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CITY OF DETROIT

DoIT- Technology Acquisitions

Objective

Streamline the acquisition process (network, hardware and software) and reduce mean processing time from 74 days to less than 40 days, without compromising customer service or cost.

Scope

In Scope: Technology goods or services that may be purchased through two (2) authorized vendors (CDW-G & GW0).

Out of Scope: Sole Source acquisitions, RFPs, non-contract PO acquisitions, and changes to the procurement process.

Old Process

» 2016 mean of 74 days between first contact and receipt of goods

» Between 15 and 20 DoIT process steps even before the request was forwarded to OCP

» Lack of flexibility and fail safes

» Inconsistent communication between the vendors, DoIT, & City departments

» Different Service Level Managers were using different processes for working with the vendors

» City of Detroit buyers were unclear about the process, timing, and expectations

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Network Improvements

Reorganized Responsibilities

» Implemented procedure for SLMs to contact the vendor directly

» Transferred certain network responsibilities to the departmental technicians/engineers

» Increased the responsibilities of the vendor

» Created an electronic technology request form

Improved Communication

» Implemented an internal tracking and alert system

» Developed a process map to help explain the process and timeline to customers

» Implemented customer satisfaction sign off process

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Improvements

Hardware/Software Improvements

Simplified process

» Service Level Managers own the acquisition process

» Direct vendor contact

» Incoming purchases delivered to Service Depot instead of CIO's office

» Eliminated non-value added steps in the beginning of the process

» Created an electronic technology request form

Improved Communication

» Developed and distributed a catalog of available (and common) purchases

» Developed an internal tracking/alert system

» Created a process to determine clear project closure and payment communication

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Sample Technology Request

Your Service Level Manager will be in contact within 2 business days to confirm your requirements and discuss next steps.

Customer Contact Name *
(Last name, First Name)

[   ]

Contact Phone Number *

[   ]

Department *

[▼]

Type of Request *
If you are having an issue with an existing purchase, please contact the DoIT Service Desk at 628-HELP or contact your Service Level Manager.

- ○ Hardware & Software Purchase
- ○ Hardware Purchase
- ○ Network Drop & Phone(s) - New Acquisition
- ○ Network Drop - New Acquisition
- ○ Phone - New Acquisition
- ○ Software Purchase
- ○ Wifi (New Acquisition)
- ○ Multiple Requests (Please add request details to comments)

Description
Please include a brief description of your request.

[   ]
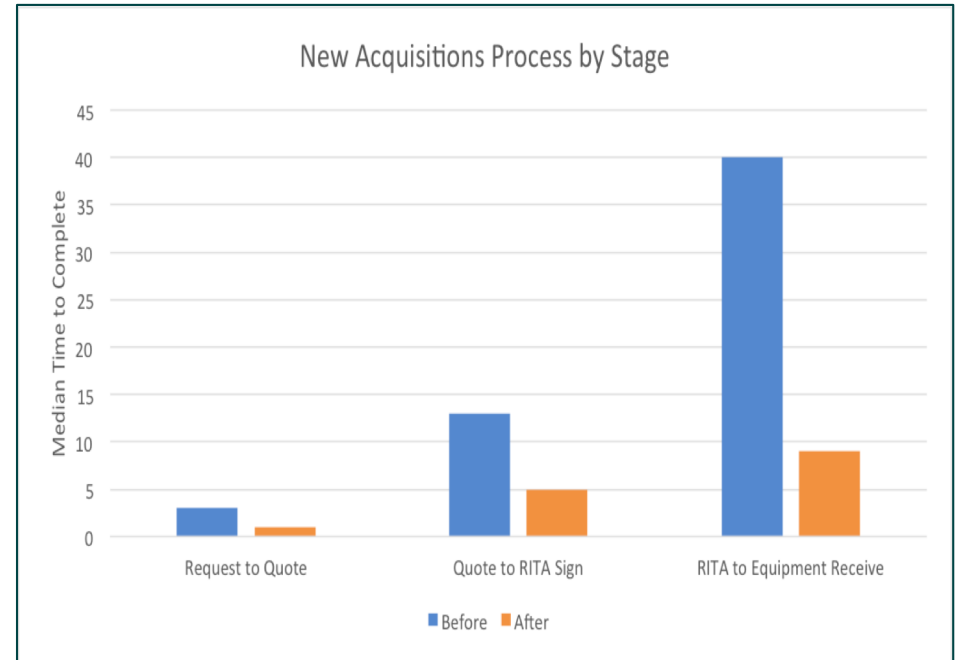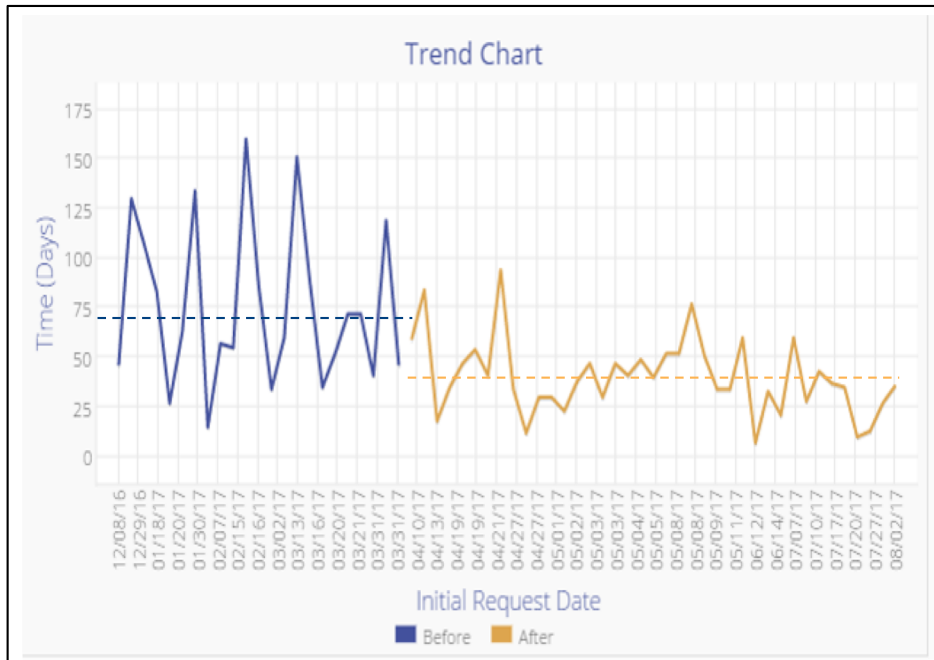
Date of Initial Request

[06/15/17   ▦]

☐ Send me a copy of my responses

[Submit]

Sneak Preview

Trend Chart

New Acquisitions Process by Stage

» Initial data capture included data collected before April 1,2017

» Initial process map revealed big opportunities for improvement within the DoIT process, even before the request was forwarded to Procurement

» The lengthy time to complete requests did not seem determined by specific departments or type of request

Team Members

This project could not have been possible without the support of the following resources:

DoIT
» Beth Niblock
» Mike Homant
» Robert Millender
» Robert Taylor
» Nicholas Clarke
» Lori Cetlinski
» Monique Ellis
» Gregory Parker
» Michelle Alexander

LEAN
» Bethany Melitz

OCP
» Shaun Stokes
» Torie Woods

QUICKEN
» Ralph McNabb
» Megan Baker
» Igor Ostaptchenko
» Jaleel Suhrawardy