

Kaizen Event Name: IT Deployment  
Final Report Out  
Date January 15, 2016

# The Team



Boris Panaiotov, Holly Rogers, Anne Estill, Claudia Hoyt, Diane Droubay, Kim Einarson, Kathi Sliger, Amit Uchat, Cyndy Warner, Vickey Berry, Vickery Ward, Not pictured: Bryon Root, Veronica Webber, Scott Hackl, Lauri Brown

# Project Charter

## Streamline Software Release Management

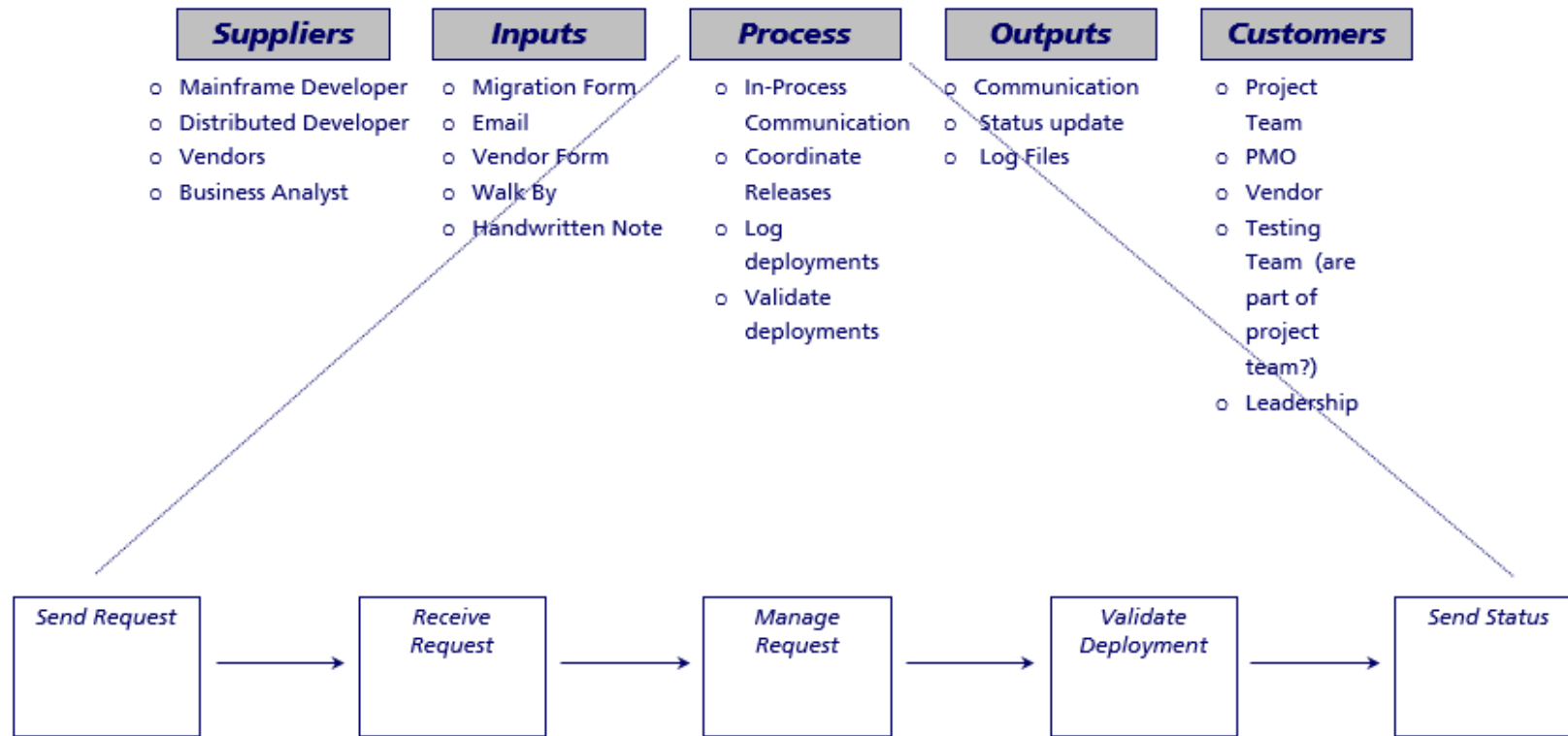
Project Schedule			
Activity	Start Date	End Date	Comment
Scope	10/27/2015	1/11/2015	
Diagnose	1/12/2015	1/14/2015	
Design			
Implement			
Manage & Sustain		(continues)	

