

TRIBAL GAP ANALYSIS PROCESS

The process of GAP Analysis is a systematic or step-by-step activity that provides structure to group discussions, strategic planning and logistical preparation. An important part of knowing needs or gaps is the process of identifying partners and establishing MOU/MOA's for new relationships and the shared services. The function of GAP Analysis will allow organizations and entities of government the opportunity to address the following important questions. These questions can relate to public safety, emergency preparedness or other government services.

How could I improve my regional performance?

How will I identify where to put my efforts?

What regional partners would be important?

Process for Needs and Capacity GAP Identification

The four steps of the GAP Analysis process are listed below. It is vital that the steps be followed in order.

- Identify **Real Problems**
- Identify **Desired Responses**
- Identify **What Needs to be Done**
- Rate my **Capacity** to do the necessary functions Identify where to prioritize our efforts

GAP Analysis: Real Problems

Step #1: Identifying the real problem or need is the starting place for a GAP Analysis discussion. A problem/need statement must be concise, brief and easily understood. The problem should be one of substance and value, so that buy in from partners and community members may be accomplished. The problem should be focused so that specific services, geographical areas and determined community needs are addressed. All aspects of the problem must be discussed and analyzed. Issues such as cultural, traditions, economic conditions, etc. must always be included in the discussion and description of the real problem. This step provides the direction, motivation and solidifies the commitment to dedicate resources towards the solution of the identified problem. It is during this phase that everyone involved understands the problem and is motivated or inspired to find a solution.

Gap Analysis - Step 1

Real Problems/Issues List	<i>Cultural Competencies: Impacts</i>

GAP Analysis: Desired Responses

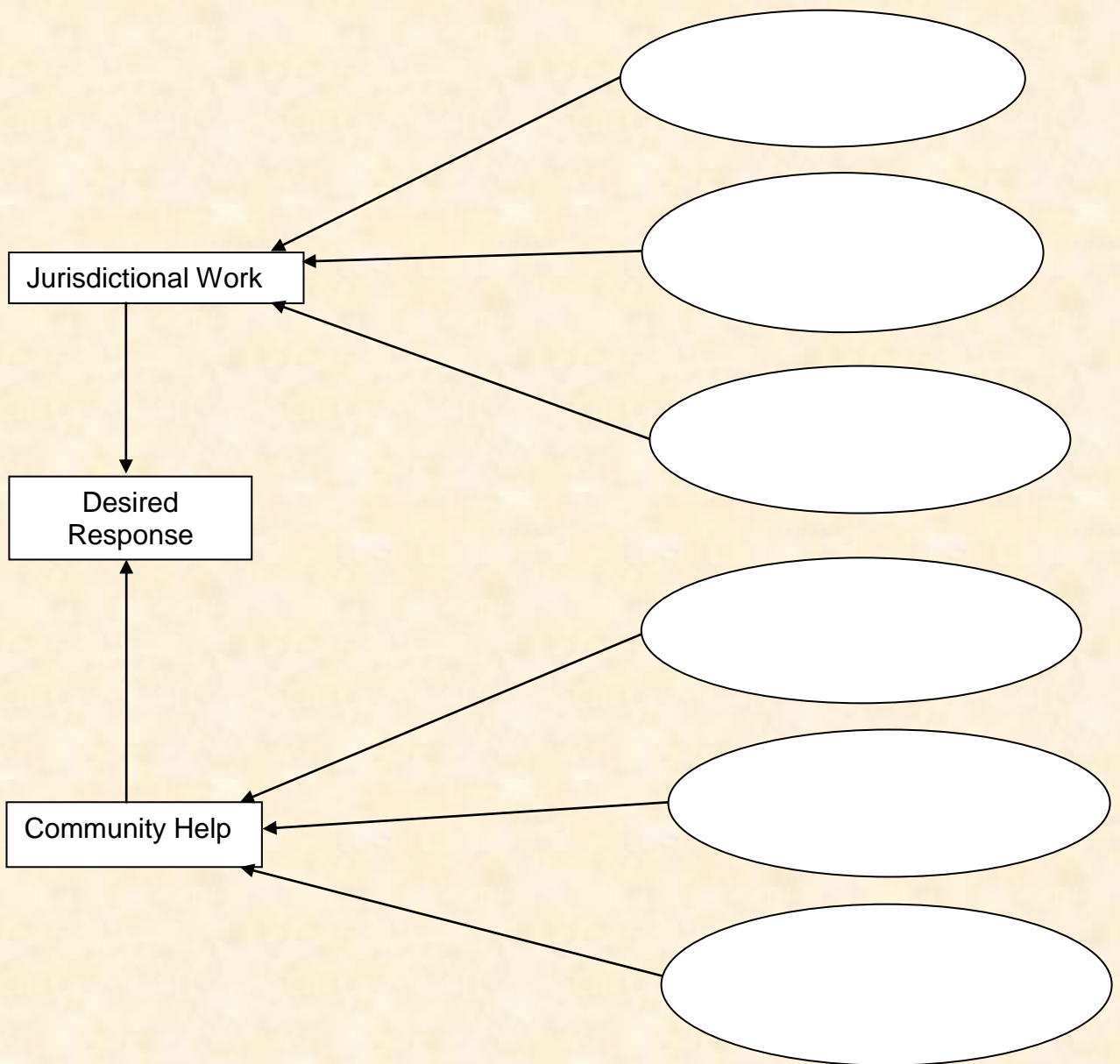
Step #2: Discovering the Desired Responses is usually the most difficult step because it seems to be out of sequence in the process. Most scenarios or projects present themselves with a step-by-step process to begin working on the problem. It is important in the GAP Analysis process to stop and acquire a picture of what success will look like. It is much easier to stay inspired or motivated if everyone has a clear picture of what the solution will mean to the community or jurisdiction. It is also easier know the steps or tasks that are necessary if the picture of success is clearly displayed. This step in the process becomes the group's concept of operations for the actual work towards the solution.

