



Project Objective:

Improve two major ERDC processes for staff and customers

- Remove wastes or inefficiencies that do not add value to the customer or the processes
- Clarify vague process steps and create intuitive, plain-talk resources for staff and customers

Two project teams launched in February 2020:

1. Fulfilling Data Requests Team (2/24/20)
2. Authorizing Data Requests Team (2/27/20)



By mapping our processes, we learned that there are...

11 Steps to Authorize Data Requests

Step 1: Requester submits Data Request Form

Step 11: Data Warehouse Manager logs request in Kanban List

and 9 System Artifacts used in the Authorization process

along with

Six categories of waste to tackle in Authorization process:

1. Lack of information about data early in the process (unclear inventory)
2. ERDC's expectations of Requester are unclear
3. Inefficient communications with requestor
4. Requester's needs shift or are unclear.
5. Stakeholder process delays that ERDC cannot control
6. Inefficient communication processes within ERDC

17 Steps to Fulfill Data Requests

Step 1: Data Warehouse Manager logs request in Kanban List

Step 17: SFTP files are deleted

and 17 System Artifacts used in the Fulfillment process

along with

Nine categories of waste to tackle in Fulfillment process:

1. Lack of detailed, up to date and easily usable information on data availability and metadata
2. Delays from workload disruptions or imbalances
3. Inefficient communications with requestor
4. Lack of standards / best practices / tools within ERDC
5. Inefficient communication processes within ERDC
6. Delays in internal ERDC handoffs
7. Limited or outdated resources in ERDC
8. Requester's needs shift or are unclear
9. Delays in data intake or loading to warehouse or mart



In July, our two teams merged to address Waste Category #1 in both processes (above). Team members collaborated to develop the following Category 1 Problem Statement:

Frequent back and forth / rework happens between Data Requesters and ERDC staff to clarify what data is being requested, to know what data is available, and to determine the strategy to best fulfill the request. Key information about ERDC data is not always accessible or up to date for ERDC staff and Data Requesters when they need it.



In August and September, we brainstormed improvement ideas to address our Category 1 Problem. In October, two subgroups formed to turn the ideas into testable strategies and create a plan to track our target metrics. Strategies are ready or almost ready for initial stakeholder feedback.

Subgroup #1: Redesign ERDC data request forms and process info on our public website

- [Data Request Form A and Form B](#)
- [Outline steps of data request process on *erdc.wa.gov*](#)

Subgroup #2: Improve documentation for the two most frequently used standardized queries

- [Expand data documentation of Higher Ed Enrollment Summary and Higher Ed Completions queries](#)

After incorporating stakeholder input in January 2021, subgroups will test the strategies and track the progress of target metrics. Pending test results, strategies will be implemented in early 2021, with periodic check-ins afterward to ensure that progress continues and to see if additional changes are needed.

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