

# Discount Tire IT Gauges Continuous Improvement Projects

10/20/2022

TO DO (5) Issues	DOING (15) Projects	DONE (17) Projects
<b>OPERATIONS: SELF SERVICE PORTAL</b> Description: Self service portal is not user-friendly resulting in underuse PM: Diana Bliss Benefit: Improved stakeholder satisfaction Start: TBD ECD: TBD Status: 0%	<b>PEOPLE: VOICE OF THE EMPLOYEE</b> Description: Address leading concerns voiced by IT employees PM: Beverly West Benefit: Engaged & satisfied IT employees (Training, Recognition, Workload) Start: Apr '22 ECD: Nov '22 Status: 75%	<b>VENDOR: VENDOR SPEND MGMT</b> Description: Provide means to focus mgmt. on critical few vendors PM: Debi Smith Benefit: Improved vendor portfolio management Start: Jun '21 ECD: Aug '21 Status: 100%
<b>PEOPLE: SKILL GAP ASSESSMENT</b> Description: Lack of a standard R&R leads to employee dissatisfaction PM: TBD Benefit: Build needed capability within IT staff to meet needs of today and tomorrow Start: TBD ECD: TBD Status: 0%	<b>COST: VENDOR INVOICING</b> Description: Revise vendor invoicing process to ensure deliverables were met PM: Maria Claros Benefit: Ensure milestones are reviewed/approved by Project Lead Start: Oct '22 ECD: Oct '22 Status: 90%	<b>STAKEHOLDER: SATISFACTION SURVEY</b> Description: Establish method for measuring satisfaction and improvements PM: Bob LaChapelle Benefit: Closed-loop process enables continuous improvement Start: Jun '21 ECD: Oct '21 Status: 100%
<b>VENDOR: COMMUNICATION/EDUCATION</b> Description: Improve internal education via LMS regarding VMO practices PM: Beverly West Benefit: Improved stakeholder VMO knowledge, self-help and efficiencies Start: May '21 ECD: On Hold Status: 75%	<b>PROJECTS: PORTFOLIO DASHBOARD</b> Description: Develop a portfolio dashboard to aid in portfolio management PM: Debbie Wiese, John McPherson Benefit: Provides visual representation of portfolio to provide for actioning outliers Start: Mar '22 ECD: Nov '22 Status: 50%	<b>VENDOR: CONTRACTS DASHBOARD</b> Description: Provide visual workplace showing status and planned dates PM: Mark Potempa Benefit: Visual management by internal and external stakeholders Start: Jul '21 ECD: Oct '21 Status: 100%
<b>VENDOR: SOW TEMPLATE AUTOMATION</b> Description: Establish standard templates which are automatically generated PM: Debi Smith Benefit: Reduced cycle time and provide better user experience Start: Jul '21 ECD: On Hold Status: 75%	<b>STAKEHOLDER: SATISFACTION SURVEY</b> Description: Design a survey, collect and distribute feedback, make recommendation PM: Paul Elliot Benefit: Closed-loop process enables continuous improvement Start: July '22 ECD: Nov '22 Status: 35%	<b>VENDOR: SERVICENOW WORKFLOWS</b> Description: Provide process automation within the CRB for VMO PM: Debi Smith Benefit: Improved compliance, user satisfaction and reduced defects Start: Jul '21 ECD: Nov '21 Status: 100%
