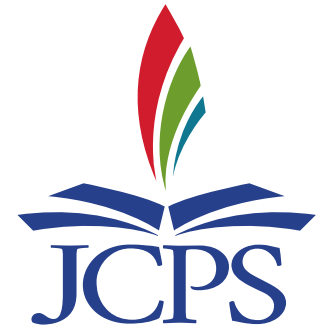


Improving Systems

Presented by
Michael Raisor, Ph.D., MBOE
Chief Operations Officer

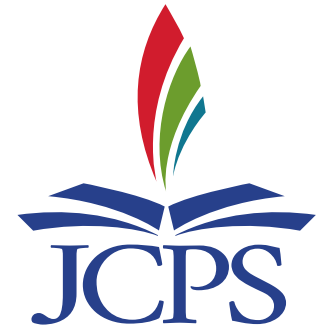
Access & Responsiveness



Making it easier and quicker to receive services both internally and externally

- JCPS Call Center
- Single Ticketing System
- Strategic Alignment
- Process Improvement

Access & Responsiveness



Established in August 2016

One full-time Call Center Supervisor

Five full-time Customer Service Representatives

Operating 6 a.m. to 6 p.m. Monday through Friday

Call Center Phone Number: 313-HELP

Helpline email address: jcps.help@Jefferson.kyschools.us

Start-up costs: Minimum Viable Product (MVP) approach

- \$100,000 technology and training (using KETS budget)
- Repurpose furniture/supplies; in-house painting
- Repurposed 4 existing staff; hired 2 new staff

LANDesk ticketing system

Closer look at a LANDesk ticket. Notes shows the communication with customer and By Configuration Item Filter show history of service on item.

| Incident Details | |
|------------------|---|
| Summary: | Solid state drive 256gb ordered 4.17.17 Computer Issue: will not boot |
| Details: | Computer Issue: computer will boot up to the boot selection screen then stop. |
| Category: | Hardware - Computer |
| Impact: | Single User |
| Urgency: | Medium |
| Source: | Phone |

| Raise User Details | | | |
|--|--|----------------|-------------------------------------|
| User: | <input type="text"/> | Job Title: | <input type="text"/> |
| Login ID: | <input type="text"/> | Departments: | Layne Elementary |
| Email Address: | <input type="text"/> | Phone: | 502-485-6290 |
| Alternative Contact Information | | | |
| Contact Person: michele | Problem Site: Layne Elementary | | 126 |
| Phone: 4856290 | Room Number: 110 | | |
| Incident Details | | | |
| Summary: Solid state drive 256gb ordered 4.17.17 Computer issue: will not boot | | | |
| Details: Computer issue: computer will boot up to the boot selection screen then stop. | | | |
| Category: Hardware - Computer | | | |
| Impact: Single User | | | |
| Urgency: Medium | | | |
| Source: Phone | | | |
| Resolve on Creation? <input type="checkbox"/> Major Incident? <input type="checkbox"/> Response Level: Priority 4 - Incident Functional Teams: IT | | | |
| Device Details | | | |
| Cust. Entered - JCPS Asset Tag: | Device: 126-16- <input type="text"/> | | |
| Cust. Entered - Part Number: | Disable Device Filter: <input checked="" type="checkbox"/> | | |
| Cust. Entered - Serial Number: | Serial Number: SCG60212VG2 | | |
| Type: Laptop | Manufacturer: Hewlett-Packard | | |
| JCPS Asset Tag: 240936 | Model: HP EliteBook 840 G2/M5H81UP/HP840 | | |
| Current Assignment Details | | | |
| Analyst: <input type="text"/> | Group: Field Tech Pod D | | |
| Information | | | |
| Breaches In: | Minutes | Unresolved? | <input type="checkbox"/> |
| Assign Count: 4 | | Reopened? | <input type="checkbox"/> |
| Status: With 3rd Party | | Clock Stopped? | <input checked="" type="checkbox"/> |
| Created: April 11 2017 | - 14:42:17 | By: | <input type="text"/> |
| Updated: May 2 2017 | - 14:33:07 | By: | <input type="text"/> |
| Suggested Group: | | | |
| Private Note Notes Escalation Points With 3rd Party Collection Reminders By User Filter By Category Filter By Configuration Item Filter | | | |

