

LEANOhio



Ohio
Department of Health

Ohio Department of Health Delighting ODH Help Desk Customers

Black Belt Project Report Out

Lawissa Tidrick

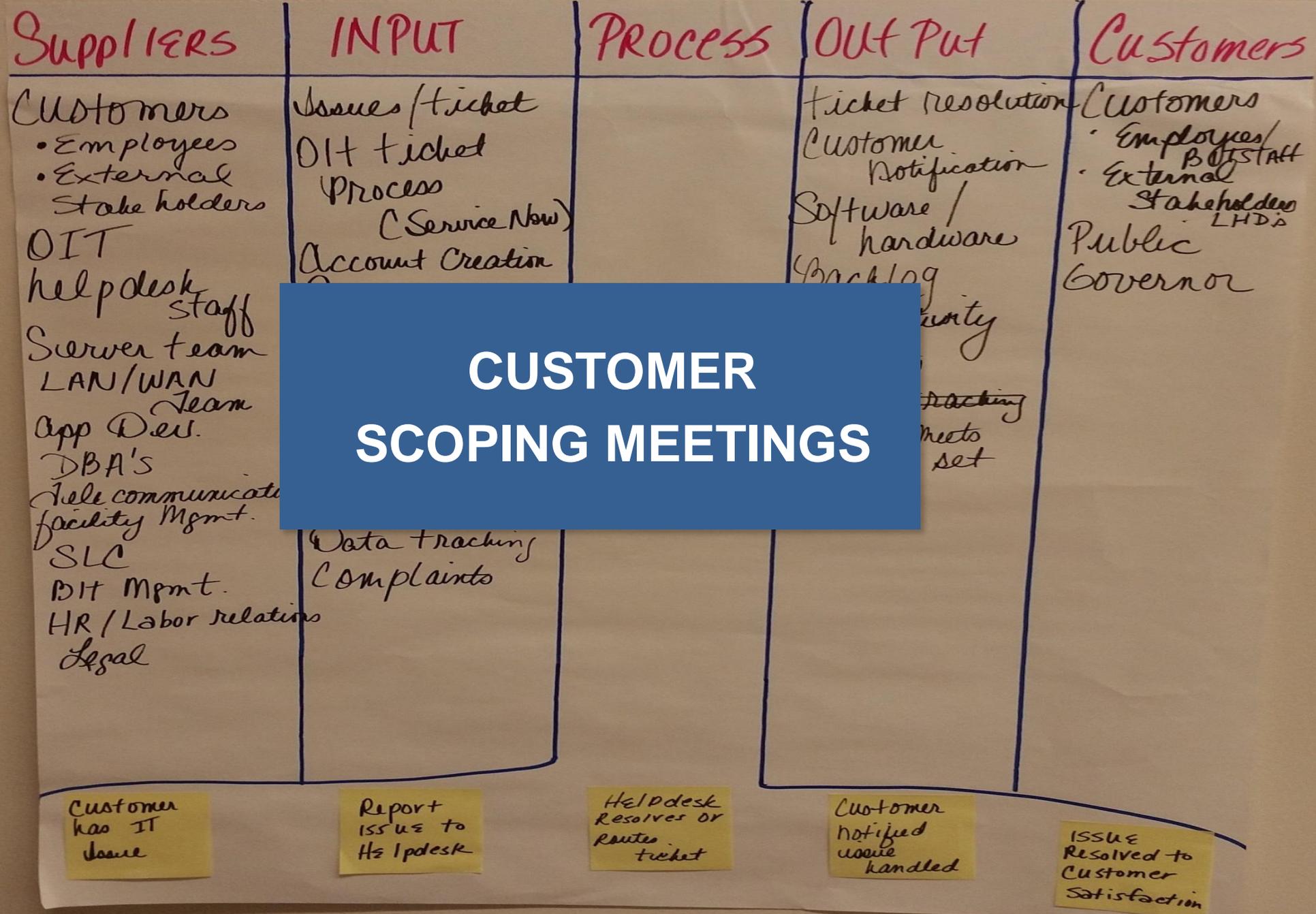
April 14, 2016

Project Sponsor: Nathan Huskey, ODH

Project Mentor: Marina King, DOT

How Did We Get Here?

- Through collection of Voice of the Customer data, it was determined that the ODH Help Desk is not meeting timeliness and quality goals to the satisfaction of the customer, ODH employees.
- Dissatisfaction rating was as high as 45% on a specific Help Desk Function.
- The business impact of this issue is productivity loss, opportunity loss and increased cost. This impacts the amount of services we can provide Ohio citizens.
- A team of employees and customers utilized Lean Ohio tools to lean up the Help Desk processes, set goals for improving customer satisfaction ratings, measure and monitor improvements implemented.



CUSTOMER SCOPING MEETINGS

PROJECT CHARTER

Project/Event Title
 Project Facilitator
 Agency/Organization
 Project Monitor
 Charter Last Updated Date:

Delighting ODH Help Desk Customers
 Lawissa Tidrick
 Ohio Department of Health
 Marina King
 9/9/2015

Project Background

Bureau of Information Technology (BIT) Help Desk technicians are the initial contact point to support information technology issues reported to the Help Desk. Over 9,000 tickets are processed annually with 6 technicians servicing all submissions except network and application support issues. Their customer base is approximately 62,000. All incidents or issues are prompted by phone calls, Data Service Requests (DSRs), and/or e-mails sent to the Help Desk. After the incident or service request is logged into the HelpSTAR (i.e., tracking system), the customer will receive an e-mail with the ticket number. The Help Desk reviews the reported issue and does everything they can to resolve on the first call. However, there are times the Help Desk staff is not able to resolve the issue and the ticket is assigned to the appropriate area of support (Database, Server Team, Infrastructure Support, Application Support, etc.). BIT Management monitors the unresolved metrics and follows up when necessary.

Problem/Opportunity Statement

Recent customer survey results indicate improvements are needed in several Help Desk functions.

SCOPE (DEFINE BOUNDARIES)

First step in the process:
 Customer issue is reported to the Help Desk
 Last step in the process:
 Customer receives notification that their issue is resolved

Project Goals

To meet service level agreements, currently being drafted, and increase customer satisfaction rating by 10% (TBD)

Project Boundaries

Network/Server, software installation and application support issues will not be addressed within the scope of this project.

Performance Metrics: What measures will tell you if you are successful	Performance Metrics			
	Current	Goal	Final	% Change
Volume of the customer survey results				
Average time to resolve helpdesk issues by type of issue				
Quantity of Help-Desk Tickets serviced				
Service Level Agreement tracking				

Projected Benefits

Potential to reduce cost, increase velocity and customer satisfaction

Project Team

Team Lead: Lawissa Tidrick
 Team Champion/Sponsor: Nathan Huskey
 Process Owner: Ron Ferencz
 Team Members: TBD
 Subject Matter Experts: Ron Karn, Patrick Watkins, Darryl Byers, Richard Schwab, Sara Summers, Anita Blount, Ron Ferencz

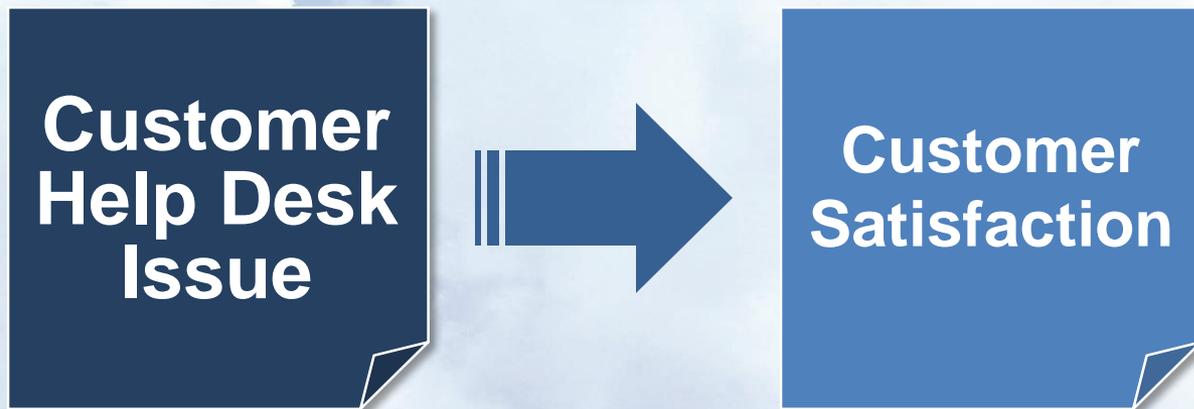
Project Champion/Sponsor and Process Owner Sign-Off: I am committed to supporting this project and implementing th

Sponsor Signature:
 Process Owner:

Nathan Huskey 9/11/15
Marina King

Event Scope

- What is the first step in the process?
 - Our process begins with...Customer issue is reported to the Help Desk
- What is the final step in the process?
 - Our process ends with...Customer's issue is resolved to their satisfaction



