

# Timeline and Benchmark Steps

Phases	Planning	Training	Data Collection & Other Inputs	Data Validation (Cleansing)	Executive Preview	Final Results Presentation
	March 29 – April 30, 2010	May 6 – May 10, 2010	May 7-June 21, 2010**	July 7 - August 2, 2010	August 20, 2010	September 13, 2010`
Project Roles	Facilitated : Hackett/ Accenture	Facilitated: Hackett	Performed: University of Missouri	Performed: University of Missouri	Performed: Hackett/ Accenture	Performed: Hackett/ Accenture
	Participants: University of Missouri	Participants: University of Missouri	Facilitated: Hackett/ Accenture	Facilitated: Hackett/ Accenture	Input / Participants: University of Missouri	Input / Participants: University of Missouri
Activities / Details	Planning Meeting <ul style="list-style-type: none"> <li>Project overview</li> <li>Location structure</li> <li>Collection timeframe</li> <li>Identify project resources/team</li> <li>Currency considerations</li> <li>Discuss documentation</li> <li>Set up web collection tool</li> <li>Establish weekly status meeting</li> <li>Roles and responsibilities</li> </ul>	Training Meeting <ul style="list-style-type: none"> <li>Benchmark methodology &amp; timeline</li> <li>Roles and Responsibilities</li> <li>Review planning assumptions</li> <li>Definitions and question set</li> <li>Web based portal demo</li> </ul>	Activities <ul style="list-style-type: none"> <li>Complete FTE worksheet and process questions</li> <li>Collect Stakeholder survey via portal</li> <li>Conduct Executive Interviews</li> <li>Gather directionally correct data</li> <li>Enter data into online portal</li> <li>Raise questions and issues to Hackett</li> </ul>	Activities <ul style="list-style-type: none"> <li>Internally validate collected data</li> <li>Externally validate collected data</li> <li>Preliminary review of benchmark results</li> <li>Review selected peer group data</li> <li>Investigate and finalize data submission</li> <li>Sign off on final data*</li> </ul>	Activities <ul style="list-style-type: none"> <li>Perform analysis on final data and incorporate Executive interviews and stakeholder survey responses</li> <li>Develop tactical recommendations and high level action plan</li> <li>Conduct Executive preview with client</li> </ul>	Executive Presentation <ul style="list-style-type: none"> <li>Executive review of benchmark results with comparison to peer and World-Class</li> <li>Improvement recommendations</li> <li>Next steps</li> </ul>