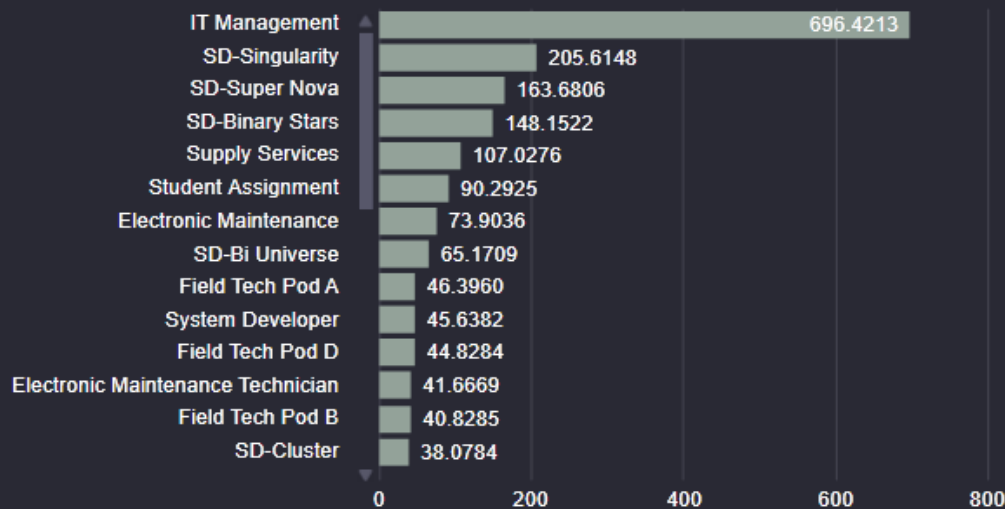
| Created By | Creation Date | Details |
|------------|--------------------|-----------------------------------|
| | 5/2/2017 14:32:49 | No eta on part |
| | 4/19/2017 05:06:36 | Unable to recover any data. Part |
| | 4/18/2017 05:07:08 | Solid state drive 256gb ordered 4 |
| | 4/13/2017 09:57:02 | Picked up |

| Private Note | Notes | Assignments | Escalation Points | With 3rd Party Collection | Reminders | By User Filter | By Category Filter | By Configuration Item Filter |
|------------------|---|-------------|---------------------|---------------------------|-----------|----------------|--------------------|------------------------------|
| Reference Number | Title | Status | Creation Date | | | | | |
| 4057640 | Computer | Closed | 8/31/2016 09:25:45 | | | | | |
| 4064821 | Network or Computer | Closed | 9/20/2016 09:11:44 | | | | | |
| 4066982 | Computer/ Smartboard/Smart Document Camera | Closed | 9/26/2016 09:44:48 | | | | | |
| 4081704 | computer | Closed | 10/31/2016 11:18:11 | | | | | |
| 4112572 | computer | Closed | 3/9/2017 11:59:57 | | | | | |
| 4118295 | Solid state drive 256gb ordered 4.17.17 Computer Issue: will not boot With 3rd Party 4/11/2017 14:42:17 | | | | | | | |

Average Time to resolve a ticket

How long did it take to resolve a ticket (average time)?

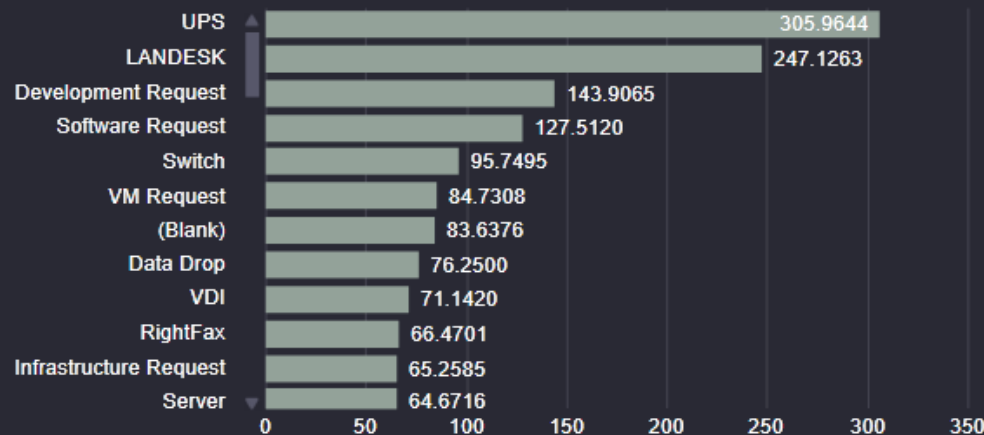
Avg. Time to resolve a ticket per an assigned group



