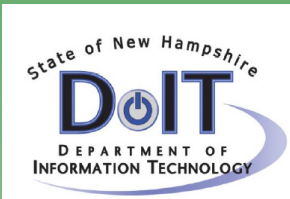




Lean Event: Deployment of NHDES Computer Equipment

Summary

A joint Lean event where we Reviewed the computer deployment process to create a more standardized and efficient computer deployment process



Team

Sponsors:

- Sally Gallerani (NHDoIT)
- Sarah Yuhas Kirn (NHDES)

Event Managers:

- Chris Simmers (NHDoIT)
- Susan Carlson (NHDES)

Participants:

NHDES:

- Kimberly Boone
- Becky Towle,
- Traci Knieriemen,
- Andrew Cornwell

NHDoIT:

- David Cormier,
 - Heather Pike,
 - Jeanne LaBelle
 - Candice Weingartner
- “Fresh Eyes”

Facilitator: Dan Hrobak

Assistant Facilitator: Vincent Perelli

Data Manager: Todd Ringelberg

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The Process

For the Lean Event, a team of staff intimately involved in this process along with a “fresh set of eyes” reviewed the NHDES computer equipment procurement and deployment process. This process that was analyzed begins when the computer order is reviewed until when it is is goes to surplus. There are multiple different ways to order equipment and several courses of action after a computer is deployed (e.g. assigning a computer to go to a surplus area or deploying it to another employee). Additionally, three agencies (NHDES, NHDoIT and NHDAS) are involved.

The Problem

- NHDoIT and NHDES cannot consistently ensure that all PCs are < five years old
- Backlog of undeployed and to be surplus computer equipment exists
- Because of above-mentioned issue, there is frustration for end-users, as well as for DoIT and DES business staff
- DoIT deployment of computer equipment and related equipment is concurrent with many Helpdesk requests



The Goals

- Increase team’s understanding of process
- Develop new/standardized process to deploy equipment
- DoIT still maintains same/similar level of service
- Develop metrics in order to track statistics

The LEAN Process

The event took place over eight ½-day meetings. On brown paper with post-it® notes, we mapped out the current state of computer deployment process and assigned times to each step as well as determined whether these steps were “value-added” from the customers’ perspective. After examining this current state, we brainstormed what a more efficient computer deployment process would look like. We mapped out this future process and developed recommendations, which are currently being implemented to realize the benefits.

The Results

As a result of the recommendations suggested by the team we anticipate the following:

- Reducing the computer deployment process by 25% from 4.8 months to 3.5 months (on average) :
- Better tracking by modifying IRT to allow staff to see at where their computer equipment is in the computer deployment process
- NHDoIT RSS and NHDES Admin Services staff having more time as staff will refer to IRT for information related to where their computer equipment is in the deployment process
- A standardized process, which is well documented and from which we can track time for each step in the deployment process allowing for potential future improvements

Having both agencies working collaboratively together to review the existing processes and define the future end state not only shed some light on each other’s responsibilities but it also allowed the “team” to draft a realistic plan to implement a much improved model.

-Sally Gallerani, NHDoIT Sponsor