<b>OPERATIONS: VISIBILITY OF SN TICKETS</b> Description: Enhance the process for recording tickets related to phone calls PM: Daniel Kwast, Michelle Repleglo Benefit: Reduce talk-time Start: July '22 ECD: Aug '22 Status: 0%	<b>VENDOR: SOW CYCLE TIME</b> Description: Improve SOW process to reduce cycle times and re-work PM: Debi Smith, Michael Riley Benefit: Reduced cycle time to meet stakeholder needs Start: Jan '22 ECD: Dec '22 Status: 75%	<b>PROCESSES: IT GOVERNANCE SYSTEM</b> Description: Establish initial COBT-based IT system and identify Process Owners/Mgrs PM: Kathy Kaczmarczyk Benefit: Organized structure to manage and maintain process documentation Start: May '21 ECD: Sep '21 Status: 100%
	<b>OPERATIONS: WIG 3 OLA</b> Description: Reduce ticket resolution time PM: Ops Managers Benefit: Improved stakeholder satisfaction Start: May '22 ECD: Dec '22 Status: 80%	<b>PEOPLE: EXCESSIVE WORK HOURS</b> Description: Provide integrated Clarity PPM work hours management tool PM: Kurt Niemann Benefit: Improved employee satisfaction through work hours management Start: Jul '21 ECD: Nov '21 Status: 100%
	<b>OPERATIONS: WIG 1 CALL WAIT TIME</b> Description: Reduce call wait time and abandonment rate PM: Daniel Kwast Benefit: Improved stakeholder satisfaction Start: May '22 ECD: Dec '22 Status: 75%	<b>PROJECTS: PROJECT BENEFIT MGMT PILOT</b> Description: Provide means to identify and measure benefit of 5 development projects PM: Jason Butler Benefit: Measurement of project benefit from Intake to post-project effectiveness Start: Jun '21 ECD: Jan '22 Status: 100%
	<b>PROJECTS: ON-TIME DELIVERY</b> Description: Establish a universal project delivery measurement system in CA PPM PM: Kurt Niemann, Ranga Varadarjan Benefit: Clarity PPM measurement system for project milestone on time delivery Start: Jan '22 ECD: Dec '22 Status: 80%	<b>PEOPLE: HAVE FUN SPRING FLING</b> Description: Demonstrate Bruce's 5 Life Lessons for Having Fun at work PM: K. Niemann/People Team/Volunteers Benefit: Improved employee satisfaction and engagement Start: Mar '22 ECD: Apr '22 Status: 100%
	<b>OPERATIONS: ON BOARDING PH 1</b> Description: Delays are caused by sub-optimal On-boarding practices PM: Emily Dobbs, Michelle Repleglo Benefit: Faster On-boarding with no defects. Start: Jan '22 ECD: Dec '22 Status: 70%	<b>COST: ANNUAL IT BUDGET PROCESS</b> Description: Publish a procedure to be utilized by IT stakeholder budget managers PM: Noel Salt Benefit: Reduced waste and improved process compliance Start: Apr '21 ECD: May '22 Status: 100%
	<b>COST: PMO COST MANAGEMENT</b> Description: Deliver updated cost tools initial wave of training to PMs. PM: Maria Claros Benefit: Standard cost management methods & reporting to manage expenses Start: Apr '21 ECD: Dec '22 Status: 75%	<b>PEOPLE: HAVE FUN BREAKFAST</b> Description: Demonstrate Bruce's 5 Life Lessons for Having Fun at work PM: Diana Bliss, Bev West Benefit: Employee Satisfaction Start: Apr '22 ECD: Jun '22 Status: 100%

