

## LeanOhio Kaizen Event Fact Sheet

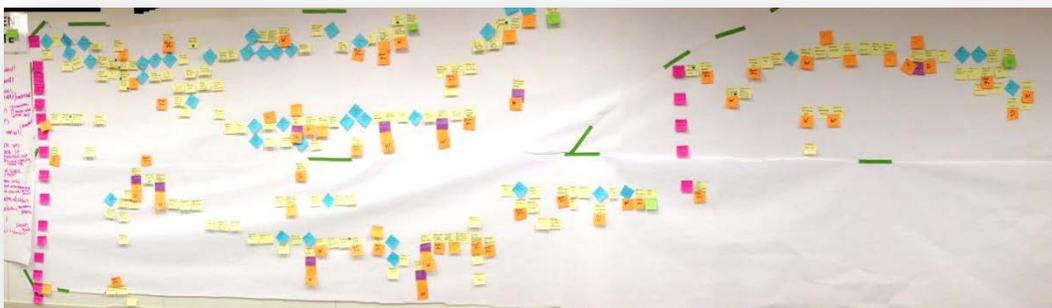
### Ohio Attorney General

**Issue:** Improving customer satisfaction for people who are served by the Ohio Attorney General's Information Technology Services call center.

Department	Changes to Process	Metrics	As a Result
<b>Ohio Attorney General</b> Information Technology Services (ITS) Call Center Process January 27-31, 2014	<ul style="list-style-type: none"> <li>Reduced process steps from 84 to 39 (54% reduction)</li> <li>Reduced decision points from 12 to 8 (33% reduction)</li> <li>Eliminated 5 of 10 handoffs (50% reduction)</li> </ul>	<ul style="list-style-type: none"> <li>It will take just 5 days to get a new employee up and running with all their computer equipment and systems in place and fully operational – 9 days faster than it was taking with the previous process</li> </ul>	IT support from the AG's Office will be easier to request and quicker to arrive for employees and law enforcement agencies.

Major Improvement	HOW it was accomplished
Customer Friendly Form	Customers will now be able to access and fill out a form for their ITS work orders. The form was designed with customer input.
Personalized Follow Ups	Customers can select if they would like to be contacted and how they would prefer to be contacted. Customers can fill out a follow up survey if they choose.
Customers able to Pull Work Order Information	Dashboard will allow customers to track, modify, and close ITS work orders.

#### Current State Process Map



#### Future State Process Map



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