Assignee in this table may belong to more than an assigned group and the avg. duration denotes the avg. duration per a person regardless of an assigned group

| Assigned_Group | Assignee | AVG HOURLY DURATION |
|-----------------|-------------------------|---------------------|
| IT Management | Seshadri, Raghu | 696.4213 |
| | Total | 696.4213 |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| SD-Singularity | Uhling, Alex | 471.6124 |
| | Waddell, Daniel | 281.1323 |
| | SD-Singularity | 234.3960 |
| | Jones, Phillip P | 108.6306 |
| | Anderson, Titus | 94.4521 |
| | Mccormick, Kyle | 58.2689 |
| | Cho, Joe | 36.6794 |
| | Taylor, Kurt A. | 16.0031 |
| | Total | 205.6148 |
| | | |
| SD-Super Nova | Sutherland, Doug | 212.8762 |
| | Mohanraj, Shanmugapriya | 165.2010 |
| | Uhling, Alex | 94.2076 |
| | Jones, Phillip P | 80.2610 |
| | SD-Super Nova | 65.9290 |
| | Terry, Shawn A. | 16.7546 |
| | Total | 163.6806 |
| | | |
| | | |
| | | |
| SD-Binary Stars | Cho, Joe | 185.5040 |
| | Franey, Josh J | 180.0841 |
| | SD-Binary Stars | 177.1543 |
| | Mccormick, Kyle | 121.2611 |
| | Hall, Christopher S | 92.9579 |
| | Anderson, Titus | 47.7984 |
| | Total | 148.1522 |
| | | |
| | | |
| | | |
| Supply Services | Sack-Gallup, Stephanie | 252.7134 |
| | Kiss, Diana M | 20.3122 |

Avg. Time to resolve a ticket per a category



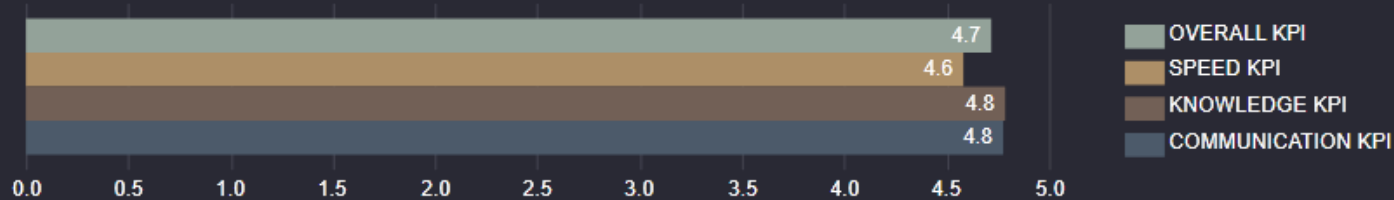
Survey Score Analysis

Average Satisfaction

Average score based on the score below

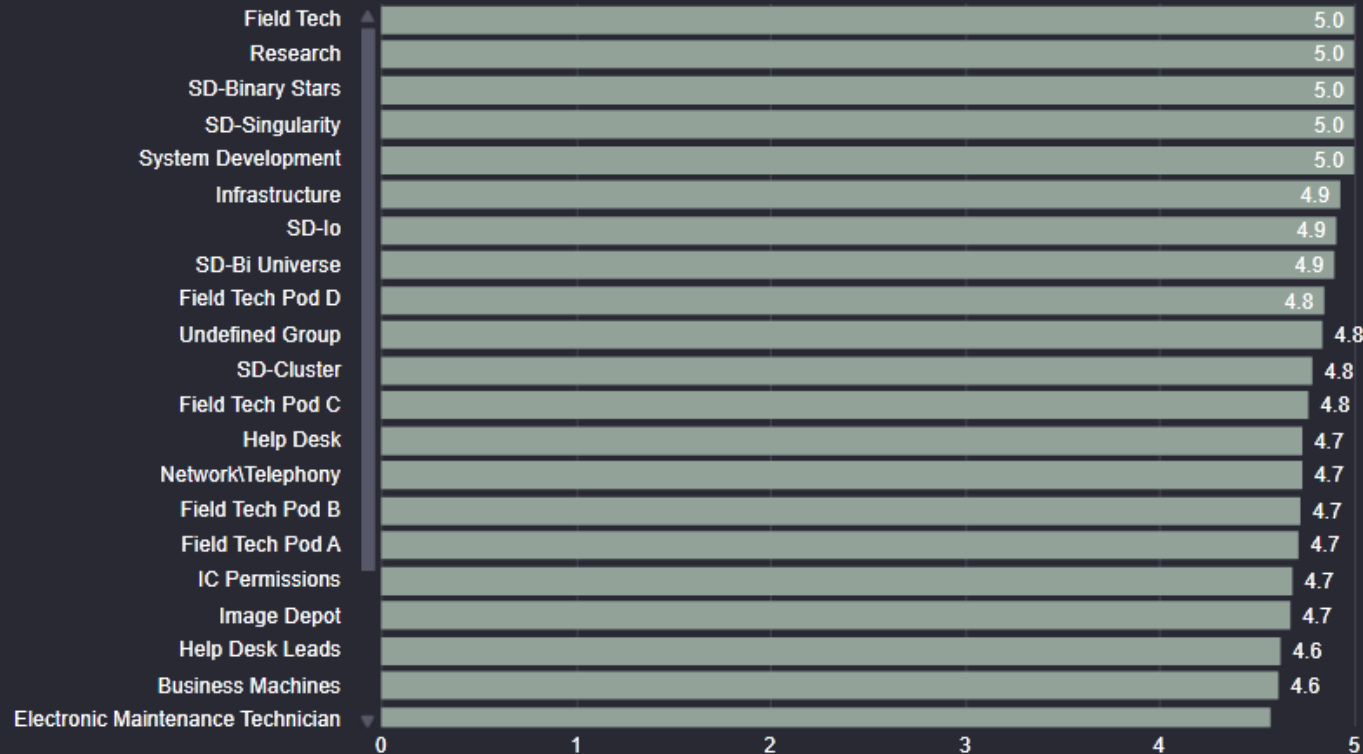
5: Very Satisfied 4: Satisfied 3: Neutral 2: Somewhat Satisfied 1: Dissatisfied

