

## Memorandum

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- ⇒ Date: January 13, 2000
- ⇒ Task Order # 5 Integrated Product Team/ Aid Awareness
- ⇒ **Deliverable: Integrated Product Team/ Aid Awareness Detailed Process Map**
- ⇒ **Subject: Deliverables Summary for Phase I (5.1.1)**
- ⇒ Distribution: John King, Connie Davis, Harry Feely, Jeanne Van Vlandren, Karl Augenstein, Carol Seifert, Mike Swain

Deliverables	Summary	Results
Facilitate stakeholder input sessions with the Office of Student Financial Assistance.	<ul style="list-style-type: none"> <li>▫ Facilitated two stakeholder input sessions, and used the data to inform the design of two process maps.</li> </ul>	<ul style="list-style-type: none"> <li>▫ Stakeholder input sessions were conducted, and the feedback was used. This deliverable is complete.</li> </ul>
Create a detailed process map of a 6 month planning process.	<ul style="list-style-type: none"> <li>▫ Due to changing circumstances in the feedback, IA ended up developing two process maps that will ultimately cover a 9 month, as opposed to a 6 month planning period.</li> </ul>	<ul style="list-style-type: none"> <li>▫ The project expanded from 6 to 9 months as a required planning period.</li> <li>▫ There were two, as opposed to one process map created to outline this longer process.</li> <li>▫ This deliverable is complete, and exceeded it's estimated scope.</li> </ul>
Establish a Process Design Team that will design the overall process to ensure stakeholder inclusion and commitment to implementation.	<ul style="list-style-type: none"> <li>▫ The Process Design team was convened, and based on stakeholder input, generated the two process maps required.</li> </ul>	<ul style="list-style-type: none"> <li>▫ This piece of the commitment building process is complete. What remains is the refinement and agreement on the final process designs.</li> <li>▫ The deliverable, however, has been accomplished.</li> </ul>
The creation of a Process Map that will achieve the following: <ul style="list-style-type: none"> <li>▫ Gain agreement on issue(s) in need of being addressed.</li> <li>▫ Agreement on key stakeholders and level of involvement.</li> <li>▫ Agreement on measurable goals for the project.</li> <li>▫ Agreement on the milestone deliverables along the way.</li> <li>▫ Agreement on key activities.</li> <li>▫ Agreement on timeframes.</li> </ul>	The two process maps that were ultimately created for 9 month periods included: <ul style="list-style-type: none"> <li>▫ Agreement on the issue in need of being addressed.</li> <li>▫ Agreement on key stakeholders who need to be involved, the level of involvement appropriate for each, and how they would be involved.</li> <li>▫ Agreement on the measurable goal(s) of the project.</li> <li>▫ Agreement on the milestone deliverables along the way.</li> <li>▫ Agreement on the key activities.</li> <li>▫ Agreement on the timeframes.</li> </ul>	<ul style="list-style-type: none"> <li>▫ The agreements required were reached by the Process Design Team with stakeholder input.</li> <li>▫ These agreements will be tested and refined in the final versions of the 9 month Process Maps.</li> <li>▫ This deliverable has been achieved.</li> </ul>

*Conclusion:*

Copies of the two revised process maps can be attained through Jeanne Van Vlandren's office. Since there has been a request from the client to refine the processes, and create more detail the original maps were left at the Department of Education. The consultants on this phase of work were Nancy Brodsky, Ph.D. and Julia Santiago, Ed.D.

If you have any questions or concerns, please contact Demetra Anagnostopoulos (617-234-2709/demetraa@interactionassociates.com) or Nancy Brodsky (617-234-2790/nbrodsky@interactionassociates.com).