

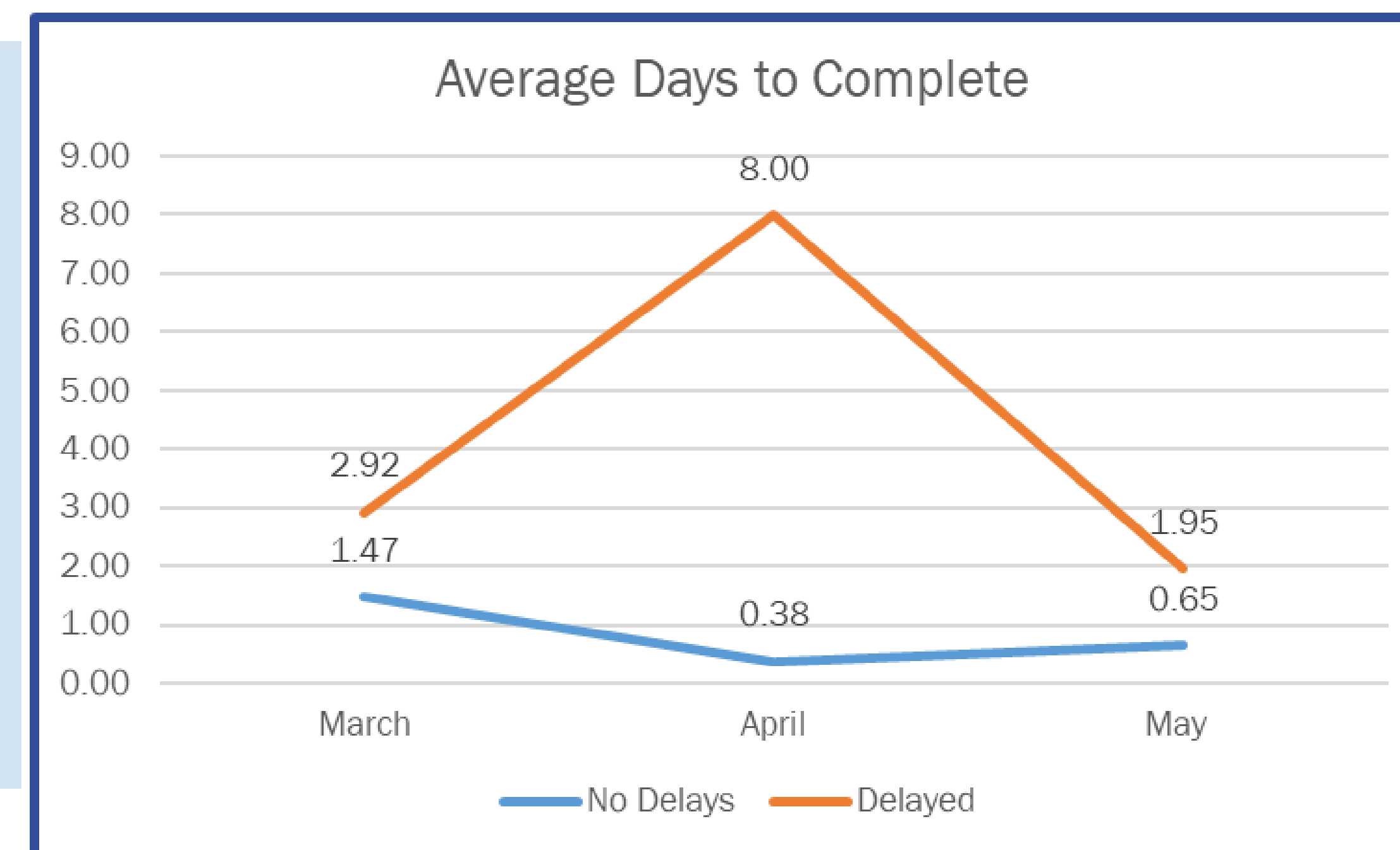
Position Maintenance Process Improvement

Problem Statement

State agencies' Human Resources teams request position changes (like renumbering) through the **OA Personnel Transactions Team**. Requests are received by email and time to complete can be impacted by incomplete information.

Analyze

Process mapping showed multiple hand-offs and delays due to inconsistent information and missing approvals. Time to complete requests is significantly impacted by these delays.



Scope

Scope included any tools within the team's immediate control. Longer-term solutions involving an ITSD project were out-of-scope for this project.

Excel templates were created and shared for use by agency customers to promote consistent and thorough information submissions. The new tools were implemented in June 2022 with a goal to process 90% of requests within 24 hours.

Action & Outcomes

Template for Position Allocation-Inactivation-Reactivation-Dual Occupancy
(may be used for single or multiple positions with same effective date and request type)

*EFFECTIVE DATE:								
*Request Type: (Dropdown)								
*AGENCY	*ORG	*POSITION NUMBER	*TITLE CODE	*TITLE LONG DESCRIPTION	TITLE CATEGORY	AUTHORIZED FTE	AUTHORIZED INCUMBENT	UNCLASSIFIED RULE/STATUTE

