

Building A Complete



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Organizational Effectiveness/Capacity Building



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CHALLENGES



Time

Training Ground

Growth Pressure

Legislative Pressures

Defined Strategic Direction

Paper Driven vs. Technology Driven

Unconventional Service Delivery



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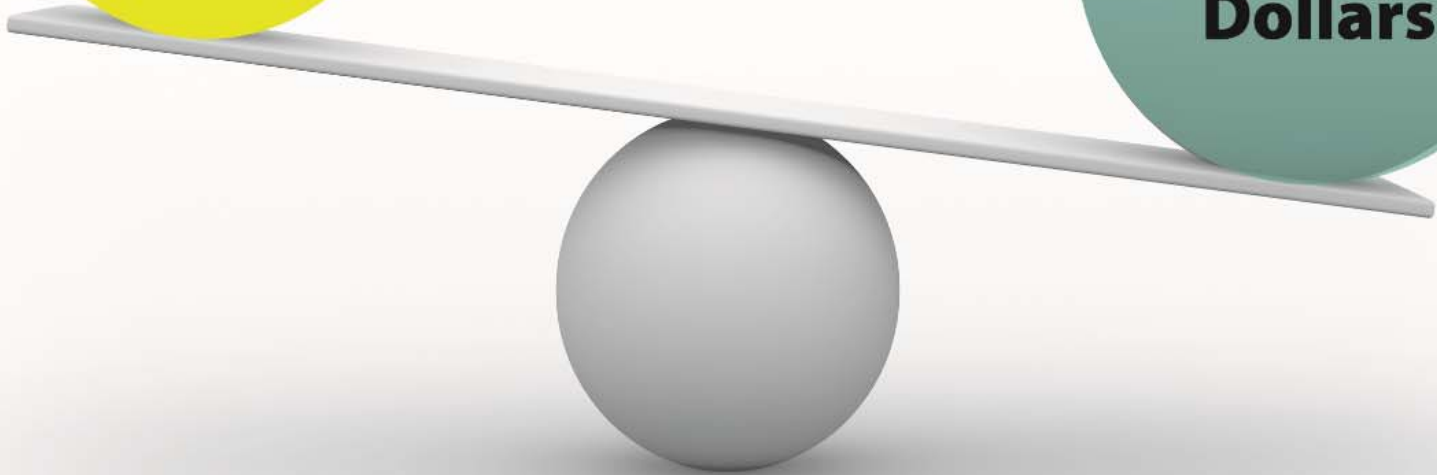
Peeling Back The Onion



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**Service
Excellence**

**ROI
Funding
Dollars**



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