**Project Overview:** Streamlining Change Requests in Information Systems

**Business Unit:**

Information Systems

**Detailed Problem / Opportunity Statement:**

Between January and October, "organization" faced a recurring challenge:

1. **High Volume of Change Requests:** An average of 86 change requests were processed every month, contributing to operational delays.
2. **Time-Consuming Request Follow-ups:** On average, 20 hours were spent each month following up on these requests, significantly hampering productivity.
3. **Manual Resource Report Extraction:** Each month, extracting and formatting the resource report consumed around 8 hours, adding to the workload.

**Opportunity:**  
By streamlining the change request procedure and optimizing report extraction, we can significantly reduce time expenditures and enhance operational efficiency.

**Project Goal:**

Achieve a reduction in change request processing time from 20 hours monthly to under 10 hours within the next 30 days.

**Implementation & Significant Changes:**

(Information limited for customer confidentiality)

1. **Automated Backend Support:** Deployed automation tools to reduce backend support time, rectifying misplaced change requests more efficiently.
   * *Benefit:* This reduced the manual labor involved in change request corrections, saving crucial hours.
2. **Enhanced Team Collaboration:** Allocated the saved time to foster collaboration, leading to further improvements in the process.
   * *Benefit:* By reallocating saved time, teams could innovate and refine the request process.
3. **Improved Visibility Reports:** Bolstered the synergy between the resourcing team and resource managers through enhanced visibility reports.
   * *Benefit:* Enhanced reports fostered clearer communication and better resource allocation.
4. **Mistake-Proofing Strategies:** Implemented techniques to ensure the report's accuracy and reliability.
   * *Benefit:* This eliminated the need for post-report verifications, reducing errors and redundancies.
5. **Automated Email Notifications:** Introduced autogenerated emails with direct links, replacing the manual review and notification system.
   * *Benefit:* This fast-tracked the notification process, minimizing manual intervention and potential errors.

**Realized Return on Investment (ROI):**

1. **Enhanced Customer Experience:** Streamlined the change request cycle, achieving a time reduction of over 50% in resourcing projects.
2. **Financial Impact:** Realized an annual saving of $40,000.
3. **Operational Efficiency:** Achieved a monthly time saving of 40+ hours for resource managers and staff. The new report generation process, devoid of verifications or additional formatting, completes in less than a minute.