ECD = Estimated Completion Date

Status % Color Key

Not Started

Good

At risk

Recovery required

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10/20/2022 (Page 2)

TO DO (5) Descriptions	DOING (15) Projects	DONE (17) Projects
	<div data-bbox="508 296 889 488"> <p><b>OPERATIONS: INCIDENT PREVENTION</b>  <b>Description:</b> Identify causes and develop solutions to prevent major incidents  <b>PM:</b> Kurt Niemann  <b>Benefit:</b> Reduced outages and happy employees and customers  <b>Start:</b> Sep '21 <b>ECD:</b> Jan '23 <b>Status:</b> 25%</p> </div> <div data-bbox="508 501 889 693"> <p><b>PROJECTS: PROJECT INTAKE PROCESS</b>  <b>Description:</b> Establish a standard method for prioritizing projects based on readiness  <b>PM:</b> Debbie Wiese  <b>Benefit:</b> Project portfolio containing the most important work aligned with capacity  <b>Start:</b> Jan '22 <b>ECD:</b> TBD <b>Status:</b> 10%</p> </div> <div data-bbox="508 706 897 898"> <p><b>PROCESSES: IT GOVERNANCE SYSTEM</b>  <b>Description:</b> Establish initial IT system and First Five IT procedures  <b>PM:</b> Kathy Kaczmarczyk  <b>Benefit:</b> Improved standard work to reduce defects, improve compliance and efficiency  <b>Start:</b> May '21 <b>ECD:</b> Q1 '23 <b>Status:</b> 50%</p> </div> <div data-bbox="508 911 897 1103"> <p><b>PROJECTS: PROJECT BENEFIT MGMT</b>  <b>Description:</b> Develop, build and deploy full solution across based on pilot project  <b>PM:</b> Kurt Niemann  <b>Benefit:</b> Measurement of project benefit from Intake to post-project effectiveness  <b>Start:</b> Jun '22 <b>ECD:</b> Jan '23 <b>Status:</b> 25%</p> </div> <div data-bbox="508 1116 897 1308"> <p><b>INNOVATION: PROCESS PILOT</b>  <b>Description:</b> Establish method and tool to develop technology innovation within IT  <b>PM:</b> Abhay Joshi  <b>Benefit:</b> Improved flow of innovation ideas and realization into deployed solutions  <b>Start:</b> Apr '21 <b>ECD:</b> Q1 '23 <b>Status:</b> 75%</p> </div> <div data-bbox="925 296 1336 488"> <p><b>OPERATIONS: WIG SN KPI DASHBOARD</b>  <b>Description:</b> Create a SN visual management tool for managing WIGs  <b>PM:</b> Michelle Replogle  <b>Benefit:</b> Improved ability to see performance and drive improvement  <b>Start:</b> May '22 <b>ECD:</b> Jun '22 <b>Status:</b> 100%</p> </div> <div data-bbox="925 501 1336 693"> <p><b>OPERATIONS: P1/P2 INCIDENTS</b>  <b>Description:</b> Perform practical, graphical analysis of P1/2 Master incidents  <b>PM:</b> Michelle Replogle/Kurt Niemann  <b>Benefit:</b> Reduced outages provides an inviting, easy and safe experience.  <b>Start:</b> Apr '22 <b>ECD:</b> Jun '22 <b>Status:</b> 100%</p> </div> <div data-bbox="925 706 1336 898"> <p><b>OPERATIONS: Asset Mngt Dashboard</b>  <b>Description:</b> Create a dashboard for the Asset Management team to track metrics  <b>PM:</b> Michelle Replogle  <b>Benefit:</b> Standardization of  <b>Start:</b> Apr '22 <b>ECD:</b> Jun '22 <b>Status:</b> 100%</p> </div> <div data-bbox="925 911 1342 1103"> <p><b>PEOPLE: MEETINGS QUALITY</b>  <b>Description:</b> Improvements to poor meeting planning, execution and follow-up  <b>PM:</b> Beverly West  <b>Benefit:</b> Improved meeting effectiveness by eliminating waste and defects  <b>Start:</b> Dec '21 <b>ECD:</b> Aug '22 <b>Status:</b> 100%</p> </div> <div data-bbox="925 1116 1342 1308"> <p><b>PROJECTS: PROJECT STATUS STANDARDS</b>  <b>Description:</b> Establish standard work for defining project status RYG  <b>PM:</b> Jeremy Tuttle  <b>Benefit:</b> Accurate assessment and communication of project status  <b>Start:</b> Mar '22 <b>ECD:</b> Jun '22 <b>Status:</b> 100%</p> </div> <div data-bbox="925 1320 1336 1512"> <p><b>PEOPLE: REWARD &amp; RECOGNITION</b>  <b>Description:</b> Lack of a standard R&amp;R leads to employee dissatisfaction.  <b>PM:</b> Steve Scott  <b>Benefit:</b> Improved employee satisfaction from Dilbert awards and other solutions  <b>Start:</b> Jul '22 <b>ECD:</b> Oct '22 <b>Status:</b> 100%</p> </div> <div data-bbox="925 1525 1336 1743"> <p><b>OPERATIONS: POS P1/P2 OUTAGES</b>  <b>Description:</b> Develop preventive solutions to prevent SAP POS Outages  <b>PM:</b> Mark Esbenshade  <b>Benefit:</b> Determine most likely outages sources and remediate these causes  <b>Start:</b> Jan '22 <b>ECD:</b> Sep '22 <b>Status:</b> 100%</p> </div>	

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