NEW HAMPSHIRE
DEPARTMENT OF
Environmental
Services

Lean Event Charter
2010-09

Event #: 2010-09	Event Name: IT Ideas and Projects Management
Event Date(s): ~~Monday, 8/30/10~~ Wed. 9/22/10, Rooms 213/~~214~~ VRP	Area Supervisor(s): Michael Walls, DES - Assistant Commissioner & Rebecca Bolton, DoIT - Information Tech. Mgr.
Facilitator(s): Vincent Perelli, DES & Muriel Lajoie, DES	Event Co-Manager(s): Chris Simmers, DoIT - DES IT Liaison & Deb Soule, DES IT Steering Committee Chair
Information Technology: Already Represented	Implementation Mgr: Heather Pike Legal: N/A

Event Participants:

1. Chris Simmers, DoIT - DES IT Liaison
2. Deb Soule, DES - WD
3. Heather Pike, DoIT
4. Tim Nowack, DES- CO
5. Andrew Cornwell, DES - ARD
6. Laurie Cullerot, DES - WD
7. Pam Hoyt-Denison, DES - WMD
8. Scott Gentley, DoIT

Stakeholders/Customers: DES Senior Leadership, Division/Bureau Business Analysts, DoIT Liaison, IT Steering Committee, DES Employees

Filled Out By: Vincent Perelli, Muriel Lajoie, Chris Simmers, Robert Minicucci (reviewed by DES IT Steering Committee)

Sponsor: Tom Burack, DES Commissioner	Signature: _Thomas B Burack_	Date: 9/9/10
Sponsor: Peter Hastings, DoIT Interim Commissioner	Signature: _Peter Hastings_	Date: 8/20/10

Problem Statement (Include Description of the Process):

Short Description: The multiple DES IT Projects queues are currently filled with "core" business projects. As a consequence, "strategic" IT projects and approaches from the *DES Strategic Plan*, and "Lean-identified IT projects" from Lean Events taking place across the Department have no mechanism through which to effectively move into these full queues.

Long Description: Several new strategic actions and approaches with IT components were identified as a result of activities associated with the 2010-2015 DES Strategic Plan (*e.g.*, modifications to existing or development of new data systems, additions/enhancements to the DES website, etc.) The agency's investment in the Lean process is generating requests for IT assistance to improve/automate various business processes. The ability of DoIT to support these strategic initiatives/approaches and Lean events, without adversely affecting the existing level of support for the agency's "core business activities" is limited. Staffing levels in the DoIT group supporting DES are down 20 percent. The current model for establishing project priorities and assigning DoIT staff is driven primarily by Division/Bureau level needs. The DES Commissioner would like to formalize the process by which ALL potential IT projects move from an idea to the IT project queue, assignment to IT staff, and eventual completion.

Major Activities Within Process:

The primary functions of the current IT projects management system include the capture, evaluation, prioritization, assignment of resources (*i.e.*, staffing & funding); and active tracking of IT projects/requests.

Desired Outcome of This Lean Event:

To clearly define (and gained a shared understanding of) the current IT-project management process(es) and to identify a set of prioritized future Lean Events/Kaizens necessary to improve the identified processes (bounded as described below).

Charter #: 2010-09
Charter Rev. Date: 8/20/10

1 of 2

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Form Author: M. Lajoie
Form LF#2 / Form Rev. 2

Goals and Associated Metrics of Event:

1. Develop accurate Current State Value Stream Maps (CSVSM) of the IT projects management process(es).
2. Identify single Future State Value Stream Map (FSVSM) of IT ideas and projects management process.
3. Develop plan to bridge the gap between Current and Future States (*i.e.,* identify future Lean Events/Kaizens)
4. Prioritize identified future Lean Events/Kaizens and agree on first and second priority Events/Kaizens.

Event Boundaries/Scope:

Start: Receipt of an IT idea/request/proposal.

End: Official placement of an IT idea/request/proposal in IT projects queue with allocation of necessary staffing and funding resources.

Note: Project development and programming activities are beyond the scope of this event.

Summary: This is a "35,000 foot" scoping exercise to address the problem statement. Together, the Lean Event Team will: 1) clearly define and gain a shared understanding of the current process(es) by which IT project ideas/requests are captured, become prioritized, have resources assigned, and are tracked within the current IT projects management system; and 2) to identify a set of future Lean Events/Kaizens that will be necessary to improve upon these identified processes. Evaluation/ranking criteria will also be developed to help determine the order in which future Lean Events/ Kaizens should be sequenced for maximum effect.

Homework/Other Information/Assumptions:

All participants should review their understanding of the current DoIT projects management process prior to the Lean event, and be prepared to participate in the visual drafting of the current and future state processes. Event participants will bring hard copies of any forms, guidance, SOPs, or checklists associated with the IT idea-to-project-queue process. The timeframe of this Event is expected to be a maximum of two, 5-6 hour sessions utilizing the brainstorming and CSVSM/FSVSM techniques.