

Enhanced Data Management

Green Belt Six Sigma Project Report Out
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Public Utilities Commission of Ohio



Project Team

Tanowa Troupe	Team lead
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Angela Hawkins	Legal Director
Don Leming	Legal
Holly Karg	Public Affairs
Brian Benjamin	Finance Manager
SevenPoints	Consultants



Background

The Problem:

- Not fully leveraging the use of customer data collected

How we measured the problem:

- Use of internal VOC, audit results, user feedback

Impact of the problem:

- Inefficient practices related to agency data collection, sharing, maintenance and use.

Scope:

To enhance policy and procedure for the Public Utilities Commission of Ohio (PUCO) that will provide entities a web based interface, access to online registration, and ability to make submissions in compliance with PUCO regulatory requirements and mandates.

To improve stakeholder ease of use, access to pertinent applications, self-service capabilities, data integrity and integration opportunities for various data sources and future technology.

To provide Agency with a tool to validate and stabilize integral information utilized throughout the Commission.

Project Goals

- Consistent renewal cycle for information
- Verified customer related information
- Limited data entry points into registration system
- Self service for customer registration and information management
- Increased Internal efficiency
- Reliable Data to share agency wide
- Ability to interact with other applications
- Increased reporting capability
- Assignment of user roles and controlled access
- Enterprise level modifications
- Customer accountability of entity information
- Easier internal and external access to applications
- Web based access
- Simplified overall experience with Agency interaction

Project Statement

To provide customer access to data and information that optimizes internal and external business interactions by and with the Public Utilities Commission of Ohio.

Leveraging Opportunities

- Consistent renewal cycle for information
- Verified customer related information
- Limited data entry points into registration system
- Self service for customer registration and information management
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Baseline data

Phase 1

Regulated customer list

Annual Report database

Company database

Fiscal spreadsheet

Docketing spreadsheet

Unprioritized phases

Certificate data

Company Registration Data

CRNGS data

CRES data

Data Collection Plan

- Data dumps from multiple sources
- Use of Consultants
- Data scrub
 - Variation analysis
 - Anomaly or outlier detection analysis
 - Clustering analysis
 - Classification analysis

Other Tools

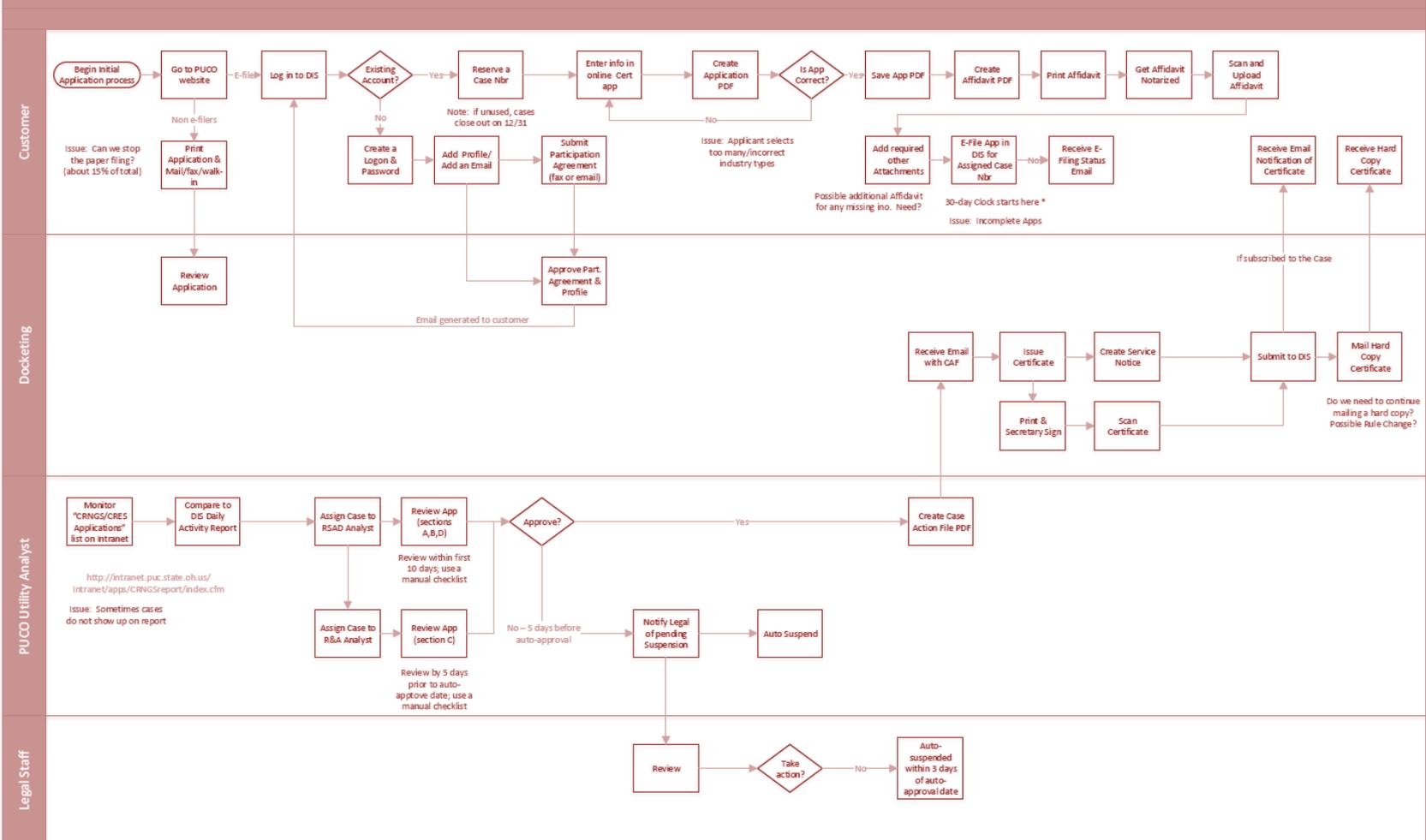
- SIPOC
- Value Stream Mapping
- Brainstorming
- Root Cause
- Standardized Work
- Poke Yoke
- Consultants

