

Strategic Lean Project Report



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

I. General Information:

Lead agency name: Office of Administrative Hearings

Partner agencies: None

Improvement project title: IT Expenditure Tracking and Reconciliation

Date improvement project was initiated: 4/1/2015

Project type: New Project

Project is directly connected to:

- Results Washington performance measure
- Agency Strategic Plan
- Other

If applicable, specify the alignment:

Goal 2 – Promote efficiencies and increase customer value.

Report reviewed and approved by: Chief Administrative Law Judge Lorraine Lee

II. Project Summary:

Create a structure to track IT expenses so that OAH can easily explain why we spend money on specific IT services. Therefore building a transparent and accountable system of reconciliation.

III. Project Details:

Identify the problem: OAH could not explain why the telecommunications costs were so high and staff spent too much time sifting through paper trying to submit year end IT sending information to OCIO. Each month complex bill statements were received for IT services, such as voice, applications, compute, and database. These statements were difficult to understand and OAH did not have a process to reconcile or track IT expenditures.

Problem statement: Currently, OAH IT and Finance sifts through over 200 pages of numbers and codes to understand IT spending compared to our target of creating cost codes for each object and running a single report to reconcile expenditures, which we want to reach by 6/30/2015.

Improvement description: An ITS3 employee took the lead in making sense of the 200 plus page report and worked with fiscal staff to create cost centers. This project started with 33 outdated cost centers identified and ended up with 40 cost towers therefore breaking down the bill for easier reconciliation. This simplified process made billing errors visible and has saved the agency 2 days' worth of employee time. This effort helped align our business practices with the Office of Chief Information Officer's billing towers.

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Customer involvement: Involving IT experts in the reconciliation and setting of a new cost code structure helped OAH understand and create a sustainable reconciliation practice that made errors visible.

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 type="checkbox"/> Cost			
<input checked="" type="checkbox"/> Quality	Increased visibility of OAH IT expenditures and created alignment with the OCIO Apptio multi-agency project.	More accurate data	Preliminary
<input checked="" type="checkbox"/> Time	Decreased IT service bill reconciliation from 2 days to 30 minutes per month.	Saved 15.5 hours per month	Preliminary
<input checked="" type="checkbox"/> Customer Satisfaction	Increased by having the capability to see, on a monthly basis, the current year-to-date Agency IT spend with the ability to itemize each invoice by Vendor, Sub Object, and Sub Sub Object and align with the OCIO Apptio multi-agency project Spend Towers.	Increased satisfaction and engagement	Preliminary
<input checked="" type="checkbox"/> Employee Engagement	Decreased time spend correcting deficiencies or seeking clarification on cost coding of incoming invoices regarding IT purchases.	Increased satisfaction and engagement	Preliminary

V. Contact information:

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

VI. General Information:

Lead agency name: Office of Administrative Hearings

Partner agencies: None

Improvement project title: Remote Access Solution

Date improvement project was initiated: 6/1/2015

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Goal 2 – Promote efficiencies and increase customer value.

Report reviewed and approved by: Chief Administrative Law Judge Lorraine Lee

VII. Project Summary:

Windows 2003 would no longer be supported by Microsoft effective July 14, 2015. The OAH remote solution, Citrix, was located on Windows 2003; therefore, IT needed to find a new remote access solution to support 110 users. OAH prioritized customer experience in this project and had a goal to provide the same reliable user experience whether in or out of the office.

VIII. Project Details:

Identify the problem: Microsoft Windows 2003 was scheduled to no longer be supported effective July 14, 2015, and no new solution had been identified to support our remote workforce.

Problem statement: Provide new solution prior to July 14, 2015, that meets the needs of our customers and meets security standards. Provide the same reliable user experience whether in or out of the office.

Improvement description: The company F5 which is contracted through CTS provides a secure remote access solution that met the needs of OAH. In comparison to Citrix (which required a key fob at the cost of \$18.00 per user, per month) the new solution F5 provided user based certificate for authentication (requiring no key fob and at a lower cost of \$6.00 per user, per month.)

Customer involvement: This improvement involved 110 customers. A select set of customers (5 total) piloted the new solution. Once tested and approved, IT facilitated a full deployment of the new solution throughout five locations statewide. Office Manager facilitated the return of key fobs used for Citrix access and IT scheduled the installation of F5 for each user. The software client was remotely installed and on-the-job training was provided for each user, this took approximately 20 minutes per user.

