

DRC Helpdesk New Hire Onboarding

- Green Belt
- Lean Six Sigma Project
- John Rayle
- 10/29/19



Ohio | Department of
Rehabilitation & Correction

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Background / Scope

- New hires are faced with delays in obtaining access to appropriate I.T. systems and that access is needed for their training at the Corrections Training Academy. There is a need to review and improve the process for onboarding employees by making it more efficient, timely and consistent.

Scope



Project Goals

Develop a standardized approach that will be efficient, timely, simpler, and faster

Enable consistent communication and transparency which will alleviate frustration and increase stakeholder satisfaction

To develop a new hire I.T. onboarding system by 7/1/19

Provide an atmosphere which allows for new staff to be onboarded and have limited downtime as a result of IT issues

Operational Definitions



Backlog = Total number of unprocessed requests



SARF = System Access Request Form



F.O.T. = Field Officer Tablet



Onboarding = Integration of new employees

Baseline Data

2016

9,000 backlogged service tickets

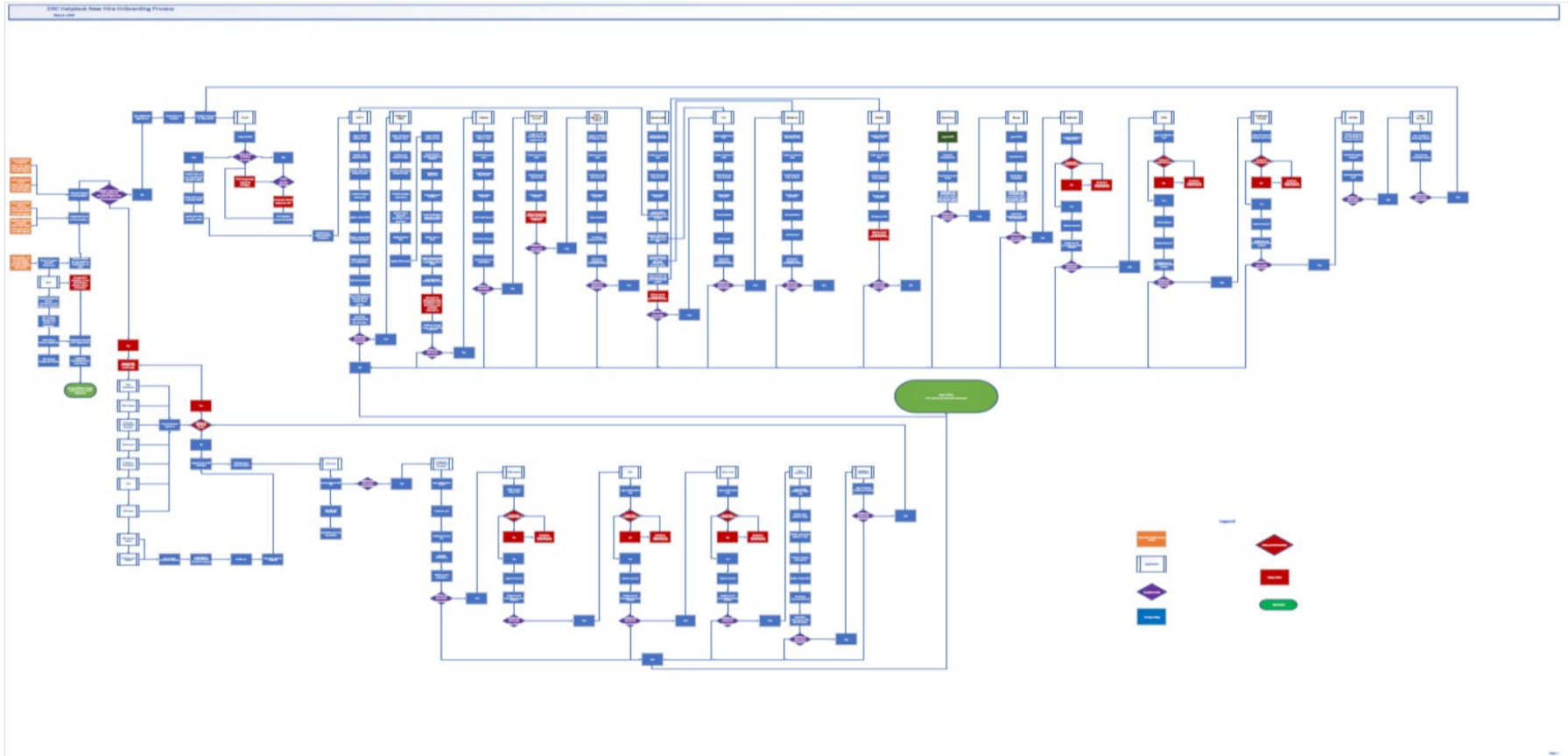
Late 2018

5,000 backlogged service tickets

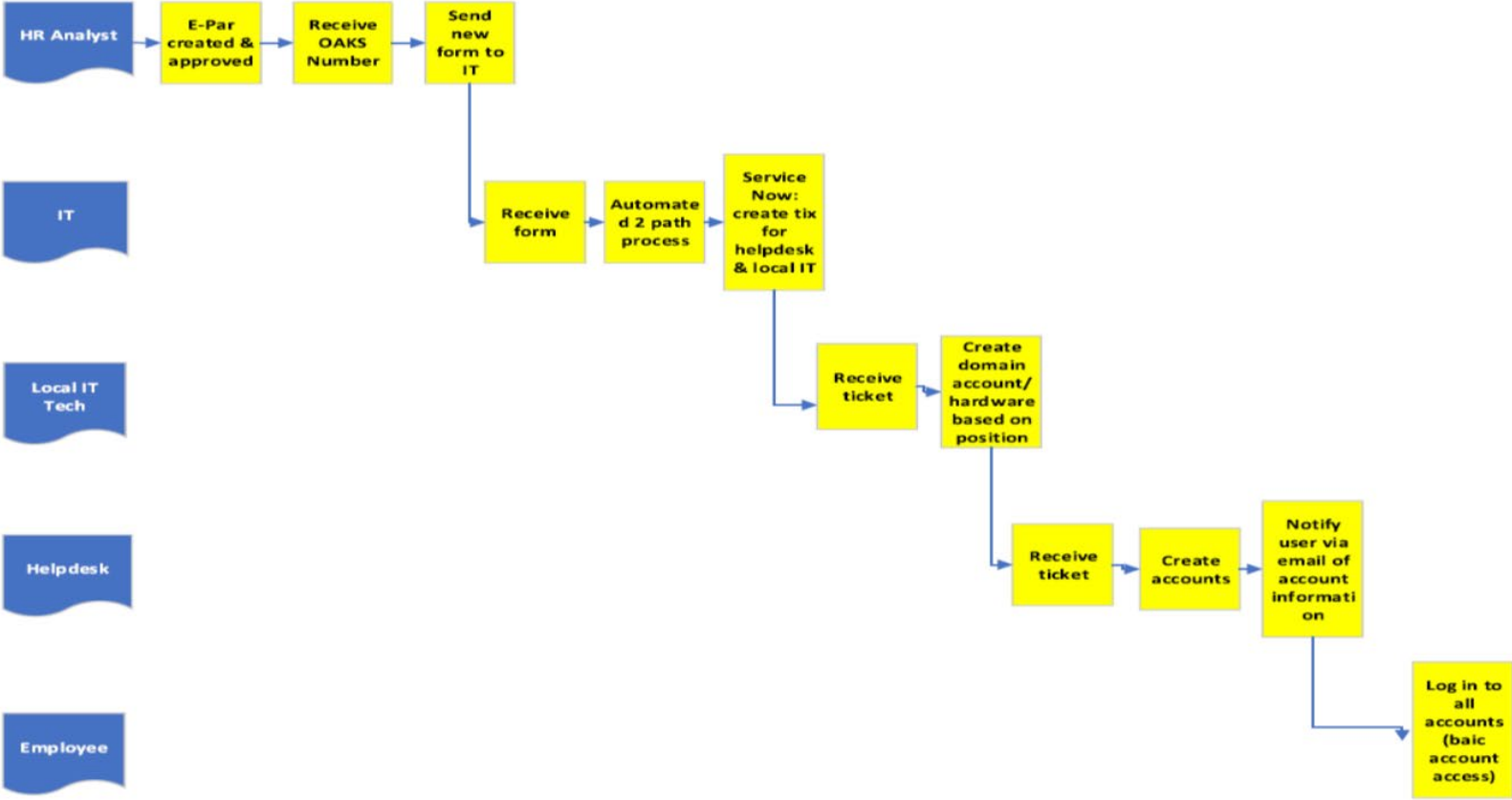
August 2019

0 backlogged and maintaining new requests

Current Process Map



Future Process Map



Project Metrics

Parole Officer/Admin Professional 1 Classifications

(Systems - Email, DOTS, Gateway, OnBase, Reentry Portal, OSP, Offender Fee, OAKS, FOT)

Measure	Before	After	Difference
Process Steps	39	12	37/-69%
Decisions	13	0	100%
Loop Backs	12	0	100%
Waste points	7	0	100%
Functional areas	5	5	0%

Project Benefits - Intangible

- Improved Customer Service/internal and external stakeholders
- More effective and efficient SARF process
