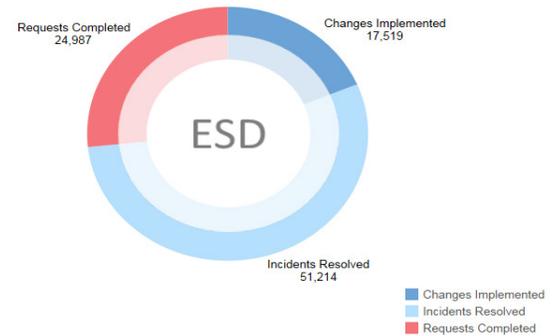


Enhancing the service request intake process

Problem Statement and Project Importance

The current service request intake process requires DET employees to follow the same procedure regardless of whether the service request is a project, operational work, or an informational request. Each of these service request types requires different information, workflows, and service level expectations. Since these requests are not categorized optimally at intake, they often result in process delays, rework, and both employee and customer dissatisfaction. Considering that DET handles nearly 25,000 service requests each year, a significant amount of time could be saved by making the intake process more repeatable and accurate.



ESD's annual scope of work

Recommendations

The recommendations this Lean team came up with consist of several changes to the Cherwell service request platform and to how tickets are assigned during the intake process.

These recommendations include:

- » Having users answer a series of basic questions to increase the likelihood that the SR is routed to the correct workgroup on the first try.
- » Adding functionality in Cherwell to track misassigned tickets so similar errors can be avoided in the future.
- » Creating a new group that will be responsible for reviewing project tickets and routing them to the appropriate team.
- » Updating the Service Catalog to ensure it aligns with service, subservice and action classifications.
- » Developing a procedure for tracking informational, operational, and project service requests.

Status

The Lean team presented their recommendations to executive sponsor Trina Zanow at the beginning of September 2016 and is currently finalizing their implementation plan.

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