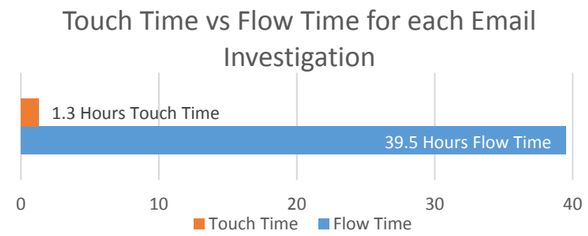
IT Email Investigations Email Search Intake and Research Process

Step 1. Clarify The Problem

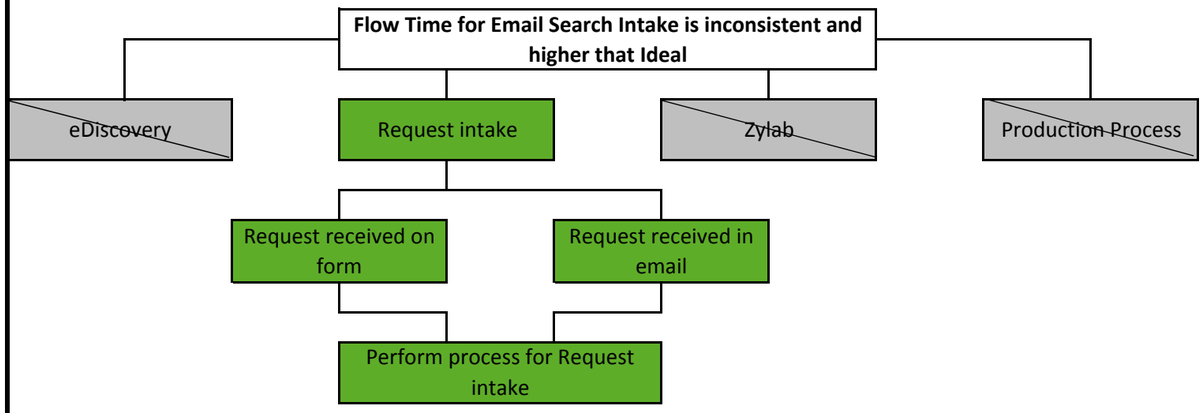
Ultimate Goal: Standardize the Information Technology Email Search process for Public Records Requests (PRR) and completing the process in an accurate, efficient, and defensible manner

Ideal State: All PRR are completed in a standard way with a faster flow time and touch time than current methods used

Current State: The IT Investigations teams process had a Flow Time of 39.5 hours and a Touch time of 1.3 hours to process an email search



Step 2. Breakdown the Problem

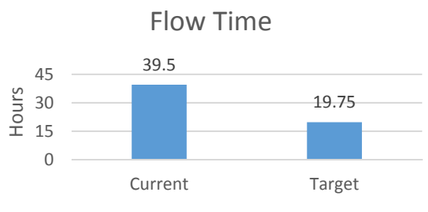


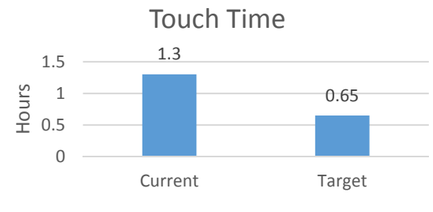
Go To Process

Problem Statement: The Flow time for Request Intake is inconsistent, some PRR's are handled quickly while others take longer