Survey has been started since 10/07/2016 and currently survey data is collecting for a incident ticket only.



Average Overall Satisfaction

Assignee in this chart may belong to more than an assigned group



| Overall | TICKETS |
|--------------------|---------|
| Very Satisfied | 487 |
| Satisfied | 52 |
| Neutral | 8 |
| Somewhat Satisfied | 4 |
| Dissatisfied | 11 |
| Total | 562 |

Speed TICKETS

| | |
|-----------|-----|
| Very Fast | 396 |
| Fast | 113 |
| Average | 39 |
| Slow | 7 |
| Very Slow | 7 |
| Total | 562 |

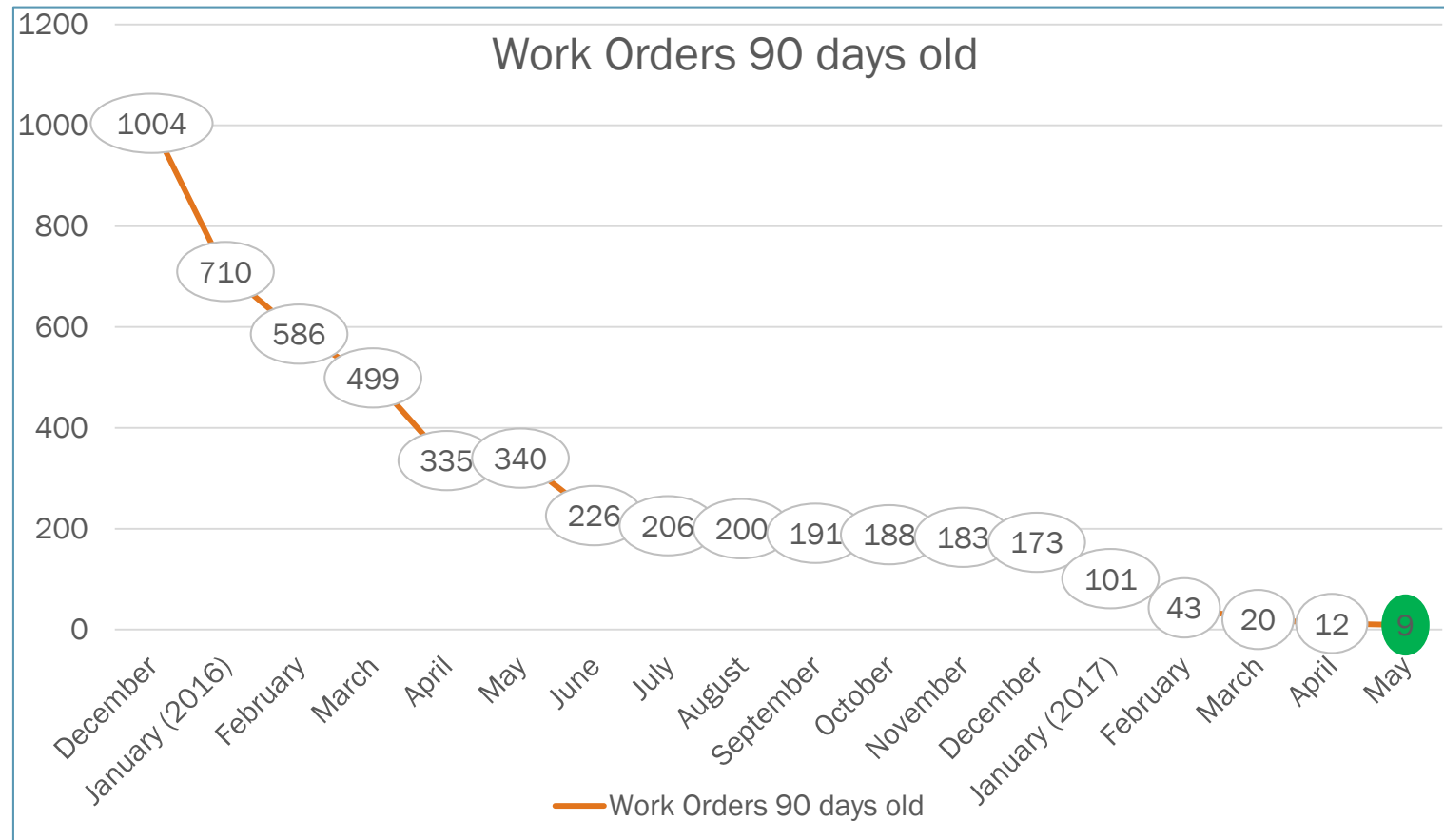
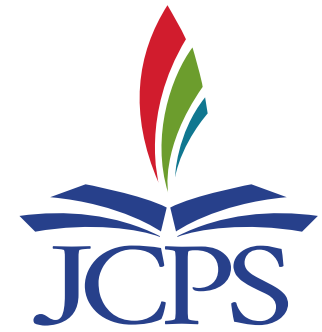
Knowledge TICKETS

