

Strategic Lean Project Report



For Reporting Period: July 1, 2016 through December 31, 2016

I. General Information:

Lead agency name: Office of the Family and Children's OMBUD's

Partner agencies: WaTech

Improvement project title: Phone System Modernization

Date improvement project was initiated: 4/1/2016

Project type: New Project

Project is directly connected to:

If applicable, specify the alignment:

Other

- **Resource Stewardship** – Using money responsibly
- **Efficient and effective government**

Report reviewed and approved by: Patrick Dowd, Director Ombuds

II. Project Summary:

The Office of the Family and Children's Ombuds will modernize its phone system, resulting in an expected reduction of the average monthly telecommunications bill from \$525 to \$274, a 48% cost savings.

III. Project Details:

Identify the problem:

The existing phone system relies on outdated technology that is more expensive than what is now available and the system is beginning to malfunction. A few of the most pressing problems include:

- OFCO pays more per phone line than if the lines were switched to a newer service. Furthermore, as phone lines were no longer used, they were not eliminated and continue to be charged to the office.
- While OFCO serves all of Washington, only phone numbers in the Seattle-King County area are currently considered local. Long distance costs are high as OFCO pays a long distance rate for phone numbers from other parts of Washington, a significant portion of OFCO's communications.
- The equipment is old and beginning to malfunction. Phones have buttons that are not labeled or do not work, voicemail systems are unreliable, and some lines have static on them. As this is the primary method of communication with customers, reliable phones are vital.

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Problem statement: Currently, the monthly telecommunications bill averages \$525 compared to our target of \$368 (a 30% reduction), which we want to reach by 6/30/2017.

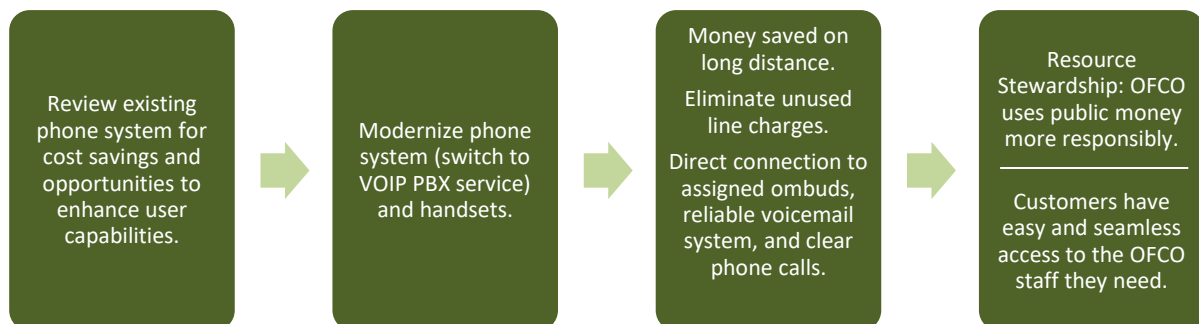
Improvement description: Working with Washington Technology Solutions (WaTech), several months of telecommunication bills were analyzed for potential savings areas. Analysis of the existing telecommunication system revealed the office was being charged for unused phone lines and that a new phone service could be brought in that provides free calling across the State of Washington and lower line and voicemail rates. This modernized telecommunications system is scheduled to “go live” by March 31, 2017.

The phones needed for this new service will provide the capabilities needed to enhance customer service, including:

- Clear and reliable lines/voice quality;
- Six-party conference calls;
- Transfer phone calls to outside lines, such as DSHS offices or a family’s assigned caseworker;
- Reliable voice messaging; and
- Direct access to OFCO staff

Customer involvement: OFCO staff (internal customers) was involved in meetings and informal discussions to revise and improve the phone system. Staff gave feedback on the existing phone system, made improvement recommendations, and helped gather feedback from complainants (external customers) on how the office’s phone communication experience could be improved.

IV. Impact to Washingtonians:



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V. Project Results:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Cost	Expected decrease of average monthly phone (telecommunications) bill from \$525 to \$274.	Expected to save a monthly average of \$251 once new system goes live	Preliminary
<input checked="" type="checkbox"/> Quality	Increased the number of fully operational employee voicemail systems from 3 to 7 (from 43% to 100%)	Expected to be 7 (100%) once new system goes live	Preliminary
<input checked="" type="checkbox"/> Quality	Increase the number of phones with clear sound quality from 6 to 7 (from 85.7% to 100%).	Expected to be 7 (100%) once new system goes live	Preliminary

VI. Contact information:

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