

KSG NWSH Design Team
Faculty Assistant Update on NWSH

September 4, 2003

Agenda:

1. Town Meeting Announcement
 - a. Town Meeting of Faculty Assistants to help identify the issues. Topics include:
 - (1) Operational and administrative issues
 - (2) Staff concerns as employees
 - b. Input will be given in small groups (4-6 people) facilitated by design team members.
 - c. We will identify quick fix items and initiate follow up after the meeting by asking for help from individuals or small task forces made up of Faculty Assistants
 - d. The Town Meeting will be scheduled for first half of October
 - e. Half day session (either multiple sessions or one large session)

2. Overview of other NWSH pilot sites

3. What have we been doing in our meetings?
 - a. Team Skills training [May]
 - b. Getting organized as a committee [June]
 - c. Communication [July and on-going]
 - (1) Email to faculty assistants
 - (2) Email to faculty
 - (3) KSG Today
 - (4) KSG Connection
 - (5) NWSH link on Faculty Assistant page
 - (6) Faculty Assistant Newsletter
 - (7) Occasional union meetings
 - (8) Team members always open to individual contacts (email, in-person)

- d. Project Planning (Methodology) [July-Aug]
 - (1) Services provided by Faculty Assistants
 - (2) Staff Issues (Town Meeting)
 - (3) Customer Needs Analysis
 - (4) Business process analysis
 - (5) Organizational design

- 4. Our approach to design team work
 - a. Design team clearinghouse group
 - b. We will need help from other Faculty Assistants, for example:
 - (1) Members of task forces
 - (2) Completing surveys
 - (3) Focus groups
 - (4) Feedback on design proposals
 - c. We will be doing a lot of study and analysis
 - (1) Meetings with KSG departments (Finance, IT, CMO, etc.)
 - (2) What others are doing inside and outside Harvard (benchmarking)
 - (3) NWSH concepts
 - (4) Case studies
 - d. Design Team Work Schedule
 - (1) Weekly meetings
 - (2) Individual assignments outside meetings
 - e. Priorities (What to Work on)
 - (1) Need input from other Faculty Assistants to help prioritize (Town Meeting)
 - (2) Learn more about issues from other KSG departments
 - (3) Design team will analyze and prioritize our project plan with a timeframe
 - (4) Expect to design and implement changes in phases

- 5. Open Questions

- 6. If any ideas, concerns or suggestions, please contact any one of us. If you want it anonymous, put in interoffice envelope, send to Maureen Mahoney.