| | |
|--------------------|-----|
| Very Satisfied | 483 |
| Satisfied | 52 |
| Neutral | 17 |
| Somewhat Satisfied | 4 |
| Dissatisfied | 6 |
| Total | 562 |

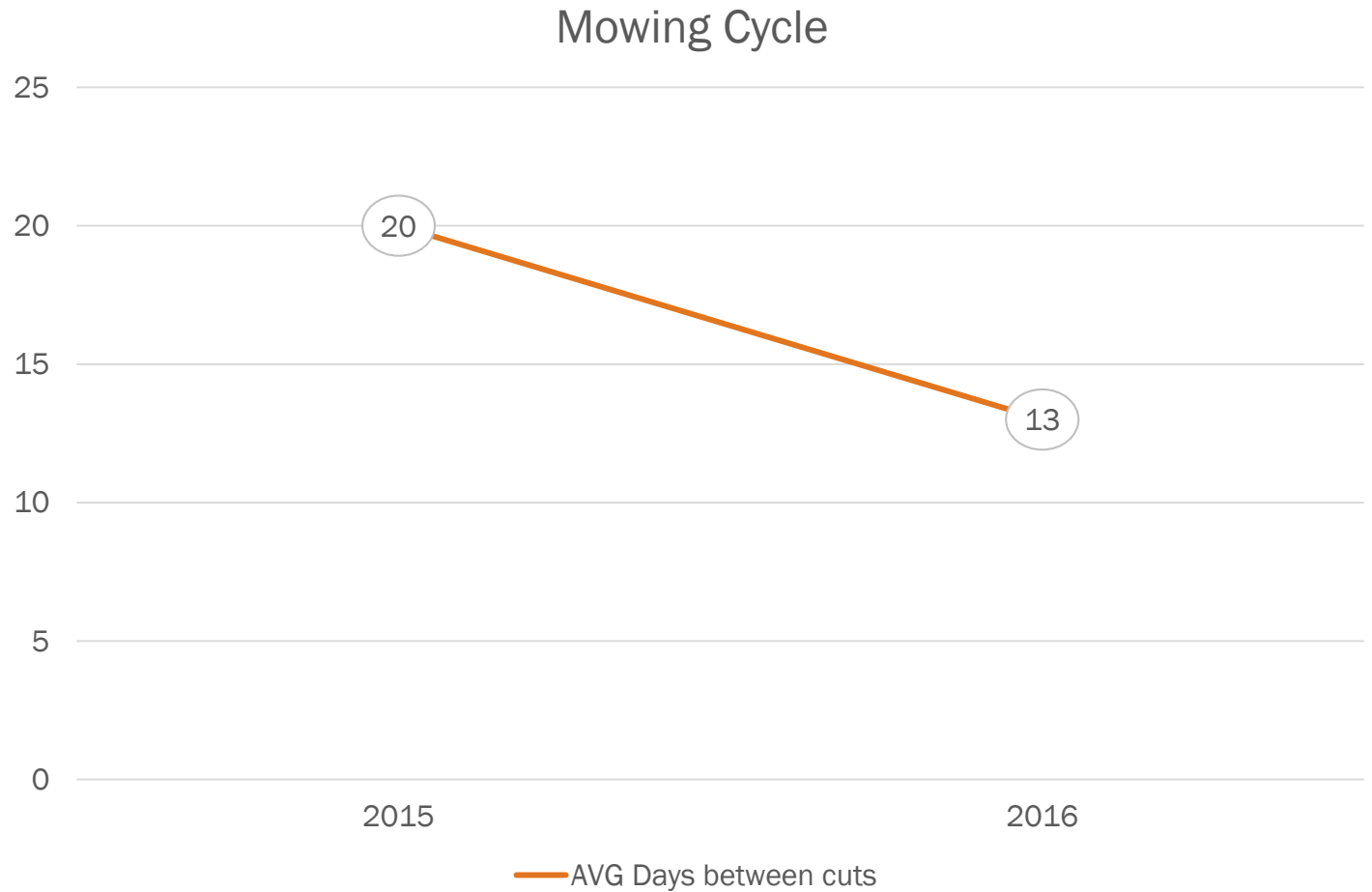
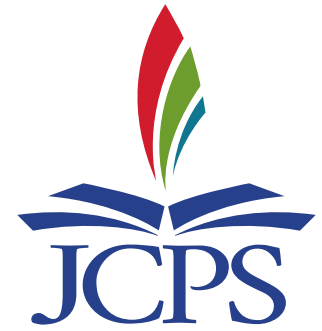
communication TICKETS

