

Annual Relationship Inventory



Health Coverage
Tax Credit

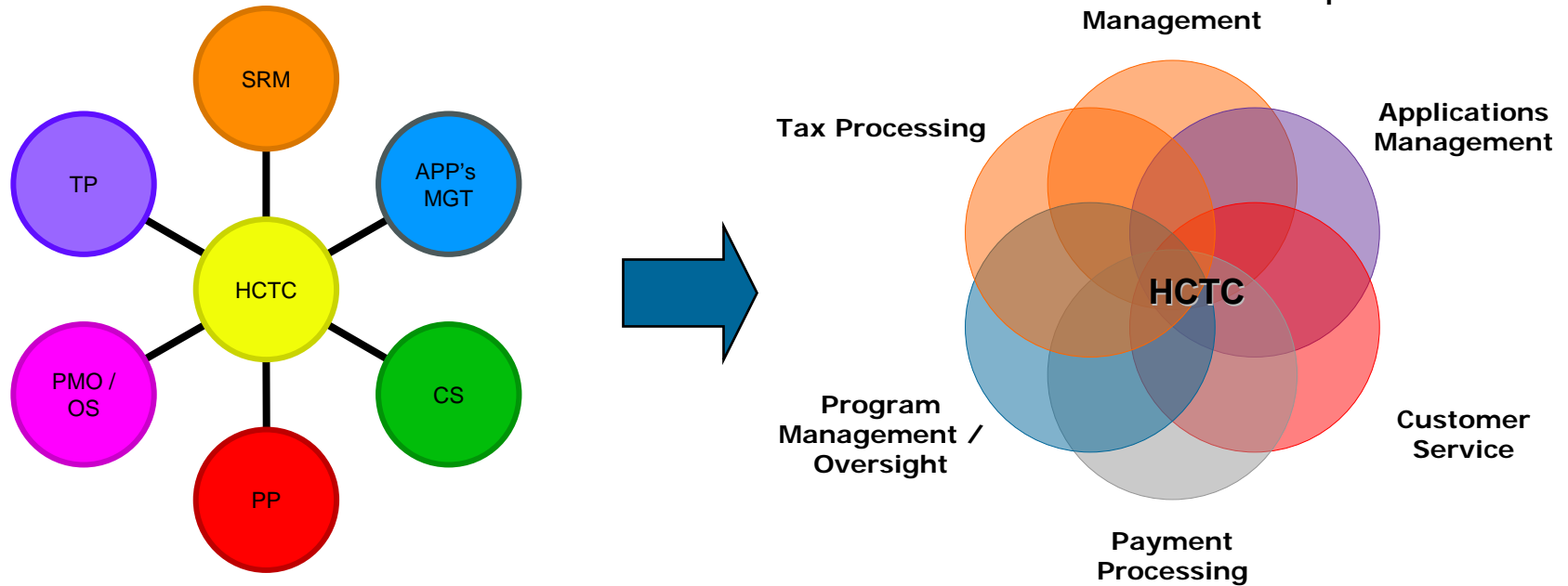
*Senior Management Team
Updating Cross Functional Requirements*

- Outsourcing brings complexity to communication and teaming on a program.
- The vital element for success in this environment is holding to a repeatable and reliable communication and decision making process.
- The Power of 8 Process illustrates the actions required for superior performance in this setting.
- Picture a champion skater moving gracefully around the curves, through the challenge of the intersection, using the momentum to close a seamless figure.
- Like the skater, outsourced partners succeed when they balance graceful communication and feedback, up, down and around, with steadfast technical performance.
- This metaphor of momentum captures the Power of 8. Communication, decisions, and implementation work together as a continuous flow across Tops-Middles-Bottoms.
- Tops shape the direction, middles manage the intersection points and translate decisions into action, and bottoms produce results.

A relationship in which we are
jointly committed to

THE SUCCESS

of whatever process we are in.



- What my function brings to HCTC
 - Specifically to the other functions
- What my function needs to be successful at HCTC
 - Specifically from the other functions

Stakeholder Applications Management <u>provides the following to:</u>			\$ Impact
Customer Relationship Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

Stakeholder Customer Service <u>provides the following to:</u>			\$ Impact
Applications Management	1		
	2		
	3		
Stakeholder Relationship Management	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

Stakeholder Payments Processing <u>provides the following to:</u>			\$ Impact
Applications Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Stakeholder Relationship Management	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

Stakeholder PMO/Administration/Tax Processing <u>provides the following to:</u>			\$ Impact
Applications Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
Stakeholder Relationship Management	1		
	2		
	3		

Stakeholder Relationship Management <u>provides the following to:</u>			\$ Impact
Applications Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

To be successful Stakeholder Relationship Management <u>requires from:</u>			\$ Impact
Applications Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

To be successful Applications Management <u>requires from:</u>			\$ Impact
Stakeholder Relationship Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

To be successful Payment Processing <u>requires from</u> :			\$ Impact
Applications Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Stakeholder Relationship Management	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

To be successful PMO/Administration/Tax Processing <u>requires from:</u>			\$ Impact
Applications Management	1		
	2		
	3		
Customer Service	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
Stakeholder Relationship Management	1		
	2		
	3		

To be successful Customer Service <u>requires from:</u>			\$ Impact
Applications Management	1		
	2		
	3		
Stakeholder Relationship Management	1		
	2		
	3		
Payments Processing	1		
	2		
	3		
PMO/ Administration/ Tax Processing	1		
	2		
	3		

HCTC

Federal • State • Private Industry

Health Coverage
Tax Credit
