

**DOA Lean Government
Improvement Project Charter**

Project name	Streamlining the provision of IT resources for new employees
Executive Sponsor(s)	David Cagigal
Problem statement	<p>Once a new DOA employee has received an appointment letter, there are DET resources (e.g., computer, phone(s), email account) that must be provided to that employee and be ready for her/him on the first day at work. The problem with these processes, however, is that hiring managers often do not know which tasks need to be completed, how, and what information needs to be included. Meanwhile, the processes used within DET to accomplish this provisioning are reported to be less than ideally consistent and systematic. Since the provisioning of IT resources involves processes owned by DET, several improvements might be possible that would benefit all divisions within DOA.</p>
Employee groups and customers who are affected by this problem	<ol style="list-style-type: none"> 1. Department of Administration (DOA) <ol style="list-style-type: none"> a. All divisions <ol style="list-style-type: none"> i. DISCs ii. Hiring managers iii. New employees b. Division of Enterprise Technology (DET) <ol style="list-style-type: none"> i. Hiring managers ii. New employees iii. Desktop personnel iv. Telecom personnel v. User Security Administration personnel
Project importance	<p>Hiring managers and DET personnel currently spend a significant amount of time providing IT resources for new employees. Because these tasks occur infrequently, managers often don't know what they need to do or what information needs to be included on the service requests they submit. As a result, there tends to be a lot of emails being sent back and forth between employees unnecessarily. If the IT provisioning process was streamlined, these employees could spend more time on value-added work instead.</p> <p>Because these tasks often aren't completed in a timely manner, new employees sometimes will not have everything they need on their first day of work, which prevents them from being as productive as possible.</p> <p>In addition to addressing the productivity losses, this project will also help</p>

	<p>us better understand what needs to occur for the off-boarding process. Off-boarding currently poses a security risk because former employees can still access the State’s buildings, network, and files if off-boarding does not occur correctly or on time.</p> <p>It’s also possible that some of the improvements could be generalized and implemented more broadly. With regard to service requests, for example, improvements to the process of setting up a desktop computer might be transferrable to the process of moving a desktop computer. Additionally, some of the findings could be useful for the Division of Personnel Management if they decide to work on a broader employee on-boarding project in the future.</p>
<p>Measures to track improvement</p>	<p>Measures relevant for hiring managers:</p> <ul style="list-style-type: none"> • Percent of managers who know what forms/SRs to fill out (Estimate) • Amount of time spent figuring out what forms to fill out (Estimate) • Hiring manager satisfaction (Before/After) <p>Measures relevant for employees who process SRs:</p> <ul style="list-style-type: none"> • Percent of SRs with all information included (Estimate before) • Percent of SRs with all information included (Measure after) • Amount of time spent requesting missing information (Estimate) • SR employee satisfaction (Before/After)
<p>Monetary value of improvement</p>	<p>The amount of time that is currently wasted in the process could be estimated and converted to a dollar amount based on hourly rates. Since we will not have exact data, though, the dollar amount saved will be an estimate.</p> <p>$(\text{hrs wasted/employee hired}) * (\\$/\text{hr}) * (\# \text{ of employees hired/yr}) = (\\$/\text{yr})$</p>
<p>Scope</p>	<p>The focus of this project is on processes that DET owns and can improve. These processes include setting up a phone, computer, network access, email accounts, and possibly building access.</p> <p>Out-of-scope: Any aspects of providing for new employees that are outside DET’s control.</p> <p>Examples:</p> <ul style="list-style-type: none"> - Photo ID process (Capitol Police) - Installing telephone lines and moving desks (Facilities) - HR-related processes (Division of Personnel Management) <p>Note: Although these processes won’t be improved during this project, it’s likely we will need to inform DET managers how to complete them.</p>

Goals	<ul style="list-style-type: none"> • Ensure managers are aware of what tasks need to be completed • Ensure employees processing SRs have all necessary information • Simplify the IT provisioning processes that are within DET's control • Improve employee satisfaction with the process • Reduce the amount of time that is wasted during IT provisioning 		
Anticipated resources needed to develop recommendations	This project will primarily just require employee time. If any other resources are needed, they will be justified and approved during the course of the project.		
People involved in project	Role	Time estimate	Organization and expertise
John Pribek/Samuel Schmitt	Team leader	40 hours in total	DET - Lean coordinator
Kelli Kaalele/Tom Bernd	Team member	10 hours in total	DET - Hiring Manager
Eric Ford or designee	Team member	10 hours in total	DET - Desktop IT
Dave Mastick	Team member	10 hours in total	DET - Telecommunications
Cindy Witt or designee	Team member	10 hours in total	DET - OneStop
BillyJo Peterson	Team member	10 hours in total	DET - Enterprise Service Desk
Greg Beach	Optional attendee	10 hours in total	DET - Hiring Manager/Customer
Becky Voysey	Optional attendee	10 hours in total	DET - Hiring Manager
Project timeline	<p>Kick-off date: May or June Expected report-out date: July or August</p> <p>We anticipate that this project will only require about three meetings of approximately two or three hours each in order to generate recommendations.</p>		
Executive Sponsor Signature and Date			