

i5 Services is a small business that provides creative technical solutions to complex business problems. In government we have built applications for the US Department of Transportation that have cut months of time off of large acquisitions in the procurement area and new hires in the human resources area. Using a powerful combination of lean principles to streamline processes and agile principles to develop technology to fit the streamlined processes, we build solutions on our i5 Insight platform that allow us to quickly deploy web-based solutions that are user friendly and secure.

Strengths and capabilities:

- Highly secure web solutions that can be accessed from anywhere and on any device
- Consulting, facilitation and workshops that maximize process improvement success
- Rapid deployment of technology to support efficient processes
- Informative and actionable dashboards
- Highest level summary to lowest level detail in 3 clicks or less
- Eliminate the use of spreadsheets in day-to-day processes
- Lean and agile experience leveraged to maximize your value
- Data integration to ensure data retention and to sync with the system of record
- Dashboard and workflow solutions with alerts, notifications, and escalation
- Applications that provide transparency and visibility while appropriately managing roles and security
- Map and streamline processes to define the most efficient processes

Current software tools in use and ready to deploy:

- Acquisition management – manages the complex acquisitions process with all its regulations, tracks and reports on PALTs and simplifies the close out process
- Hiring management – manages all steps in the hiring process and significantly reduces the time to hire

Note: These tools can be configured to integrate with your existing systems.

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**“TECHNOLOGY THAT
SOLVES PROBLEMS”**



Successfully Reducing and Tracking Procurement Action Lead Times (PALTs) and Hiring Actions

Through a proven process and innovative technology, the US Department of Transportation Volpe Center has been able to successfully:

- Provide increased transparency and visibility into the acquisitions and hiring processes to all stakeholders
- Improve the measurement, management, and tracking of PALTS
- Reduce the time it takes on all types of acquisitions and hiring actions

In 2012, the Volpe Center initiated a strategic planning initiative to clarify and streamline acquisition and hiring processes for all procurement and recruitment actions. The ACQ, HR, and technical center teams identified a number of issues and concerns with the existing processes and summarized their improvement needs to the following:

1. Improve communication with internal and external customers
2. Streamline the ACQ procurement and HR hiring processes
3. Reduce PALTs and Hiring Action lead times
4. Increase collaboration between ACQ, HR, and Tech stakeholders

An ROI analysis noted that there was a lack of readily available information in an information system that would provide Office of Acquisitions and Office of Human Resources managers and customers with readily available information. Particularly on how many procurement and hiring actions are in the office for processing, which are lagging, which are nearly due, what the close out times are, PALTs and processing performance.

Additional analysis concluded that the Acquisition and HR groups are very capable and effectively following the applicable federal regulations. They lacked some basic tools to provide process measurement and transparency and when a hiring or acquisition requisition was generated, the subsequent activity and progress were relatively opaque to the technical professionals. Also, the time

required to close the requisition was painfully long.

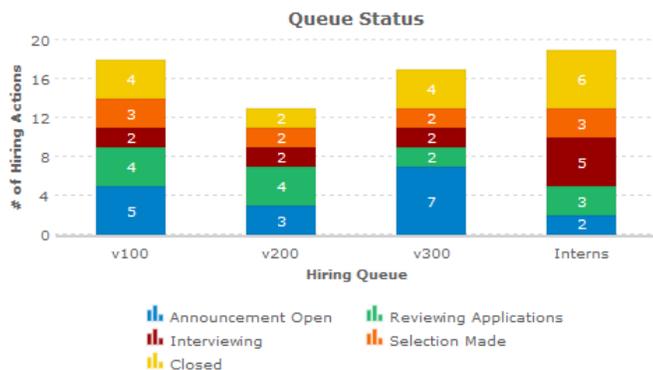
Teams were selected with deep knowledge of both the Acquisition and HR processes. The processes were mapped out and opportunities for improvement identified. Within each of the work groups, opportunities were prioritized, task lists generated, and assignments received by members of the group.

There were at least two important net results of this exercise:

1. Months were chopped out of both the HR and Acquisition processes.
2. The doers of the processes gained increased control over their processes.

During this effort, it became clear that a more visual and transparent workplace would work to great advantage for HR and Acquisitions, and for their internal customers. As an integral part of the process improvement, i5 Services provided the supporting technology (i5 Insight™). This solution provides managers and customers with instant status and performance metrics for all acquisition/hiring requisitions. Including, effective daily monitoring for decision makers to provide for immediate corrective action and visibility to staff throughout the Volpe Center to track their respective procurement and hiring actions.

The process of mapping and streamlining processes followed by technology to support the improved processes is a best practice approach to sustaining real improvements. The Lean 6 Sigma expertise of PMG and Dashboard/Workflow web development (integrated with existing systems) expertise of i5 Services is the ideal combination to achieve optimal results. Through a proven process and innovative technology, the US Department of Transportation Volpe Center has been able to successfully reduce and track PALTs and hiring actions. You can leverage these best practices to achieve similar results. These firms can be tapped to provide the expertise to improve your processes and sustain improvement with unique technology.



Accepted PRs by Schedule Status

