

Measure Conditions

Descriptions represent broad "menu" options for clients who want only limited support.

| Stage | Services and Product Deliverables | Notes |
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| 1 | Initial Consultation CapacityWare™ Demonstration Configuration of Survey Items Creation of Demographics Install Initial CapacityWare™ Systems Conduct Capacity Recovery and Development Training Clarify Services | |
| 2 | Create, Test ¹ , Print, Collate, Bundle, and Deliver ² Survey Package(s): Cover/Transmittal Letter Survey Instructions Outbound Envelop Business Reply Envelop (Conduct Test - Finalize Package) Set Internet Data Collection Options <i>1-Test for Follow-through Options. 2-Delivery Confirmation Options.</i> | |
| 3 | Receive Completed Instruments Sort, Prioritize, and Report Daily Receipts Report Daily Returns Input Validate | |
| 4 | Develop Context for Initial Results Develop Reporting Options: Conclusions Recommendations Design Initiative(s) Design Event(s) Create Report(s) | |
| 5 | Print Reports for Distribution Present Results: Client Others Install CapacityWare™ Conduct CapacityWare™ Training | |
| 6 | Conduct Coaching Lab Create Initial Change Management Plan | |
| 7 | Create "Ideal" Team Member Profiles Recruit Teams Track Team Performance Evaluate Team Results | |
| 8 | Audit Systemic Implications of Recommendations | |
| 9 | Track Implementation Evaluation Implementation Processes and Event | |
| 10 | Consolidate Event Evaluations Develop Initiative Evaluation Create Initiative Recommendations | |