Analysis Report:
the Big Picture Perspective
Where it all starts...
Example Roles at GATX

PERFORMER

Assistant Controller
Portfolio Manager

PERFORMANCE

Monthly Reporting
New Lease Contracts
Supporting Complex Task Performance

![Diagram showing the relationship between performer, performance support, and performance. The performer is connected to performance support, which in turn connects to performance, forming a triangle.]

We bring people and technology together
Example Support at GATX

- Assistant Controller
- Portfolio Manager

PERFORMER

PERFORMANCE

PERFORMANCE SUPPORT

General Business Education
GATX Training (e.g., MAPS)
MAPS Help System

Monthly Reporting
New Lease Contracts
Complex Tasks Require Detailed Rules
Example Rules at GATX

- Assistant Controller
- Portfolio Manager
- Monthly Reporting
- New Lease Contracts
- Corporate Policies & Procedures
- Portfolio Specific P&P

- General Business Education
- GATX Training (e.g., MAPS)
- MAPS Help System

We bring people and technology together®
Work is seldom performed in isolation...
Example Work Groups at GATX

Performer
Assistant Controller
Portfolio Manager

Performance Support
General Business Education
GATX Training (e.g., MAPS)
MAPS Help System
Help Desk

Rules
Corporate Policies & Procedures
Portfolio Specific P&P

Performance
Monthly Reporting
New Lease Contracts

Community
Portfolio Management
Federal Tax
“Culture binds us together...”
Interaction Examples at GATX

- Assistant Controller
- Portfolio Manager
- Monthly Reporting
- New Lease Contracts
- General Business Education
- GATX Training (e.g., MAPS)
- MAPS Help System
- Help Desk
- Corporate Policies & Procedures
- Portfolio Specific P&P
- Portfolio Management
- Federal Tax
- Corporate Logo
- Mission, Values, Principles
- Open Door Management
Sample RWD Recommendations (1 of 2)

PERFORMANCE SUPPORT

New Hire Orientation
Leasing
Functional Area Specific Training
GATX Performance Support System (EPSS)
Reporting
MAPS Procedures
Data Flow Diagrams

PERFORMER
Map all Job Roles/Titles
Skill Assessments
Evaluate Performance
<Improve EPSS
Improve Training>

RULES

COMMUNITY

CULTURE
Sample RWD Recommendations (2 of 2)

PERFORMANCE SUPPORT

New Hire Orientation
Leasing
Functional Area Specific Training
GATX Performance Support System (EPSS)
Reporting
MAPS Procedures
Data Flow Diagrams

PERFORMER
Map all Job Roles/Titles
Skill Assessments

PERFORMANCE
Evaluate Performance
<Improve EPSS
Improve Training>

RULES
Document & Promulgate P&P
Document Business Processes
Update MAPS Procedures

COMMUNITY
<Improve Performer
Reliance on EPSS/Skills & Knowledge>

CULTURE
<Improve Performer
Moral
Improve Retention>

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