

Canadian Lean Summit - 2019

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NOVA SCOTIA
NOUVELLE-ÉCOSSE



Government of NS
Department of Internal Services
(Continuous Improvement Subdivision)

Improving Architecture Review Board's (ARB) Proposal Consideration Process

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Government of NS
Department of Internal Services
(Continuous Improvement Subdivision)



Shared Services Model & ARB



- Adopted in 2014.
- IT – a shared service.
- Centralized IT governance.
- ARB – exercises IT governance.
- SharePoint – technology used by ARB.

Project Initiation: VOC



- “Where **iss** my IT solution?”
- “How **loong** will it take?”



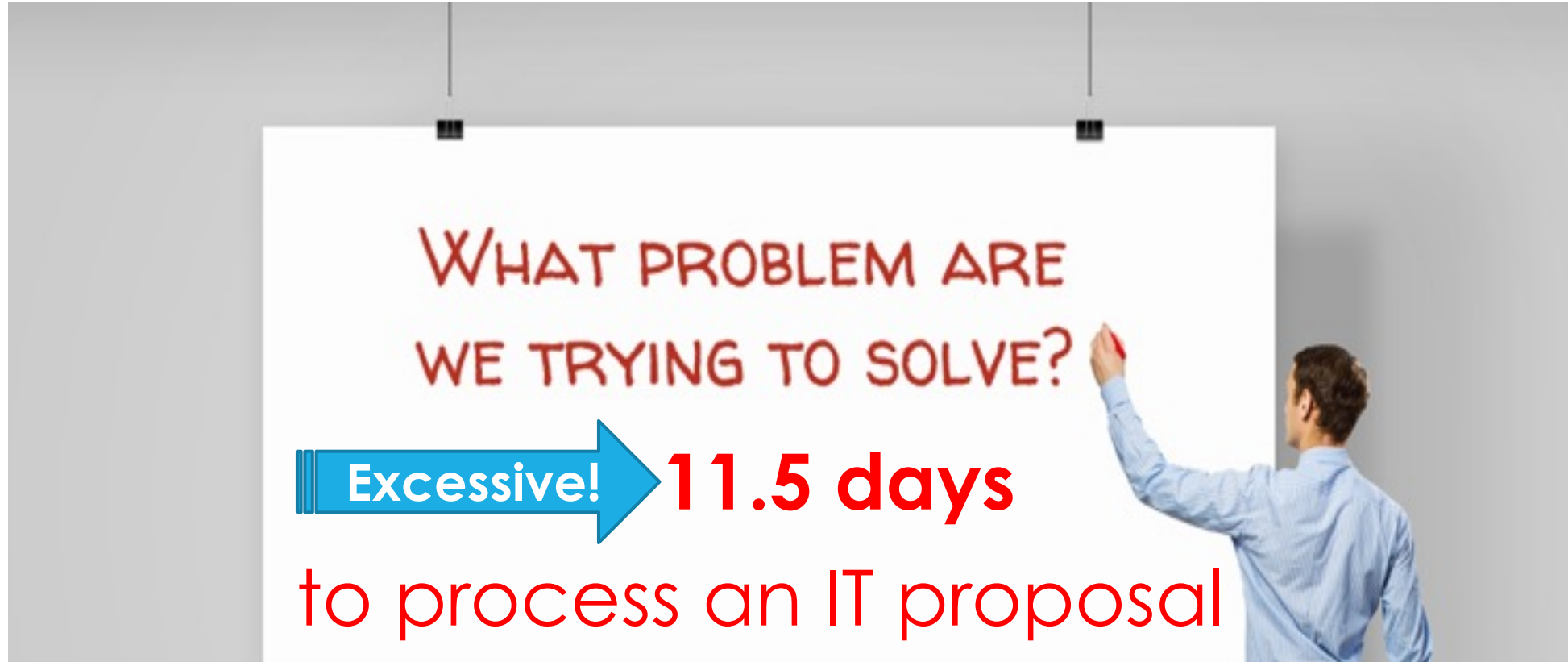
Project Initiation: VOB



- “Why clients keep asking me where their IT solution is?”
- “Ajay, can we do something about this?”