Process Improvement Goals

Reduce
customer wait
time

Reduce backlog
& decrease
ticket resolution
time

Increase
customer
satisfaction

Project Deliverables



SLA documents



**Process
procedures**



Future State

Voice of the Employee

Help Desk Employee Process Issues

1	Not managing the work or prioritizing. Need someone or the ticket management system to triage tickets and assign priority based on the problem. No direction on what should be a priority.
2	Do a better job selling our services
3	Customer doesn't want to admit they have an issue until it escalates
4	Need to address backlog before we take on anything new
5	Problem should dictate service priority...not employee's rank
6	Customers going around process to get prioritized
7	Ensure changes made to systems are completed properly and the environment is stable before turning over to the helpdesk. I.e., recent print server change. Rush through changes without properly testing. Use HD staff to assist with testing so they become familiar with the issues and how to resolve. Train all HD staff on how to handle any system changes.
8	Tickets assigned to a person when they are on leave or tickets remain behind a person with no activity while they are on leave
9	Multitude of tickets submitted on same issue and are not identified as duplicate and routed
10	Inconsistent handling of tier 1 & 2 situations. Some handled on front line phone call. Need a tiered support model. Only handle specific issues on initial call.
11	Issues with phone system routing. Not sure of rules for how long a person is on hold, etc.
12	Important to employees that we pick up the phone timely and hear their issues
13	Current system opens a new ticket if the employee replies back to the email indicating the issues has been resolved. Even if they are only thanking us for resolving the issue
14	Tickets created under person that sends the request...not necessarily who we are helping and difficult to locate specific ticket
15	Need to identify who can put in specific requests
16	Customers expect general issues to be taken care of immediately
17	No way of knowing how long a customer has been on hold.
18	Training needed on new technology initiatives or issue resolution
19	No system in place for sharing issue resolution. Data steward listing and issue resolution library used to be kept in HelpStar. No one to take care of that now.
20	Not hearing anything good from the customers that often. No easy way for customers to provide feedback
21	Customers doesn't understand what you are going through
22	Timelines of ticket resolution is an issue but sometimes the customer is part of the backlog issue
23	Support from management. They don't always understand what we are up against
24	Walk-ups when we are trying to resolve ticket issues in a specific area of the building
25	We have tools in place that would make our jobs easier and we aren't using them. Why can't we use Biz-Fix to update software?
26	Communicate timely to the customers issues that are occurring and provide instructions for how they can troubleshoot themselves
27	Helpstar isn't updated when customer has moved location (customer info and phone #)
28	No tool for the customer to self-service (documents sometimes provided via email and ODHNet). Need to further educate the customer to be able to help themselves on certain issues.



**Variation
is Evil!!**

ODH Help Desk Team



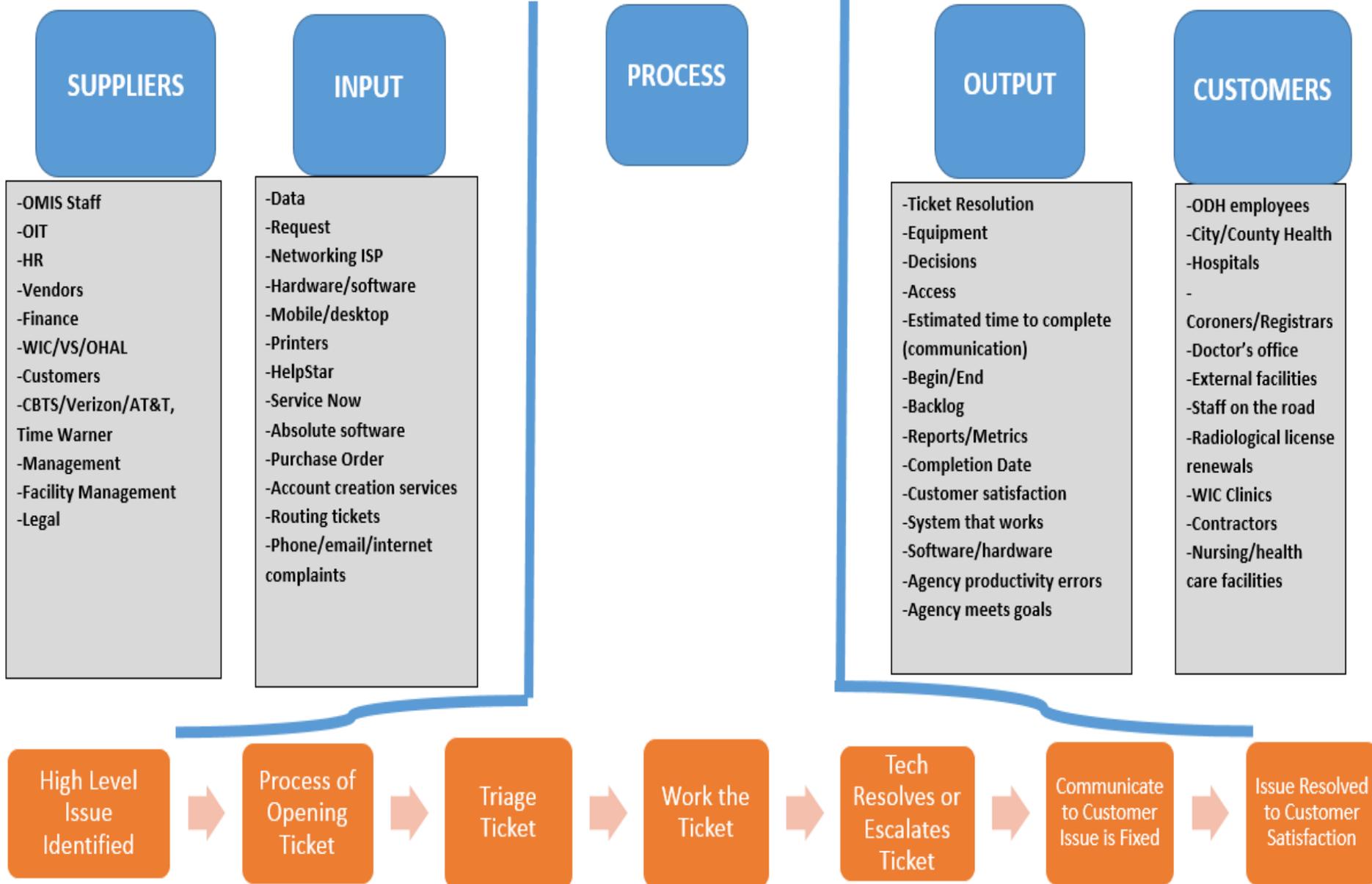
- × Ron Ferencz – Help Desk Manager
- × Steve Darling – Network /Database
- × Jim Gallant – Application Support
- × Erika Sowry – Service Now
- × Kim Sander – District Office
- × Sara Summers – Help Desk
- × Ron Karn – Help Desk
- × Anna Starr – Program Customer
- × Susan Weisheimer – Finance
- × Keith Weaver – Program Customer
- × Josh Spengler – HR
- × Nydia Luckage – WIC Help Desk
- × Devon Priddle – VS Help Desk
- × Kevin Palicki – Lean Ohio Green Belt

Week 1

- Purpose and goals
- Scope of project
- Lean Ohio methodology discussion
- SIPOC



Delighting ODH Help Desk Customers



SIMPLER. FASTER. BETTER. LESS COSTLY.

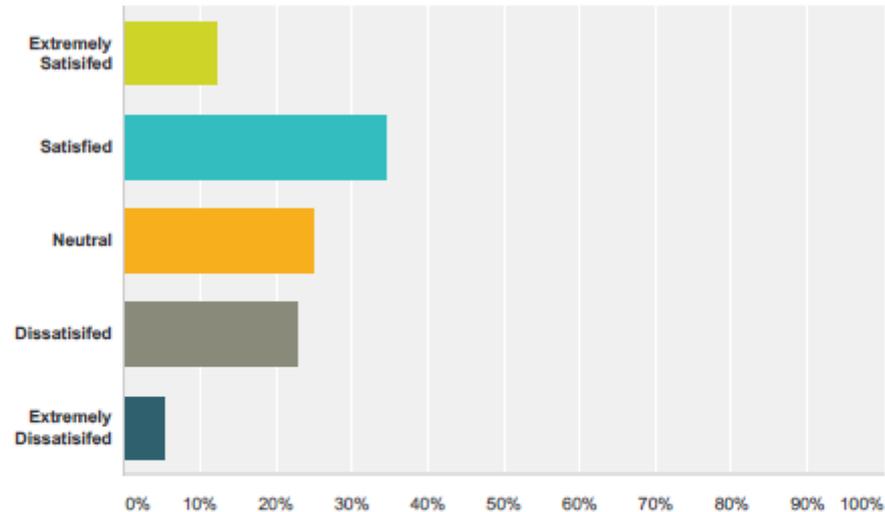
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Baseline Data

OMIS HelpDesk Survey

Q2 Overall, how satisfied are you as a customer of the OMIS HelpDesk?

Answered: 211 Skipped: 87

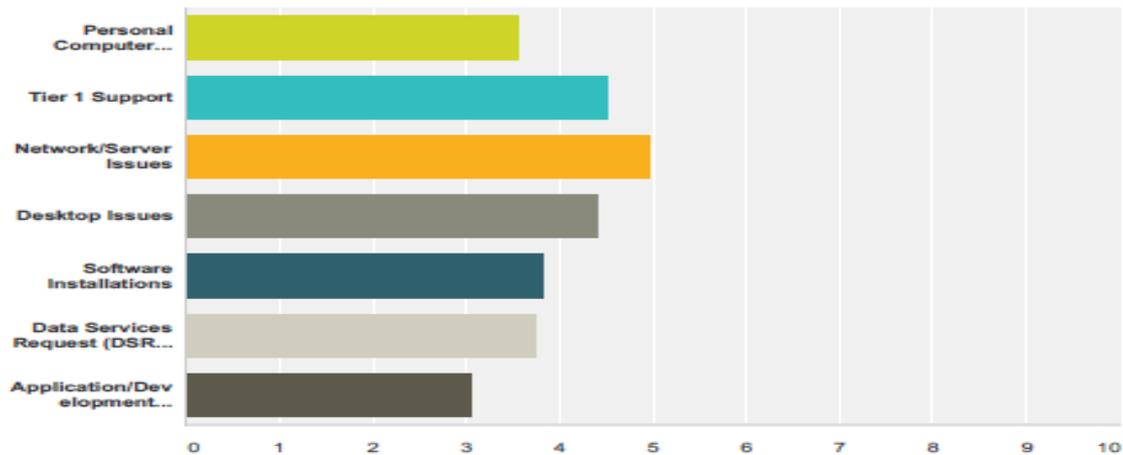


Answer Choices	Responses
Extremely Satisfied	12.32% 26
Satisfied	34.60% 73
Neutral	25.12% 53
Dissatisfied	22.75% 48
Extremely Dissatisfied	5.21% 11
Total	211

