

# Strategic Lean Project Report



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

## I. General Information:

Lead agency name: The Puget Sound Partnership  
Partner agency: Recreation and Conservation Office

**Improvement project title:** IT Strategic Plan

**Date improvement project was initiated:** 6/1/2014

**Project type:** New Project

**Project is directly connected to:**

- Results Washington performance measure
- Agency Strategic Plan
- Other: Plan will also address responsibilities of our two agencies to track salmon recovery, which is a Results WA performance measure

**Report reviewed and approved by:** Sheida Sahandy, Executive Director

## II. Project Summary:

The IT Strategic Plan project was designed to improve coordination between PSP and RCO with respect to our shared IT resources and staffing as well as to identify common technologies that we can jointly develop and share to accomplish our natural resource protection missions. We jointly retained a technical consultant to work with staff teams in our agencies and to draft the Strategic Plan with implementation recommendations.

## III. Project Details:

**Identify the problem:** PSP contracts with RCO for IT staff and technology services. Each agency has experienced changes in personnel, and changes in resources. At the same time, we share responsibility for salmon recovery in the State of Washington and our roles require that the data collection and reporting systems that we rely upon be continually updated, refined and synchronized. It was important to take a comprehensive look at our current and future staffing needs, technology needs and to examine other approaches to improve coordination and fiscal economies.

**Problem statement:** Improve and enhance staffing, technology and economic efficiencies in the delivery of IT services for agency operation and to the public.

**Improvement description:** The Strategic Plan identified three tiers of priorities for implementation. Tier 1 addresses staffing, governance, communication and internal staff needs. Tier 2 addresses technology efficiencies and future data system needs. Tier 3 addresses longer term, higher cost investments.

**Customer involvement:** The planning process included surveys to all employees, interviews of key business divisions in each agency and executive managers and two town hall style meetings of staff representatives from each division. There were also several interviews of external service providers and surveys of a limited customer base.

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## IV. Project Details:

<b>Improved process as measured by:</b> <i>(Click those that apply)</i>	<b>Specific results achieved:</b> <i>(Complete the narrative boxes below)</i>	<b>Total Impact:</b> <i>(Actuals; Current Reporting Period)</i>	<b>Results status:</b>
<input type="checkbox"/> <b>Safety</b>			
<input checked="" type="checkbox"/> <b>Cost</b>	<p>We have leverage CTS supported offerings to enhance existing IT infrastructure and shift hosting to CTS. We have completed the initial evaluation of offerings and focused on firewall support.</p> <p>We have also migrated to cloud services and conducted an initial analysis of cost options. Migration will not occur until fall We anticipate long term savings once we have reached the end-of-life of our current servers</p>	<p>No specifics savings as yet, but evaluation of options demonstrates that we will reduce technology and maintenance cost.</p>	<p>Preliminary</p>
<input checked="" type="checkbox"/> <b>Quality</b>	<p>We do not have any preliminary data on quality, except that we have improved response times for tracking and fixing incidents significantly. We implemented a Joint Sys-Aid help desk system that has streamlined tracking, reduced timeframes for responses and indirectly improved the quality of our work.</p>	<p>Use of cloud service has improved quality of work by facilitating information exchange and editing.</p>	<p>Preliminary</p>
<input checked="" type="checkbox"/> <b>Time</b>	<p>Each of our Tier 1 improvements has reduced staff time devoted to IT issues- quick responses to down-systems enables staff to meet deadlines; tracking incidents enables IT staff to be more responsive and timely; leveraging CTS support reduces staff time devoted to infrastructure upsets; the formal governance structure has streamlined communication and reduced the timeframe for key decisions.</p>	<p>No specific data as yet – qualitative results.</p>	<p>Preliminary</p>
<input checked="" type="checkbox"/> <b>Customer Satisfaction</b>	<p>Time savings in completing tasks; reduced response time in addressing IT incidents, improved staff alignment between our agencies and more transparent governance process have all addressed customer issues.</p>	<p>This metric will continue to evolve. We currently have feedback that customer satisfaction re employee service has improved</p>	<p>Preliminary</p>
<input checked="" type="checkbox"/> <b>Employee Engagement</b>	<p>Employees were engaged at different levels in the process and the project team reported back its results once the project was complete. There is good employee engagement in the new governance structure.</p>	<p>No data specific to this. Participation by all staff of each agency.,</p>	<p>Final</p>

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## V. Contact information:

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## VI. Optional Visuals:

### IT Governance Structure

