

**DOA Lean Government
Improvement Project Charter**

Project name	Streamlining approvals and billing for operational SRs
Executive Sponsors	Trina Zanow and Susan Lee
Problem statement	The current service request (SR) process often requires DET employees to contact customers multiple times to obtain agency approvals and billing information. Since these customer interactions are unnecessary and add no value for the customer, they result in process delays and customer dissatisfaction. Also, delays in closing the SR occur due to outstanding billing tasks and consequently skew DET metrics.
Employee groups and customers who are affected by this problem	<ul style="list-style-type: none"> • Department of Administration (DOA) <ul style="list-style-type: none"> ▪ Division of Enterprise Technology (DET) All DET Subscribing Customers
Project importance	<p>When ESD employees need to contact customers for agency approvals, it delays completion of the SR and interrupts the customer. If all the required information is instead provided when the SR is submitted, the lead time for the SR would be reduced and it's less likely that customers would be interrupted by additional requests for information. Also the completion of the billings Tasks delays the closing of the SR even though the work has been completed.</p> <p>This change would also benefit employees because they would spend less time waiting to obtain agency approvals and complete billing tasks in order to close the SR.</p>
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 agency approvals are obtained. • Amount of time elapsed between original submission of SRs and time when billing tasks are completed. • Customer/employee satisfaction survey results
Value of improvement	If the number of times DET employees need to contact customers to obtain agency approvals and billing tasks is reduced, they will have more time to complete other work.
Scope	This project will be limited to the SR approval and associated billing tasks required in a DET\BIS SR.

	Out of scope: Any problems beyond approval or billing tasks.
Goals	<ul style="list-style-type: none"> • Reduce the amount of time needed to obtain agency approvals and complete billing tasks. • Improve customer/employee satisfaction
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 these resources will be justified.
People involved in project	Role
Susan Lee	Process Owner
Billy Jo Peterson	Lean Project Team Lead
Eric Landsverk	ESD Member
Sari Awadalla	Server Member
Srinivas Gadi	Web Platform Services Member
Christi Daveler	Business Relationship Manager
Terri Oliversen	Business Performance\Billing Member
David Hesse	DOT Member
Nathan Harper	DOC Member
John Pribek	Lean Project Subject Matter Expert
Project kickoff	9/11/15