Voice & Network Services Value Stream Mapping

Overview
Penn State Enterprise Network and Communication Services (ENCS) recently created process maps created for each of their fulfillment areas, including Voice and Network Services; however, these maps do not include value or time data for each step. To close this gap and allow for further improvement to ENCS, analysis through data collection and the creation of value stream maps is required. This will allow for the identification of additional improvement opportunities to reduce or improve the non-value added steps of the processes, ultimately improving the customer’s experience.

Objectives
The objective was to locate and minimize non-value added work for both the Voice and Network services at ENCS. The team studied previously-created process maps and gathered data through staff interviews to create the most accurate, globally-understandable value stream maps possible. With this first attempt as a baseline, the team established solid groundwork for future improvements for ENCS.

Approach
- Analyze current voice and network process maps to detect non-value added steps
- Conduct staff interviews with ENCS personnel
- Gather time and workflow data from interviews, as well as insight on current problems
- Use Visio to create value stream maps with time and workflow data
- Validate the data for the maps through confirmation from ENCS staff
- Establish a set of recommendations for the areas the team believe could be improved

Outcomes
As a result of this project, ENCS now has two one-page value stream maps that encompass the entirety of voice and network request processes.

- Areas of potential improvement were identified in key areas based on suggestions from interviews with ENCS staff
- Focus for future work has been established
- Time estimations are now documented, and can be updated as more information becomes available