

CHARTER

TEAM NAME - OPERATING PARTNER IPT

SHARED AND MEANINGFUL PURPOSE -

PURPOSE- TO ESTABLISH A STRATEGY TO PUT IN PLACE AN OPERATING PARTNER(S)(OP). THIS WOULD INCLUDE:

- **BUILDING AN OPERATING PARTNER MODEL THROUGH IDENTIFYING SFA'S NEEDS AND BASED ON INDUSTRY BEST PRACTICES.**
- **DEVELOPING A TRANSITION PLAN FROM MODERNIZATION TO OPERATIONS.**

Scope—Operating Partner(s) will provide operational and technical support for modernized and/or legacy systems. Representative OP efforts may include, but not be limited to:

- **Current and new DL consolidation system operation**
- **FMS operations and consolidated financial Services**
- **Digital document platform operations**
- **Imaging and other fulfillment operations (EDM and LOS)**
- **Operations of a new Debt Collections system**
- **Other reengineered operations**

Please note this does exclude COD initiative.

WHY NOW- SEVERAL MODERNIZATION EFFORTS ARE MOVING FROM DEVELOPMENT STAGE INTO OPERATIONAL STAGE. NEW BUSINESS SOLUTIONS ARE COMING “ON-LINE”, AND OTHER REENGINEERED SOLUTIONS MAY REQUIRE NEW CAPABILITIES. THEREFORE, THERE IS POTENTIAL FOR UNIT COST REDUCTIONS AND INCREASED CUSTOMER SATISFACTION DUE TO:

- **Legacy contracts expiring**
- **Leveraging 3rd party contracts**
- **Opportunities to focus operational contracts on business outcomes rather than system-driven contracts.**

VISION OF SUCCESS-

Picture of operations partners of the future that is accepted and understood by key stakeholders. We will also have a transition plan for how business solutions that have been modernized can be executed.

DECISION-MAKING METHOD-

Consensus with fallback to GM sign-off for issues beyond team and Sybil sign-off for issues related to the team

CLEAR ROLES-

Sponsor	<ul style="list-style-type: none"> • Jennifer Douglas
Team Leader	<ul style="list-style-type: none"> • Sybil Phillips
Core Team Members	<ul style="list-style-type: none"> • Kay Jacks • Candace Hardesty—Contracts/Acquisitions • Gary Hopkins—Debt Collections • Jim Lynch—CFO • Martin Renwick--Accenture • Steve Haywald/designee--CIO
Advisory Members	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> •
Recorder/Documenter	<ul style="list-style-type: none"> • Bob Wilson
Facilitator	<ul style="list-style-type: none"> • Bob Wilson
KEY STAKEHOLDERS	
	<ul style="list-style-type: none"> • GREG WOODS
	<ul style="list-style-type: none"> • GENERAL MANAGERS
	<ul style="list-style-type: none"> • PDD/ANALYSIS
	<ul style="list-style-type: none"> • CURRENT OPERATING PARTNERS
	<ul style="list-style-type: none"> • OGC
	<ul style="list-style-type: none"> • CFO—JIM LYNCH
	<ul style="list-style-type: none"> • MODERNIZATION PARTNER

A COMMON AND COLLABORATIVE APPROACH-

AN AGREED UPON PROCESS MAP AND WORK PLAN-

See attached

HOW OFTEN THE CORE TEAM WILL MEET AND OTHER KEY AGREEMENTS-

Core Team will meet one time per week.