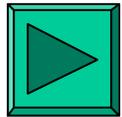


Knowledge Management

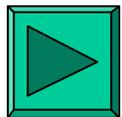
Meeting

November 2, 2000

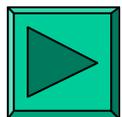
What are our Objectives?



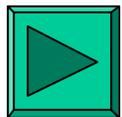
Post the course catalog of available learning offerings.



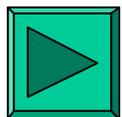
Maintain the central repository of all learning materials for SFA.



Maintain the Intranet Registration site.



Create and Maintain the database of national training.

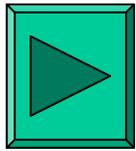


Maintain and honor the Training Request Form.

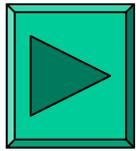
Functionalities Desired

- Electronic storage
- Electronic class cataloguing
- Data collection and housing
- Data mining
 - Training
 - Reporting
- Electronic registration
- Usage tracking
- Feedback capacities
- Electronic calendaring
- Web based distance learning

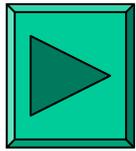
Future Plans



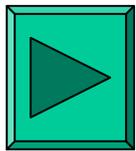
Continue to maintain and update Web pages, database, and registration system.



Develop assessment instruments to evaluate learning offerings for all SFA offerings.



Collect and evaluate training evaluations to understand what programs are successful and providing value.



Communicate training evaluation results to Director's Office.

Knowledge Management

Create and Maintain Web pages for course catalog and learning materials.

Maintain the Intranet Registration site.

SFA Web site

SFAU Managers

Learning Consultants

Create and collect data for training database.

Generate monthly/annual training reports.

Maintain and honor the Training Request forms.

