

Wisconsin Department of Transportation

Batch Job Process

Request Submittal & Approval Lean Six Sigma Project Report



Project Summary

The Batch job service request process allowed requests to be made through multiple channels with little or no warning.

The current process caused difficulty with resource planning and caused other tasks performed by the Data Management Unit to fall behind schedule.

The goal of this project was to streamline the process for requesting batch job services from the Data Management Unit and increase the time between a request being submitted and the expected completion changing a reactive process into a proactive process.

This project was implemented on April 17, 2017. Metrics continue to be collected to monitor the process.

Improvements

- Create a Standard Form to collect detailed information required to complete a Batch Job Service Request.
- Create a single point of contact for Batch Job Service requests to reduce variations.
- Increase the advanced notice for Batch Job Service requests

MAPSS Core Goal Areas

- Service
- Accountability

Statewide Goal Areas

- Customer satisfaction

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Issue

Batch job services were requested through eight different channels with little or no warning making tracking and resource planning difficult. Several issues were identified in the current batch job service request process:

- Received batch job service requests through multiple channels
- Received little or no warning on requests
- Process was not consistent between DMV and Financial Support staff within the Data Management Unit
- Customers had an unreasonable expectation of same day turnaround on batch job service requests which created a reactive process

Lean Six Sigma Process

Using Lean Six Sigma methodology, the team mapped the current batch job service communication channels used in the request process and identified process components that could be streamlined. The team identified the needed components and mapped a consistent request process. These improvements include:

- Creating a standard form and a single channel of contact for the Batch Job Service request process
- Including a walkthrough of each change being implemented into the production environment
- Requesting at least a five business day notice before the expected implementation date.

Results

Created Standard Form for requesting Batch Job Service: Creation of a Batch Job Service form provides detailed information at the beginning of the process which is needed to complete the batch job service request.

Created a Single Channel of Contact: Creating a single channel of contact for the Batch Job Service request process allows all members of the Data Management Unit team to be aware of upcoming requests.

Increase Advanced notice: With the creation of the Batch Job Service form and streamlining of the Batch Job Service request process, the percentage of batch job service requests being received with less than one day notice has decreased from 90% to 42%. Approximately 50% of requests are being received with at least a five business day notice, allowing for proactive process.

Next Steps

Metrics will continue to be collected to monitor the Batch Job Service Request process.