## Timeline and Benchmark Steps

<table>
<thead>
<tr>
<th>Phases</th>
<th>Planning</th>
<th>Training</th>
<th>Data Collection &amp; Other Inputs</th>
<th>Data Validation (Cleansing)</th>
<th>Executive Preview</th>
<th>Final Results Presentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>University of Missouri</td>
<td>University of Missouri</td>
<td>Facilitated: Hackett/ Accenture</td>
<td>Facilitated: Hackett/ Accenture</td>
<td>Input / Participants: University of Missouri</td>
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</tbody>
</table>
| Activities/Details              | Planning Meeting  
  - Project overview  
  - Location structure  
  - Collection timeframe  
  - Identify project resources/team  
  - Currency considerations  
  - Discuss documentation  
  - Set up web collection tool  
  - Establish weekly status meeting  
- Roles and responsibilities | Training Meeting  
  - Benchmark methodology & timeline  
  - Roles and Responsibilities  
  - Review planning assumptions  
  - Definitions and question set  
  - Web based portal demo | Activities  
  - Complete FTE worksheet and process questions  
  - Collect Stakeholder survey via portal  
  - Conduct Executive Interviews  
  - Gather directionally correct data  
  - Enter data into online portal  
  - Raise questions and issues to Hackett | Activities  
  - Internally validate collected data  
  - Externally validate collected data  
  - Preliminary review of benchmark results  
  - Review selected peer group data  
  - Investigate and finalize data submission  
  - Sign off on final data* | Activities  
  - Perform analysis on final data and incorporate Executive interviews and stakeholder survey responses  
  - Develop tactical recommendations and high level action plan  
  - Conduct Executive preview with client  
- Executive Presentation  
  - Executive review of benchmark results with comparison to peer and World-Class  
  - Improvement recommendations  
  - Next steps |