

Front2BackTrain-the-Trainer
May 7, 2001
10:00 – 11:00 am
Modernization Program

State desired outcomes/agenda (2 minutes):

- Get trainers/facilitators comfortable with what they need to know to facilitate the Modernization portion of F2B
- Establish/reinforce key messages to be delivered in F2B sessions
- Point to resources for additional information and support (where to go, who to call)

Discuss key messages and themes for Modernization (10 minutes)

Key messages:

- Modernization is SFA's vision for becoming a PBO
- Modernization is about transformation, not just technology
- Modernization is about bringing business-like approaches to better serve the public interest

Key themes for modernization:

- Turning paper into electrons
- Streamlining business processes
- Reducing unit cost
- Improving organizational alignment with business processes and customers
- Measuring outcomes/results

Introduce the SFA Target Vision (15 minutes)

NOTE: THIS IS INTENDED TO PROVIDE THE FACILITATORS BACKGROUND ON THE SFA MODERNIZATION VISION. VISION MATERIALS (CHARTS) WILL NOT BE HANDED OUT TO PARTICIPANTS OR COVERED IN THE ACTUAL TRAINING CONDUCT.

- Background – how did we get here?
- 2002 Target
- 2004 Vision
- How is this intended to be used?

Reinforce with several examples of Modernization and how they relate to overall vision (15 minutes)

- Form2000 (turning paper into electrons)
- COD (streamlining business processes)
- CDS Retirement (unit cost reduction)
- FMS (improving financial accountability)
- SFA HR (creating organizational infrastructure/capability)

Contacts and resources for additional information (3 minutes)

Q&A (15 minutes)