

Timeline for a turnaround

The General Services Administration outlined steps for reviving the Federal Acquisition Service's assisted acquisition services business. GSA leaders gathered and agreed they have a problem. That was Step 1.

Steps 2, 3 and 4 will be more difficult.

Step	Date	Action
Step 1: Kickoff	May	Discuss and agree on core problems and how to solve them.
Step 2: Data analysis	June and July	Review operations and performance, evaluate plans for increasing revenue, check staffing levels at FAS' client support centers and revisit past get well plans.
Step 3: Alternatives and decisions	August and September	Determine options to address the problems, analyze associated risks and define the plan to institute different options.
Step 4: Execute agreed-on options	October	Implement decisions made and monitor progress.