| | |
|--------------------|-----|
| Very Satisfied | 483 |
| Satisfied | 58 |
| Neutral | 5 |
| Somewhat Satisfied | 6 |
| Dissatisfied | 10 |
| Total | 562 |

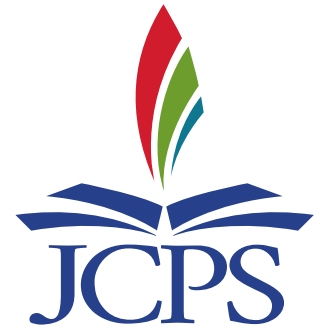
Maintenance Work Orders



Mowing Cycle

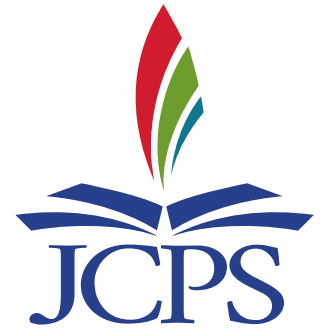


In-House Warranty Work



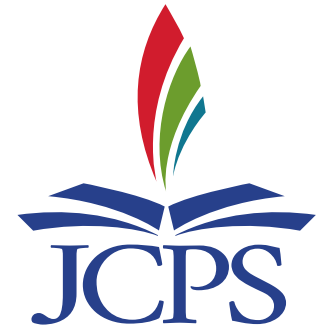
- Dramatic decrease in time students are without technology
- Three to five weeks was previous timeframe
- Now averaging a five day turnaround

In-House Data Wiring



- Data drops and cabling can now be requested and installed usually within a week.
- Three to five weeks was previous timeframe.
- Half the cost to schools & departments
- Less work for Purchasing Department

