****

**TechTown Detroit: Systems Innovation Team Plan 2022**

**Rafael Adi and Megan Fong**

**To Do List**

| Objective | Tasks | Deliverables | Outcomes |
| --- | --- | --- | --- |
| Inform new team members of available technological access to applications during employee onboarding process | Distinguish Wayne State access to applications versus Techtown’s purchased access to programs  Interview Techtown employees regarding their experience during their technical onboarding process and how informed they feel regarding their technological access | Comprehensive report of the programs accessible through Wayne State and those purchased by Techtown and their respective functionalities  Comparison of function and identification of overlapping programs  Interview takeaways from employees | Increased awareness of available included programs to prevent requests for access after initial onboarding  Saving money within the SI department budget, allowing for a more efficient allocation of funds  Centralized platforms used across all departments |
| Improve clarity of employees’ necessary platforms and corresponding appropriate access levels | Contact directors to clarify team hierarchy and the platforms and level of access each employee in their team would potentially require  Assess awareness of team roles among department directors | Interview takeaways from all twelve departments  Compiled information with each department, the department’s team breakdown, and the corresponding platforms/access levels each team needs. | Increased ability for HR, SI, & C&IT to administer the appropriate access to each employee upon onboarding  Fewer requests for access needed after initial onboarding |
| Elucidate who to request assistance from for a given platform | Determine the differences in the roles of HR, SI, & C&IT  Identify past instances of requests being place improperly and analyze downfalls of those instances  Contact peer organizations and analyze well-established onboarding practices | Interview takeaways from HR, SI, & C&IT  Report of best practices from peer organizations  Comprehensive list of the platforms for which each department is in charge of handling requests for assistance | Decrease in unnecessary passing forward of requests  Mitigation of inappropriate granting of access to unnecessary platforms or to improper access levels |
| Standardize the process of submitting a request for access | Analyze the current method of submitting requests for technological assistance and identify areas of improvement  Generate a new way to request technological while gathering feedback from employees that directors are able to utilize | Prototype assistance request form  Prototype feedback  Finalized assistance request form | Requests are directed to the appropriate department, preventing the need for requests to be forwarded  Decrease in financial drainage from unnecessary purchases |

**Timeline**

| **Task** | **Week 1** | **Week 2** | **Week 3** | **Week 4** | **Week 5** | **Week 6** | **Week 7** | **Week 8** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Develop and Conduct Timeline, Hypothesis/Initial Recommendation, To Do List, Interview Schedule and Research |  |  |  |  |  |  |  |  |
| Develop Questions for Interviews and Surveys |  |  |  |  |  |  |  |  |
| Analyze TechTown’s current technical onboarding process and company platforms |  |  |  |  |  |  |  |  |
| Reach out and interview Relevant TechTown and Wayne State Program Directors |  |  |  |  |  |  |  |  |
| Reach out and interview or survey peer organizations |  |  |  |  |  |  |  |  |
| Discuss results with current SI, HR, and C&IT Teams |  |  |  |  |  |  |  |  |
| Create a rough recommendation and receive feedback |  |  |  |  |  |  |  |  |
| Develop and Present Final Recommendation and Deliverable on both procedure for system access requests and onboarding/offboarding employees at TechTown |  |  |  |  |  |  |  |  |