

FootPrints/Compco

Kick-off Date: 02/14/19—Completion Date: 08/23/19

UTHSC FootPrints/Compco

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Project Charter

Charter Element	Description
Background & Problem Statement	FootPrints is ITS's ticketing system. Compco is ITS's billing system. Currently, the two systems "do not talk." As a result, some tickets are processed in FootPrints, but never added to Compco for hardware parts billing. Other work orders are entered into Compco, but not FootPrints. This leads to inaccurate billing, poor metrics of workload, and requests that fall through the cracks, and lack of communication to requestor. In addition, Compco is reaching end-of-life and will not have any more security updates.
Scope	Out of scope: Identifying a Compco replacement

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Voice of the Customer

How Users Currently Request Service

- 38% Call Helpdesk
- 20% Email Helpdesk
- 15% Call a technician directly
- 15% Other (FootPrints, webpage, and email technician)
- 12% Email telecom@uthsc.edu

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Data Collection & Analysis Plan

Baseline Metrics

Gathered data from FootPrints and Compco, which showed a lack of a one-to-one relationship between the two systems.

April 2018 – April 2019	
Total Work Orders:	1170
Without FootPrints Ticket:	836
With FootPrints Ticket:	334

$DPO = \frac{836}{1170}$
 $DPMO = DPO \times 10^6 = 714,529$
 Starting sigma = .93

Sigma will improve as FootPrints and Compco tickets are cross referenced in both systems.

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Improvements

Pain Points

- Add auto replies to utnet@uthsc.edu and telecom@uthsc.edu to use FootPrints for requests.
- Too many ways request Telecom (Compco) services
- FootPrints and Compco don't work well together
- Compco end-of-life

Improvements

- One way in - FootPrints
- FootPrints ticket isn't closed until work is done (to keep users in the loop)
- Cross reference FootPrints ticket in Compco and Compco WO in FootPrints
- Brainstormed desired functionality in new system

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Business Process Map (Future)

Cross-referencing FootPrints tickets with Compco work orders leaves the customers in the loop of progress.

Legend: Helpdesk, Telecom Tech, Telecom Admin, Hardware Tech

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Control Steps

To ensure Project ID field in Compco is being populated with corresponding FootPrints ticket number, a report will be run on this schedule:

Schedule	Report
First month	Run weekly
Second month	Run every two weeks
Next Four months	Run monthly
Until standardized	Run every six months

If not populated, process owner (Nathan Boswell) will remind staff of new process.
Reports run every six months to ensure sigma calculation is increasing.

Project Team

