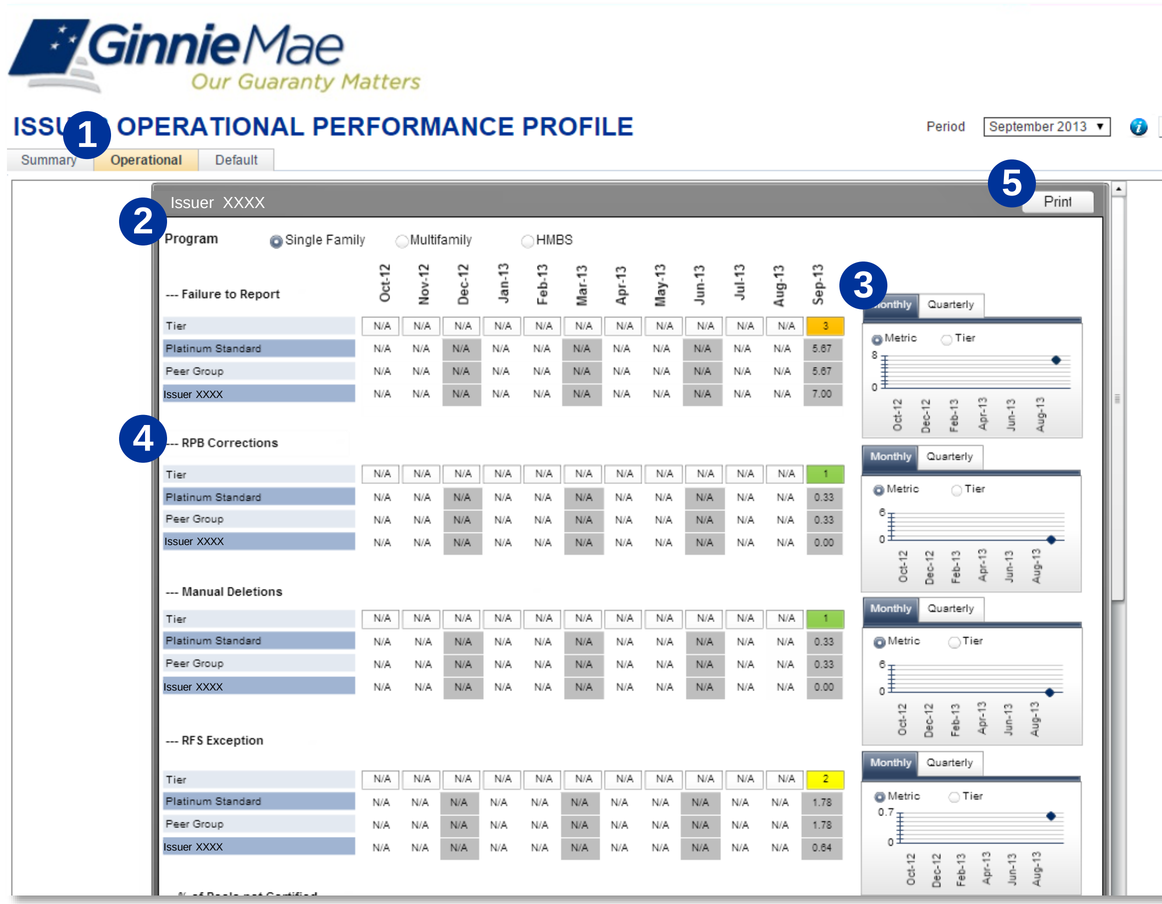


The Summary Dashboard displays the overall performance of the Issuer in regards to the quantitative tier for each Operational and Default Metric. This includes the overall Operational and Default scores.

Operational Metrics Dashboard

To view the Operational Dashboard:

1. Select the 'Operational' tab.
2. The Program Type defaults to Single Family. To change the Program Type, select the appropriate radio button (Single Family, Multifamily, or HMBS). The applicable metrics will populate for the Issuer, as well as the Peer Group and Platinum Standard. See appendix for these calculations.
3. On the graphs, Select the 'Monthly' to view the trend by month, or Select the 'Quarterly' to view the trend by quarter. Use the radio buttons to view the Metric trend or the tier trend, by either month or quarter.
4. Hover over each metric to view a definition and formula for that metric.
5. Hover over the each tier in the legend to view the criteria for the tier (not visible in screenshot).
6. Press the 'Print' button to generate a PDF file of the Operational Metrics dashboard.

