



Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name:

Workforce Training & Education Coordinating Board

Improvement project title:

IT Business Analysis

Date improvement project initiated:

09/01/2014.

Summary:

Workforce Training & Education Coordinating Board (WTB), IT Business Analysis resulting in a better understanding of current state of end-to-end processes, integration of systems (or lack thereof), and a plan to move forward with a proof of concept.

Details:Description of the problem:

Many of the technology systems are outdated and were built at different times with different generations of technology available. This was usually based on where and when dedicated funding was available. Several systems collect much of the same data and need to be integrated.

Description of the improvement:

An IT vendor was hired and with all staff involved performed current workflow analyses. Extensive process maps for each business area were produced. Value-stream maps were built and business requirements were clarified. These processes clearly identified redundancies, the need for better integration and a preferred path to solutions.

Specific results achieved:

Currently the WTB is ready to embark on a “proof of concept” exercise to test the solution proposed by the vendor. We are starting with the Consumer Protection Unit that licenses private vocational schools as the integration of several of their systems will certainly result in cost and time savings, less opportunity for error, and a streamlined and web-based process for schools to enter required data and make payments. We expect solid metrics to be available during the next reporting period.

How we involved customers or stakeholders in this effort:

The WTB involved all staff in this effort of analyzing business processes. We also considered improvements from the customer perspective such as online entry of data and bill paying.

Contact persons:

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