Describe, by list format, your desired operational responses for this event	Notes

GAP Analysis: Actions/Tasks

Step #3: Now that success is described and everyone knows how the Desired Responses will benefit the community and jurisdiction, it is now possible to fill in our road map with the actions and tasks that will be necessary to accomplish the solution. These are the step-by-step actions/tasks or work that will be essential to achieve the desired response for the elimination of the problem. These action/tasks should be broken out into two sections. What will the jurisdiction be responsible for accomplishing and what can actions/tasks can be accomplished from partners in the community or other departments of government. A list of Actions/tasks should be developed for each desired response created in step #2. The format below is given as an example of one desired response.

Gap Analysis - Step 3



GAP Analysis: Needs & Capacity Rating

Step #4: This step is the actual formula for the GAP Analysis process. The group must now have a candid discussion concerning each of the actions/tasks that were identified in step #3. The first analysis is a needs discussion. This discussion is centered on the individual action/task's need for the success of solving the problem. The suggested rating is 1 through 5 with a 5 rating being very important to the solution and a 1 rating being not important at all. It is important to note in the needs rating process; every action/task should not be given a rating of 5 or very important. It is important to be subjective and realize that some action/task are more important to the accomplishment of the solution.

The second part of step #4 is the capacity rating. This is the opportunity to assign a value to your organization's capacity to perform the action/task today. The same numeric value as above is applied. A score of 5 is given if the organization is very capable of performing the action/task or a rating of 1 is given if it would be impossible to perform the action/task today.

Step #4 is completed when each action/task has a needs rating of 1 through 5 and a capacity rating of 1 through 5.

Gap Analysis - Step 4

Rate the need and capacity of your community

<p>Rate the "need" your jurisdiction has for this 0-5 scale</p> <p>0-none, 5-high</p>	<p>Copy the list of actions/tasks specifically, developed from step #3.</p>	<p>Rate your community's actual "capacity" to do the work for each action/task.</p> <p>0-5 scale</p>
	A	
	B	
	C	
	D	
	E	
	F	
	G	
	H	
	I	
	J	

GAP Analysis: Plotting

Step#5: The plotting step of GAP Analysis is the visual completion of the entire process. The X and Y axis paper shown in the example will provide horizontal and vertical lines will provide intersections for the plotting of the needs and capacity values that were established for each action/task in step #4. The value from the needs column should be placed on the horizontal lines and the value from the capacity column should then be joined to the needs value on the intersecting vertical line.

Plot your priorities

