



Suggested SRO Project Selection Criteria

Financial	Customer Satisfaction	Strategy or Regulatory	Resources & Time	Clarity	Probability of Success / Complexity
6	6	10	4	2	8
Hard Dollar Savings Annually	Will project improve customer satisfaction?	Is this project critical to regulatory or strategy?	Are the necessary resources and time available?	Is the project well defined & scoped appropriately?	What is the relative complexity of the project and probability of success?
	0 = no pt/member impact	0 = no	0 = no	0 = no	0 = program size, not project
1 < \$100k	1 = low (indirectly effects pts)	1 = low (work aligned to department with no direct measurable impact to driver diagram)	1 = low (IA dedicated >25% to project, team members are participate when they can)	1 = low (Process identified, but no baseline data has been analyzed)	1 = very complexity (large project >3 disciplines or departments - heavy politics), team is not ready for the change
3 = \$100K - \$500K	3 = moderate (directly effects less than 50% pts)	3 = mod (tool kit or directive from region or national)	3 = mod (IA dedicated >25% to project, team members are able & willing to give at least 5 hrs a week to project)	3 = moderate (Outcome measure performance baselines, AIM identified, but target not set)	3 = moderate complexity (medium sized project, 1-3 disciplines/ depart, moderate politics), team ready for change
9 > \$500k	9 = strong (directly effects 50% or more of pts)	9 = strong (directly impacts a WCH or Area Manager Goal or Imparitive)	9 = high (IA dedicated >30% to project, team members are able & willing to give at least 10 hrs a week to project)	9 = strong (Outcome measure performance baselines, process measures defined, AIM statement written)	9 = simple (project scoped 90% within control of one department, minimal politics) depart management supports & team has PI experience

Suggested SRO IA Selection Criteria



Standardization Criteria

Personal Desire

- Candidate wants to do this and with some initial knowledge, will initiate and pull for more understanding and actions

Basic Skills, experience, prerequisites

- Proficient in Microsoft Office (word, power point, excel, Visio –optional, Project – optional)
 - Excel – basic data manipulation (inserting data, formatting, filtering, sorting), basic calculation (sum, avg, %, count), basic graphing (bar, line, pie) and adding title, changing axis, etc.
 - Power Point – inserting graphs & pictures, formatting, creating tables
- Project Management
 - Knows how to create a project plan (WBS)
 - Ability to facilitate groups (Establish ground rules, set expectations, drive to completed assigned tasks)
 - Ability to run meetings (agenda, planned deliverables, present reports)
 - Ability to define and hold project scope
- Basic Change management skills
 - Define stakeholders
 - Develop & implement communication plans
 - Identify resistance to change & ability to work through issues & barriers
- Strong verbal and written communication skills
- General Knowledge of organization, processes, business acumen, LMP/UBT – optional



Suggested SRO IA Selection Criteria (Cont)

Standardization Criteria (cont)

Personal Characteristics

- Comfortable with ambiguity (and not knowing the answer)
- Willingness to learn
- Leads with humility (brings the team forward without pushing their own solution)
- Ability to manage up and across
- Informal influencer/ respected and respectful
- Takes initiative
- Perseverance

Organizational Support

- Bandwidth (0.5 FTE for first project & 0.25 FTE for second project)
- Completes Certification project and one additional project within 12 months of certification
- Funding for travel to training and backfill if needed

Suggested SRO Ripple/ Change Package PM Criteria



Standardization Criteria

Personal Desire

- Candidate wants to do this and with some initial knowledge, will initiate and pull for more understanding and actions

Basic Skills, experience, prerequisites

- Proficient in Microsoft Office (word, power point, excel, Project – optional)
 - Excel – basic data manipulation (inserting data, formatting, filtering, sorting)
 - Power Point – inserting graphs & pictures, formatting, creating tables
- Project Management
 - Knows how to create a project plan (WBS)
 - Ability to facilitate groups (Establish ground rules, set expectations, drive to completed assigned tasks)
 - Ability to run meetings (agenda, planned deliverables, present reports)
- Basic Change management skills
 - Define stakeholders
 - Develop & implement communication plans
 - Identify resistance to change & ability to work through issues & barriers
- Strong verbal and written communication skills
- General Knowledge of organization, processes, business acumen, LMP/UBT – optional

Personal Characteristics

- Takes initiative
- Leads with humility (brings the team forward without pushing their own solution)
- Ability to manage up and across
- Informal influencer/ respected and respectful