



Collections Initial Visioning Session August 22, 2001



Context for Change

- Where are we today?
- What are opportunities for improvement?
- Why is this important?





Visioning Model

Current State

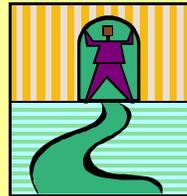
Challenges & Opportunities

2001

Step 1

Pathway to Action

How To Get There
From Here



Step 3

Target State

Where Collections
Wants To Be



Step 2



Collections Initial Vision



Pathway to Action

Business Integration Approach	Short Term Plan	Medium Term Plan	Long Term Plan
Technology			
Process			
Organization			