Baseline Data

Q4 Please rank the following HelpDesk functions below based on how much improvement you believe is needed. (1=Needs Most Improvement...7=Needs Least or No Improvement)

Answered: 200 Skipped: 98

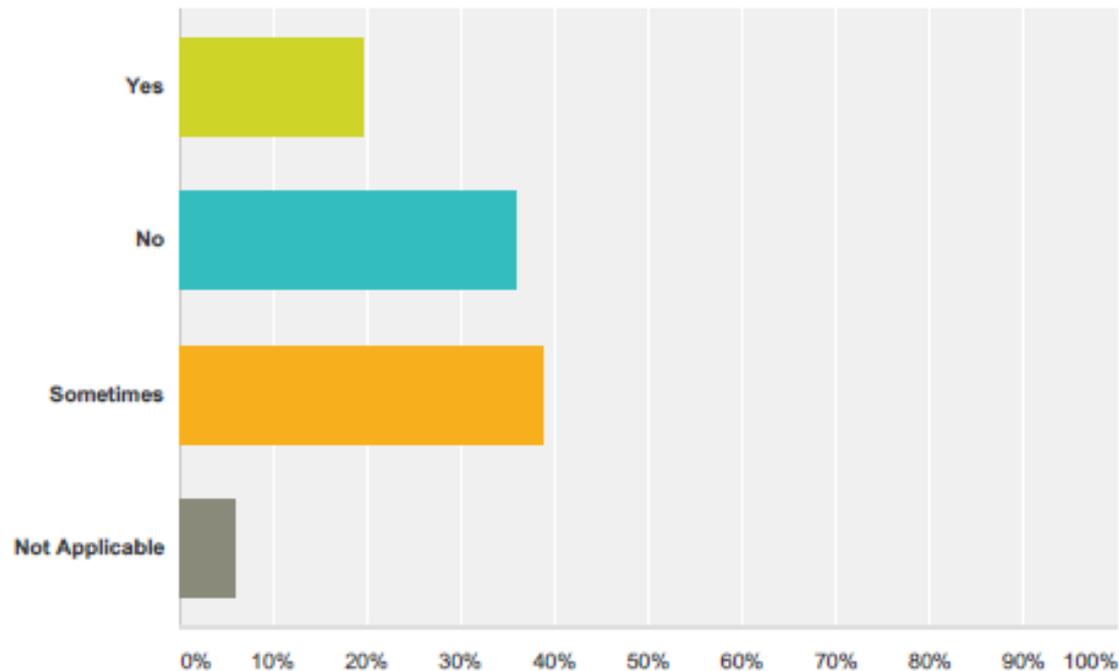


	1	2	3	4	5	6	7	Total	Score
Personal Computer Roll-out	13.00% 26	10.50% 21	11.50% 23	12.50% 25	11.00% 22	17.50% 35	24.00% 48	200	3.54
Tier 1 Support	27.00% 54	17.50% 35	13.50% 27	6.00% 12	10.00% 20	9.50% 19	16.50% 33	200	4.51
Network/Server Issues	22.50% 45	26.00% 52	16.50% 33	12.50% 25	10.00% 20	8.50% 17	4.00% 8	200	4.97
Desktop Issues	11.50% 23	18.50% 37	21.50% 43	17.50% 35	15.00% 30	10.00% 20	6.00% 12	200	4.40
Software Installations	9.50% 19	8.50% 17	12.50% 25	22.50% 45	25.50% 51	14.50% 29	7.00% 14	200	3.83
Data Services Request (DSR) Usability	10.50% 21	10.00% 20	13.50% 27	14.00% 28	20.00% 40	23.50% 47	8.50% 17	200	3.73
Application/Development Support	6.00% 12	9.00% 18	11.00% 22	15.00% 30	8.50% 17	16.50% 33	34.00% 68	200	3.04

Baseline Data

Q5 When you call the OMIS HelpDesk, are you generally able to speak to a LIVE person in a reasonable amount of time?
NOTE: if you have not called the OMIS HelpDesk, please select 'Not Applicable'.

Answered: 209 Skipped: 89



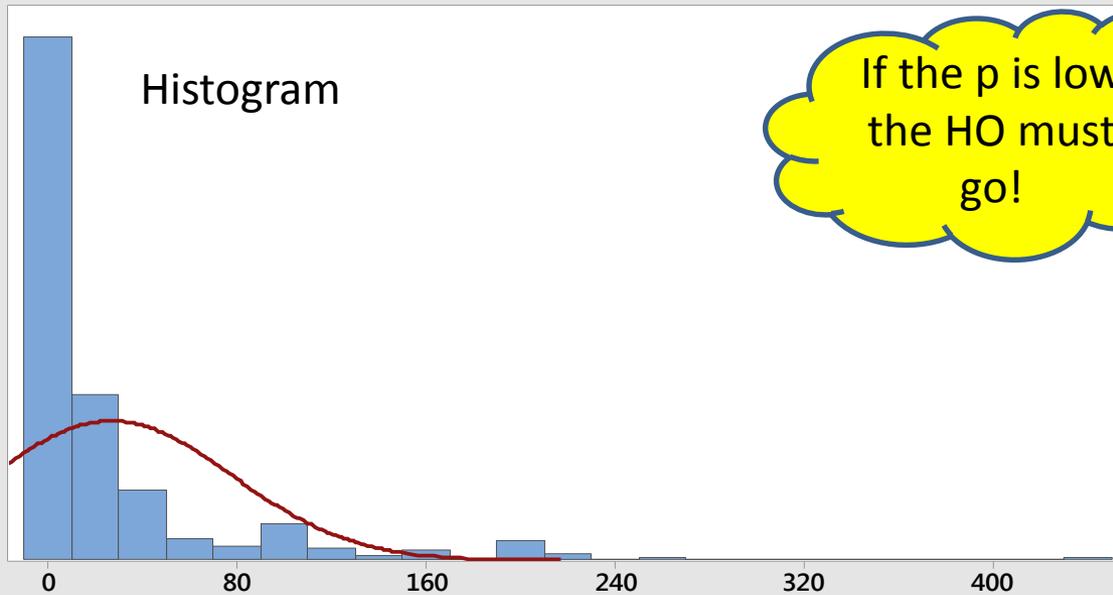
Baseline Data

Longest resolution time acceptable to you										
	Not Applicable	Same business day	Next business day	Less than 1 week	Approx. 1 week	Approx. 2-3 weeks	Approx. 1 month	Approx. 1-2 months	More than 2 months	Total
Personal Computer Roll-out (e.g. awaiting delivery of a new computer)	39.72% 56	7.80% 11	7.09% 10	7.80% 11	13.48% 19	11.35% 16	8.51% 12	2.84% 4	1.42% 2	141
Tier 1 Support (e.g. password resets, Outlook email problems, computer is frozen and needs unlocked, etc.)	4.95% 9	75.82% 138	13.74% 25	3.85% 7	0.55% 1	0.00% 0	0.00% 0	0.55% 1	0.55% 1	182
Network/Server Issues(e.g. Missing network/shared drives, servers are down, etc.)	9.94% 17	67.25% 115	13.45% 23	5.85% 10	1.75% 3	1.17% 2	0.00% 0	0.00% 0	0.58% 1	171
Desktop Issues (e.g. Unable to use computer (blue screen); BitLocker errors, connecting to printer, etc.)	24.84% 38	53.59% 82	16.99% 26	3.27% 5	0.00% 0	0.00% 0	0.00% 0	0.65% 1	0.65% 1	153
Software Installations (e.g. requesting a new version of a computer application, etc.)	33.77% 52	8.44% 13	11.69% 18	24.03% 37	14.94% 23	5.19% 8	1.30% 2	0.00% 0	0.65% 1	154
Data Services Request (DSR) Usability(e.g. onboarding new staff, requesting network access, employee moves, etc.)	42.28% 63	8.05% 12	8.72% 13	22.82% 34	14.77% 22	2.01% 3	0.00% 0	0.00% 0	1.34% 2	149
Application/Development Support (e.g. troubleshooting an ODH program application error, etc.)	31.58% 48	21.05% 32	17.76% 27	14.47% 22	8.55% 13	3.29% 5	0.66% 1	0.66% 1	1.97% 3	152

Data Collection Plan

Measure	Data Source/ Location	How will data be collected	Who will collect data	When will data be Collected	Sample size	How will data be used?
Tickets Closed	Helpstar Ticketing System	Electronic	Ron Ferencz	Weekly	1 year	Process in control? Measure for improvement
Customer Survey	Web	Survey Monkey	Ron Ferencz	Annual	1 year	Confirm what the customer wants from us
Tickets Opened with OIT	Service Now Ticketing	Electronic	Ron Ferencz	Weekly	1 year	Process in control? Measure for improvement
Phone Call Hold Times	CBTS Phone System	Electronic	Ron Ferencz	Weekly	1 year	Process in control? Measure for improvement

Hardware/Computer Tickets Days Open 2015

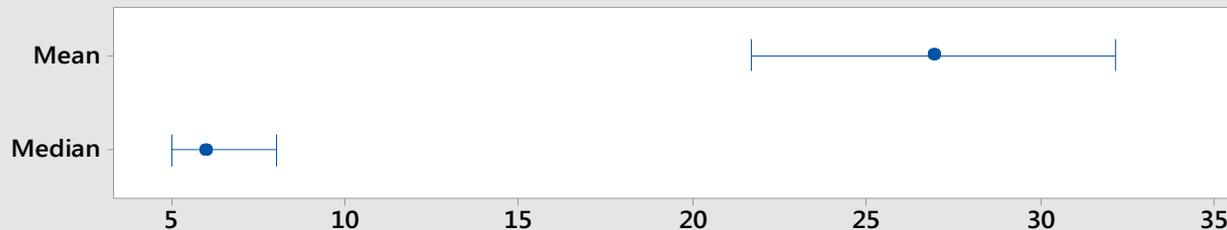


If the p is low
the HO must
go!

