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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.

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- *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.

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