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90-Day Lookahead | September through November 2023

The below 90-day Lookahead was posted on the Project GATeWAY website from September 2023 through November 2023 and was relevant during that timeframe. It's purpose here is not to serve as a current 90-day lookahead, but rather, to serve as a record of previous lookaheads.

Project GATeWAY was in the Build and Test Phase of the project, working to design an optimal Collaborative organizational structure, staffing the organization, and developing training for workforce and organizational efficiencies.

KEY ACTIVITIES INCLUDED:

Organizational Redesign

Continued to receive applications for and fill Collaboratives job positions. Finalized standard operational policies and procedures for Collaboratives and continued to develop operations manual.

Collaboratives Future State Model

Worked with project Sponsors and Steering Committee to finalize decision on funding model for Collaboratives. Continued to define and establish performance metrics to baseline current state and set targets for SLAs.

Business Process Redesign

Shared finalized future state business processes. Began transitioning from legacy to new business processes.

Technology Blueprint

Presented enhanced technology roadmap identifying long-term needs and opportunities for automation. Coordinated with Technology Working Group to design and build interim technology solutions to help standup Collaboratives.

Training and Customer Readiness

Continued developing training curriculum and materials. Continued to develop train-the-trainer and began training faculty and staff on new business processes and procedures.

Deloitte.