- Makes process much simpler
- Lowers risk of incorrect information
- Accurate and faster response
- Renewed ownership of work/boosts morale
- Reductions in variability

Improvement Summary

Current Key Issues

Triaging tons of request tickets-
misdirected tickets are a pain
point for help desk

Received access forms through
multiple channels; fax,
scan/email, mail, hand-off

System Access Request Form
needed for each system

How We Improved

Assigned certain staff to process
FOT issues

Removed fax # from form,
required to scan/email

Consolidated and assigned
system access based on
classification

Implementation Plan

Task	Who	When	Status
Consolidate tools For the 20+ systems	I.T.	May 2019	Ongoing
Update System Access Request Form	Pete Carroll	August 2019	Completed
Increase password open time From 24 hours to 30 days	Vinko Kucinic	April 2019	Completed
Train staff on new hire process	Human Resources	August 2019	Ongoing

Significant Impact

- Eliminate need for SARF on new employees (only needed if special request outside of position description).
- No need to follow up for signatures.
- Removed the DOTS 24-hour mandate to update password and replaced with 30 days. This will eliminate the ongoing back and forth when unable to log in and update password. Old process involves sending back and forth new password multiple times.

Parking Lot

- Consolidation of 20 + systems
- Single sign on

Special *thanks* to...

Senior Leadership: Vinko Kucinic, Deputy Director (Chief Information Officer)

Sponsor: Vinko Kucinic, Deputy Director(Chief Information Officer)

Team Leader: Jeff Cavendish, Infrastructure Specialist 2

Subject Matter Expert/s: Human Resources, I.T., Legal, Investigations, Regional Directors

Customer/s: All internal and external customers who need access to DRC computer systems.

Questions/Comments