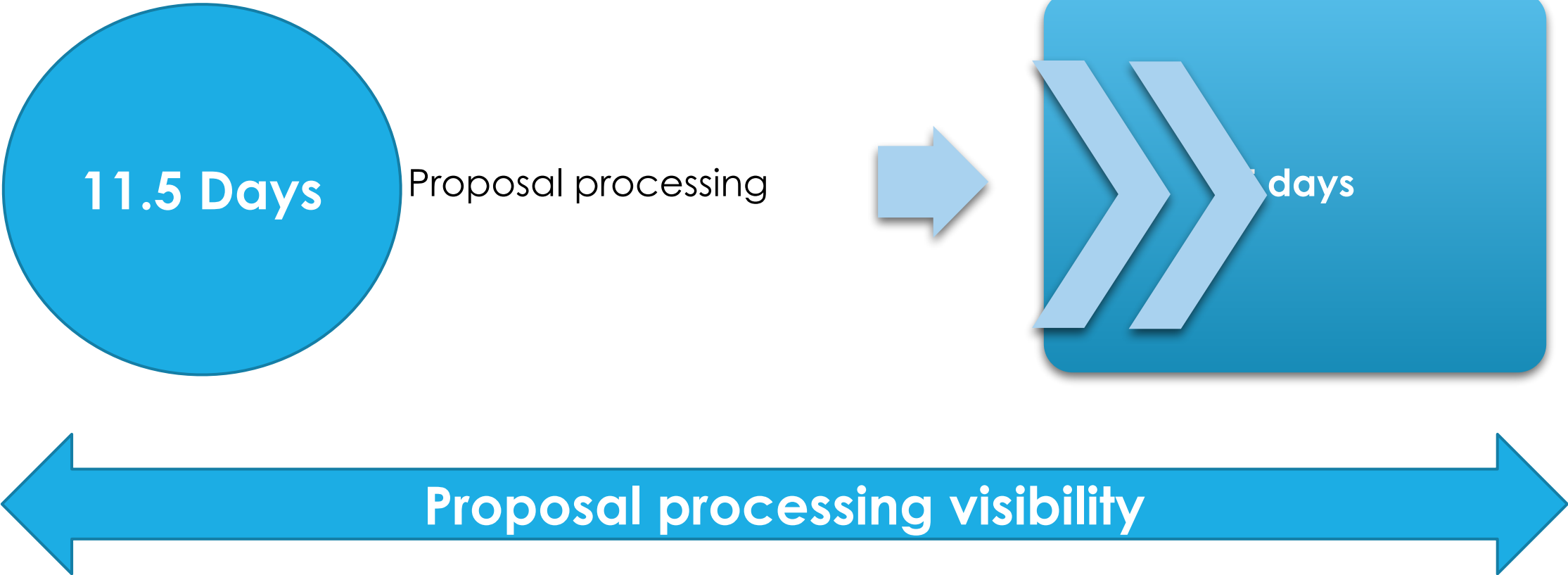


Define: The Problem



Results: Inefficient service delivery; wastage of resources; cost to province.

Define: Goals



Define: SIPOC

Supplier	Inputs	Process	Outputs	Customers
Clients	Business need	Ascertain business need	Business case	BRDs/BAs
BRD/BA	Business case	Prepare ARB proposal	ARB proposal	ARB
ARB	ARB proposal	Evaluate & decide on ARB Proposal	ARB proposal decision	CM; BRDs/BAs; clients.

Legend

- BRD – Business Relationship Director
- BA – Business Analyst
- CM – Change Management

Measure: Data Sampling

Minitab - SAMPLE SIZE CAL - OCT 11.MPJ

File Edit Data Calc Stat Graph Editor Tools

Session

Sample Size for Estimation

Method

Parameter	Proportion
Distribution	Binomial
Proportion	0.3
Confidence level	80%
Confidence interval	Two-sided