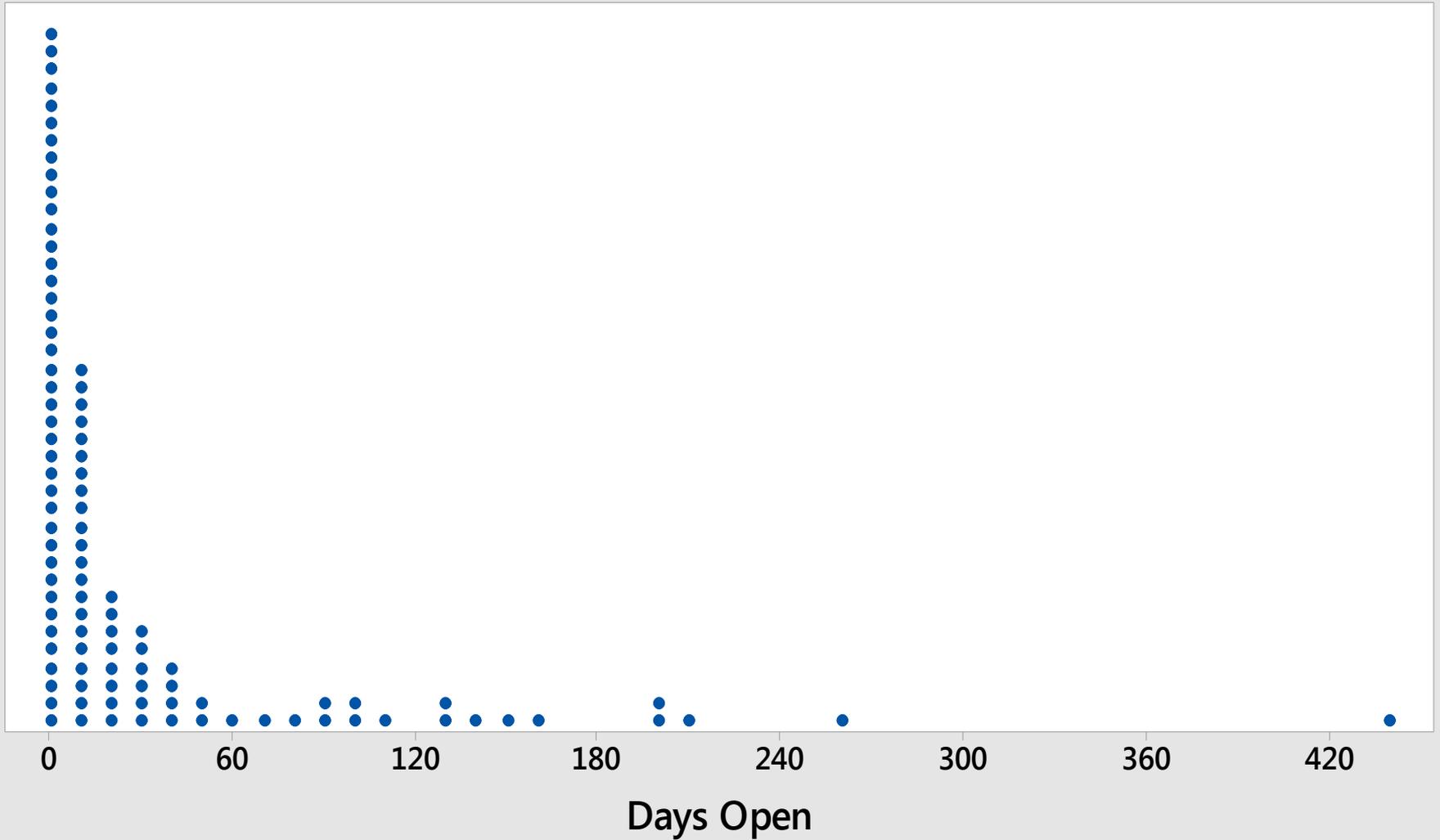
Anderson-Darling Normality Test	
A-Squared	57.71
P-Value	<0.005
Mean	26.929
StDev	51.019
Variance	2602.978
Skewness	3.4602
Kurtosis	16.0305
N	365
Minimum	1.000
1st Quartile	2.000
Median	6.000
3rd Quartile	25.000
Maximum	441.000
95% Confidence Interval for Mean	
	21.677 32.180
95% Confidence Interval for Median	
	5.000 8.000
95% Confidence Interval for StDev	
	47.567 55.016



95% Confidence Intervals



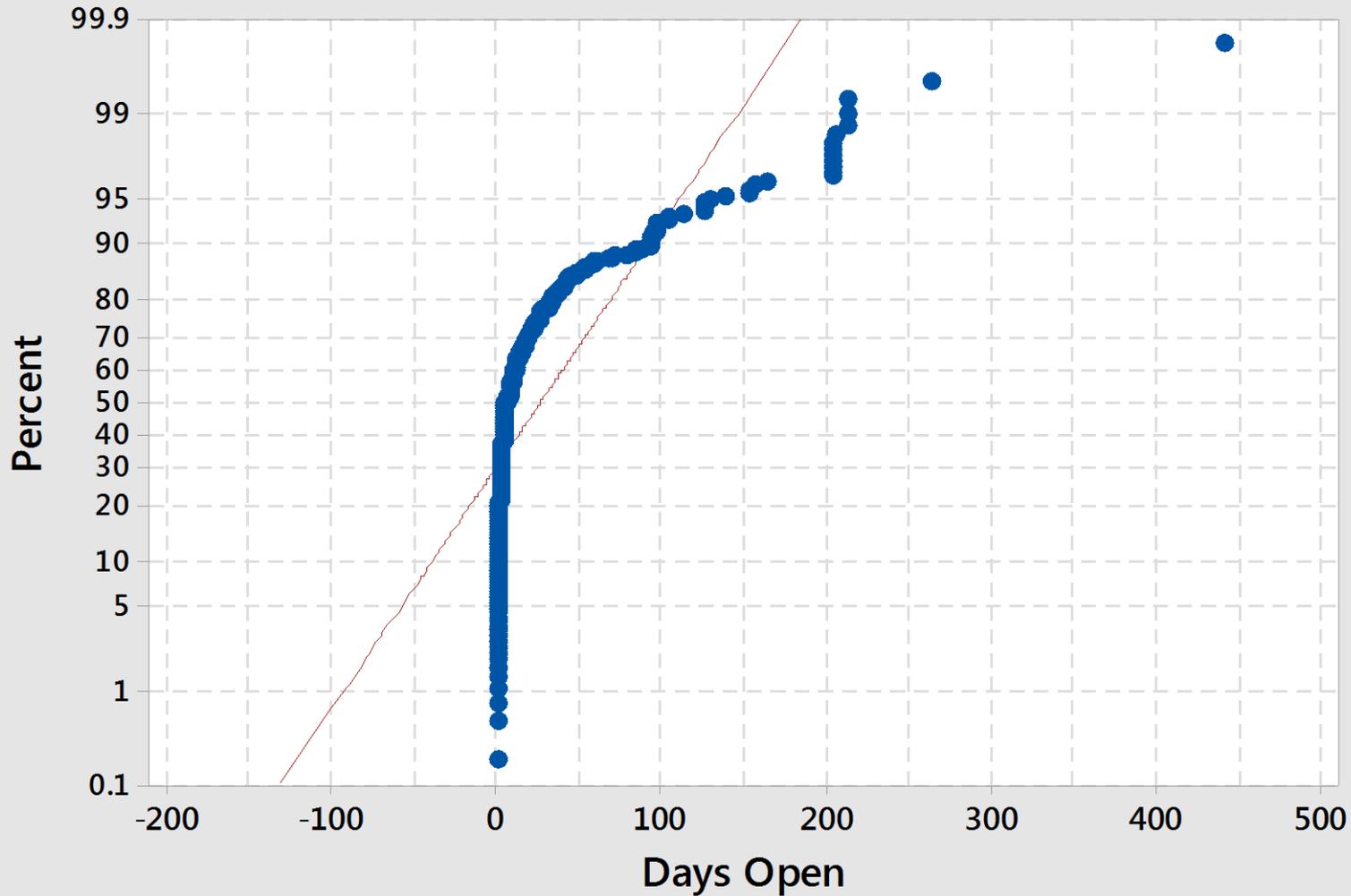
Dotplot of Days Open



Each symbol represents up to 4 observations.

