Project “Streamline”

Opportunity, Vision, Strategy, Execution

Our Current State

- We keep track of multiple, intra-day deadlines set by service level agreements
- We track daily transactions using paper check-lists and sticky-notes
- We manually perform calculations and “checks”, using pen-and-paper, desktop calculators and Excel spreadsheets
- We report status of tasks using emails
- Our clients’ terms of agreements change frequently

The Business Problems

- Errors are growing, along with contractual penalties and regulatory complaints
  - $200M paid in penalties paid in Q1 of this year
  - $1B paid in fines and settlements over past four years
- Employee morale and retention is falling
- Managers can't see problems coming
- Executives can't see the status of client relationships
- We can't grow the business
  - The current manual process isn't saleable
  - And when we do sign a new client, on-boarding them strains our resources to the breaking point

Who Are The Users?

- Front-line analysts and managers
  - Need automated calculations to reduce human error
- Senior executives
  - Need real-time visibility into statuses to see issues coming before they turn into problems
- Marketing and sales personnel
  - Need a modern, elegant system to demonstrate to prospective clients

How Will We Recognize Success?

- No more manual artifacts on service teams' desks
  - No desktop calculators, no sticky-notes, no paper lists – because we no longer need them!
- No more cluttered email boxes
  - No emails about specific service tasks, because those tasks are now tracked in The System
- No workflow-related reminders in managers' Outlook calendars
  - Reminders are surfaced in personalized dashboards
  - Alerts are pushed out to dashboards and smartphone apps

LEVERAGE DESIGN PATTERNS USED IN CONTENT MANAGEMENT SYSTEMS

Electronic job tickets

- Programmed workflows and routing
- A complete version history
  - Who is assigned, and who assigned them
  - Record every change made, when it was made and who made it
  - Notes for why actions were taken – for some actions, these notes will be required fields
  - Record every change in job status, whether programmatic (such as deadlines) or performed by a person
- Attachments
  - Such as screen-shots from Bloomberg, emails from clients – any relevant document or artifact created outside The System
- Structured privileges
  - Author, initiate, own, read-and-write, read-only, approve or reject

How Will We Measure Success?

First we establish our baseline metrics…

Then we measure the deltas

- Operational goals (proposed)
  - *Performance metrics*:
    Accuracy, up-time, number of overrides, overrides issued 10 minutes or more before Service Level Agreement deadlines – all these improve by at least 50%
  - *Overall SLA penalties incurred*:
    $ amounts are down by 66%
  - *Sales presentations and demos*:
    50% of slides feature **actual** screenshots of The System
  - *Employee retention*:
    Resignations & transfers reduced by 30%
  - *Job satisfaction*:
    Disciplinary actions for errors reduced by 30%