SIPOC

SUPPLIERS	INPUTS	PROCESS	OUTPUTS	CUSTOMERS
Certified Entities	Company Name	Deveolp application per supplier requirements	Vetted Primary CARD Designee (PCA)	Utility/Industry entities
Administration	Title	Solicit company registration process	Verified PCA address	
It	Address	PCA will create user/login	Verified PCA address	Public
	City	PCA will request account be made related to company(ies)	Verified PCA City	PUCO
	State	PCA will complete and submit required documentation and data	Verified PCA State	Other Governmental Agencies
	County	Administration will complete validation process	Verified PCA County	Federal Agencies
	Telephone #	Approve/Deny/Request additional inputs	Verified PCA Telephone #	Other Interested parties
	Email Address	Notify company of status	Verified PCA Email	
	Web Address if Applicable		Verified PCA Web address if applicable	
	PUCO ID #		Verified PCA PUCO ID #	
	Certification #		Verified PCA Certification #	
	SOS Charter #		Verified SOS Charter #	
	DUNS # if applicable / Alternative to DUNS #		Verified DUNS # if applicable/ Alternative to DUNS # if applicable	
	Notorized letter of Authority		Verified letter of Authority	
	Electronic signature agreement		Verified electronic signature agreement	
	Expiration/renewal of information date		Consistent renewal cycle for information	
	Proxy/Alternative CARD Designee (ACA) if applicable		Vetted ACA if applicable	
	Blank fields for future use		One entry point into CARD Database	

Process Map

RenCert Application Process



Improvement summary

Current Key Issues



Resource utilization



Data integrity



Self service capability &
accountability

Improvement summary

How We Improved



Streamlined process



Increased data integrity



Improved customer interaction

Intangible Project Benefits

- Internal and External
 - Reduced frustration of access (internal & external)
 - Increased trust in data integrity
 - Increased/redirected/reallocated use of staff time
 - Increased internal communication
 - Increased internal data sharing
 - Increased customer satisfaction
 - Increased customer independency

Analysis Outcome

Phased Strategy

- Phase 1 – Annual Reports (Annual Assessment)
- Phase 2 - Annual Reports (Application)
- Phase 3 – Certificate Management

