

Process Name: “Dude, Where’s My Stuff?” The Beginning of the Computer Lifecycle

Opportunity: The current process of ordering and purchasing IT assets throughout USNH lacks consistency and transparency, which makes accountability among the team difficult to maintain, especially in terms of associating clients with devices and meeting budgetary needs, goals, etc. The current process also makes it difficult for clients to know where the system is in the ordering process. This lack of transparency creates roadblocks to productivity and time management, as well as frustrations with the amount of ‘detective work’ involved.

How can we engage technologies and processes to better identify client needs, have a consistent process that reduces overhead by using a centralized repository for a more effective and transparent order tracking system, and improve asset accountability for our stakeholders throughout?

Current Landscape:

- Inconsistent ordering process.
- Technology orders can and are being requested by anyone in USNH.
- Once orders are processed, visibility is lacking regarding order status.
- Inconsistent delivery. Lacking the who, when and where details.
- Site Coordinators are spending far too much time tracking down equipment.
- Customer frustration.

Goals/Targets:

- Consistent ordering process through authorized sited coordinators.
- Reduce touch time to deployment by fifty percent.
- Reduce order confirmation work and cycle time by fifty percent or more.
- Visibility through the entire technology purchasing process.
- Reliable verified delivery to a secure and consistent location.
- Weekly verified delivery report to finance to close fulfilled purchase orders.
- Increased tracking capability to support a computer leasing program.

Future Recommendations:

Based on the data and current state the team recommended these changes for the proposed future state:

1. Asset Management Tool universal across all USNH schools.
2. Central Shipping & receiving location.
3. Life Cycle Management Policy that is uniform across USNH.
4. TD template for requesting computer bundles.

Implementation Strategy: A phased approach

Phase 1:

- 1. Obtain Asset Management Tool
- 2. Negotiate space at 1 Leavitt Ln
- 3. Build Team Dynamix Ordering form
- 4. Policies: approved order lists. Etc.
- 5. Team Lead Report Training

Phase 2

- 1. Train staff
- 2. Create Communication plans for clients
- 3. Create reporting schedules

Phase 3

- 1. Organize space at Leavitt Ln for IT receiving
- 2. Staff IT receiving space
- 3. Select tool for scheduling client pickup

Follow-up/Sustainability:

30 – 60 – 90 Day Check-In with team and sponsor

30 Day: Space, preliminary reporting options, sponsor buy-in

60 Day: Reporting options in place, space secured

90 Day: Reporting, space, TD Ticket build and approved order

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