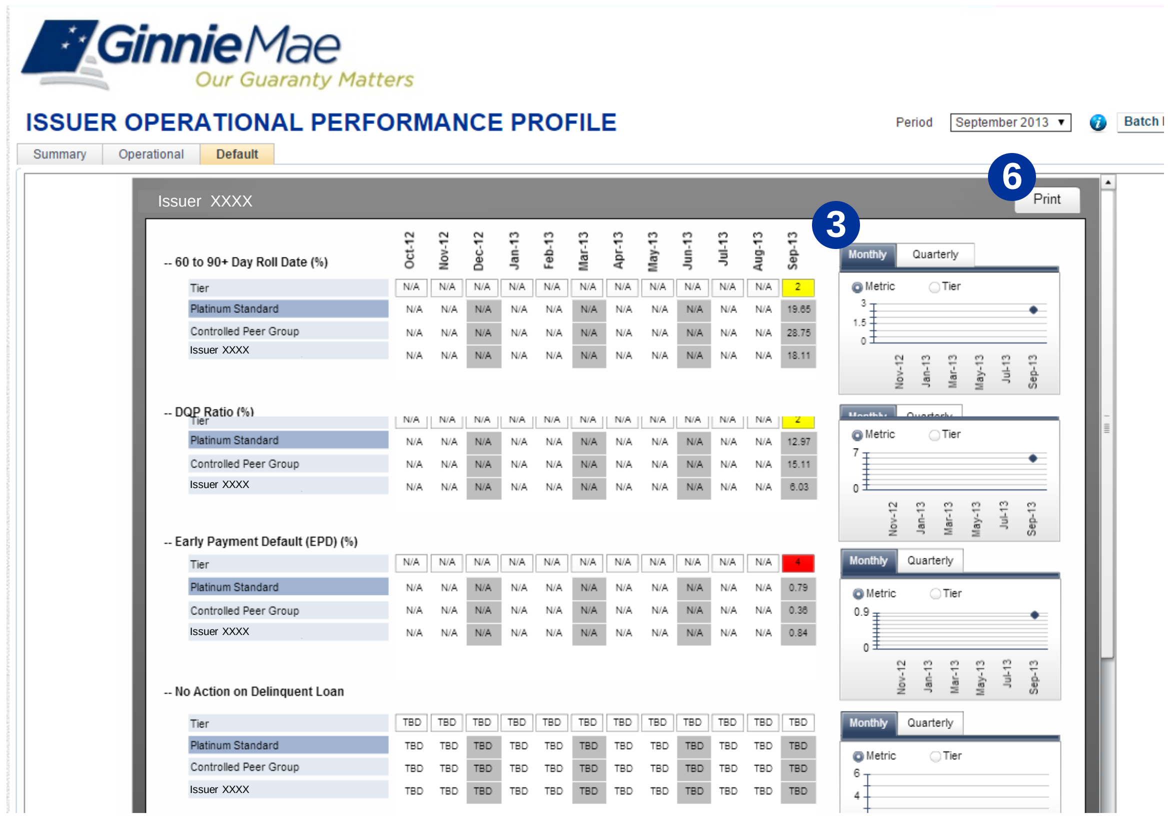


The Operational Dashboard displays the overall tier and quantitative metric value for all Operational Metrics. These include Platinum Standard average, Peer Group average, and Issuer metric values.

Default Metrics Dashboard

To view the Default Dashboard (for SF Issuers only):

1. Select the 'Default' tab.
2. Default metric values for the Issuer will be displayed for the 12 month period. Additionally, Platinum Standard, and Controlled Peer Group averages will be shown. See appendix for calculations.
3. On the graphs, Select the ‘Monthly’ to view the trend by month, or Select the ‘Quarterly’ to view the trend by quarter. Use the radio buttons to view the Metric trend or the tier trend, by either month or quarter.
4. Hover over each metric to view a definition and formula for that metric.
5. Hover over the each tier in the legend at the bottom of the page to view the criteria for the tier (not visible in screenshot).
6. Press the 'Print' button to generate a PDF file of the Default Metrics dashboard.



The Default Dashboard displays the overall tier and quantitative metric value for the Default Metrics These include the Platinum Standard average, Controlled Peer Group average, and Issuer metric values.