

Strategic Lean Project Report



For Reporting Period: January 1, 2015, through June 30, 2015

I. General Information:

Lead agency name: Department of Services for the Blind

Partner agencies:

Improvement project title: Website Migration Cost Mitigation

Date improvement project was initiated: 4/20/2015

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Goal 5: 2.1

Report reviewed and approved by: Lou Oma Durand

II. Project Summary:

The Department of Services for the Blind utilized the Direct Buy program for their website migration project resulting in a 50 percent cost reduction from \$19,700 to 9,975.

III. Project Details:

Identify the problem: The website had developed accessibility issues over time due to changing standards, outdated software, and inexperienced staff. These factors lead to slow responsiveness in website updates, staff frustration with software inability to implement necessary updates, and reduced customer access to website content. Unfortunately, the agency's web software was out of date and unable to produce the required results, resulting in the use of external contractors to maintain the site.

Problem statement: Originally, \$19,700 was quoted for website migration to the Drupal Content Management System.

Improvement description: The decision was made to move from web development software to an open-source content management system (CMS). The agency used direct buy to secure a contractor to provide migration of existing site into the CMS system and staff training in use of the system.

Customer involvement: NA

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IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input type="checkbox"/> Safety			
<input checked="" type="checkbox"/> Cost	Decreased contractor costs from \$19,700 to \$9,975.	Avoided costs of \$9,725.	Final
<input type="checkbox"/> Quality			
<input type="checkbox"/> Time			
<input type="checkbox"/> Customer Satisfaction			
<input type="checkbox"/> Employee Engagement			

V. Contact information:

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