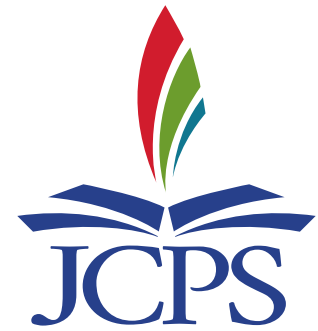
Technology Recycling



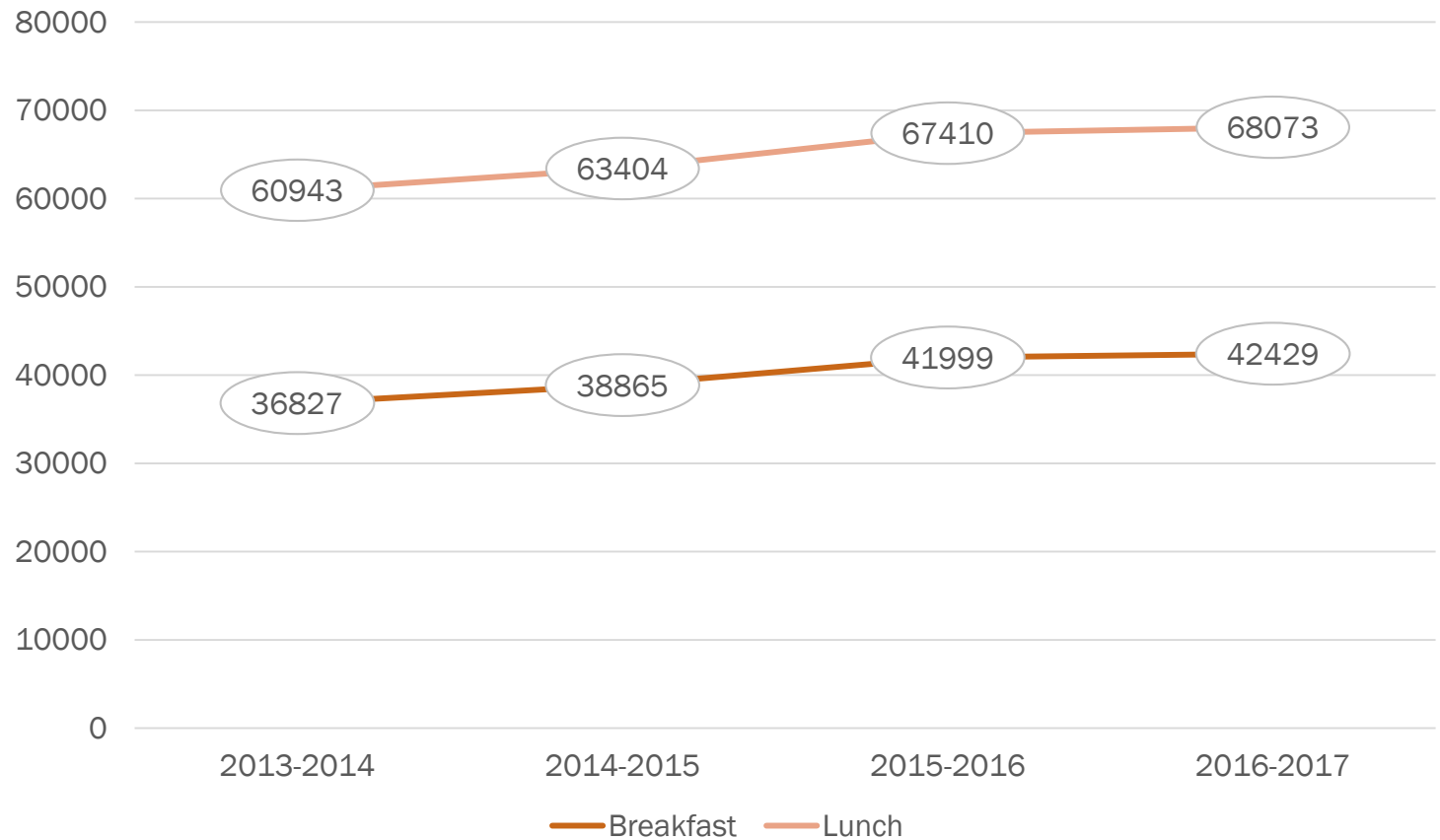
35 Tons of Obsolete Technology Since March

- ✓ More money – Double that of Auction
- ✓ Less obsolete inventory
- ✓ Faster disposal
- ✓ TVs disposal at no additional cost
- ✓ Frees up techs to work on other things
- ✓ More accurate inventory
- ✓ Following Green standards

