

# Communication & Information Architecture Assessment

**Plan & Organize:** The Quantum Governance Team, in partnership with the Board Chair and CEO, will kick things off by building a consensus on: the final methodology for data gathering; the individuals that will be involved; key milestones and deliverables; success factors; basic sequencing of events and the overall timeline.

**Finalize & Communicate the Assessment Plan:** We will finalize the Assessment Plan with the Board Chair and CEO and will transparently communicate the final Assessment Plan to the full Board and Senior Management.

## Obtain Stakeholder Input & Collect Data

**Review the Monthly Board Book:** We will request and carefully review your Monthly Board Book to: 1) develop an online Information Architecture survey that will be completed by the Board, the CEO and Senior Management; 2) assess the materials from a governance point of view; and 3) assess the materials from a communications point of view.

**Field an Online Information Architecture Survey:** We will field an online Information Architecture survey to gather both qualitative and quantitative information about the individual reports that are included in the Monthly Board Book. The survey will be completed by the Board, the CEO and Senior Management. Respondents will be asked to answer questions related to the usefulness of reports in decision-making, clarity regarding communications, strategic vs. operational value, etc.

## Analyze, Recommend & Brief

**Draft the Information Architecture Assessment Report:** We will synthesize and analyze the data gathered from the survey as well as our governance- and communications-focused reviews. An Information Architecture Assessment Report will then be prepared which outlines our findings, analysis, conclusions and recommendations.

**Meet with the Board Chair and CEO:** We will meet via Zoom with the Board Chair and CEO to provide a detailed briefing on the overall recommendations to strengthen your Monthly Board Book with the central goal being to increase strategic dialogue in the Boardroom.

## Implementation & Next Steps

**Pro Bono Follow-Up Zoom Meetings:** To support effective implementation, Quantum Governance will offer three (3) pro-bono follow-up Zoom meetings at approximately 30-, 60- and 90-day intervals after the Zoom debrief, based on the credit union's convenience and availability. These meetings can be used by the Board Chair, Board Liaison, the CEO or others as needed.

**Offer Additional Implementation Support:** Through numerous client engagements, we have learned that follow-up is as critical to the process as the lead-in. Accordingly, the Quantum Governance team will be available to support your organization as needed, following the delivery of the Report and the Zoom debrief. All implementation assistance will be in addition to the scope of work contemplated under this proposal. We are happy to provide a scope of work and professional fees for any implementation assistance work on an ongoing basis.