Results

Margin of Error	Sample Size
0.1	49


Sample Size for Estimation

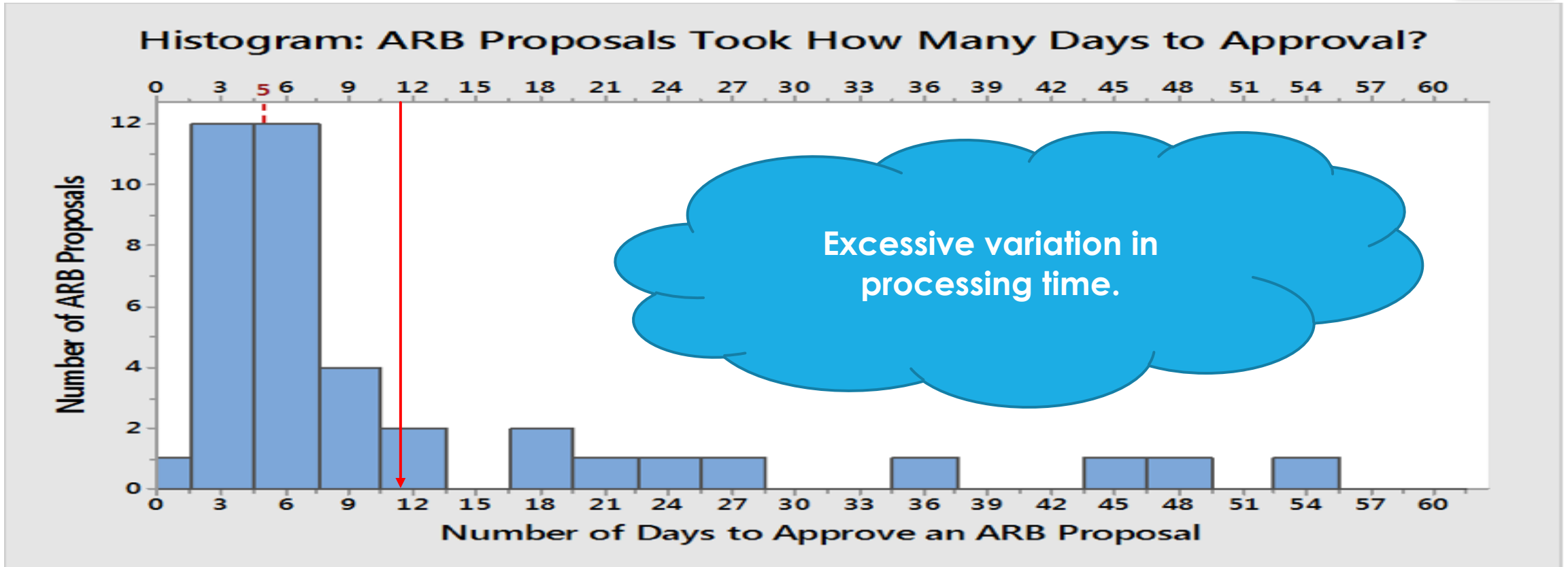
Method

Parameter	Proportion
Distribution	Binomial
Proportion	0.5
Confidence level	70%
Confidence interval	Two-sided

