

Functional Service Area (Channel)	Core Process	Sub-process	Activity	Contact Person	Definition
SFA University		Internal SFA Services (Learning Consultants)	Determine Customer and Training Requirements for business units	Ann Teresa/Tony Andrade	
			Develop and Locate appropriate training courses	Ann Teresa/Tony Andrade	
			Provide Performance Development Plan (Future)	Ann Teresa/Tony Andrade	
			Employee Development Center (Future)	Ann Teresa/Tony Andrade	
		SFA Development (Organizational Wide Learning)	Determine customer training requirements	Ann Teresa/Tony Andrade	
			Develop course material	Ann Teresa/Tony Andrade	
			Define and implement course logistical requirements	Ann Teresa/Tony Andrade	
			Administer and deliver course	Ann Teresa/Tony Andrade	
			Conduct course evaluation	Ann Teresa/Tony Andrade	
		Provide development and presentation of training in PBO	Ann Teresa/Tony Andrade		
		External Partner Services	Determine customer needs	Ann Teresa/Tony Andrade	
			Develop training presentations	Ann Teresa/Tony Andrade	
	Define and implement course logistical requirements		Ann Teresa/Tony Andrade		
	Deliver regional training capability		Ann Teresa/Tony Andrade		
	Conduct course evaluation		Ann Teresa/Tony Andrade		
	Provide support in development and administration of training	Ann Teresa/Tony Andrade			
	University Services	Best Practices	Conduct video conferences	Ann Teresa/Tony Andrade	
			Create web design	Ann Teresa/Tony Andrade	
			Conduct research in advanced learning techniques	Ann Teresa/Tony Andrade	
		Knowledge Management	Develop and Maintain a central repository of all SFA University's learning materials	Ann Teresa/Tony Andrade	
		Registration & Logistics	Provide on-line course registration	Ann Teresa/Tony Andrade	
			Coordinate registration of SFA Channel/Unit staff of learning events	Ann Teresa/Tony Andrade	
			Provide course logistics support	Ann Teresa/Tony Andrade	
		Learning Suppliers	Monitor contracts	Ann Teresa/Tony Andrade	
			Serve as contractor liaison	Ann Teresa/Tony Andrade	
			Prepare task orders	Ann Teresa/Tony Andrade	
			Perform Cost Estimates	Ann Teresa/Tony Andrade	
			Provide transformation support of work units within SFA	Ann Teresa/Tony Andrade	
	Provide managerial and executive transformational support		Ann Teresa/Tony Andrade		
	Provide organizational evaluation support (Aids alignment of SFA initiatives)	Ann Teresa/Tony Andrade			
	SFA Immediate Office	Director/Chief of Staff	Determine Customer and Training Requirements for business units	Ann Teresa/Tony Andrade	
			Determine customer training requirements	Ann Teresa/Tony Andrade	
			Determine customer needs	Ann Teresa/Tony Andrade	
Conduct video conferences			Ann Teresa/Tony Andrade		
Provide general administrative and management services			Ann Teresa/Tony Andrade		
Provide support in development and administration of training			Ann Teresa/Tony Andrade		
Provide development and presentation of training in PBO			Ann Teresa/Tony Andrade		

		Communications	Develop and deliver communications about SFA Univ. products	Ann Teresa/Tony Andrade	
			Provide managerial and executive transformational support	Ann Teresa/Tony Andrade	
		Finance <i>(future)</i>	Formulate and maintain automated programs/budget system	Ann Teresa/Tony Andrade	
			Provide leadership and oversight of expenditures and receipts	Ann Teresa/Tony Andrade	
	Contractors	NCS and CTS	Provide support in development and administration of training	Tony Andrade/Art Iwanicki	
		Public Strategy Group	Provide transformation support of work units within SFA	Tony Andrade/Art Iwanicki	
			Provide development and presentation of training in PBO	Tony Andrade/Art Iwanicki	
			Provide managerial and executive transformational support	Tony Andrade/Art Iwanicki	
			Provide organizational evaluation support (Aids alignment of SFA initiatives)	Tony Andrade/Art Iwanicki	
Total					

