

Strategic Lean Project Report



For Reporting Period: July 1, 2016 through December 31, 2016

I. General Information:

Lead agency name: WA State Board of Accountancy

Partner agencies: Multiple partner agencies including WA State Office of Cyber Security

Improvement project title: *Continuity Data*

Date improvement project was initiated: 10/17/2016

Project type: New Project

Project is directly connected to:

If applicable, specify the alignment:

Agency Strategic Plan

Goal #2-Continually strive to improve the ease of constituent access to, and the user-friendly nature of, information related to Board and Agency functions, processes, and actions.

Report reviewed and approved by: Charles Satterlund CPA, Executive Director

II. Project Summary:

The Board of Accountancy improved the agency's continuity of business data transfer procedure by utilizing the process created by another state agency resulting in a secure way to transfer data when network transfer is unavailable between Board of Accountancy and other agencies.

III. Project Details:

Identify the problem: The lack of a process to transfer data when networking was unavailable resulted in delays in processing payments and refunds for the customer. This led to an increase in customer dissatisfaction with the process and heightened stress levels for staff.

Problem statement: Currently, there is no documented process for transferring data when the network is unavailable compared to our target of a documented and repeatable method for transferring data when the network is unavailable, which we want to implement by 12/30/2016.

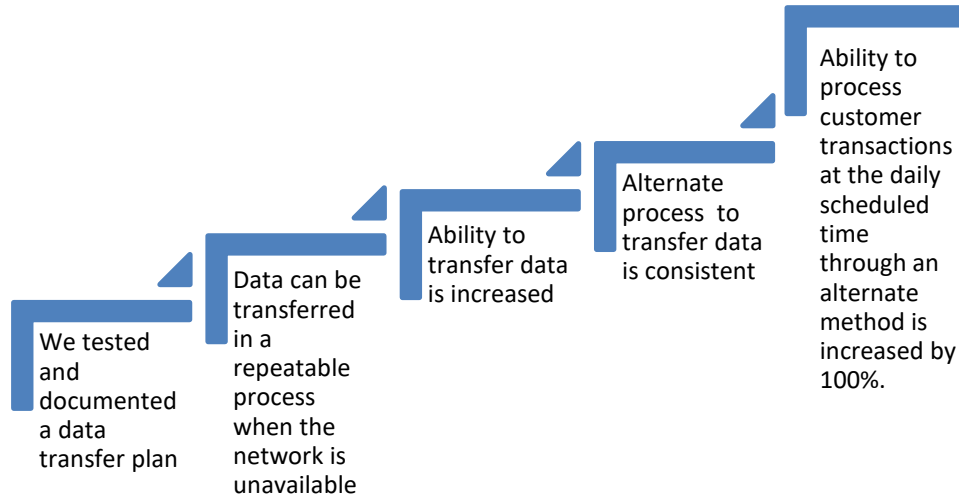
Improvement description: In collaboration with other agencies, a team of employees drafted a process to do a test run transferring data as if the networking connection between the agencies was no longer available. The test run was successfully completed on December 2, 2016 proving continuity of business operations when networking is unavailable. Both transfer of data to the other state agency and transfer of data to Board of Accountancy were successfully tested resulting in a proven continuity process.

Customer involvement: Stakeholders including, technology and business advocates from multiple agencies, were involved in the planning and test run. They gave valuable feedback on process steps. Office of Cyber Security Design Review experts were consulted and gave valued approval for the process plan.

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IV. Impact to Washingtonians:



V. Project Results: 100% operational when the network is unavailable

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 checked="" type="checkbox"/> Quality	Increased ACB's ability to securely transfer data without network capability from none to 100% capable using a non-network, secure, complete, and repeatable process	Since implementation of this project we have the ability to transfer time sensitive data during a network failure.	Final
<input checked="" type="checkbox"/> Time	Increased ACB's ability to submit transmittals from dependence on network access which could be as long as next business day to same day submission.	Since implementation of this project we have the ability to transfer time sensitive data within the required 24 hours.	Final

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<input checked="" type="checkbox"/> Customer Satisfaction	Increased customer satisfaction and confidence in ACB's timely processing of a payment within the required 24 hour time frame from a customer's concern in a potential delay in processing of payment to customer satisfaction and confidence for a timely receipt and processing of a payment.	<input type="checkbox"/> N/A	Final
<input checked="" type="checkbox"/> Employee Engagement	Increased employee's satisfaction in the ability to timely process payments from concern regarding the potential delay of the receipt and processing of customer payments to satisfaction in meeting the customer's expectations of timely processing of a payment in the 24 hour time frame required.	<input type="checkbox"/> N/A	Final

VI. Contact information:

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