Results

Margin of Error	Sample Size
0.1	36

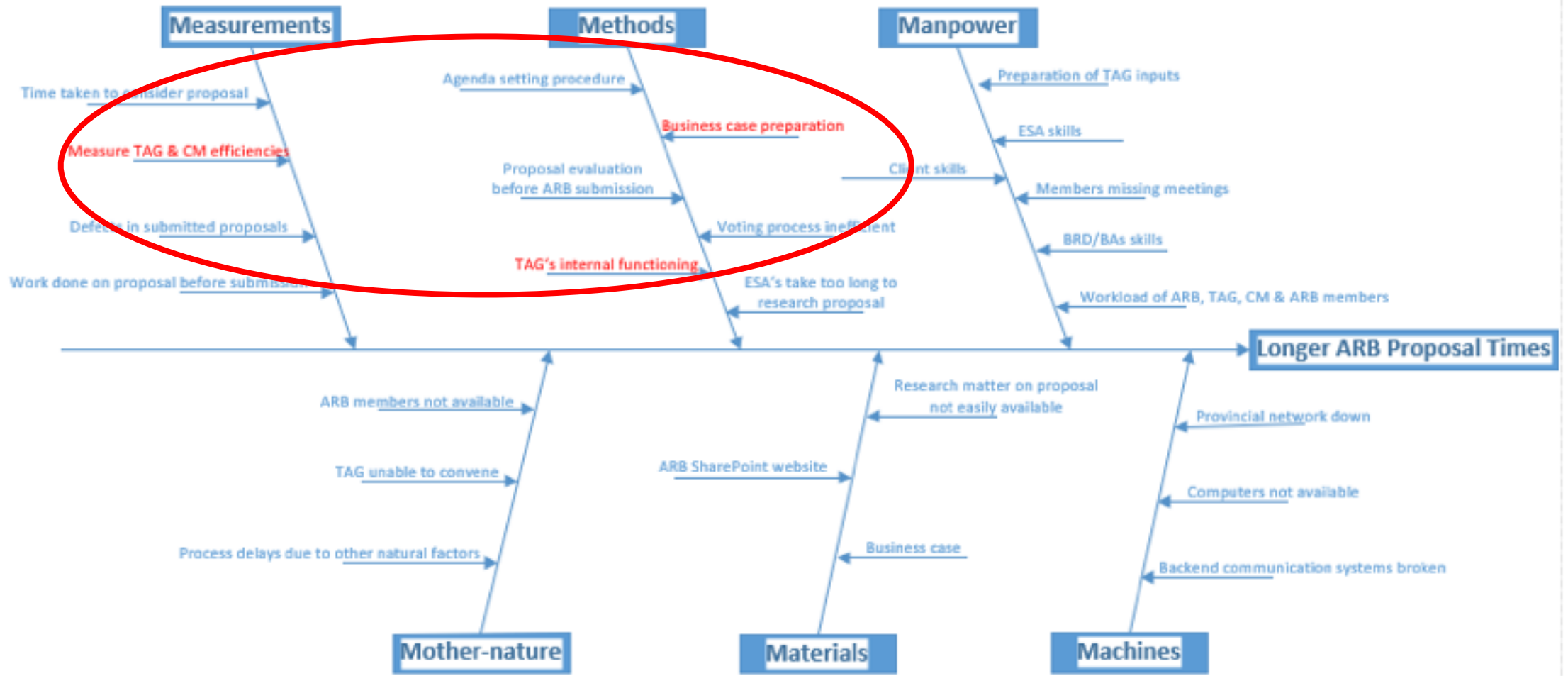




Descriptive Statistics: Approval Days

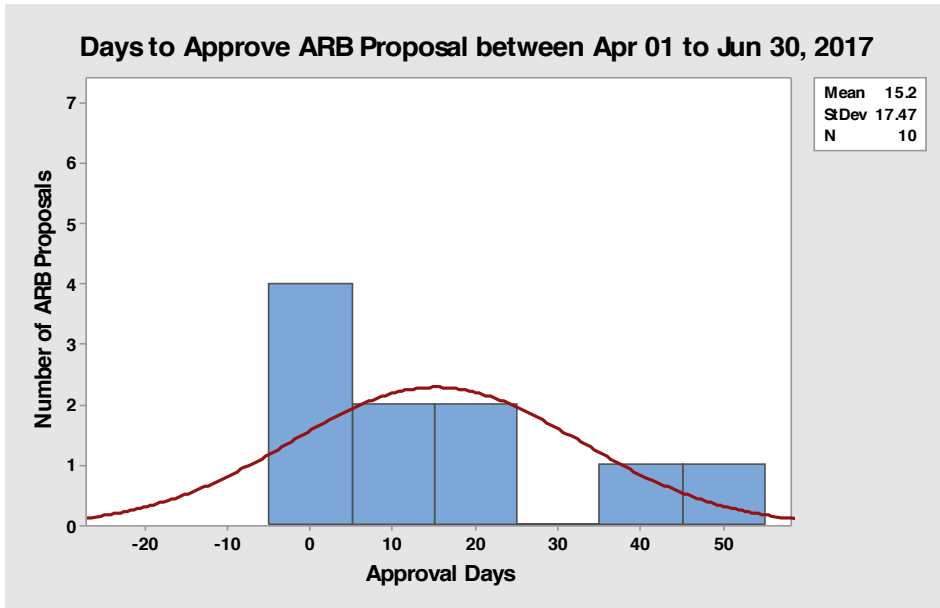
Variable	N	N*	Mean	StDev	Minimum	Q1	Median	Q3	Maximum	Range	IQR
Approval Days	40	0	11.50	13.15	1.00	4.00	6.00	11.00	54.00	53.00	7.00