Business Case (purpose)		Problem Statement (pain)
<p>The process used to manage and track deployments is manual and requires too much overhead. On average, the lag time between request and deployment to test systems is w. The average time spent logging a deployment is x. The cycle time from the time a deployment is requested through the time it is validated is y. For each deployment, the time spent managing email is z.</p> <p>[add more on impact to business]</p>		<p>Slow feedback loops            Too much lag time            Too much cycle time.            Too much time spent managing email.            No place for everyone to see deployment status            Flawed metrics due to failure to log, or incomplete logging.            No visibility of work in process</p>
Scope		Goal Statement (targeted gain)
<p>In            Distributed release process, communication, logging and tracking from pre-submission through production validation.</p>	<p>Out            Migration forms            Service Now records and related workflow            Change Advisory Board            Deployments</p>	<p>Reduce lag time by 50%            Reduce logging time by 50%            Reduce cycle time by            Eliminate time spent managing deployment request email.            Allow everyone to see release status            Eliminate human error from metrics            Highlight work in process</p>

# SIPOC



## IT Release Management



# As Is Process (Current State)



- Number of process steps (do not include decision points) = 217
- High level Issues identified : Lots of checking/double checking, reviewing (babysitting) and manual processing steps.

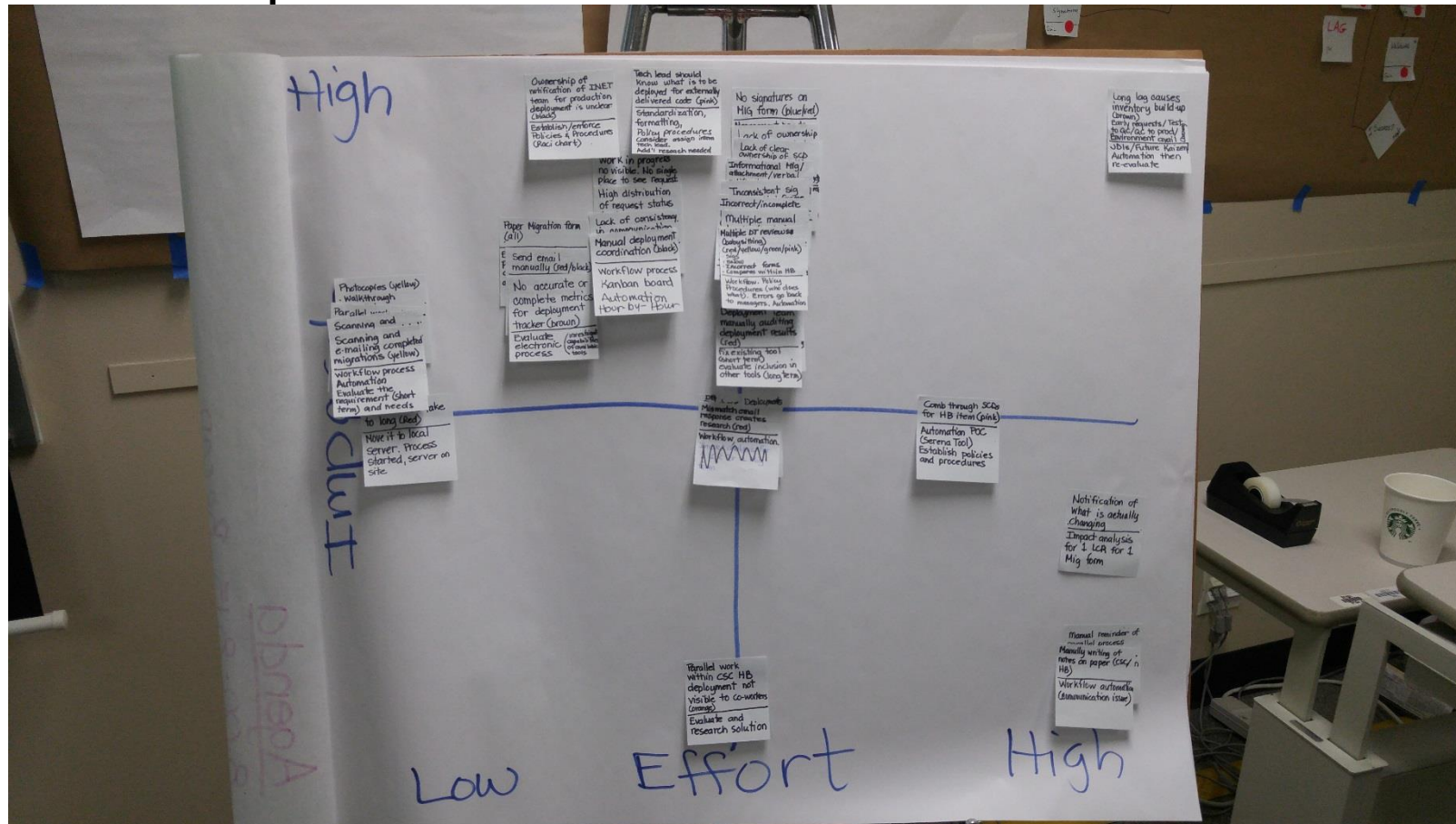
# ANALYSIS TOOLS

## Fishbone Diagram

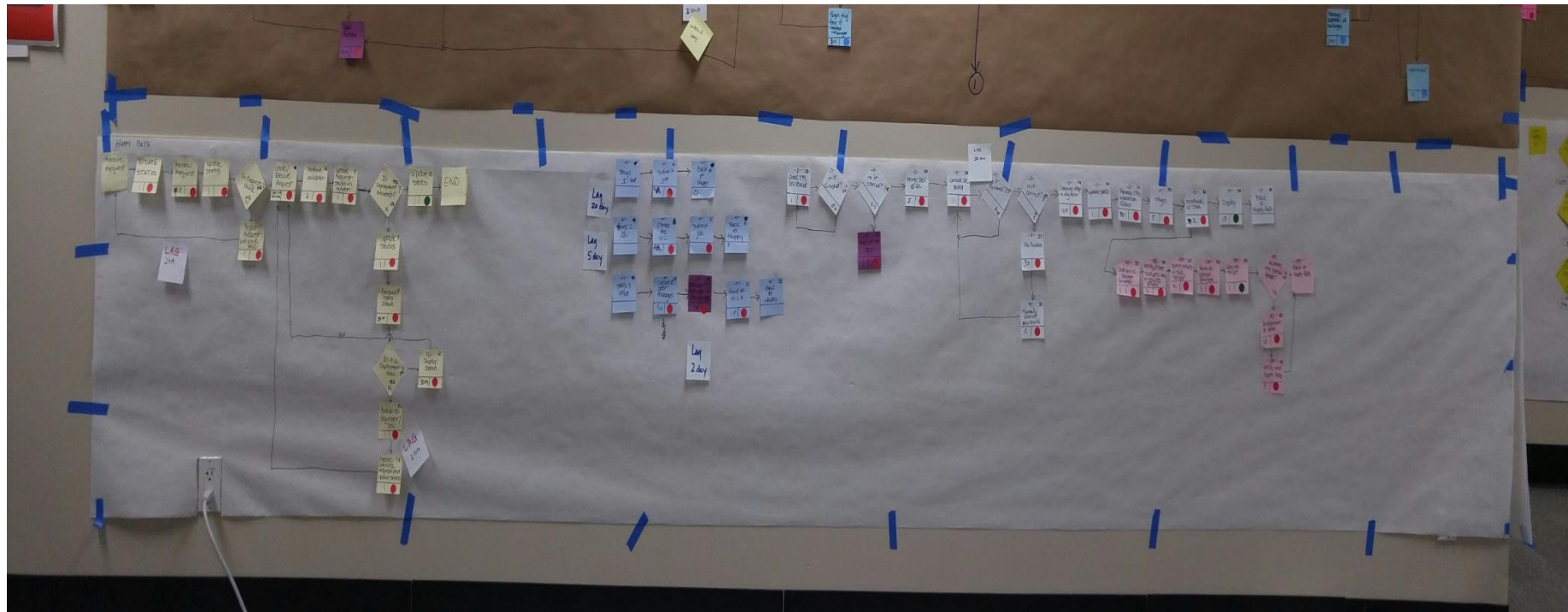


# SOLUTION TOOLS

## Effort Impact Matrix



# Future State



Number of process steps (not including decisions) = 64

High level improvements: Implement workflow solution, implement policies & procedures, reduce re-work, babysitting.



## Metrics



- Insert picture of CVA and Cycle Time posters here

A poster titled "Customer Value Added Analysis" with a black background and white text. It contains a table with columns for "AS - IS" and "TO - BE", each further divided into "TIME" and "STEPS".

	AS - IS		TO - BE	
	TIME	STEPS	TIME	STEPS
CVA	165m	3	302m	14
NVA <small>not reach</small>	126,975m	213	1,108m	50
RNVA	.04	1	0	0*
TOTAL	126,975m	217	1,310m	64
CVR				
w/CVR				

A poster titled "Process Cycle Time" with a red background and white text. It contains a table with columns for "AS - IS" and "TO - BE".

	AS - IS	TO - BE
Process	50,889m	1,202m
Lag	441,000m	1,350m
Rework	124,316m	618m
Total	616,205m	3,170m
<small>1976m</small>	10,270m (5% SW)	50m