

**DOA Lean Government
Improvement Project Charter**

Project name	Service Delivery Phase 1 - Intake
Executive Sponsors	The DET & ACSC Sponsored Service Delivery Committee. Trina Zanow will be the project's point of contact and will interface with the committee as needed.
Problem statement	<p>Quality Service Delivery is a strategic priority for the Department of Enterprise Technology. Starting in 2015, a number of projects related to that strategic driver were started. Recently, an executive steering committee comprised of IT Directors and Senior IT personnel from DET and other state agencies was formed to review progress in this area. One outcome from that group was to focus on the service request intake process. The following charter outlines expectations and deliverables for improving the SR intake process. Additional focus areas will be identified and process improvement projects in those areas will be forthcoming.</p> <p>The current service request (SR) intake process requires Division of Enterprise Technology (DET) employees to follow the same procedure regardless of whether the service request is a project, operational work, informational, or any other. Each of these types requires different information, workflows, and service level expectations (SLE's). Since these requests are not categorized optimally at intake, they often result in process delays, rework, and both DET and customer dissatisfaction. Ultimately, the committee would like to eliminate waste, introduce efficiencies and make the intake process repeatable and nearly 100% accurate so that all staff (both agency and DET) can focus on higher value work.</p> <p>Phase 1 focuses on the intake of an SR and covers activity from the start of a request through the assignment of the SR to the appropriate queue.</p>
Employee groups and customers who are affected by this problem	<ul style="list-style-type: none"> • Department of Administration (DOA)/DET • All DET Subscribing Customers
Project importance	<p>Delays in processing incoming requests prolong SR completions and often result in service delivery issues for the customer. By adjusting the intake process, we expect the lead time for the SR would be reduced, work could be prioritized more proactively, and SLE's metrics would be more meaningful.</p> <p>This change would also benefit DET employees because they would get more detailed, accurate information from agencies at the start of the</p>

	process and have an efficient, repeatable intake process to follow.
Measures to track improvement	<ul style="list-style-type: none"> • Amount of time elapsed between original submission of SRs and time when all the necessary information is obtained and SRs have been assigned to the correct queues. • Amount of time elapsed between original submission of SRs and completion time. • Customer/employee satisfaction survey results. • Accuracy of the intake process (without rework) after the action plan is complete.
Value of improvement	This past year, DET processed close to 25,000 requests and the estimated time incurred, with the combination of lead and process times, was almost a million hours. If the time to completion for requests is reduced and there is a great accuracy in understanding the work to be done in the request, then both DET and agency employees will have more time to accomplish higher value goals and priorities.
Scope	<p>This project will be limited to DET's SR intake process. The project will include defining the various types of SR's and the process to get the SR to the correct queue so that appropriate workflow processing can begin.</p> <p>Out of scope: Developing the specific workflows for each of the SR types after the intake is completed. These will be considered in subsequent phases.</p>
Goals	<ul style="list-style-type: none"> • Categorize the different types of service requests and provide metrics for each intake process. • Reduce the amount of time to get the request to the correct workgroup by using intake triage. • Reduce the time to completion for DET service requests. • Improve customer and employee satisfaction • Develop and implement an intake process that is repeatable, efficient and nearly 100% accurate.
Anticipated resources needed to develop recommendations	The main resource requirement for developing recommendations in this project will be employee time. If the project generates recommendations that will require additional resources, the need for those resources will be justified.
People involved in project	Role
John Ritchie	Process Owner
Billy Jo Peterson	Lean Project Team Lead

Terri Oliversen	DET Member
Bev Metcalf	DET Member
Steve Henning	DET Member
Sari Awadalla	DET Member
Paul Schaefer	DET Member
Gordy Wilcox	DET ESD Member
Don Frank	DWD Agency Member
Richard Doty	DNR Agency Member
Dave Weitermann	DOT Agency Member
Rita Harnack	DET Service Delivery Member
Project timeline	7/1/16
Executive Sponsor Signature and Date	[Include signature or name of executive sponsor] [Date]