Analyze: Fishbone & the 6Ms

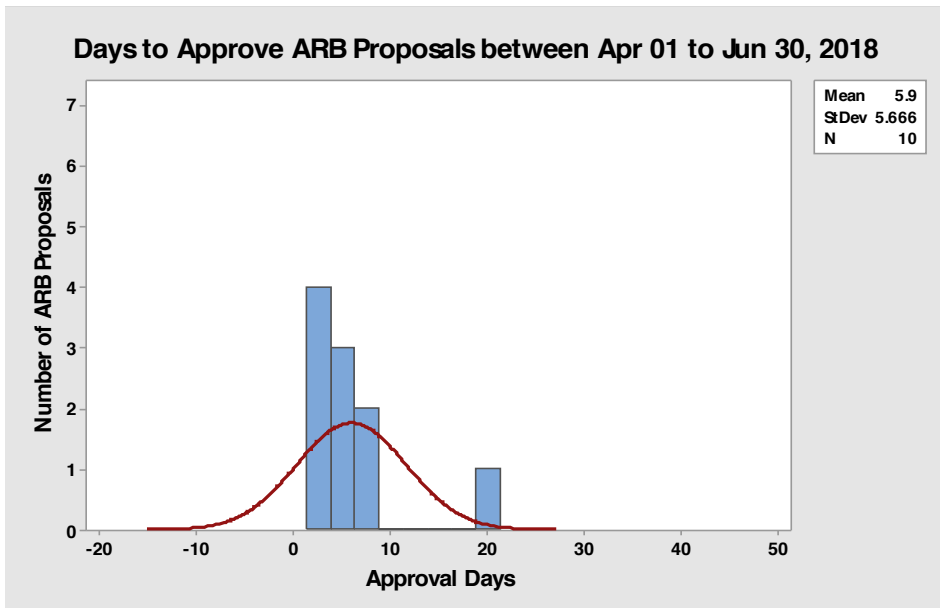


Improve: Process Improvements Achieved

Before



After

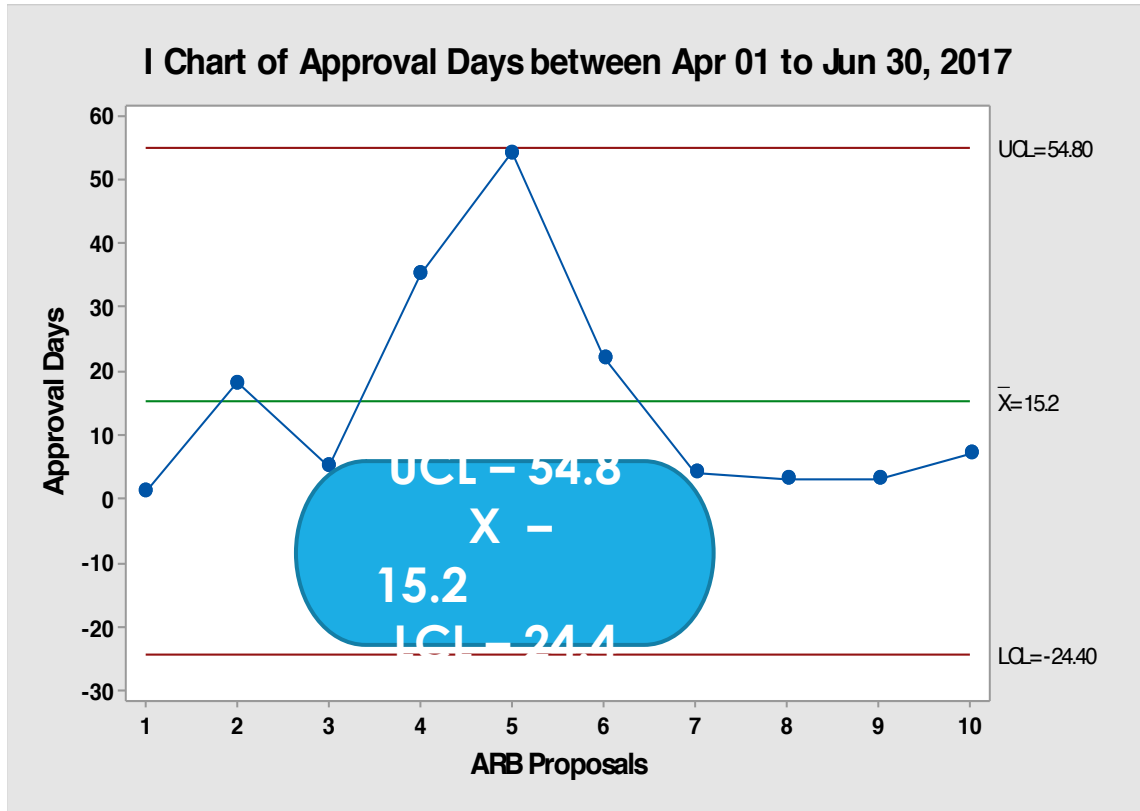


Variable	Before	After	Improvements
Mean	15.2*	5.9#	61.18%
St Dev	17.47	5.66	67.6%
