



Project Results from Lean Efforts

Public Disclosure: Centralized Tracking through SharePoint

Department of Agriculture

2011

2012



Problem

Prior to the project, the agency did not have centralized tracking of public records requests and did not have standardized processes to respond to requests. Centralizing tracking and standardizing processes was necessary to address agency risk.

Causes

12 current states gleaned the key pieces needed for the future state. All participants agreed that a way to see every request and ensure it was completed on time was needed without adding much time to the process. Help aids were requested to support standardizing the process.

Solutions

- Create a centralized tracking system
- Clarify responsibilities and authority within divisions
- Reduce the time necessary to respond to requests
- Create templates, guidelines, and resources
- Improve tracking of due dates to ensure due dates are met

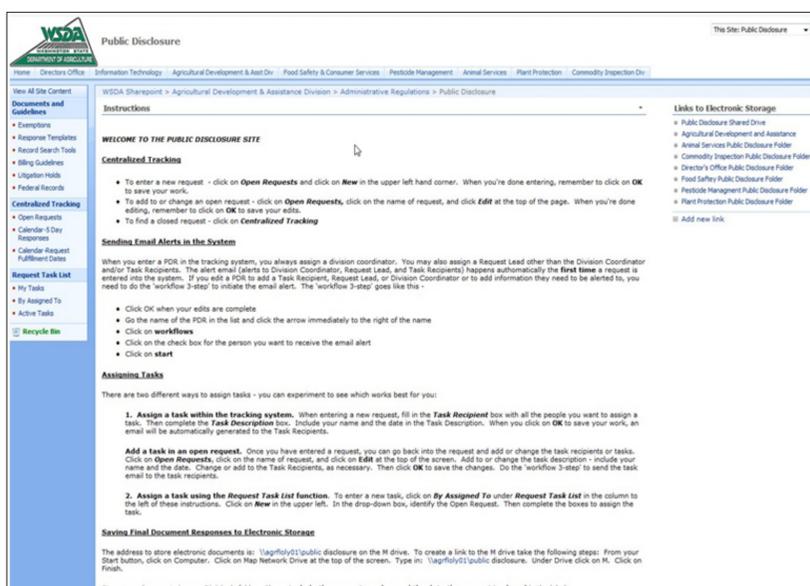
Results

- Centralized tracking created efficiencies for central oversight, which reduces agency risk
- Clarified responsibilities and authority within divisions
- Reduced the time necessary to respond to requests and improved the quality of agency responses
- Standardized processes, guidelines and resources, and increased central oversight
- Created tracking system deadline alerts help promote timely record responses to requesters – which is appreciated by the requesters (customers)

Employees responsible for records requests are very positive about the system and use it consistently.

Next Steps

We will make incremental improvements as necessary. The next major addition to the system is building an internet portal for submitting public records requests so that the requester enters certain information (such as name, address, records requested) that populates the system.



Screenshot image of tracking system

Lean Methods Used:

Value Stream Mapping, Standard Work

Contact:

Elizabeth McNagny
emcnagny@agr.wa.gov