

Department of Cultural Affairs State Historic Preservation Office (SHPO)



SHPO REVIEW & COMPLIANCE REPORT-OUT MAY 11, 2017

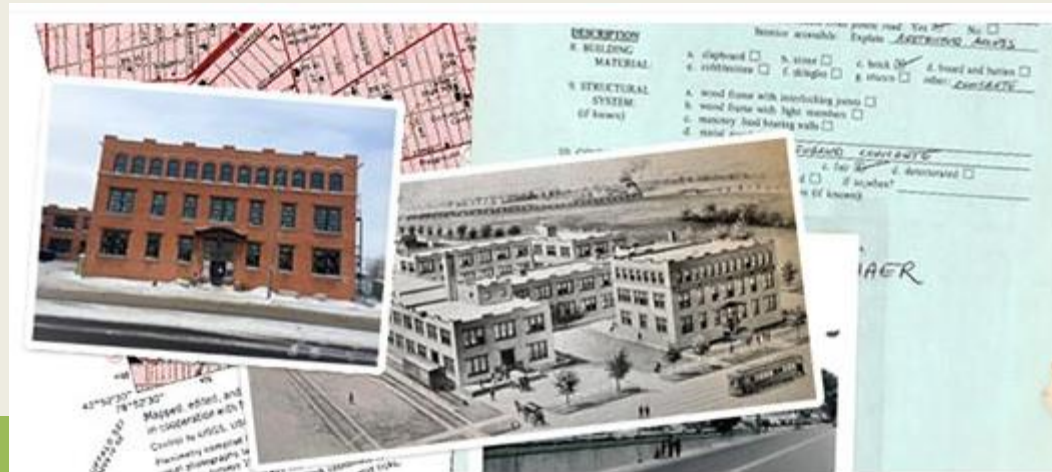


Why Are We Here?



- A paper heavy process
- Lots of re-work – typing information into databases
- Incomplete submittals

Sponsor:
Mary Cownie
Director
Department of Cultural Affairs



Team “IICI” (Improving Iowa’s Cultural Inventory)

Sara

- Steve King, DCA
- Jarad Prescott, GSS, Inc.
- Brennan Dolan, DOT
- Kyle Larson, HUD
- Ann Schmid, IEDA
- Monica Thelen, DNR
- Teri Toye, FEMA
- Mary De La Garza, OSA

- Brant Vollman, USACE
- Dan Higginbottom, DCA
- Libby Wielenga, DCA
- Sara Andre, DCA
- Karen Hudson, DCA
- Joseph Pearson, DCA
- Anita Volk, OCIO

Facilitators: Marcia Tope, DOM
Michelle Wilson, DNR

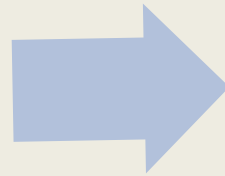


Event Scope

Anita



SHPO receives
request for
consultation



Consultation is
concluded and
entry into all
databases

Baseline – Where We Are Today

Steve



Current State

- Reduce turnaround time of review comments
24.5 days
- Reduce percent of incomplete submittals -
20%
- Reduce the amount of physical handoffs and movement/printing of paper during the process

Goals for future state

- Reduce turnaround time of review comments
15 days
- Reduce percent of incomplete submittals
10%
- Reduce the amount of physical handoffs and movement/printing of paper during the process –
0 physical hand-offs

How Do We Get There?

Steve



1. Design a more efficient, user friendly process
2. Design a process that creates a workload balance with available and sustainable resources
3. Design a process that would allow for use of technology as much as possible for both the customer and staff
4. Design a process that allow for collected information to more easily populate other necessary databases
5. Identify implementation timeframes for technology
6. Identify ways customers easily could access resources
7. Defined retention schedules for types of information collect in new technology used

What is Design for Lean Six Sigma?

