Detailed Lean Improvement Project Report
For the June 1, 2014, through December 31, 2014, reporting period

Agency name:
Washington State Patrol

Improvement project title:
New Online ACCESS Training and Certification

Date improvement project initiated:
04/29/2014 (and completed on 10/14/2014)

Summary:
A Central Computerized Enforcement Service System (ACCESS) is critical to all law enforcement agencies in Washington State. It allows for automated entry and dissemination of criminal history, wanted, missing, and stolen vehicle and property information. The ACCESS Section is federally required to certify all new ACCESS terminal users and recertify current users once every two years.

Prior to the Lean improvement, agencies called or emailed to register personnel for initial classroom training. Recertification training was provided via pdf. online. Users wrote the answers to test questions on a paper answer sheet that was then corrected and faxed or emailed to the ACCESS Section. ACCESS staff manually registered personnel and entered test results into two separate databases. After completion of training and the multiple data entry, a certificate was emailed to both the agency and user – both kept a paper copy for retention.

The Lean project improved the ACCESS certification process which resulted in higher customer satisfaction due to the ease of registering and test taking; elimination of paper records; streamlined, electronic communications state wide; less confusion by going from two separate manual databases to one shared automated database; and reduced administrative staff time equivalent to one FTE's workload (40 hours per week). The ACCESS Section is very small but the workload is very high. This time savings enables staff to take on the new workloads in 2015, such as a new National Data Exchange (NDEx) audit (200+ agencies), Originating Agency Identifier (ORI) management that was moved to the business section, and the National Instant Criminal Background Check System (NICS) regional training (this was historically completed by the Federal Bureau of Investigation (FBI) but has since been shifted to the State to provide to our law enforcement community).

Details:

Description of the problem**:** To improve the cumbersome ACCESS certification training process.

Description of the improvement: Using the nexTEST online application that is already successfully implemented in 39 other states, terminal users can now sign in, review training, test, receive real time results and print out their own certificate. This information is automatically fed into one database to ensure certified users are not denied access. Agencies may now log into nexTEST, register and easily track their own personnel for training. ACCESS auditors now use nexTEST to verify the agency's compliance with user certification.

Specific results achieved:

1. This project was completed ahead of schedule and moved all record keeping to real time and paperless.
2. Agencies have direct control over registration and tracking of their own personnel without maintaining separate logs or requesting information from the ACCESS Section.
3. Agencies no longer correct paper tests and fax or email them to the ACCESS Section for data entry.
4. Since agencies and ACCESS audit staff use the same database, auditors no longer compare training lists.
5. ACCESS staff no longer manually enters 8,000 records per year into two databases.
6. ACCESS staff no longer sends certification lists, certificates of completion, or register personnel for classes.
7. ACCESS staff now administers and manages randomized testing for enhanced accountability.
8. ACCESS staff can now analyze test results and trends to improve the content and quality of the training and tests.

How we involved customers or stakeholders in this effort:

The project team included ten internal WSP employees (business and technical). They worked collaboratively to build business requirements, choose a vendor, and test and train customers on the new product. Outside of WSP, records staff from King County Sheriff, Everett Police, and Monroe Police tested and provided feedback.

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