Wisconsin Department of Transportation
SharePoint Solution Design Process
Lean Project Report

Project Summary

The objective of the SharePoint Solution Design Process lean project was to standardize the way internal WisDOT customers request SharePoint technology services and to define a more formal, trackable method to better serve customers.

This includes reducing processing time, reducing the number of loopbacks involved in the process and reducing overall process steps.

This project was completed on November 30, 2017.

Improvements

- From June-November 2017, 28% of new requests/inquiries received by SharePoint Services team followed formal method. Project goal was >50%.
- Better defined process to request SharePoint technology services.

MAPSS Core Goal Areas

- Service

Statewide Goal Areas

- Customer satisfaction

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Issue

The process customers would follow to request SharePoint technology services was very inconsistent and not well defined. SharePoint Services team would receive requests in person, over phone, via email, in IT tickets, etc.

Because inquiries were gathered from different methods and different formats, they included different or missing information and requirements. There was no consistent method or process to track this information.

There were variations based on how inquiry was received.

Lean Six Sigma Process

The team gathered baseline data to see how customers currently request SharePoint technology services.

Using Lean Six Sigma methodology, the team mapped the current process customers would use. The team put together a SIPOC diagram to help with process review. The team also mapped out a current and future process map. Team reviewed critical to quality metrics for customers.

The team brainstormed several solutions as part of Improve phase. Team implemented a new SharePoint intake form to gather SharePoint inquiries. Team also made website changes to the SharePoint help pages on the DOTnet intranet to further clarify when to use this new form, as well as when to submit a ticket via the IT service desk.

Results

From June-November 2017, 28% of new requests/inquiries received by SharePoint team were from formal, trackable method. Project goal was >50%. While we did not hit our project goal, this is improvement from our 10% baseline.

Developed clear and streamlined process for how to request SharePoint technology services, whether it be an issue, break/fix, routine work or site enhancement request.

Next Steps

Continue to educate internal customers about new process to request SharePoint technology services. Ensure SharePoint Services team follows new process.