

ITS Pager Management

Kick-off Date: 11/01/18—Completion Date: 10/17/19

ITS Pager Management

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Project Charter

Charter Element	Description
Background & Purpose	The UTHSC ITS Telecom Team manages the 103 pagers for the campus. Pagers are typically used by individuals who require access, but may be located in low connectivity areas (e.g. hospitals).
Mission Statement	The mission of this project is to: <ul style="list-style-type: none"> Provide a well-documented and clearly known process for requesting, reassigning and retiring pagers. Reduce costs by validating that all pagers currently in inventory are being actively used.
Deliverables	<ul style="list-style-type: none"> Documented Process: Streamlined, documented, published processes for acquiring, returning and reporting lost/damaged pagers. Tracking Tool: Inventory to assist in the management of pagers Input Form: Requires requestor to submit all of the necessary information at the time of the request, which will significantly reduce rework and fulfillment delays, due to lack of information. Communication Plan: To share the process with departments Annual review process: To monitor and ensure that pagers are still in use

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Voice of Customer → CTQs

Verbatim	Need	Driver
"User names associated with pagers may be incorrect"	Right pager to right person	Accuracy
"Departments don't know the process for retiring pagers"	Clear, documented & communicated process	Process followed consistently
"Telecom Team does not know how many pagers are circulating around campus."	Pager Inventory Tracking process & tool	Reduce rework & delays
"Telephone numbers may be transposed on Compco bill, compared to SPOK bill."	Accurate data	Provide tool for Pager Strategy Accuracy

Accuracy, Consistency & Complete information → Reduce rework & Delays

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Data Collection & Analysis Plan

Created a Pager Tracking Tool to validate & manage

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Future Business Process Map

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Data Validation

Analysis Plan to determine accuracy of Pager information on Tracking spreadsheet

- After each of the 103 pagers was researched, Business Managers were contacted to determine if pagers were still required, were lost, reassigned, or could be retired.
- Goals:
 - To validate the accuracy of the information in the Pager Inventory Tracking
 - To identify pagers that are no longer in use or have been reassigned.
 - To reduce costs associated with pagers:
 - If a pager is no longer in use but cannot be returned to Telecom, it can be reported as lost, thereby reducing monthly costs.
 - If a pager can be returned to Telecom, it can be retired, thereby reducing monthly costs.

Customers involved in validation of pager data

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Improvements & Control Steps

- Documented & streamlined process
- Eliminated Steps
- Updated Website & Service Catalog
- Created a Tracking Tool
- Validated Data
- Developed a Communication Plan
- Developed an Annual Review Process
- Created a Pager Request eForm

Project Team

