RD&T Leadership Council Action Item: (E.3) Key business information system Updated 6/15/00

Council Champion/Project Lead: Paula Ewen/HRRM Team members (by function)

- (1) TITLE: Improve key business information system
- (2) DESCRIPTION OF INITIATIVE: This initiative is to provide timely, reliable, and accessible information needed.
- (3) IMPORTANCE/SIGNIFICANCE OF INITIATIVE: A systematic approach and a serious commitment to become a high-performing, continuously-improving organization.

 (M-5.62b)
- (4) PRODUCT/OUTPUT: Monthly reports by Office: computer/help desk report, personnel roster and leave report; electronics lab work orders; mechanical shop work orders; facilities work orders.
- (5) CUSTOMER: Employees, Teams, Offices, Partners (Core Business Units; Resource Centers; Division Offices).
- (6) PARTNERS: RD&T employees, teams, offices.
- (7) COSTS: No direct expenses anticipated beyond professional and administrative support staff time.

(8) SCHEDULE:

Tasks	Month/Year:	3/01	4/01	5/01	6/01	7/01	8/01	9/01
1. Collect current workload data		X	X	X	X	X	X	
2. Analyze and develop draft service levels							X	
3. Publish service levels								X
4. Integrate with Delegation of Authority								X
5. Re-evaluate service levels annually								