ISSUES AND CHALLENGES IN CURRENT STATE	TIMEFRAME	February 7, 2001	March 5, 2001	April 16, 2001	April 23, 2001	FUTURE STATE
THE COO OF SFA HAS GIVEN TWO CHARGES TO AREAS OPERATING WITH OUTSIDE CONTRACTS: 1) REPRESENTATIVES OF ALL PARTIES INVOLVED IN CONTRACTS WOULD DEVELOP NEW , GREATLY SIMPLIFIED WORK STATEMENTS BASED ON PERFORMANCE RATHER THAN PROCESS AND BUILT AROUND THE SFA BALANCED SCORECARD 2) MAKING A REVOLUTIONARY CHANGE IN THE NATURE OF THE CONTRACT RELATIONSHIP IN WHICH ALL PARTIES WOULD CONSIDER THEMSELVES ON THE SAME SIDE, UNITED IN A COMMON ENTERPRISE.	**PHASES**	Charter Launch	First Draft	Second Draft	Contract Sign-off	THE QUALITY REVIEW BOARD IPT WILL CREATE AN EDITORIAL SERVICES CONTRACT THAT IS A MODEL OF SUCCESS FOR THE NEW WAY SFA WORKS WITH CONTRACTS. THE CONTRACT MEETS THE THREE SFA PERFORMANCE STANDARDS OF CUSTOMER SATISFACTION, EMPLOYEE SATISFACTION, AND REDUCED UNIT COST. AS A RESULT, THE CONTRACT ANSWERS A GROWING NUMBER OF INQUIRIES THROUGH EMAIL INCLUDING "CONTROLLED CORRESPONDENCE".
KEY STAKEHOLDERS • Greg Woods • Jennifer Douglas • Mary Westbrook • Office of Legislation • SFA Databases • Student Inquirers • Acquisitions/ Contracts • SFA/NCS Pearson Employees • SFA/CIO • Some SFA WEBsite owners • SFA/NCS Info Tech	**STAKEHOLDER INVOLVEMENT AND ACTIVITIES**	Kitchen Cabinet meets to define business case, complete charter and process map Launch IPT	Discuss contract requirements Create Draft One incentive structure Engage CIO's Office in reviewing email management tools for technical proposal Determine requirements for control mail on the "internet" Develop technical proposal Kitchen cabinet reviews 1st draft of contract Shares draft with appropriate stakeholders *Kitchen cabinet develops document review process *Develops standards *Puts Standard in writing *Implements standards *Creates an informal training for QRB processes Kitchen Cabinet develops surveys for customers and employees Reviews questions/surveys Creates final draft of both surveys	Kitchen cabinet discusses all input on draft 1 and incorporates as appropriate Creates 2nd draft Develop and submit new "planning" products: --procedures manual --OC Plan --Billing plan 2nd draft contract reviewed by Kitchen Cabinet and appropriate stakeholders. Best andd Final Offer Submitted Quality Review Board is in operation Revise standards as needed Meet weekly	Contract sign-off Distribute to QRB and appropriate stakeholders Develop outreach strategy to promote e-mail use Set-up requirements meetings for Web form for e-mail solution Survey submitted to OMB Celebrate Success and communicate results!!!	
	DESIRED OUTCOMES	• Charter-Goals/ Deliverables • Stakeholder analysis • Roles • Decision-making • Process road map • Understanding of high level business case • Launch of IPT	• First Draft of the contract • Definitions of completeness,accuracy, relevance to student's situation, etc. • Customer survey • Employee survey • Document Review Process • Written standards • Informal training even for QRB	• A Quality Review Board in operation • System changes to H/W & S/W complete • A reviewed/completed Second Draft • Best and Final Offer created by April 16, 2001	• Control mail standards • Non-control mail standards • email standards • Approved contract • Final Incentive structure • New ESC "go live" date	

Kitchen Cabinet IPT | Key Stakeholders | Editorial Serv. Contract Work | Quality Review Board Work