SFAU Activity Drivers as of 9/30/00							
Functional Service Area (Channel)	Sub-process	Activity	Driver	CHANNELS			% Total
				Financial Partners	Schools	Students	
SFA University	Internal SFA Services (Learning Consultants)	Determine Customer and Training Requirements for business units	Percentages	7.84%	58.82%	33.33%	100.00%
		Develop and Locate appropriate training courses	Percentages	8.16%	59.18%	32.65%	100.00%
		Provide Performance Development Plan (Future)		0.00%	0.00%	0.00%	0.00%
		Employee Development Center (Future)		0.00%	0.00%	0.00%	0.00%
	SFA Development (Organizational Wide Learning)	Determine customer training requirements	Percentages	6.25%	62.50%	31.25%	100.00%
		Develop course material	Percentages	20.00%	60.00%	20.00%	100.00%
		Define and implement course logistical requirements	Percentages	6.25%	62.50%	31.25%	100.00%
		Administer and deliver course	Percentages	20.00%	60.00%	20.00%	100.00%
		Conduct course evaluation	Percentages	20.00%	60.00%	20.00%	100.00%
		Provide development and presentation of training in PBO	Percentages	3.85%	57.69%	38.46%	100.00%
	External Partner Services (includes Front Office)	Determine customer needs	Percentages	9.09%	81.82%	9.09%	100.00%
		Develop training presentations	Percentages	9.52%	47.62%	42.86%	100.00%
		Define and implement course logistical requirements	Percentages	16.67%	66.67%	16.67%	100.00%
		Deliver regional training capability	Percentages	3.85%	57.69%	38.46%	100.00%
		Conduct course evaluation	Percentages	20.00%	60.00%	20.00%	100.00%
		Provide support in development and administration of training	Percentages	20.00%	60.00%	20.00%	100.00%
	Best Practices	Conduct video conferences	Percentages	9.76%	53.66%	36.59%	100.00%
		Create web design	Percentages	7.50%	55.00%	37.50%	100.00%
		Conduct research in advanced learning techniques	Percentages	5.26%	78.95%	15.79%	100.00%
	Knowledge Management	Develop and Maintain a central repository of all SFA University's learning materials	Percentages	8.30%	60.26%	31.44%	100.00%
	Registration & Logistics	Provide on-line course registration	Percentages	7.89%	57.89%	34.21%	100.00%
		Coordinate registration of SFA Channel/Unit staff of learning events	Percentages	8.57%	62.86%	28.57%	100.00%
		Provide course logistics support	Percentages	7.41%	55.56%	37.04%	100.00%

SFAU Activity Drivers as of 9/30/00							
Functional Service Area (Channel)	Sub-process	Activity	Driver	CHANNELS			% Total
				Financial Partners	Schools	Students	
	Learning Suppliers	Monitor contracts	Percentages	5.13%	53.85%	41.03%	100.00%
		Serve as contractor liaison	Percentages	9.09%	72.73%	18.18%	100.00%
		Prepare task orders	Percentages	4.76%	47.62%	47.62%	100.00%
		Perform Cost Estimates	Percentages	9.09%	72.73%	18.18%	100.00%
		Provide transformation support of work units within SFA	Percentages	16.67%	66.67%	16.67%	100.00%
		Provide managerial and executive transformational support	Percentages	16.67%	66.67%	16.67%	100.00%
		Provide organizational evaluation support (Aids alignment of SFA initiatives)	Percentages	16.67%	66.67%	16.67%	100.00%
	Director/Chief of Staff	Determine Customer and Training Requirements for business units	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Determine customer training requirements	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Determine customer needs	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Conduct video conferences	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Provide general administrative and management services	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Provide support in development and administration of training	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Provide development and presentation of training in PBO	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
	Communications	Develop and deliver communications about SFA Univ. products	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Provide managerial and executive transformational support	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
	Finance (future)	Formulate and maintain automated programs/budget system	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
		Provide leadership and oversight of expenditures and receipts	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
	NCS and CTS	Provide support in development and administration of training	Percentages (Channel FTEs)	8.30%	60.26%	31.44%	100.00%
	Public Strategy Group	Provide transformation support of work units within SFA	Percentages (Channel FTEs)	No Cost for FY 2000			0.00%
		Provide development and presentation of training in PBO	Percentages (Channel FTEs)				0.00%
		Provide managerial and executive transformational support	Percentages (Channel FTEs)				0.00%
		Provide organizational evaluation support (Aids alignment of SFA initiatives)	Percentages (Channel FTEs)				0.00%