

Executive Summary

Business Case

University Press IT Services had a need to document three current processes so that employees could be cross trained in all services of the department. During the initial documentation, there was a determined need to improve one of the three processes. The Journals Online Website Updates process was manual and caused room for error on requests being made and the tracking of those requests.

Goal

Document three current processes with a process mapping and provide solutions towards an improved vehicle to request updates to the Journals Online websites.

Approach

Developed an understanding of the current process and related issues through process mapping and surveys. Analyzed the resulting information and determined areas for improvement on one particular process (Journals Online Website Updates). Brainstorming sessions were held to develop recommendations towards solutions to improve the method of requesting and tracking of the Journals Online Website Updates.

Key Findings

- **No formalized vehicle to request and track work statuses related to the Journals online website.**
- **Process lacks consistent means to request updates to the Journals online website.**
- **Capturing time spent and estimation of work was lacking with current process.**

Short-term Improvement Recommendations

1. **Utilize current helpdesk tool to request and track updates** – provides one vehicle to request and track statuses of work to the Journals Online website.
2. **Develop status updates in Helpdesk tool** – increases communication between the requestor and the developer on status of the change.

Long-term Improvement Recommendations

1. **Develop automatic emails to be sent to requestor based on status changes** – ensures consistent communication of the progress of the requested change.
2. **Utilize the Helpdesk tool to capture work on all requests** – metrics on hours of effort and cost associated with the change requested.

Implementation of Recommended Improvements

Project team were assigned tasks with a timeline of completion for the work towards improving the current process.

Outcome

Improvements were started and well received. Check in on the long term recommendations will occur after 6 months.