Department of Corrections

DOC HELP DESK DESIGN EVENT
REPORT-OUT
NOVEMBER 14-16, 2016

LEAN
State of Iowa
Continuous Improvement
Why Are We Here?

- No ticketing system in place
- Volume of emails to Help Desk has increased over time – over 30,400 in 2015
Event Scope

The time an issue is initiated to the DOC Help Desk → Issue Resolution
Team “Help Desk DOCtor”

- Lettie Prell DOC Central Office
- Jennifer Guild DOC Central Office
- Sondra Holck DOC Central Office
- Julie Cline, ASP
- Janet Fliehler, DOC Central Office
- Steve Middleton, 3rd Judicial District
- Sharee Lind, 6th Judicial District
- Vickie Sherzan, 5th Judicial District
- Steve Koffron, IMCC
- Terri Meier, DOC Central Office
- Lori Myers, Iowa Board of Parole
- Darin Thompson, DHS

Facilitators:
- Laura Scheffert, DOC
- Melanie Kirsch, DHS
## Baseline – Where We Are Today

<table>
<thead>
<tr>
<th><strong>Current State</strong></th>
<th><strong>Goals for future state</strong></th>
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<tbody>
<tr>
<td>Currently no ticketing/tracking system exists</td>
<td>Develop an agreed upon list of ticketing/tracking system functionality for the DOC Help Desk.</td>
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<tr>
<td>All emails currently sent to all Help Desk members</td>
<td>Tickets routed to category-specific members of Help Desk</td>
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<tr>
<td>When surveyed, 76% of the Master Trainers said they would utilize a searchable knowledge base if one existed.</td>
<td>To have a searchable knowledge base available</td>
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How Do We Get There?

- Define all necessary information needed to develop a “scope of work” for a detailed ticketing system
- Have developed the infrastructure during this event
- Tasks assigned to continue to define specific areas
What is Lean?

- Continuous Improvement
- A rapid approach to improvement
Design Event Schedule

Day 1
- Lean
- Review Charter
- Map Current Process

Day 2
- Map Current Process (Cont.)
- Analyze Current Process Performance
- Brainstorm Improvement Ideas

Day 3
- Prioritize and Select Improvement Ideas
- Design New Process Map

Day 4
- Estimate New Process Performance
- Identify What Needs to be Done to Implement New Process

Day 5
- Report Out
- Celebrate!

Pre-event Planning
Follow-up & Implementation
Discussion & Consensus

- Identified Trends
- Conducted a SWOT
Discussion & Consensus

- Brainstorming of improvements
- Deselection of ideas
Design of New Ticketing System

What is not visible on the map:
- System Requirements and Specifications
- Training/Communication
- Recruitment and Succession Planning
Simpler – Faster - Better

- Identify Categories, Priorities, and Routing Rules
- Define Knowledge Base
- Determine Requirements for System Functionality
- Tracking - Queue, Alerts, Statuses, Reports
- Recruiting/Training
Milestones

- Scope of Work
- Implementation Plan
- Training Plan
- Communication Plan
<table>
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<th>WHAT</th>
<th>WHO</th>
<th>WHEN</th>
</tr>
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<tbody>
<tr>
<td>High-level summary from event to share about the event focus and outcome</td>
<td>All Agency Staff</td>
<td>7 days</td>
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<tr>
<td>Develop Scope of Work Document</td>
<td>Sponsor</td>
<td>60 days</td>
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<tr>
<td>Formal Communication plan completed</td>
<td>TBD</td>
<td>TBD</td>
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Team Member Experience