



Milwaukee County IT Purchase Request Process Value Stream

Process Problem



- 1. Process is manual/inefficient with too many intermediaries**
- 2. Customer does not know what to do with the quote or how to properly code things in Advantage.**
- 3. People in process are not aware of status/updates.**
- 4. Customers have no way of knowing if hardware/software has been approved.**

The Team



Carsten Peterson	Buyer	DAS Procurement
Becky Ludwiczak	Business Analyst	DAS IMSD
Angela Buesing	Service Desk Manager	DAS IMSD
Susie Devcich	Chief of Recreation & Business Ops	Parks
Fran Flanigan	Business Analyst	DAS IMSD
Coco Kalinowski	Business Solutions Manager	DAS IMSD
Cheryl Berry	Executive Assistant	Child Support
Al Dominguez	Business Analyst	DAS IMSD
Jason Jahn	Technical Architect	DAS IMSD
Robin Burns	Administrative Specialist	House of Correction
Zulma Myszewski	Administrative Assistant	Aging

Creating the Future State



Big Impact Ideas

1. Create a standard form for customers
2. Hold a strategic meeting early in the process to get all necessary information
3. Develop a catalog of standards
4. Standardize all incoming requests into the same format
5. Push workflow into an online format w/ electronic approvals

Customers & Customer Value



Value-Added:

- An action that the customer is willing to pay for

Cost-Added:

- Steps in the process that are required due to policy, computer requirements & statutory requirements. They must be performed, but the customer doesn't recognize the value

Waste:

- The 8 forms of waste

Customers

- Departmental requestor
- IMSD
- Procurement
- Vendor

Measured Improvements



Title	Current Minutes	Curent Days	Current Percent	Future Minutes	Future Days	Future Percent	Change Days	Change Percent
Value Add	420	0.29	0.43%	266	0.18	0.49%	-0.11	-37%
Cost Add	24,663	17.13	25%	24,531	17.04	46%	-0.09	-5%
Waste	72,422	50.29	74%	28,995	20.14	54%	-30.16	-60%
Total	97,505	67.71		53,792	37.36		-30.36	-45%

Implementation Plan



Action Plan			
	Description	Resp.	Due Date
1	Develop 1st draft form	Angela B	11/21/14
2	Provide standards to Steering Committee for approval	Angela B & David H	11/21/14
3	Document workflow in Visio	Al D	11/21/14
4	Comment on form draft	Team	11/26/14
5	Investigate ManageEngine capabilities	Angela B	12/1/14
6	Investigate forms architecture	Coco K	12/1/14
7	Incorporate comments + recirculate	Angela B	12/1/14
8	Finalize form	Angela B	12/1/14
9	Set up workflow alerts/notifications	Jason J	12/15/14
10	Communication to county employees on new workflow	Laurie P	Dec Cabinet Mtg
11	Post form to Intranet	Web Team	12/15/14
12	Review with ITSC and Communicate to County Board	Laurie P	2015
13	Set response time targets	Clare O	6/30/15