

Team Roster

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Performance Score

FSA Results

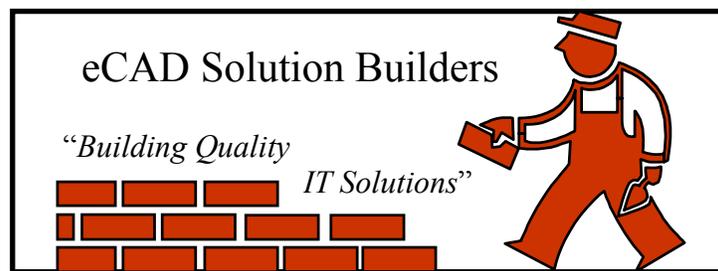
	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	72.9	74.2			
	Other survey					
EMPLOYEE SATISFACTION		3.26	3.79			
UNIT COST	Your Contribution		.10		.08	
	Other					

Contributions

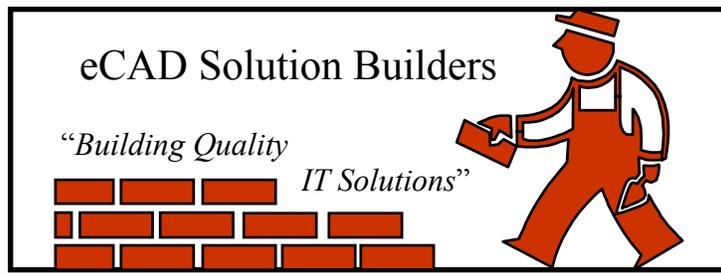
Contribution	Status	Target Date	Actual Date	CS	ES	UC	PI
Manage Enterprise Portal Project to deliver the Financial Partner and Student Portals	Complete	4/15/02 (Rel. 1)	4/26/02 (Rel. 1 PRR Apvd)	X	X		
Manage Enterprise Portal Project to deliver the Financial Partner and Student Portals	In Process	9/30/02 (Rel. 2)		X	X		
Conduct Planning of at least 3 Customer Areas (candidates include Ombudsmen, Communications, FP, CFO)	Ombudsmen – Completed 2/27/02	9/30/02		X	X		



Contributions (continued)

Contribution	Status	Target Date	Actual Date	CS	ES	UC	PI
Deploy Solution Life Cycle (SLC) through Career Zone – Hold Training Workshops for CIO staff	In Process	9/30/02		X	X	X	X
Complete Solution Acquisition Plans (SAP) for 2 CIO led Modernization Initiatives that describe how the SLC is utilized	In Process	9/30/02		X	X	X	X
Establish and pilot Configuration Management (CM) on at least 2 Enterprise Areas –potential candidates include: VDC, BTA and SLC	TBD	9/30/02		X	X	X	X

- CS – Customer Satisfaction (FSA Customers)
- ES – Employee Satisfaction
- UC – Unit Cost
- P I – Program Integrity (Support actions need for removal of FSA from GAO’s High Risk List)



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