FootPrints/Compco

Kick-off Date: 02/14/19—Completion Date: 08/23/19

**Project Charter**

**Background & Problem Statement**

FootPrints is UT’s ticketing system, Compco is IT’s ticketing system. Currently, the two systems “do not talk.” As a result, some tickets are processed in Footprints, but never added to Compco for hardware parts billing. Other work orders are entered into Compco, but not Footprints. This leads to inaccurate billing, poor metrics of work ordered, and requests that fall through the cracks, and lack of communication to requestor. In addition, Compco is reaching end-of-life and will not have any more security updates. Out of scope: identifying a Compco replacement.

**Scope**

**Data Collection & Analysis Plan**

**Baseline Metrics**

Gathered data from FootPrints and Compco, which showed a lack of a one-to-one relationship between the two systems.

<table>
<thead>
<tr>
<th>April 2018 – April 2019</th>
<th>Without Footprints Ticket: 836</th>
<th>With Footprints Ticket: 384</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Work Orders: 1,170</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sigma will improve as Footprints and Compco tickets are cross referenced in both systems.

**Business Process Map (Future)**

Cross-referencing FootPrints tickets with Compco work orders leaves the customers in the loop of progress.

**Voice of the Customer**

**How Users Currently Request Service**

- Email Helpdesk: 12%
- Cell Helpdesk: 20%
- Email techcoord@uthsc.edu: 15%
- Call a technician directly: 15%
- Other (FootPrints, webpage, and email technicians): 30%

**Improvements**

- Two-way data transfer between Compco and Footprints
- Footprints and Compco will work well together
- Process Owner: Nathan Brouillard

**Control Steps**

To ensure Project ID field in Compco is being populated with corresponding FootPrints ticket number, a report will be run on this schedule:

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>First month</td>
<td>Run weekly</td>
</tr>
<tr>
<td>Second month</td>
<td>Run every two weeks</td>
</tr>
<tr>
<td>Next Four months</td>
<td>Run monthly</td>
</tr>
<tr>
<td>Until standardized</td>
<td>Run every six months</td>
</tr>
</tbody>
</table>

If not populated, process owner (Nathan Brouillard) will remind staff of proper process. Reports run every six months to ensure sigma calculation is increasing.

**Project Team**

6 Sigma Lean

[Image of Project Team]