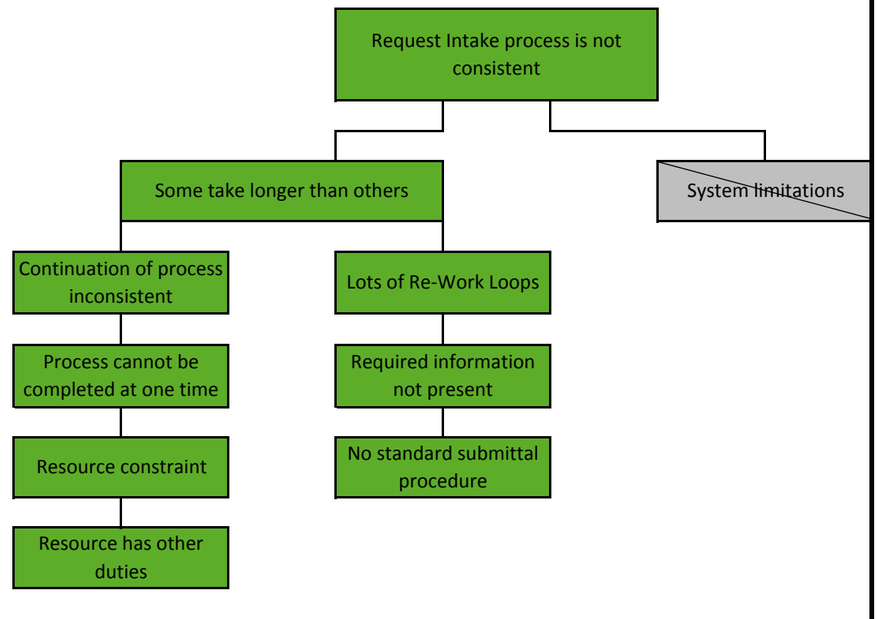
Step 3. Target Setting

Reduce Flow Time and Touch Time by 50% and eliminate inconsistencies in the intake process





Step 4. Root Cause Analysis - Issues



Step 5. Develop Countermeasures - Ideas

Countermeasures	Effort	When
1. Update email search request form for easier completion with all required information	Just Do It	Oct-16
2. Update and lean intake checklist to one page for IT resource to use to track progress	Just Do It	Oct-16
3. Train Public Records Officers on new form to standardize for consistent submittal	Just Do It	Nov-16
4. Setup and utilize a workflow design to track and deliver email search results and setup folder structure security	Project	Mar-17
5. Transfer request from a form to a web based submission ensuring most current document is being used for submission	Project	Mar-17

Step 6. Implementation Plan

Countermeasures	Progress
1. Update request form	Complete
2. Update and lean intake checklist to one page	Complete
3. Train Public Records Officers	Ongoing
4. Setup and utilize a workflow design	In Progress
5. Transfer request from a form to a web based submission	In Progress

IT Email Investigations Email Search Intake and Research Process Process Improvement Event

Process Background

Averaging 21.5 Email Investigations per month
258 Requests per year

Each Request averaging 78 minutes of Touch Time
335 hours a year spent by IT Investigation Team

Process Improvement Event:

Process Improvement Background:
Pierce County lean GB and BB mapped out a one day process improvement event template
After discussion with project lead turned 1 day event into a 2 day event

Project Scope:
Form Completion and submission to Results placed in response folder and email sent to requestor.

Improvement Constraints:
Hiring additional employees
Number of requests received
No architecture changes
No replacement of current systems in use

Process Improvement Event:

Process Improvement team spent 2 days using multiple tools for mapping, analyzing, performing root cause analysis, value add/non value add review, and brainstorming ideas

Process Improvement team invited customers for representation throughout the whole event

Important Findings and Realizations:
65% of all requests received needed re-work during the intake process

Excess flow time in the request intake was due to re-work loops and waiting for information

There were many steps in the process required by the technology used (ZyLAB and Microsoft e-Discovery)

Many customers were unclear on the information needed by IT to process the request

Items were being saved in multiple locations, on paper, and digitally

Future Process Highlights:

Standardize intake process
Identified the request type earlier on in the process to eliminate rework and unnecessary approvals
Shifted a QC step to earlier on in the process to provide a higher quality service to the customer
Eliminated unnecessary approval for email searches (notification is still passed along)
Utilize a Workflow for the tracking and deliver of requests
Eliminated all paper usage during the business process
Transferring request form to a web based submission to ensure the current version of the form is always used

Estimated Results from 2 Day Event After Fully Implemented