

# 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.



*Central repository for secure information.*



### Quality

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



*Customers can more easily determine if they are impacted.*



### Time

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



*Service Alert updates post in a timely manner.*



### Customer Satisfaction

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



*Between February 2016 and August 2016, reduced number of Service*



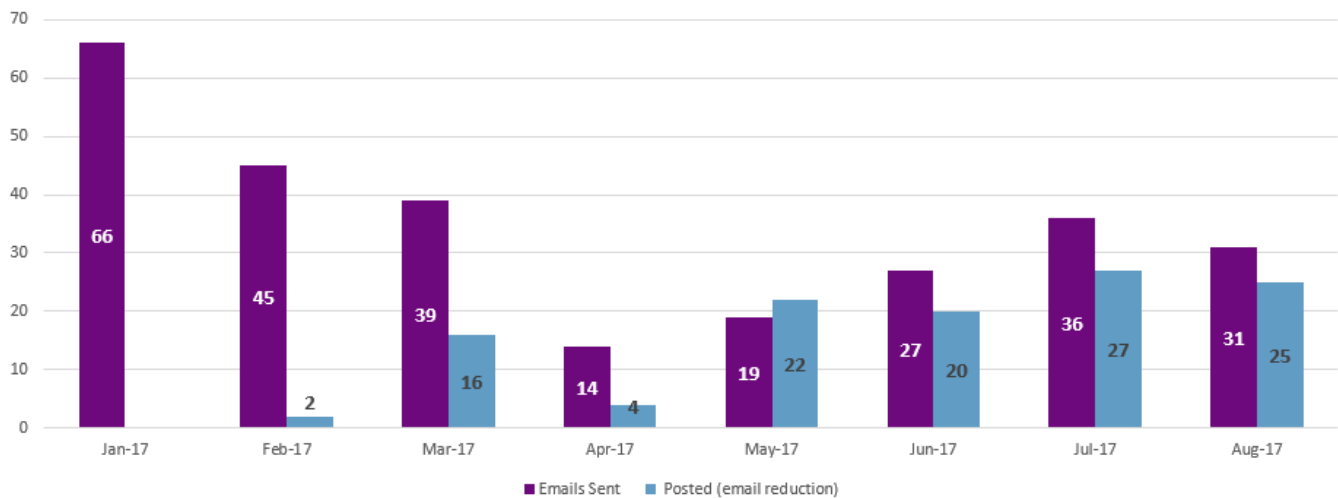
### Employee Engagement

Increased quality of communications **from** multiple templates **to** one template.



*Alerts sent by 116. Central location on intranet for staff to access template and instructions.*

Service Alert Communications



## Project Details

**Date improvement project was initiated: 2/21/2017**

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