Hardware/Computer Tickets Days Open

Normal



Mean	26.93
StDev	51.02
N	365
AD	57.706
P-Value	<0.005

One Sample T: Ticket Days Open

- Test of $\mu = 5$ vs not = 5

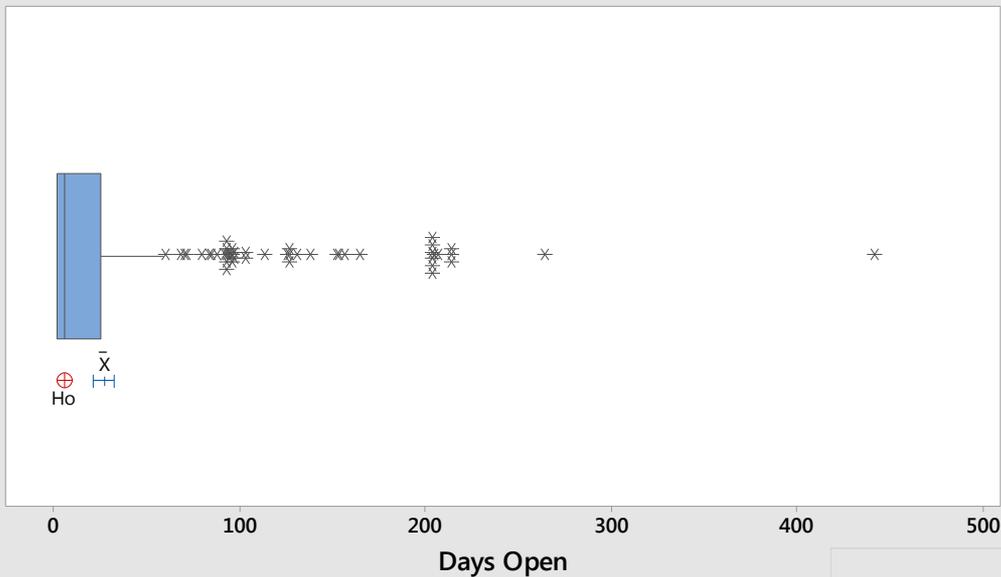
Sign test of mean = 5 versus not = 5

	N	Mean	StDev	SE Mean	95% CI	T	P
Ave Call Length	365	26.93	51.02	2.67	(21.68, 32.18)	8.21	0.000

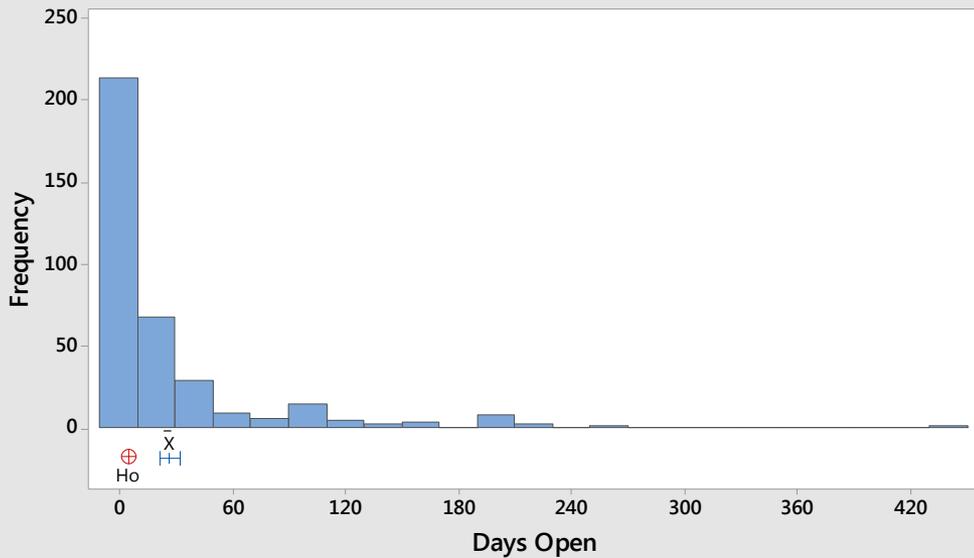
P = .0000

The p is low...so the means are NOT equal and there is a statistical difference.

Boxplot of Days Open
(with H_0 and 95% t-confidence interval for the mean)



Histogram of Days Open
(with H_0 and 95% t-confidence interval for the mean)



Hypothesis Testing

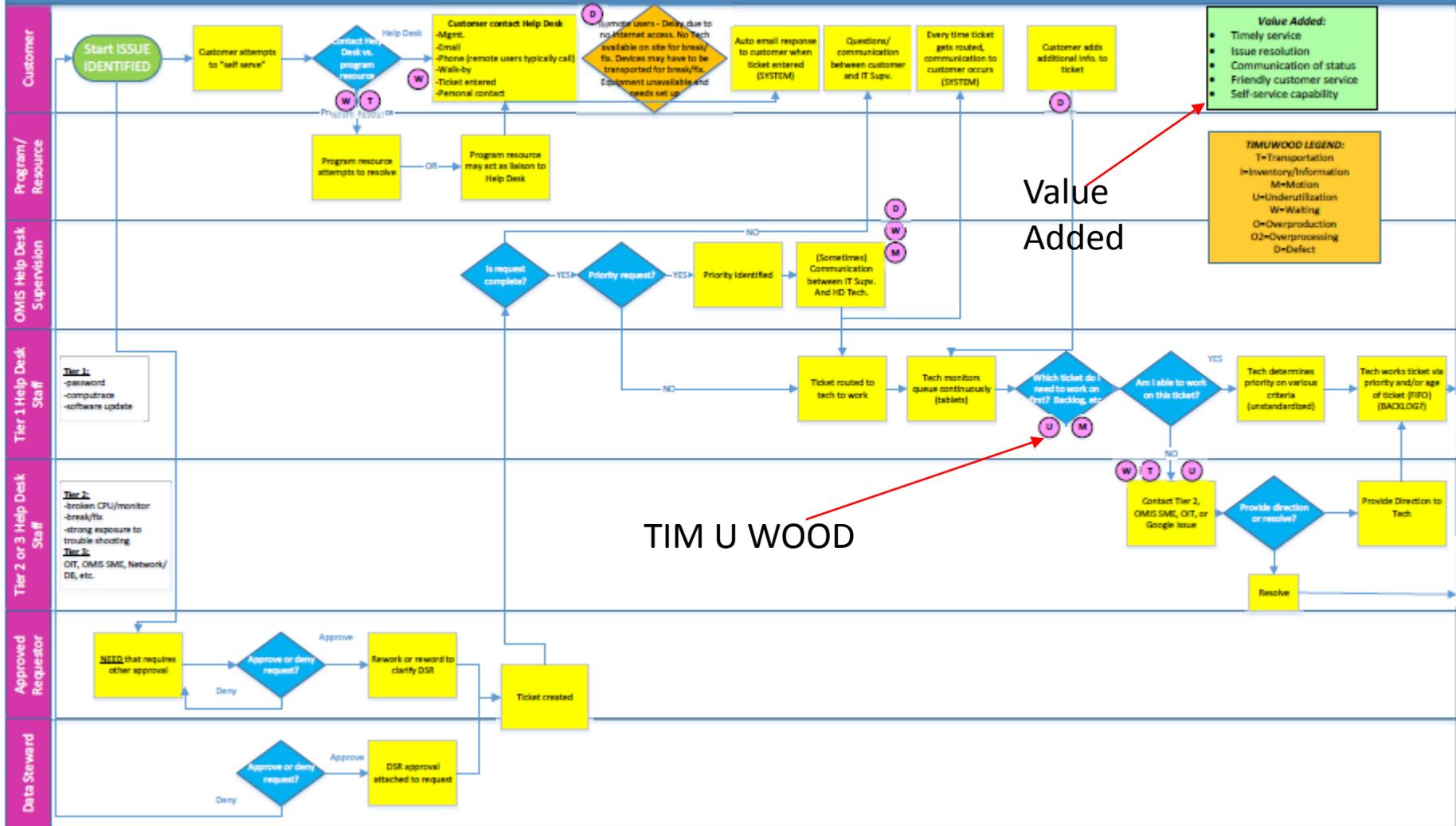
Hypothesis Testing Form

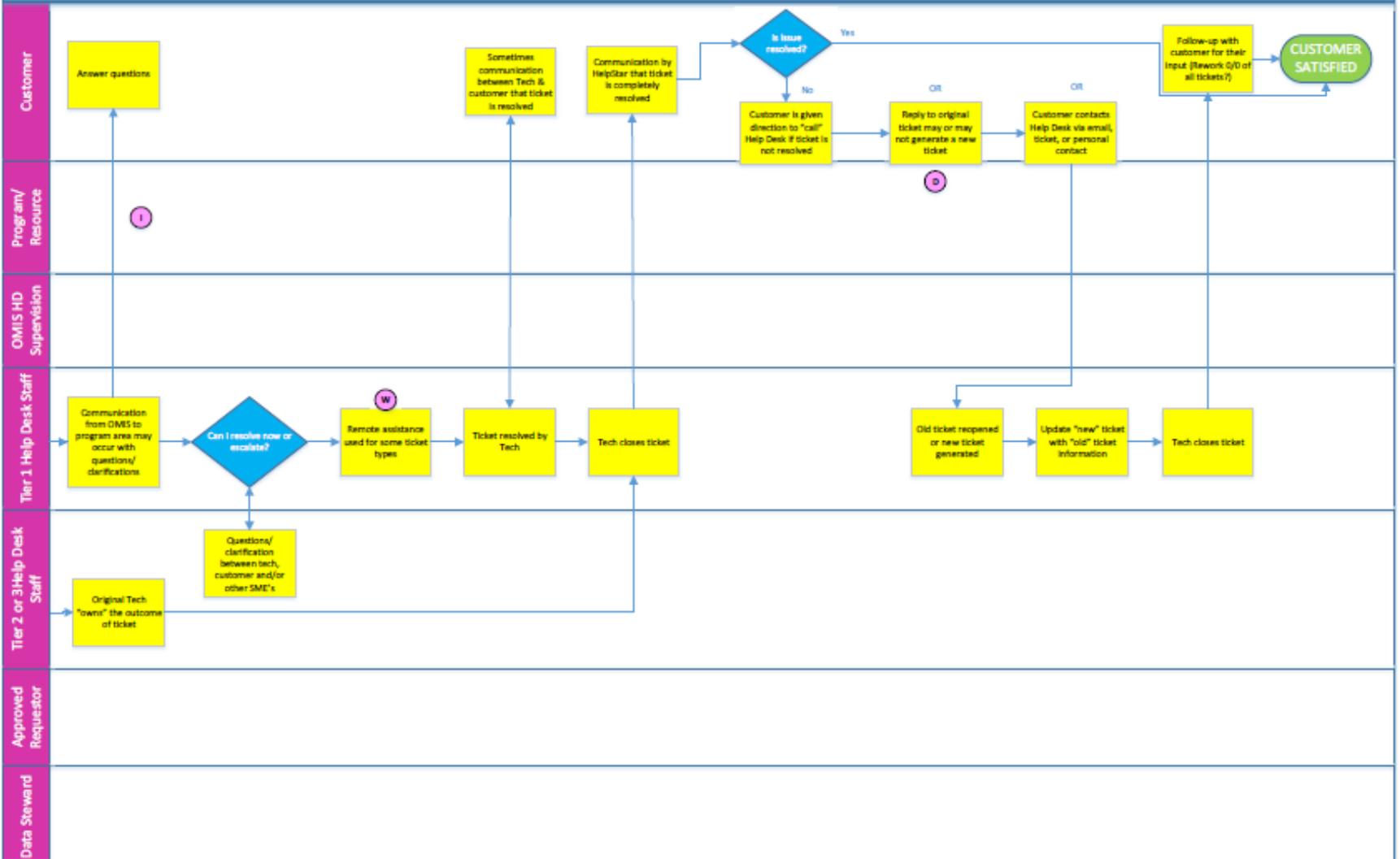
What is the Y?	Time to complete ticket	What Type of Data?	Continuous - Ratio
Is my data Stable?	NO		
What type of tool would you use?	Normality Test		
Is my data Normal? (Outliers?)	Data Not Normal; There are Outliers		
Comparing Median or Means?	Mean – 26.929; Median - 6		
Ho: (=)	Data = normal		
Ha:	Data ≠ Normal (non-normal)		
P value: (0.05)	.005		
Interpret results:	Data is not normal		

