

Inspection Request Portal



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

Business Need	Challenge	Solution & Results
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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

Inspection Request Portal

Inspection Request Portal

Contact Us



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