Strategic Lean Project Report

Support.watech.wa.gov Implementation Project

Agency: Washington Technology Solutions

Partners and Customers: Agency CIO’s, WaTech Infrastructure and Applications Extended Management Team, WaTech Communications Pillar

Project Impact
Improved the process in the way WaTech communicates to customers by creating a central location for customers to access service related information. Information archives alleviate the need for customers to save or search emails, allowing quick access to the source of record for information. The site is located behind a firewall for security.

Project Summary
The goal of this project was to address the following Agency CIO’s concerns regarding WaTech communications identified during the 2016 Customer Survey:

- Receive too many messages
- Message difficult to read
- WaTech does not communicate effectively to meet the needs of its diverse customer base
- Communications need to be more timely
- Agencies need to know WaTech is listening to them

WaTech sent an average of three emails per incident (with some incidents generating up to 10 emails) compared to our target of two emails, which WaTech wanted to reach by 3/1/2017.

- Created the Systems Status website on 2/21/17 to post Service Alert updates reducing the amount of email sent to WaTech customers
- Updated the Systems Status website on 6/26/17 to add Service Notifications:
  - Created a central location for customers to access changes and incidents associated with WaTech services.
  - Added a new field labelled “Technical Notes” which separates technical content from the rest of the communication to meet the need to plain talk for a non-technical audience.
- Added a calendar view for customers to see at-a-glance a monthly view of notifications
- Updated the Systems Status website on 8/7/2017 to change the Contact page for customers to submit a ticket to the WaTech Support Center to receive assistance
- Updated the Systems Status website on 8/8/2017 to add a link to the Change Report
- Frequent engagement with WaTech customers to present changes and elicit feedback
- Postings occur promptly so customers have up to date information
- Updates occur promptly to keep the customer informed
- Weekly review by management and leadership teams on status of services
- Creation of the Communications Pillar team to continuously improve site and communications
Project Results

Safety
Increased security from unsecure email to information hosted on a site behind a firewall only accessible to state agencies.

Quality
Increased message content from not being understood to being understood by applying plain talk techniques and separating out technical content.

Time
Increased timeliness of status updates from :30 minutes/1 hour email delivery to instant posting on the website.

Customer Satisfaction
Decreased number of emails from an average of three to two emails per incident (only the initial and close emails).

Employee Engagement
Increased quality of communications from multiple templates to one template.

Central repository for secure information.
Customers can more easily determine if they are impacted.
Service Alert updates post in a timely manner.
Between February 2016 and August 2016, reduced number of Service Alerts sent by 116.
Central location on intranet for staff to access template and instructions.

Project Details
Date improvement project was initiated: 2/21/2017

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