Knowledge Management

Knowledge Management Tools

SFA Websites

Training Tools

Repositories

On-line Catalog

Specialized
Repositories

On-line Registration

On-line Learning

Library Databases
i.e. – National training database

Archives

Training Calendar

Evaluation

Report Generation

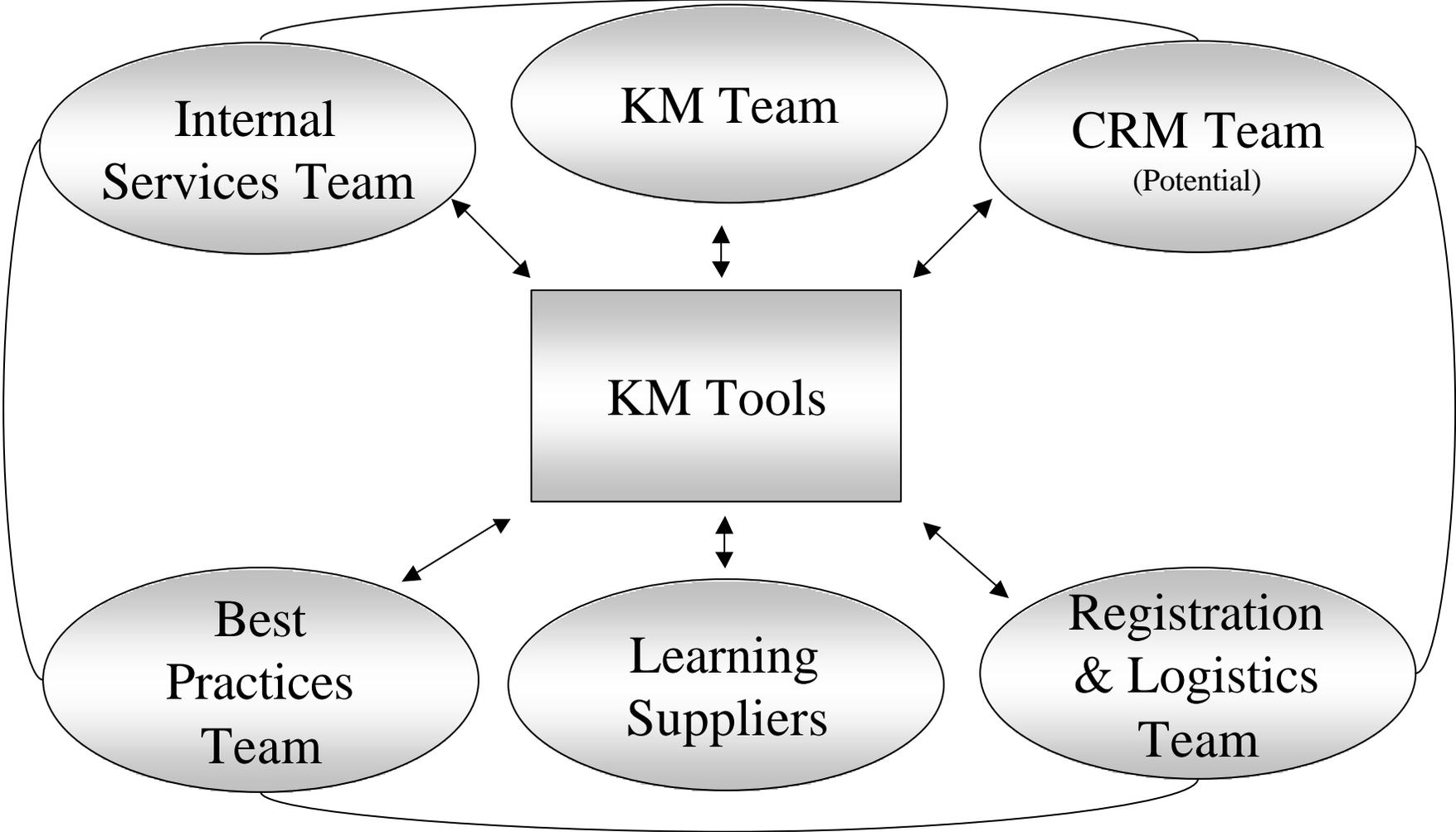
Elements Needed for Website Completion

Introductory and Course Catalog Pages:

- Classes: Two pages @ **16 hours** and one link @ **20 minutes**.
- Institutes: One page @ **8 hours** and one link @ **20 minutes**.
- Certificate Program: One page @ **8 hours** and one link @ **20 minutes** .
- Advanced Degree: One page @ **8 hours** and one link @ **20 minutes**.
- Distance Degree: One link @ **20 minutes**.
- Workshops & Seminars: One page @ **8 hours** and one link @ **20 minutes**.
- TDC: One link @ **20 minutes**.
- Publications: One page @ **8 hours** and one link @ **20 minutes**.
- About Us: One page @ **8 hours** (to replace current page).
- PBO Frontline Schedule: One page @ **8 hours** and one link @ **20 minutes**.
- Mouse Over: 50 @ **20 minutes** per mouse over.
- Quote of the Month: **1 hour** per month.
- Customer Feedback: **30 minutes**.
- Hits Counter: **2 hours** to code and create database.
- Link to Outside Vendor: 45 @ **20 minutes**.
- GIF's Created: 15 @ **15 minutes** per GIF.
(photo shop or other tool needed to create)
- Learning Coupon: One link @ **20 minutes**.

Total Time: 114 hours and 15 minutes.

Knowledge Management



Accenture's Role and Expectations

Accenture has been asked to:

- Collect best-in-business development of a corporate university.
- Partner with SFAU management team to build core business processes and operating guidelines for key business components
 - Including: Knowledge Management , Best Practices and Internal SFA Services.
- Provide best practice research for identifying & defining SFAU functional competencies.
- Develop an approach and operational plan for SFAU key business components.
- Assess training needs for SFAU employees and recommend strategies for new competencies.
- Conduct a training needs analysis and recommending learning solutions that can be used to help SFAU personnel build required competencies as necessary.
- Develop and deliver basic communications for new business knowledge, skills.

Phase I Steps

- Define strategy
- Identify resources
 - Implementation
 - Maintenance
- Identify IT requirements
- Create action plan