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IX. 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>(dollars, time, transparency)</i>	Results status:
<input type="checkbox"/> Safety			
<input checked="" type="checkbox"/> Cost	Decreased remote solution expense from \$18.00 per user, per month to \$6.00 per user, per month. OAH has 110 users therefore providing a monthly savings of \$1,320.	Saved \$1,320 per month	
<input type="checkbox"/> Quality			
<input checked="" type="checkbox"/> Time	Decreased log in time for users by approximately 10 minutes each time the user logs in. 110 users @ 10 min per day @ ~20 days per month	Saved 366 hours per month	Preliminary
<input checked="" type="checkbox"/> Customer Satisfaction	Increased customer satisfaction measured by direct feedback and reducing the effort necessary to work remotely connect. OAH was able to provide the same user experience in office and out of office.	Satisfied User experience	Preliminary
<input type="checkbox"/> Employee Engagement			

X. Contact information:

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XI. Optional Visuals:

Customer Satisfaction Quotes:

1. Good work gentleman. Pass along my thanks to everyone who made this work. This is so much better than Citrix. – **Aaron Naccarato**
2. From where I sit, I am so very pleased and I am very grateful to you and your team for this solution. I was really pleased when Bob told me that IT can now push the patches to us and we don't have to go to an office. So, far I'm truly impressed with this solution. Thank you again for all your hard work and that of your team to make this happen for the us as end-users. – Gina Hale
3. I am writing this almost with tears in my eyes while I try to find the words to express my deepest appreciation and gratitude for this new solution. It is excellent, or something even better than that – it is the bees knees! It works well. It behaves just as it does in office. It literally could not be simpler – you just have to turn on the computer and make sure you are internet connected. I personally, LOVE IT! It simplifies my life and works so much better than Citrix did. I have not had any negative issues to report. So far I would call this the most successful “new thing” that has been rolled out since I have been here (IT related or otherwise). We save time. And we are

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saving money. And I think the ALJs will be HAPPY with this solution. Congrats team, on a job well done! (Please do not tell me in 5 minutes that it is broken.... 😊) – **Brittani Stewart**

4. Just letting you know that I am Teleworking this afternoon with the new connection (sans Citrix), and it is working great. It's not eating up as much of my wifi, the connection took less than a minute to make, and the usage has been seamless. Thank you! – **Courtney Beebe**
5. Just another update on the non-Citrix system for teleworking – great! Ran orders seamlessly today. (I didn't get to run any orders last week – so, I thought I'd let you know it really, truly is an improvement! 😊) – **Rosemary Otto**

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

XII. General Information:

Lead agency name: Office of Administrative Hearings

Partner agencies: None

Improvement project title: Telecommunications Savings

Date improvement project was initiated: 2/3/2015

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Goal 2 – Promote efficiencies and increase customer value.

Report reviewed and approved by: Chief Administrative Law Judge Lorraine Lee

XIII. Project Summary:

Currently OAH has several phone landlines that are either vacant, miss-assigned or assigned to employees that are no long with the agency. Each active phone line costs \$35 + optional \$3.83 for voice message per month. OAH established a process to manage phone lines and created a standard phone directory for customer use. This improvement reduced waste and the time it took for IT professionals to establish a new phone line, transfer phones during moves, and/or setting up voicemail for new employees.

XIV. Project Details:

Identify the problem: A process for tracking phone usage, assignment and maintenance of a directory did not exist.

Problem statement: Currently OAH has several phone landlines that are either vacant, miss-assigned or assigned to employees that are no long with the agency.

Improvement description: To create the directory OAH partnered with CTS to identify the block of phone numbers assigned. OAH found all active phone lines and identified other phone lines that OAH was being billed for but not assigned to OAH. Create a master list of phone lines and a process to distribute and maintain those phone lines.

Customer involvement: A group of five Office Managers worked with IT to inventory the physical phone lines and usage. That list compared with the business need of the office identified waste.

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XV. 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>(dollars, time, transparency)</i>	Results status:
<input type="checkbox"/> Safety			
<input checked="" type="checkbox"/> Cost	<p>There was a total of 91 vacant Phone Lines between the 5 OAH Offices. A total of 32 Phone Lines have been deactivated between the 5 Locations as of 1/29/2015. 59 Phone Lines have never been activated or put into use.</p> <p>Each month a comparison of the current month's phone expenses to the prior year's (same month) is performed to determine the savings.</p>	Total Savings: \$1,647.58 per month	Final
<input type="checkbox"/> Quality			
<input checked="" type="checkbox"/> Time	<p>Decreased the time troubleshoot and resolve issues regarding a single phone line.</p> <p>Decreased turnaround time of setting up new employee.</p>	<p>Reduced time to resolve form 1-2 business days to 45 minutes</p> <p>Reduced setup time from 1 business day to 30 minutes</p>	Preliminary
<input checked="" type="checkbox"/> Customer Satisfaction	Increased customer satisfaction by providing a reliable phone directory that is maintained at minimum monthly or upon personnel change.	Satisfied User experience	Preliminary
<input type="checkbox"/> Employee Engagement			

XVI. Contact information:

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