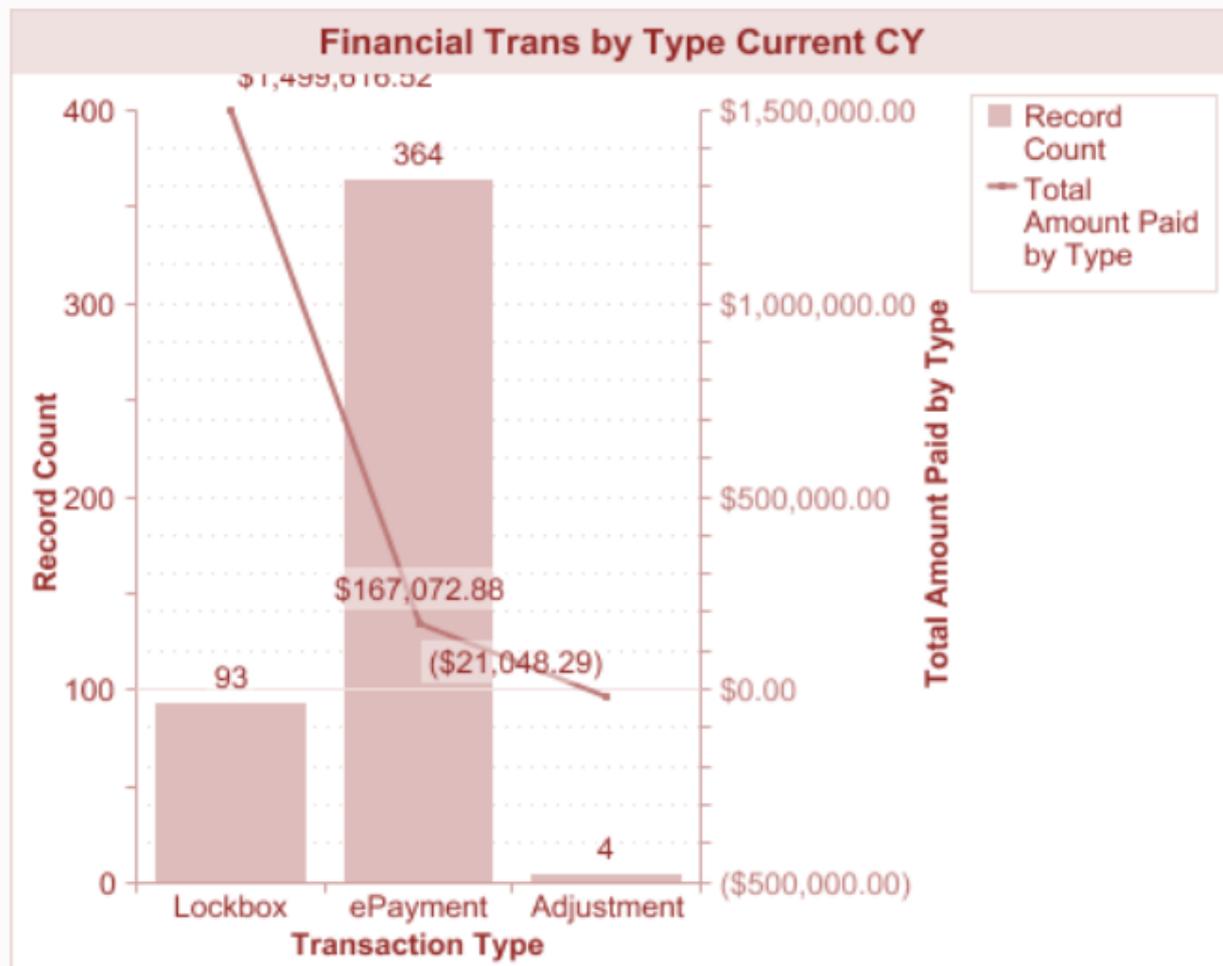
Peripheral projects

- Customer Call Center improvement
- OMCIS

Implementation Plan

Task	Who	When	Status
Phase 1 (AR- Assessment)	PUCO/Consultants	8/16/2017	Completed
Phase 2 (AR- Application)	PUCO/Consultants	1/1/2018	In-process
Phase 3 (Certificate)	PUCO/Consultants	1/1/2018	In-process

Assessment transaction by type



# Invoices issued	# Outstanding	# Submitted	%
1678	1321	357	27%
\$15,477,982.64	\$13,832,764.84	\$1,645,217.84	27%

Payment type	#
Electronic check	133
Check	254
Lockbox	93

SPECIAL THANKS TO...

Senior Leadership:

Chairman Haque
Susan Patterson
Barcy McNeal

Sponsor:

Beverly Hoskinson

SevenPoints Consultants

Subject Matter Experts

- × Ed Carr IT
- × Brian Barringer IT
- × Jeremy Rohrer IT
- × Tim Stanek IT
- × Carol Harp IT
- × Olivia Eveland IT

QUESTIONS/COMMENTS