IQR	22.25	4.5	79.78%
Range	53	19	64.15%

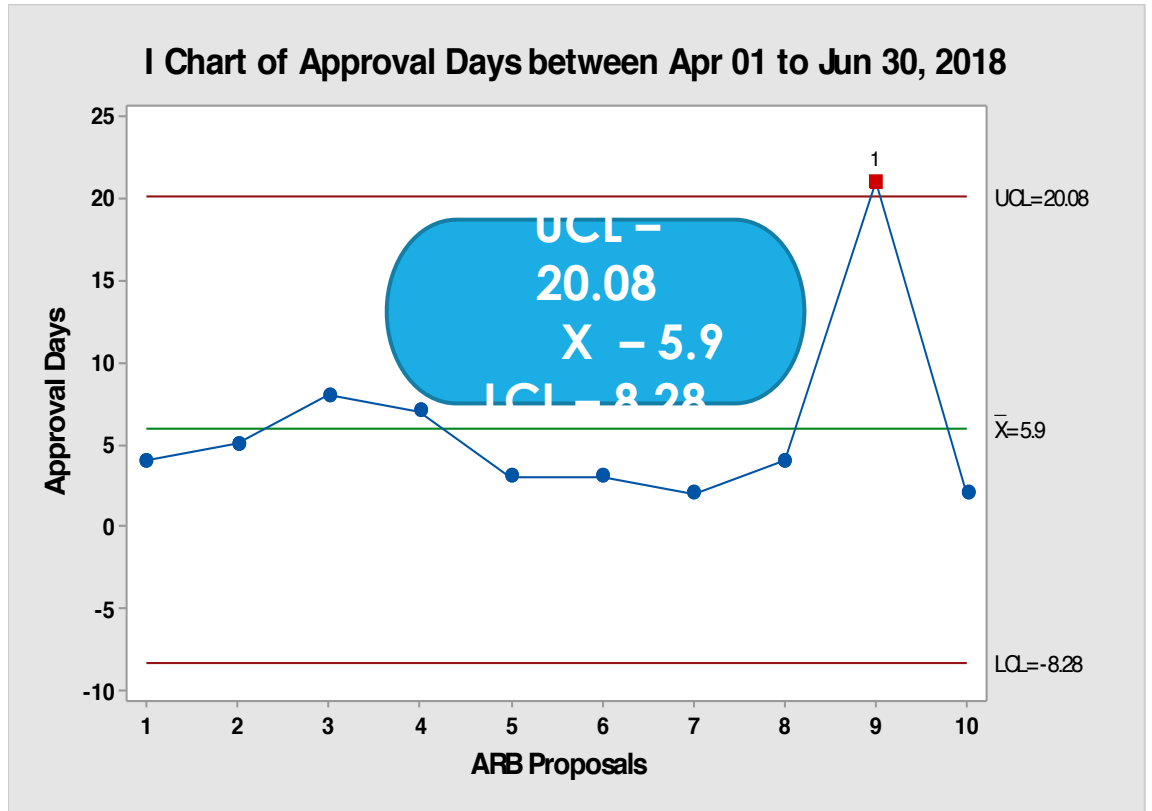
- *Quarterly figures for worst quarter of project year.
- # Improvement for same quarter of following year.
- Overall annual improvement around this figure.

