Inspection Request Portal

- Electric Utility with 110+ years in service
- 5,000+ employees
- 4 million+ customers

Business Need	Challenge	Solution & Results
- Needed improvements for processes and technology to help support approximately 200 External Partners (e.g., cities, counties, tribes, and municipalities) with inspection requests in a more efficient manner - Eliminate manual tasks and implement technical automation (where possible) - Move away from an email-based operation - Establish standard policies, processes, and procedures to ensure consistency and quality assurance - Establish standard reporting and dashboards to track Service Level Agreements (SLA), Key Performance Indicators (KPI), operational metrics, and resource performance	- Difficulty working with other departments, no standardization, and working in silos - Required information not provided up front leading to additional rework and delays - External partners turnover high resulting in departments spending too much time training resources - Getting people on board to use the information already in place has always been a challenge - Limited influence with External Partners to implement process improvements - Department personnel have been performing the same job for years and have reservations with potential changes	- Implemented a centralized Inspection Request portal with standardized nomenclature, reporting, and automation - Applied Six Sigma disciplines to revamp existing processes to be more efficient and effective - Implemented a department-wide policy and governance framework to support operations and incorporate external partners with future process improvements - Centralized Portal provides the team with real-time tracking for all requests, operational reports, and automated notifications - Deployed Organizational Change Management practices to communicate and prepare the department for the new changes

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My Requests	New Service Inbox	New Request Form	Inspection Requests Pool	Notifications	Reports

Unassigned Requests	Assigned Requests	Completed Requests	Archived Requests

Data displayed from the date 01/30/2014 onwards

No Data Available

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