Karen

- ❑ Methodology to create a new service, product or process
- ❑ Applicable to any project that needs a significant amount of new design
- ❑ Strong emphasis on capturing and understanding the customer and organization needs



Design Event Schedule

Joseph



Pre-event
Planning

Follow-up &
Implementation

Design Introduction

**Design
Overview**

**Review
Charter**

Gather Information

**Identification
Of
Trends**

SONI

Design Creation

**Formulate
New Process
Ideas**

**Prioritize
and Select
New Process
Ideas**

Implementation

**Design New
Process**

**Identify
What Needs
to be Done
to
Implement
New Process**

Report Out

Report Out

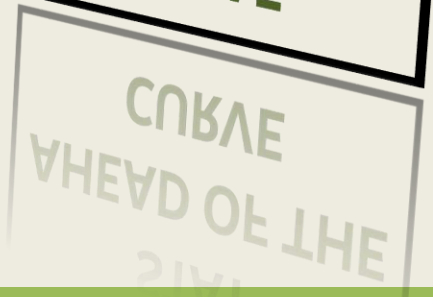
Celebrate!

Trends

Kyle



- Paperless processes
- Electronic options are the expectations
- Quick turn around time expected
- Geospatial Technology
- Data Transparency
- Access to information is a high need



SONI



Ann

Strengths

- Knowledgeable staff
- Quantity of information available
- Clear guidelines

Opportunities

- Technology
- Improve transparency
- Reduce lead time
- Data Sharing

Needs

- Geospatial Database – accessible to DCA, OSA & Customer
- Transparency/milestone –where is the submittal in process
- Programmatic agreement

Improvements

- Sharing information once
- Reduction of incomplete submittals
- Consistency

Discussion & Consensus

Teri



- Waste discussion
- Value added discussion
- Brainstorming of improvements
- Deselection of ideas

Karen



Required fields for submittal

Dashboard for visual management of project progress

Simpler – Faster - Better

Anita



- Transparency
- Data sharing
- Better quality submittals
- Data integrity
- Better allocation of staff time
- Faster review time
- Better metrics

Time Line

Libby



60Days

- Publish RFP

90 days

- Award Contract

1 year

- Fully Launch System

Implementation Plan

Libby



Database		Other	
30	Assemble RFP team	<ul style="list-style-type: none"> - Starting ^{hiring} process to handle backlog - Update request form for federal time and \$ (website email to active users) - Develop mitigation guidance - Evaluate funding options 	
	Finalize RFP w/in SHPO Finalize RFP		
60	Release RFP to bidders	<ul style="list-style-type: none"> - Have ^{resources} staff in place for backlog - Improve current data in Isites - Make active programmatic agreements available online 	
	<ul style="list-style-type: none"> Close RFP Evaluate responses including Isites 		
90	Award contract	<ul style="list-style-type: none"> - Collect standing structures survey data (GIS) - Develop educational program 	
6 months	Design Build Testing	Educational program released	
	Prop for migration		
	Release to public	Annual training	
1 year	Post-release evaluation		

Communication Plan

Joseph



WHAT	WHO	WHEN
Early announcement - High-level summary from event to share about the event focus and outcome	SHPO Users – Agencies, Private Entities, Interested Parties	30 Days
Updates – Highlight what is coming with the new database and how it is beneficial to customer	SHPO Users – Agencies, Private Entities, Interested Parties	90 days – 6 months
Partnering with others to possible assist with backlog and promote the partnering.	SHPO Users – Agencies, Private Entities, Interested Parties	90 days – 6 months
Impact Surveys – starts the communication with others	SHPO Users – Agencies, Private Entities, Interested Parties	9 months
Launch communication – will include training resources information	SHPO Users – Agencies, Private Entities, Interested Parties	1 year

Team Member Experience



Ann Schmid
Iowa Economic Development Authority

Sara Andre
Dept. Cultural Affairs,
State Historic Preservation Office



LEAN

State of Iowa
Continuous Improvement