Improve: Control Chart

Before



After



- Upper & lower control limits
- Mean approval days
- Approval days for each proposal

Improve: Opportunities Underway

ARB-LSS GB Project			
CNS – Request fulfillment	CCH – Museums, Libraries & Archives	Fisheries & Aqua – Apps consolidation	PSC/ISD – on/off boarding

ity building.

IT needs of GDOs.

Control: Sort, Shine, Set in Order

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My Submissions

ARB ID	Request Title	Department / Agency	Division / Section	Request Type
[-] ARB Status : Approved (139)				
[-] ARB Status : Approved with Conditions (49)				
[-] ARB Status : Approved without Conditions (83)				
[-] ARB Status : Cancelled (22)				
[-] ARB Status : Denied (3)				
[-] ARB Status : Draft (2)				
[-] ARB Status : EA Verifying (1)				
[-] ARB Status : ESA Review (5)				
[-] ARB Status : On Hold (1)				

**Proposal status
visibility**

Control:

Gary's proposals

Proposal status visibility

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ARB SUBMISSION FORM

+ new item or edit this list

My Items Jun 16 Administer Open Requests Find an item

ARB ID	Request Title	Request Type	BRD	ARB Enterprise Architect	ARB Solution Provided	ARB Status	Open Request	TAG Agenda	Created By	Submission Type
ARB-349	E-Team Replacement	New system	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	No	Approved without Conditions	Yes	Yes	McDonald, Billie Ann	ARB
ARB-338	Large File Transfer - Dropbox	New system	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	No	Approved with Conditions	No	Completed TAG	Hurd, Martin James	ARB
ARB-331	Health Redevelopment	Other	Gary.Robitaille@novascotia.ca	boolean:#0	No	Approved with Conditions	Yes	No	Tillman, Sandra	Website
ARB-319	Launch new beta.novascotia.ca website	New system	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	No	Approved with Conditions	No	TAG Not-required	Lawlor, Allan	ARB
ARB-316	FDM Phase 1: Business Requirements	Other	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	No	Approved with Conditions	No	TAG Not-required	Hopkins, Heather M	ARB
ARB-313	RJSC Modernization review by ARB/TAG	New system	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	No	Approved with Conditions	No	Completed TAG	McGowan, Maura	ARB
ARB-299	AGFT - Ticket Lottery Permit under \$4000	Other	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	No	On Hold	Yes	Yes	Bates, Clay	ARB
ARB-297	Access Nova Scotia - Wait Times	Other	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	No	Approved with Conditions	No	Completed TAG	Bates, Clay	ARB
ARB-295	FDM Software Customization	Other	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	Yes	Cancelled	No	Completed TAG	Hopkins, Heather M	ARB
ARB-289	Replacement Mobile App for Inspectors	Other	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	Yes	Approved with Conditions	No	Completed TAG	Andrews, Dean	ARB
ARB-284	novascotia.ca Site Search	Other	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	Yes	Approved with Conditions	No	Completed TAG	Hurd, Martin James	ARB
ARB-282	Digital Signage in Access Centres	Other	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	Yes	Approved with Conditions	No	Completed TAG	Gordon, Chuck	ARB
ARB-269	Upgrade ICM Server Environments (OS Upgrade)	Standard Windows	Gary.Robitaille@novascotia.ca	chuck.gordon@novascotia.ca	Yes	ESA Review	Yes	TAG Not-required	Parent, Michael J	ARB

