

Mastery Program Work Flow

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This document outlines a proposed work flow for two situations:

- Creating New Mastery Tasks
- Updating Existing Mastery Tasks

The web site content will soon be stored in the new Knowledge Management System (KMS). The KMS will allow designated content owners to publish and update documents that are under their control. The work flow and rules that we define will determine what happens behind the scenes once a document is published. For example, once a content owner publishes a document, KMS can automatically notify a designated writer who will check the content for format and completeness. The writer can also then determine other processing that needs to be done to the content.

The managers must review the roles and responsibilities drafted below and reach an agreement on how information is handled so that the KMS work flow and rule set can be defined and implemented.

Creating New Mastery Tasks

When a new Mastery task is defined in the yearly Mastery Program review meetings, the following work flow should be used.

1. The managers determine the following:
 - the task name
 - the task number
 - the duty the task is associated with
 - the scope of the task
 - the skill level of the task
 - whether the task is certifiable
 - the content owner for the task
 - the content reviewers
2. A manager gets the Mastery Task Definition/Update form (see the attachment) from the web site and saves it to their hard disk.
3. A manager fills out the Mastery Task Definition/Update form with the above information, saves the files using the task number as the file name, then emails the form to the assigned Content Owner, writer, and the Mastery Program Coordinator. **Note:** This gives the writer and Mastery Program Coordinator a heads up that a change to a mastery task is upcoming. *Once KMS in place, maybe the manager just submits the form and it automatically gets forwarded by KMS to the assigned content owner.*