Resources

You may use this document to track the subject matter expert(s)' documents/citations or interviews used to verify answers to specific self-assessment questions. Many self-assessments contain nine sections covering different operational elements; however, some self-assessments contain fewer sections as some operational elements are addressed elsewhere (such as in the self-assessment for Overarching Matters).

Functional Area:	

SECTION: Procedures, Policies, and Confidentiality

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments			
Comments			

Question	Subject Matter	Source Document/Citation (Law, Rule, Benefits	Interview (name and title of person interviewed
#	Expert	Operation Manual, Standard Operating Procedure,	and date of interview)
		etc.)	

SECTION: Training

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

SECTION: Workload Analysis / Management Controls

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

SECTION: Performance Management

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

SECTION: Information Technology (IT)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

SECTION: Claimant / Employer Access & Communication

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

SECTION: Operational Efficiency / Resource Allocation

Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
		Expert Operation Manual, Standard Operating Procedure,

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

SECTION: Staffing

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

SECTION: Fiscal Management

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)

Question #	Subject Matter Expert	Source Document/Citation (Law, Rule, Benefits Operation Manual, Standard Operating Procedure, etc.)	Interview (name and title of person interviewed and date of interview)
Comments	•		

Reviewer

Name:	
Title:	
Email:	
Phone Number:	
Date Completed:	

Additional Review Team Member

Name:	
Title:	
Email:	
Phone Number:	
Date Completed:	