Week 2

- Current state process mapping
- Waste identification
- Value added discussion

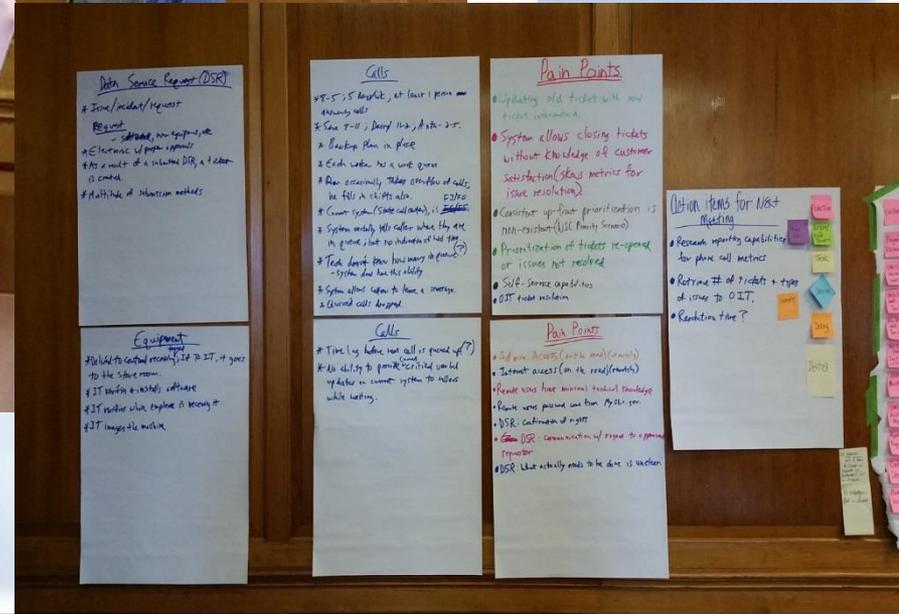




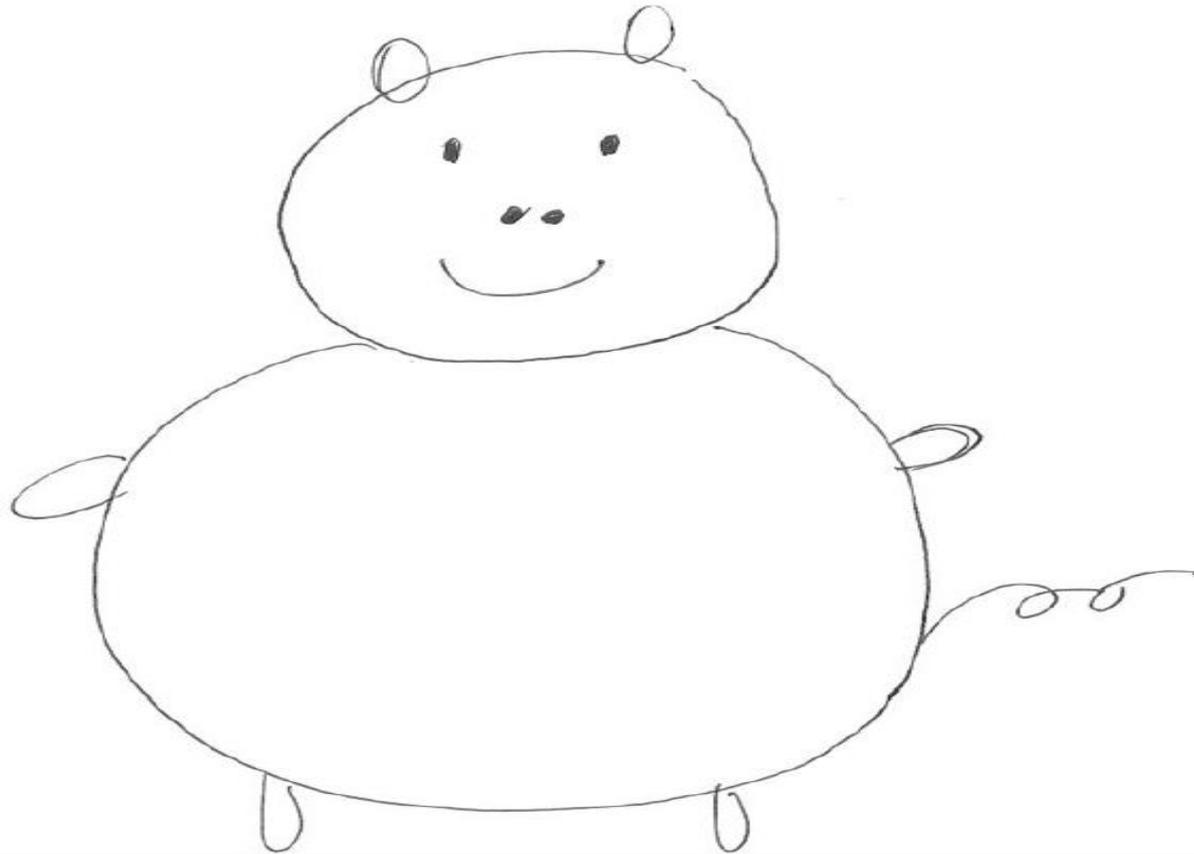


Week 3

- Standard work and error proofing discussion
- Analysis
- Brainstorm improvement activity



Standard Work



Employees were asked to draw a pig with a nose, mouth, four legs, tail, nostrils, eye, body and two ears....this is one of the results.

What the Customer Expected



Discussions with customers and employees indicated we weren't processing work the same



POTENTIAL SOLUTIONS

Help ticket system allow submitters to check on status of their ticket. Dashboard for HelpStar (or Service Now) - easier access to requests submitted. Need the ability to indicate what notifications the user will get from the system.

Message for when waiting. Options 1., 2., 3.,...Message on the hold time voice message system that tells the how/where to go to resolve certain issues. Dead transfer of OAKS password issues to OAKS. Utilize phone system better. Call center to LBTS to make decisions. Helpdesk message - while on hold needs to have more knowledge to "options". Able to transfer call to OAKS. Phone software change this winter 2016 should include improvements: option to OAKS HD, instructions to email Helpstar, guidance on ODHnet, number of callers in queue. Options when calling in (password type, hardware, software, etc.); Make sure these solutions are options within CBTS. Ability to create ticket in Service Now from speech to text.

Service level agreements for Helpdesk work, i.e. timeframes (place in Service Now). Give customers a better sense of when equipment will be installed. Estimate of general timeframe for ticket provided to (SLAs). Average time frame estimates sent back to customer for Helpdesk ticket creation (can be accomplished in Service Now). Communication from tech for estimate. Average time frame estimates sent back to customer for Helpdesk ticket creation (can be accomplished in Service Now). Investigate customer expectations for SLAs.

Week Four

- Review current metrics and voice of the customer results
- Continue Brainstorming activity

Ask additional questions to assist customer if possible. Ask for as much information as possible (i.e. screen shots of error, what the user is trying to identify). Checklist for Helpdesk to "ask" about common issues (i.e. USB in PC, plugged in). Provide tips to customers over phone. Never expect/assume to understand what you are saying

ODHNet should have definitions of "helpdesk" question for proper routing to application support, network, desktop, etc. Allow the customers to indicate what que issue should go to

Helpdesk staff to have a list of programs and phone numbers at their desk to assist with calls. List of programs and phone numbers. Investigate the best place for the tech to get this information

Increase communication. "Service now" will allow back and forth communication with customer

