Strategic Lean Project Report

For Reporting Period: July 1<u>st</u>, 2016 through December 31<u>st</u>, 2016

I.   General Information:

Lead agency name Department of Services for the Blind
Partner agencies:

Improvement project title: WaTech Backup System Implementation with Network Drive Re-Org

Date improvement project was initiated: 11/28/2016

Project type: New Project

Project is directly connected to:	**If applicable, specify the alignment:**
☒ Results Washington performance measure	Goal 5: Efficient, effective & accountable government
☐ Agency Strategic Plan	
☐ Other	

Report reviewed and approved by: Lou Oma Durand, Executive Director

II.   Project Summary:

The Department of Services for the Blind reorganized and purged outdated files in preparation for a move to the WaTech Backup Solution for improved data redundancy.

III.   Project Details:

Identify the problem:	The agency requires improved data redundancy, but before implementing the WaTech backup solution the agency needed to review the data stored on the network.
Problem statement:	The agency IT department is currently backing up data to tape drives and storing tapes off-site at the state records center which is no longer the most efficient method for data retention. In addition, staff may not have been following record retention guidelines and agency policies regarding data storage.
Improvement description:	We received a quote from WaTech for the cost of their backup service. Their solution will provide improved redundancy with a copy of our data being stored at the Quincy data center as well as at the WaTech data center. We also took a look at our record retention policies and updated our retention schedules. Staff will be provided training on these changes once they have been approved by the State Records Center. Next we reviewed our network drives and identified the types of files that were requiring significant space on the network. Noticing that many of these files were of a Media type (audio, video, software, etc.) we created a new network drive for Media files. These files do not require the same level of redundancy so we will continue to back up these files to tape on site.
Customer involvement:	The agency users have been updated on policies and procedures and are now cleaning up their network drives to assist us in this transition.

IV. Project Details:

Improved process as measured by: *(Click those that apply)*	Specific results achieved: *(Complete the narrative boxes below)*	Total Impact: *(Actuals; Current Reporting Period)*	Results status:
☐ Safety			Final
☐ Cost			Final
☒ Quality	Increased the redundancy of the data stored on the network **from** internal tape backup with offsite storage **to** a more efficient cloud storage solution which offers improved redundancy of the data.	Improved Data Retention and Redundancy	Final
☒ Time	Decreased time necessary to locate specific media data files on the network **from** 3-4 minutes **to** 1-2 minutes.	Increased staff productivity by 50%	Final
☒ Customer Satisfaction	Increased DSB staff satisfaction **from** having difficulty locating files stored on the network **to** reorganizing the data so it can be located more efficiently.	☐N/A (or) Increased staff satisfaction	Final
☒ Employee Engagement	Increased the knowledge of policies and procedures regarding data retention **from** a topic that is often discounted due to lack of time **to** explaining the risks and responsibilities of data management.	☐N/A (or) Click here to enter text.	Final

V. Contact information:

Name: Mary Craig   **e-mail**: mary.craig@dsb.wa.gov

Phone number: 360-725-3839