



Service Delivery Model (formerly Learning Consultant)

Sponsor: Stephen Blair

Description

- The service delivery model will define the approach through which SFA University provides services to its customers. The Service Delivery Model follows a facilitator/consulting model in which front line LC focus on the customers’ needs and then engage the appropriate expertise/service providers at point-of-need. Organizational expertise is supplemented on an as-needed basis with external resources, as determined by the service providers. It is assumed that the LC will be actively engaged within their target organization to help define the needs and engage the customer.
- This effort will include the definition of approach and customer.

Objectives/Results

- Support SFA in achieving performance excellence
- Increase scorecard results/measures
- Position SFA University as primary engine for the enhanced capabilities of SFA personnel
- Enable SFA U. to deliver services to its customers better, faster, cheaper
- Model ways in which SFA can become a performance-based, customer-focused, principles-centered, learning organization
- Inform SFA staff of SFA U. services, serving as communications vehicle
- Enhance staff members’ skills to enhance their comfortable doing this work
- Model best in business behaviors
- Assist SFA with progress as a PBO
- Train staff members in “hot skills”
- Exceed customer expectations

Metrics

<i>Success Measure</i>	<i>Quantity/Indicator of Success</i>	<i>Date Realized</i>
Support staff in developing their own measures, in alignment with scorecard	Employee Satisfaction	
Develop a system of metrics that tell you how well a given activity worked	Customer Satisfaction	
Determine value of the education in enhancing staff competencies	Customer Satisfaction	
Model best in business behaviors helps SFA to adopt these behaviors,	Customer Satisfaction	
Reduce cycle time to produce materials for the customer, thereby reducing time to competency; increased use of	Reduce Unit Cost, Increase Customer Satisfaction	



SFA U. resources and adoption of their recommendations		
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Approach and Milestones

<i>Milestone</i>	<i>Date</i>
Plan: Research existing models, interview staff and customers to determine needs, position role within organization, determine needed skills to successfully serve in this capacity, identify customer wants and needs, create conceptual overview	November 2001
Design: Define capability needs, define tools needed, develop communication plan, select and train staff in needed skills	December 2001
Build: Create processes and tools, create communications, build skills and capabilities in staff	January 2002
Do it: Engage customers, measure results / gather metrics	March 2002
Assess: Reflect and improve on how it worked based on results and metrics, share learnings and findings, celebrate	April 2002

Deliverables

<i>Deliverable</i>	<i>Responsibility</i>	<i>Date</i>
Planning materials: models, format and results of staff discussions, role definition (including needed skills), conceptual overview		
Design overview: define and outline necessary steps, outline of tools required, communication plan, list of staff members on team		
Build processes: documented processes for role, tools developed to assist in fulfilling role, communications developed according to plan, training overview for skill and capability development		
Implementation materials: outline of customer engagement steps, metrics that report feedback and points for development		
Evaluation: Documentation of reflection on process, suggestions for improvement (“lessons learned”), planned celebration		



Level of Effort, Roles and Responsibilities

<i>Who</i>	<i>Role</i>	<i>% of FTE</i>	<i># Months</i>	<i>SFA U or Other</i>
Stephen Blair	Project Manager	3 days/wk	6	SFA U.
Edd Cole	Learning Consultant	3 days/wk	6	SFA U.
Beth Arbogast	Learning Consultant	3 days/wk	6	SFA U.
Chuck Conrad	Learning Consultant	3 days/wk	6	SFA U.
Scarlet Brock	Learning Consultant	3 days/wk	6	SFA U.
Dwayne Rumber	Learning Consultant	3 days/wk	6	SFA U.
Anne Eckman	Learning Consultant	3 days/wk	6	SFA U.
Lorraine Chang	Design team	1 day/wk	6	PSG
Howard Weitzner	Design team	2 days/wk	6	Accenture
Katie Malague	Design team	3 days/wk	6	Accenture

Dependencies

<i>Dependency Description</i>	<i>Responsibility</i>	<i>Resolution Date</i>
Completed metrics piece		
Delivery Service Model in place		
Service providers within SFA U. have services available and network in place		

Performance Plan

<i>Action on Performance Plan</i>	<i>Metrics for Success</i>
Improves scorecard numbers	

Costs

<i>Description of Service</i>	<i>Cost</i>	<i>When Incurred</i>
Training of staff to develop competencies		
Accenture / PSG time		
Labor for SFA U. personnel		
Production of publications (materials, etc.)		
Laptops		

Other Resources

- What other resources are needed? (space, materials, etc...)
 - communication system that allows Learning consultants to easily access information
 - connectivity



Ongoing Activities

Use the following table to identify the effort required by your assigned staff to continue with current operations (i.e. those activities which we already do, must continue to do, and are not a formal Action Area).

<i>Who</i>	<i>Activity</i>	<i>Role</i>	<i>% of FTE</i>	<i># Months</i>



Parking Lot

- Who is the customer
- Push or pull
- What is value add