"Service now" training for ODH staff

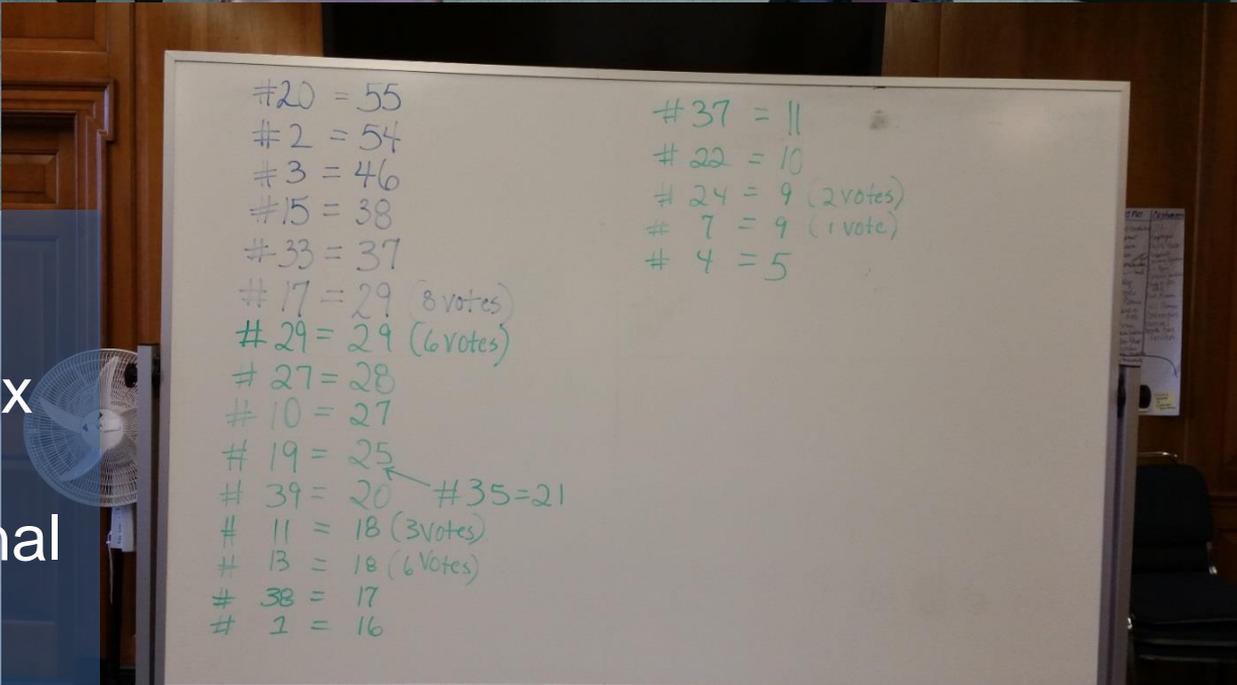
Helpdesk to act as an "interpreter" for the customer when describing highly technical info from communications are sent to the customer

Closure of tickets should never occur without direct communication between tech and customer. Do not close tickets before checking with customers to verify resolution. The ticket is closed by the tech once they feel the issues is resolved. In Service Now, if no communication back from the customer within a certain time frame, the original ticket cannot be reopened. Suggestion to add "response required" in the subject line to ensure people pay attention to this last communication.



Week Five

- Impact/Control Matrix
- Prioritize potential solutions with Nominal group voting



IMPACT CONTROL MATRIX Delighting ODH Help Desk Customers

1. Notification to employees of agency wide issues
2. Clearly define ticket process
3. Easy access to list of programs and phone numbers for Help Desk Staff
4. Information sharing at supervisor staff meetings to update HD staff
5. Knowledge base or IT library for common solutions for HD staff
6. Automate COAL Process and use that application to confirm access needed for onboarding
7. VDI (Virtual Desktop Identifier) solution.

HIGH IMPACT/LOW CONTROL

1. Consistently open ticket for customer when they call in. Consistently use tablet when out with customers to capture requests that are not already in Helpstar
2. Some type of dashboard that customer can see where ticket is at
3. Prioritize ticket before assign
4. Limit what the one phone tech will resolve.
5. Use remote tools more effectively.
6. Broadcast message/alert.
7. Message for when waiting. Options 1., 2., 3.,...Message on the hold time voice message system that tells the how/where to go to resolve certain issues.
8. Service level agreements for Helpdesk work, i.e. timeframes (place in Service Now).
9. Increase communication. "Service now" will allow back and forth communication with customer
10. "Service now" training for ODH staff
11. Offer self help on ODHNet. Self service capability: post ODHNet redefine ODHNet so it's useful.
12. Expectation when to roll new hardware out. Setting up PC time frame.
13. Welcome packet with FAQ's left at customer's workspace (new hires).
14. New hire - onboarding - everything in one place (workflow).
15. Utilize metrics to demonstrate staffing needs. Customer service survey

HIGH IMPACT/HIGH CONTROL

1. Does ODH ever push back with OIT on their delays? If not, could we?
2. Designation of a liaison person in a program to funnel issues
3. Smart phone utilization of reporting problems - phone app? (texting or email to helpdesk)
4. More staff to cover full 8-5 time on Helpdesk
5. Daily meeting/standup for Helpdesk staff and manager to quickly review daily issues/tickets

LOW IMPACT/LOW CONTROL

1. Ask additional questions to assist with problem resolution.
2. Closure of tickets should never occur without direct communication between tech and customer.
3. Full investigation prior to re-image.
4. Tablet drop off location. Process (time, area)
5. Determine who takes responsibility for resolving issues when a ticket is moved from the Help Desk ques to another OMIS que.
6. Helpdesk to act as an "interpreter" for the customer when describing highly technical info from communications are sent to the customer

LOW IMPACT/HIGH CONTROL

Week Six

- Clean sheet redesign



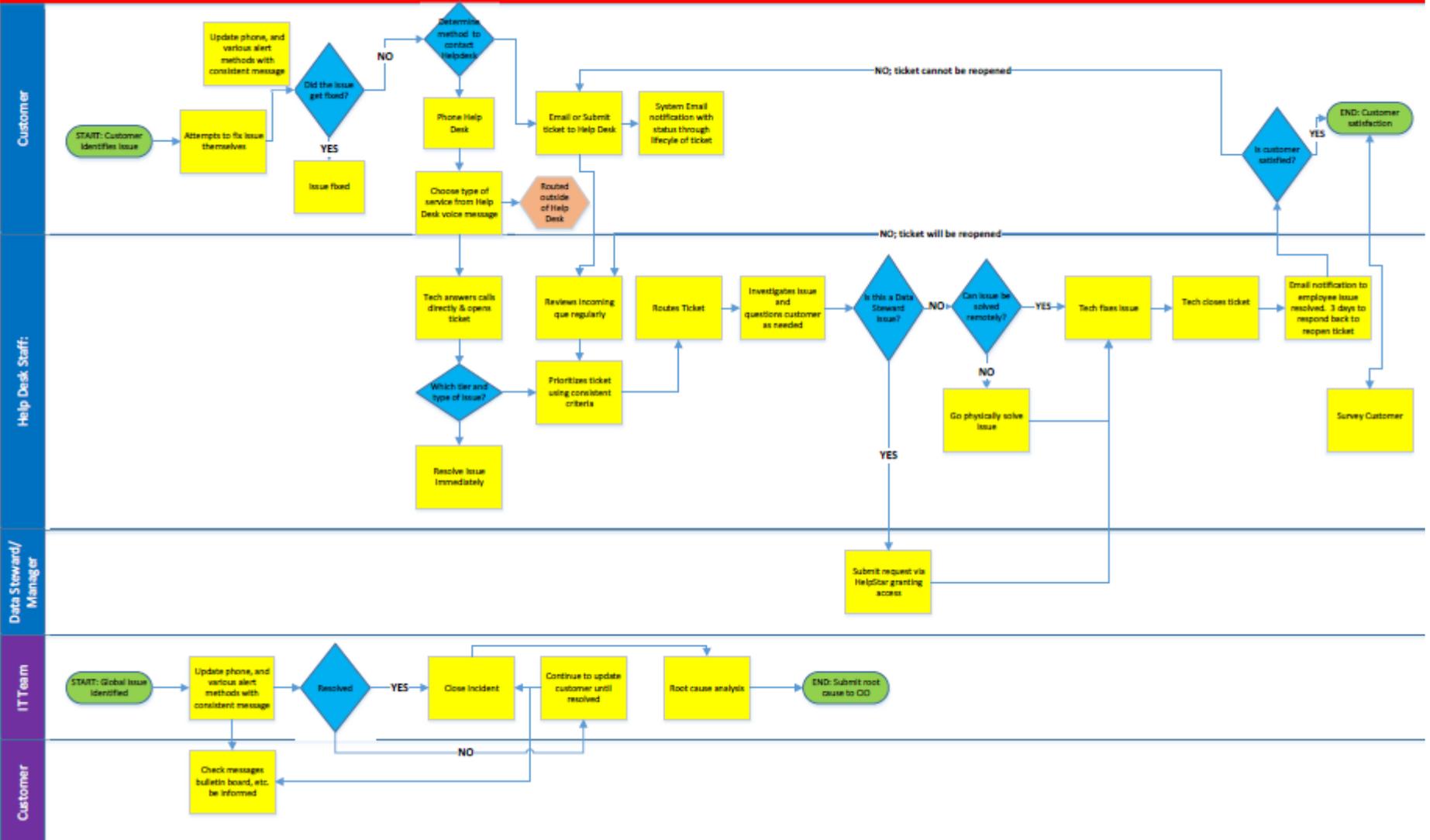


Week Seven

- Future state process mapping
- Discussion and consensus
- Develop action register

Future State

Delighting ODH IT Help Desk Customers Lean Project: Future State General Processing



Summary Scorecard

Measure	Current Level	NEW	Change
Process Steps	80	49	40%
Decision Points	13	6	54%
Handoffs	34	13	62%
Loopbacks	10	3	70%

Action Register

WHO	WHAT	WHEN
OMIS/HR & Agency Directives	New hire - onboarding improvements	2 months
OMIS/HR & Agency Directives	Software installation and system rights improvements	3 months
Ron Ferencz	Phone System Improvements	3 months
Ron Ferencz and Service Now Team	Service level agreements for Helpdesk work	1 month
OMIS workgroup	Customer self-help improvements	1 month
Ron Ferencz and OMIS workgroup	Future State Process	4 months
Ron Ferencz and Service Now Team	Utilize metrics to demonstrate staffing needs	4 months
Service Now Team	Ensuring customer satisfaction improvements	4 months
Erika Sowry & work group	New hire orientation improvement	1 month
Lawissa and workgroup	Review/recommend improvements to laptop issues and equipment under warranty	2 weeks

Some changes that can begin immediately

- Tablets for Help Desk Staff – Complete
- Clean Image on computers assigned/reassigned – 25% Complete
- Help Desk technicians open ticket when away from desk – Complete
- Outlook meeting invite for equipment roll-out – Complete
- Accessible list of programs and phone numbers for HD staff - Complete

