

Improving lead time for IT resources during the onboarding process

Problem Statement and Project Importance

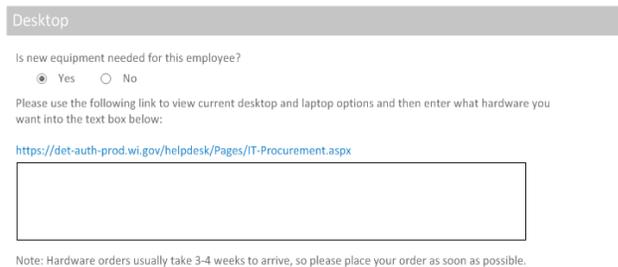
Currently, DOA hiring managers and IT personnel spend a significant amount of time gathering all of the information that's required to provide a new employee or contractor with an email account, phone, and computer. Because hiring managers do not complete these tasks on a regular basis, they often don't know what they need to do or what information needs to be included on the service requests and forms they submit. As a result, numerous emails are sent back and forth between employees, causing frequent delays in the process and high levels of dissatisfaction among both hiring managers and IT personnel. By improving this process, DET expects to save staff time while also making sure that new employees have all of the IT resources they need to be productive on their first day.

Recommendations

To improve this process, the DET Lean team recommends implementing a single Cherwell form that combines all of the information that's currently contained on multiple separate forms and service requests. Additionally, the team also plans to provide detailed instructions on a centralized DET web page where employees could go to learn more about the process and what information is needed on the form.

Some of the form's main features will include:

- » Having all fields located on a single document.
- » Allowing multiple service requests to be sent out simultaneously.
- » Including instructions and relevant information on the form itself.



The screenshot shows a form titled "Desktop" with the following content:

Is new equipment needed for this employee?
 Yes No

Please use the following link to view current desktop and laptop options and then enter what hardware you want into the text box below:

<https://det-auth-prod.wi.gov/helpdesk/Pages/IT-Procurement.aspx>

Below the link is a large empty text box for input.

Note: Hardware orders usually take 3-4 weeks to arrive, so please place your order as soon as possible.

Desktop section of the comprehensive Cherwell form

Status

The team's recommendations were approved by State CIO David Cagigal in September 2016, and the implementation plan is expected to be finalized soon.

If you have any questions about this Lean project, please contact Samuel.Schmitt@wisconsin.gov.