



Data Request Process

Director's Office

Implemented April 2015

By thinking Lean we

*reduced the Annual Cycle Time by **1,050 hours***

Problem

Originally, the Research and Analysis Office (RAO) only received legislative data requests. Near the end of 2012 the scope changed to include requests from the entire agency (internal customers) as well as those wanting data from outside the agency. The process needed to be evaluated and revised to ensure that a consistent process was followed by all employees. Additionally, internal and external customers were unaware of the current services and products offered by the Research and Analysis Office, which sometimes caused redirecting of customers and/or rework.

Causes

- No current desk manual, which caused inconsistent processes between employees.
- No central location to hold current data that will allow easy access for customers on the internet or intranet.
- Not all internal requesters were using the SharePoint data request site.

Solution

- Created a desk manual to include peer review checklists.
- Improved the data request form on SharePoint and created training documents.
- Encouraged more customers to use a standardized data request process.

Results