Control: Standardize



ARB Proposal Consideration Process: SOP

Table of Contents

Introduction	3
Purpose	3
Scope	3
Process Particulars	4
• Process Name	4
• Ownership	4
• Standard Operating Procedure	4
Process Boundaries	4
• Beginning of the Process	4
• End of the Process	4
Process Flow	4
• BRD/BA/Client Swim-lane	4
• ARB Swim-lane	4
• TAG Swim-lane	5
• CIM Swim-lane	5
• Process Steps	5
Process Performance Metrics	8
Process Review	9
Conclusion	9
Appendix A	10
ARB PCF Map	10
Appendix B	11
Abbreviations	11
Appendix C	12
Revision History	12

Department of Internal Services
ICT Services (Business Relationships, Services & Strategies)

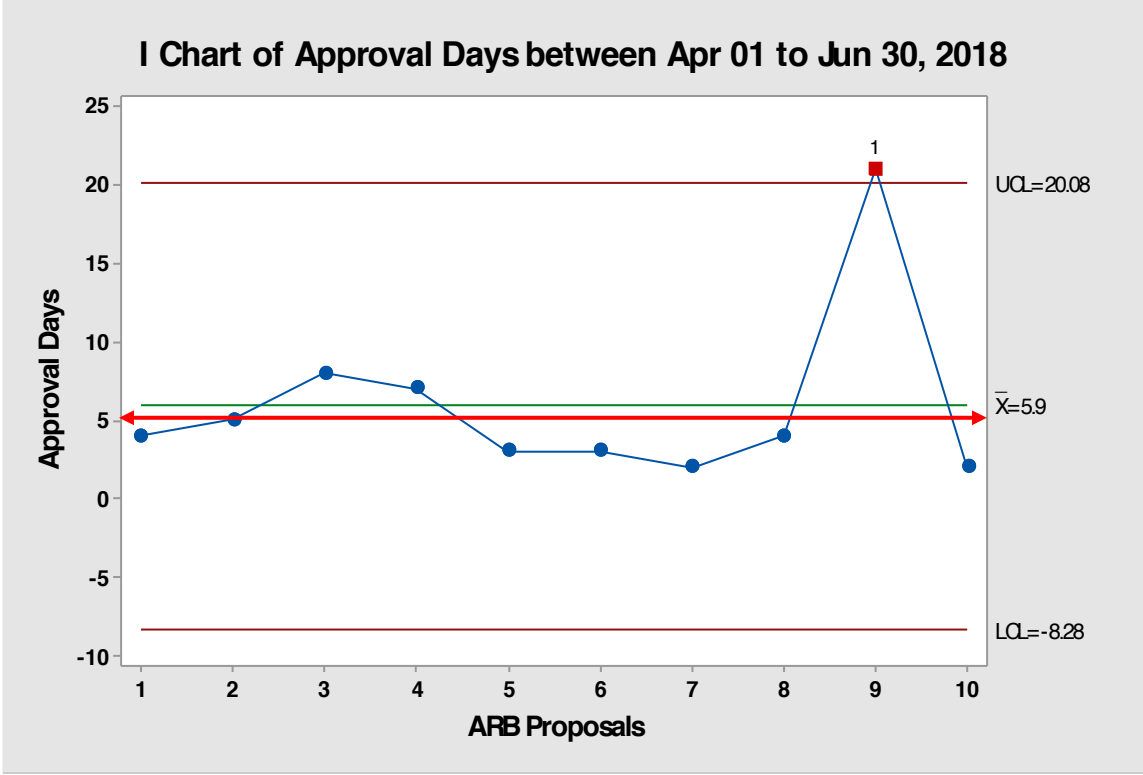
ICT Services (Business Relationships, Services & Strategies) Jun 02, 2018 Page 2 of 18

SUSTAIN

- Biannual review of ARB data.
- Biannual process improvement sessions.
- Oct & Apr every year.



Control: Performance Management Board



- Targeted approval days
- Upper & lower control limits
- Mean approval days
- Approval days for each proposal

General	Operational	Leadership
Skills to apply LSS concepts	Timeline planning	Buy-in
Selection of project	Data collection effort	Continuous support
Innovative thinking	Drafting project charter	Implementation
Regular BB support	Minitab skills	Change management & sustenance



Questions Please?



So simple!.....No?



LEAN SIX SIGMA

