



Kaizen Event Charter

(To be drafted by the project proponent and reviewed by the Lean Team)

Event #: 2010-15	Event Name: Assignment & Optimization of Roles and Resources for IT Projects	
Event Dates: TBD	Area Supervisor(s) : Michael Walls, DES – Assistant Commissioner, Rebecca Bolton DoIT – Information Tech. Manager	
Facilitator(s): Carolyn Russell, second facilitator TBD	Event Manager(s): Sarah Yuhas Kirn	
Information Technology: Already Represented	Legal: N/A	
Event Participants: Sarah Yuhas Kirn (DES), Muriel Lajoie (DES), Chris Simmers (DoIT), Deb Soule (DES), Craig Wright (DES), Darlene Forst (DES), Rick Druding (DoIT), Bill Oldenburg (tentative, DOT)		
Stakeholders/Customers: DES leadership, program managers, and staff involved in developing and using IT-supported systems; DoIT liaison, developers, and business analysts		
Filled Out By: Sarah Yuhas Kirn, Carolyn Russell		
Sponsor: Tom Burack, DES Commissioner	Sponsor Signature: <i>Thomas J. Burack</i>	Date: 4/11/11
Sponsor: Peter Hastings, DoIT - Director of the Agency Software Division	Sponsor Signature: <i>Peter C. Hastings</i>	Date: 4/13/11
Problem Statement (include description of the business process): The IT Project Prioritization Lean Event identified that the current process for implementing IT projects varies depending upon the staff and financial resources available to the program generating the IT idea. The IT Project Prioritization Lean Event defined a process for evaluating proposed IT projects and selecting those to carry forward. This Lean event also determined that IT projects are completed most efficiently and effectively when there are skilled individuals filling the roles of point-person, business analyst, and developer for a project. Certain programs at DES have dedicated business analysts and/or developers and other resources necessary to implement IT projects, and other programs do not. DoIT staff are for the most part assigned to IT projects with dedicated analysts/developers and financial support. It is difficult to implement IT projects for programs and efforts lacking dedicated staff and adequate funding, such as those generated from strategic planning and Lean events, cross-agency projects, and projects to improve core business functions for programs without dedicated IT staff support.		
Desired outcome of this Lean Event: Develop an approach for assigning staff and resources to IT projects while maintaining support for existing systems. This process will optimize use of existing staff and resources and balance the strategic needs of DES and the core business needs of the Divisions, Bureaus, and Programs.		
Major activities within process: <ol style="list-style-type: none"> 1. Staffing the point person, business analyst, and developer roles 2. Assigning resources including funding, hardware, software, and staff time 		
Goals and associated metrics of Event: <ol style="list-style-type: none"> 1. A defined approach for allocating the necessary staff and resources for IT projects is established. 2. The approach established in item #1 above is tested with a subset of existing active and pending IT projects, and the test indicates that the approach achieves the desired outcome. 3. Priority projects identified by IT Project Prioritization Process are implemented. 		
Event Boundaries/Scope: Start: An IT idea is generated. End: The IT project is assigned to the appropriate staff, and necessary resources from DES and DoIT are allocated.		
Homework/Other Information: All participants should review the Future State Value Stream Map from the IT Project Prioritization Lean Event: <u>Q:\Lean\Projects\Comm Office\DoIT\Strategic IT Project Assessment\Pre-Implementation Activities\20101007 Future State\20101013_ITIdeaPrioritizationFSVM-2010-12.pdf</u>		