Project Benefits – Tangible

- **Reduction in Help Desk Call hold times**
- **Reduction in time taken to resolve Help Desk issues**
- **Reliable and consistent measurement of Help Desk activity to determine appropriate staffing levels needed to meet customer requirements**

Project Benefits – Intangible

- **Improved communications within ODH regarding the Help Desk process**
- **Transparency of internal processes and timeframes**
- **Cross agency team members working together to a common goal!**

Implementation Plan

Project Schedule								
ID		Task Mode	Task Name	Duration	Start	Finish	Resource Names	% Work Complete
1			Just Do It Tasking - Ferencz	65 days	Fri 1/1/16	Thu 3/31/16		77%
2			Tablets for Helpdesk Staff	21 days	Fri 1/1/16	Fri 1/29/16	Ron Ferencz	100%
3			Clean Image on computers assigned/reassigned	23 days	Tue 3/1/16	Thu 3/31/16	Ron Ferencz	25%
4			Help Desk technicians open ticket when away from desk	17 days	Tue 3/1/16	Wed 3/23/16	Ron Ferencz	100%
5			Outlook meeting invite for equipment roll-out	1 day	Tue 3/1/16	Tue 3/1/16	Ron Ferencz	100%
6			Accessible list of programs and phone numbers for HD staff	14 days	Tue 3/1/16	Fri 3/18/16	Ron Ferencz	100%
7			New Hire Onboarding Improvements - Valentine, Sowry	45 days	Tue 3/1/16	Sun 5/1/16		83%
8			New Hire Orientation Improvement documentation	23 days	Tue 3/1/16	Thu 3/31/16	Erika Sowry,Ron Ferencz	100%
9			Publish Onboarding workflow document	45 days	Tue 3/1/16	Sun 5/1/16	Jennifer Valentine	75%
10			Access Rights and Software needs part of select memo packet	45 days	Tue 3/1/16	Sun 5/1/16	Jennifer Valentine	75%
11			Software Installation and System Rights Changes - Valentine, Weisenheimer, Ferencz	133 days	Tue 3/1/16	Thu 9/1/16		0%
12			Pre-approval from data stewards by specific PCN tied to PAR approval process	67 days	Tue 3/1/16	Wed 6/1/16	Jennifer Valentine,Susan	0%
13			Access rights and software needs tied to PersNet and/or COAL systems (dependent upon IT solution)	133 days	Tue 3/1/16	Thu 9/1/16	Jennifer Valentine,Susan Weisenheimer,Ron	0%
14			Phone System Improvements - Ferencz, Wade, Tidrick	45 days	Mon 2/15/16	Fri 4/15/16		28%
15			Identify CBTS changes to menu options and messaging for upgrade	9 days	Mon 2/15/16	Thu 2/25/16	Ron Ferencz,Lawissa Tidrick,Judy Wade	100%
16			Training and implementation of Phone Changes	34 days	Tue 3/1/16	Fri 4/15/16	Ron Ferencz	0%
17			Demonstrate Utilization of Phone Metrics to analyze productivity	34 days	Tue 3/1/16	Fri 4/15/16	Ron Ferencz	0%
18			Service Level Agreements - Huskey	34 days	Tue 3/1/16	Fri 4/15/16		26%
19			Review draft SLA timeframes with workgroup for timeframe consensus	12 days	Tue 3/1/16	Wed 3/16/16	Nate Huskey	100%
20			Publish final SLA documents to ODH and share with Service Now PM	34 days	Tue 3/1/16	Fri 4/15/16	Nate Huskey	0%

Communication Plan

Title	Audience	Media	Owner	Frequency
Project status update	Implementation Workgroup	Meeting & dashboard report	Lawissa Tidrick	Weekly
Project status update	Lean Ohio Project Workgroup	Dashboard Report	Lawissa Tidrick	Monthly then at year end
Lean Ohio Scorecard	Lean Ohio	Lean Ohio Report	Lawissa Tidrick	End of Project Results
Help Desk Updates	ODH Staff updates on changes in process, etc.	Email and BB Board	Ron Ferencz	As needed
ODH Quality Improvement Committee	ODH management and staff	ODH QI Report	Lawissa Tidrick	End of Project Results

Monthly Report Out

Delighting Helpdesk Customers Project Dashboard 4-7-16

% COMPLETE
OVERALL PROJECT STATUS INDICATOR

16%

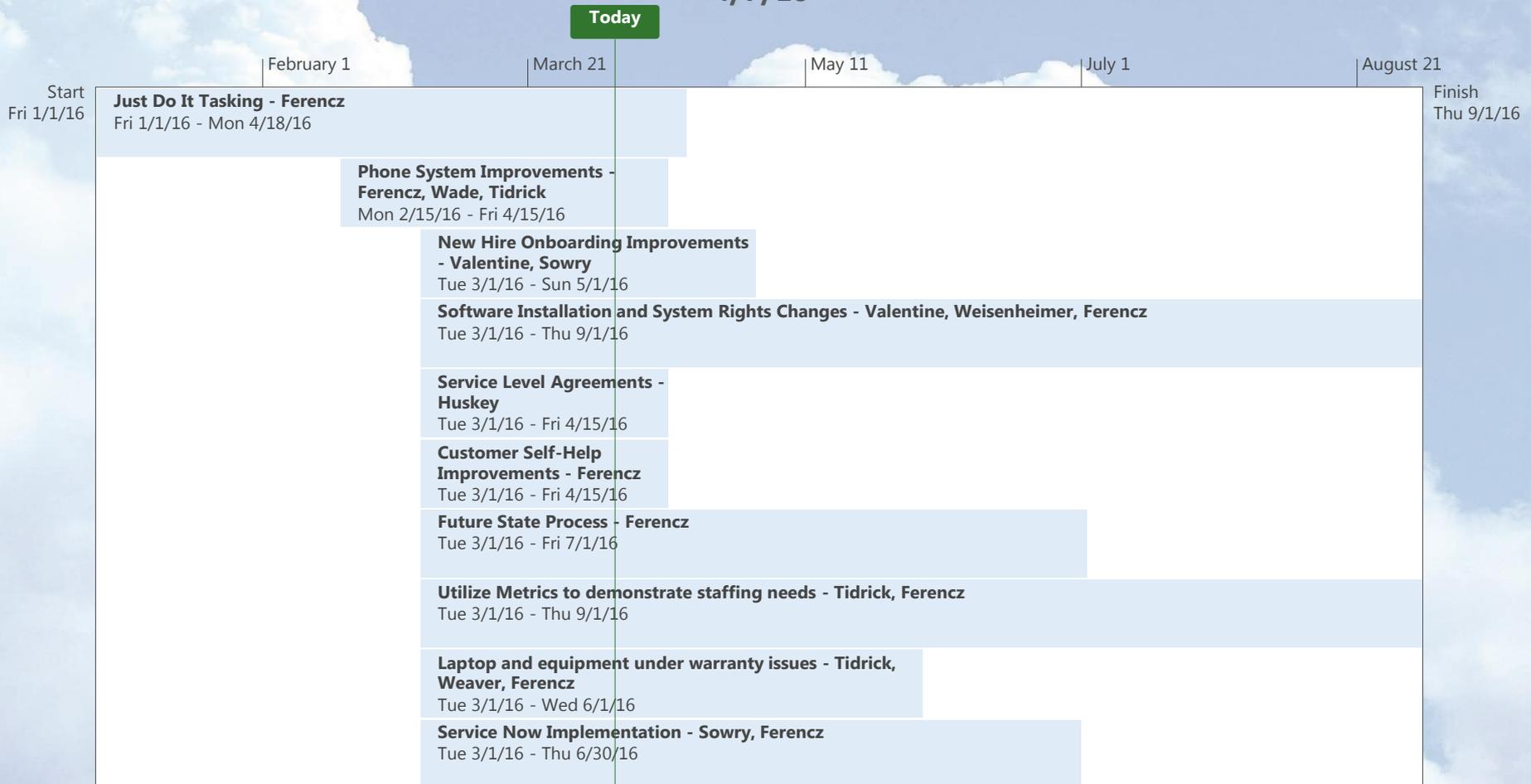
% Work Complete



PROJECT AND MILESTONE STATUS INDICATOR: RED = Not on target/major problems, YELLOW= On target /minor problems, GREEN = On Target, BLUE = Complete

Monthly Report Out

Delighting Helpdesk Customers Project Timeline 4/7/16



Control Plan

Process Metric	Target	Process Owner	What To check	Frequency/ Time	Action if off Target
Phone Call Hold Times	Meet SLA Requirements	Ron Ferencz	CBTS Call Reports	Weekly	Review if SLA needs adjustment or staffing levels
Ticket Resolution Times	Meet SLA Requirements	Ron Ferencz	Service Now Ticket Reports	Weekly	Review if SLA needs adjustment or staffing levels
Customer Satisfaction Survey	Increase satisfaction by 20% in identified categories	Ron Ferencz	Survey Monkey	6 Months after implementation of all solutions and yearly thereafter	Review if SLA needs adjustment or staffing levels

Special Thanks to...

Senior Leadership:

Brandi Robinson

Julie Walburn

Rick Hodges

Sponsor:

Nathan Huskey

Team Leader:

Ron Ferencz

Lean Ohio Mentor:

Marina King

Ohio Department of Taxation

LEAN Ohio

Subject Matter Experts:

Steve Darling – Data base/Network

Jim Gallant – Application Support

Erika Sowry – Service Now; Lean Ohio
Camo Belt

Kim Sander – District Office

Sara Summers – Help Desk

Ron Karn – Help Desk

Anna Starr – Program Customer

Susan Weisheimer – Finance

Keith Weaver – Program Customer

Josh Spengler – HR

Nydia Luckage – WIC Help Desk

Devon Priddle – VS Help Desk

Kevin Palicki – Lean Ohio Green Belt

Josh Wiethe – Asset Management SME