

Multiple NetIDs

Kick-off Date: 08/16/18—Completion Date: 10/25/18

Multiple NetIDs

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Project Charter

Charter Element	Description
Business Goals & Objectives	Identifying and analyzing all of the circumstances that result in a multiple NetID. Improvement plans can then be developed for each category.
Project Assumptions & Constraints	<ul style="list-style-type: none"> Obtaining SSNs from the Liaison CAS systems may be outside UTHSC's control. Data available in the Blackbox is very limited. Identification of multiple NetIDs is currently limited to those reported through FootPrints. No unique identifier provided on all NetID requests, however, the Blackbox was developed with this as a key element.

Multiple NetIDs

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Quantifying the problem

FootPrints data was collected for each occurrence of a multiple NetID over a six year period.

Multiple NetIDs Submitted By Year

As of 8/11/17

What changed in 2014?

Multiple NetIDs

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Data Collection & Analysis Plan

Using 180 days worth of FootPrints ticket data, we tried to figure out why each multiple NetID instance happened.

Categories of Multiple NetID FootPrints Tickets

Multiple NetIDs

DEFINE MEASURE ANALYZE IMPROVE CONTROL

How do we fix this?

1. Change when we create NetIDs
2. Map out a different Blackbox process for UTHSC
3. Require true (check accuracy) SSN for all sponsored NetIDs
4. Make BBQuery tool for Blackbox available to Helpdesk team
5. Re-create the "Sponsor Request/Renewal for a Network Identifier" web form and process
6. Review this project with Student Affairs & Enrollment Services
7. Develop a dashboard to track multiple NetIDs by category, so that future action can be taken, if problem area persists.
8. Eliminate duplicate tickets at the Helpdesk, through reinforced training
9. Be more detailed when creating tickets. Add additional categories in FootPrints for more detailed classification.

Multiple NetIDs

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Control Steps

- Customer Tech Support IT Team Lead will compile data monthly and review dashboard with CIO
- Purpose of the review is to determine if team follow-up or future projects are necessary

Multiple NetIDs

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Multiple NetID Dashboard

Item	Date Submitted
Applied UT Campus	1/1/2019
Applied UT Campus	2/13/2019
Applied UT Campus	2/20/2019
Attended UT Campus	12/28/2018
Sponsored without complete SSN	1/7/2019
Sponsored without complete SSN	2/4/2019
Sponsored without complete SSN	2/5/2019

Multiple Net ID dashboard by incident category

Multiple Net ID Dashboard, 12/1/2019-February 15, 2019

Project Team