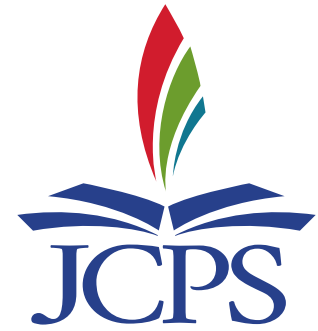
Nutrition



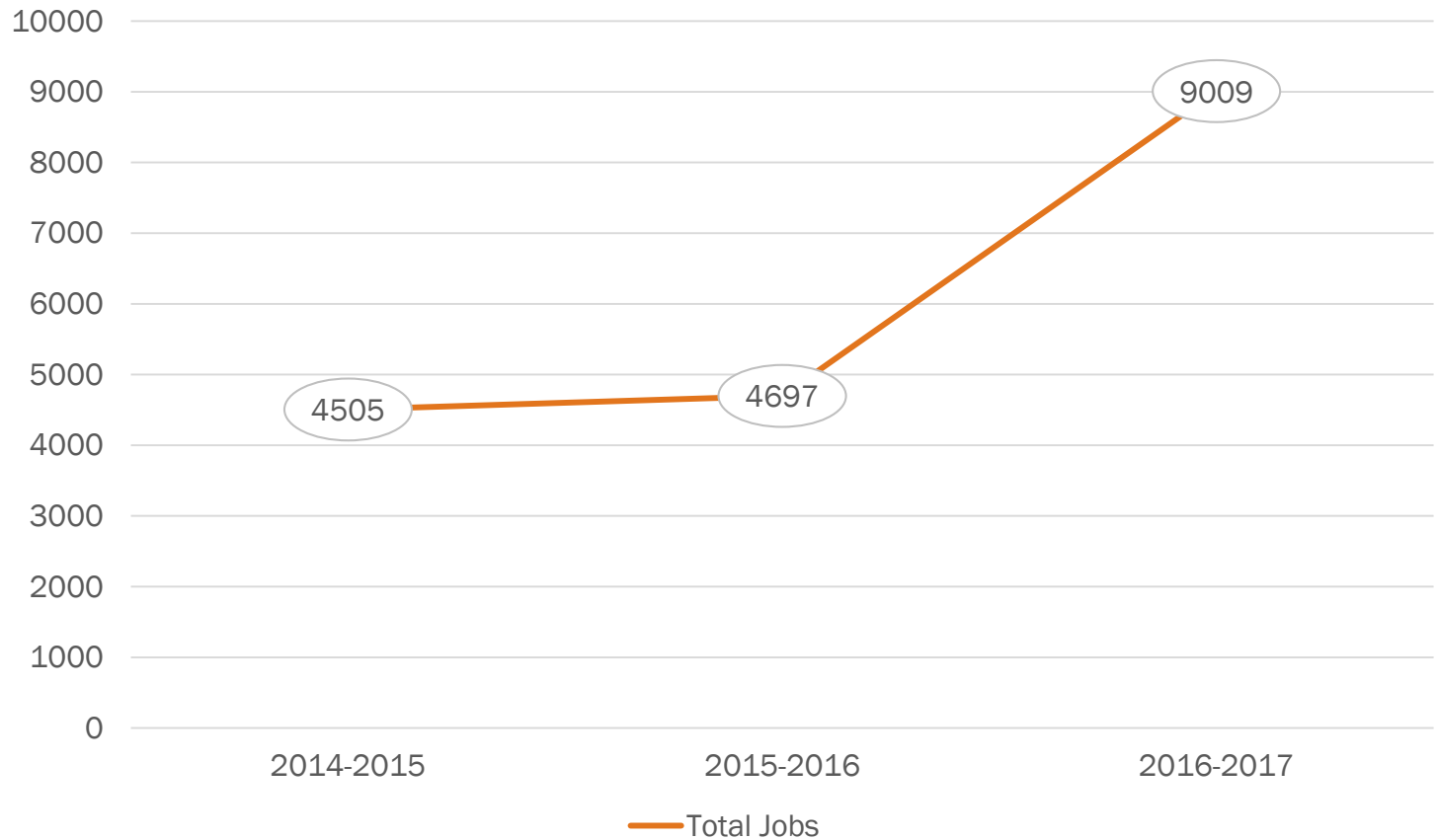
Average Daily Meal Participation



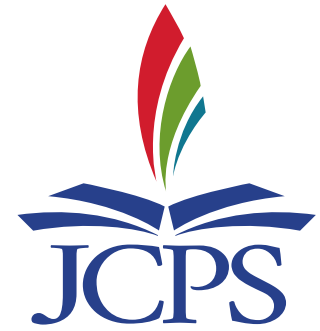
Materials Production



Total Jobs Completed



How have we done this?



- ✓ Relationships and Trust
- ✓ Systemic Thinking
- ✓ Clarity of Purpose
- ✓ Simplification – Do less better!
- ✓ Continuous Improvement / Innovation Culture
- ✓ Lean Management
- ✓ Autonomy
- ✓ Agile Pivots & MVP start-ups
- ✓ High Expectations
- ✓ Teamwork
- ✓ Stakeholder Involvement
- ✓ Automation & Technology

Smarter, not harder

