

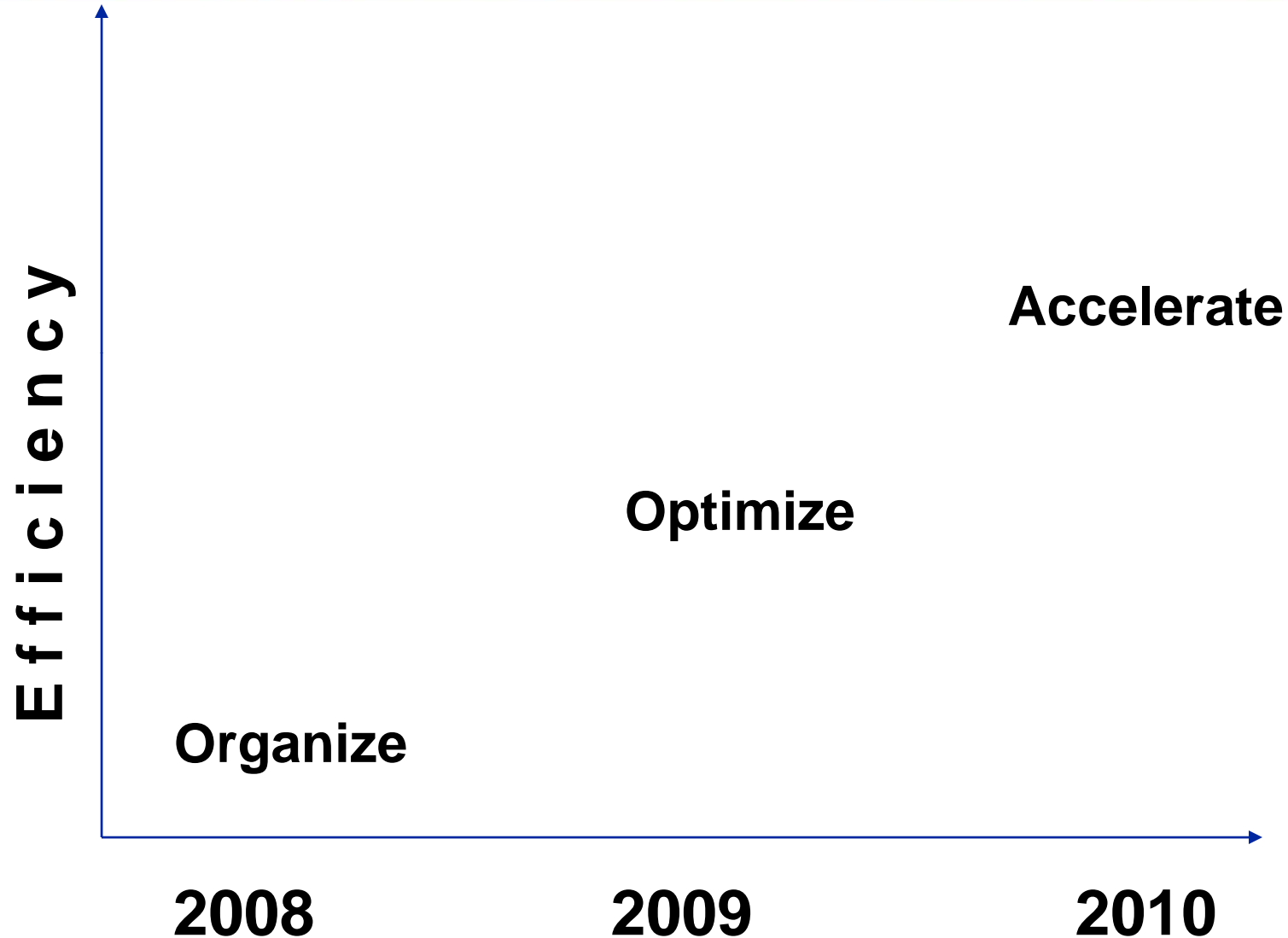
Work and Data Tracking using Footprints/mRequest

Peter J. Miller
Director of Network Operations

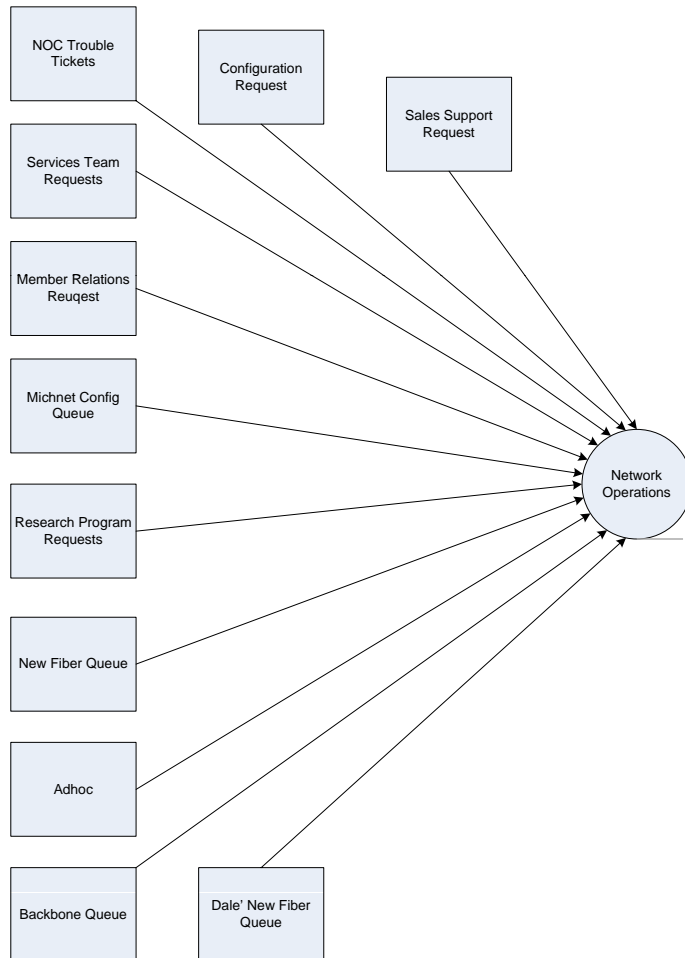
Why Change?

- Reduce Inputs Into Organization
- Create Process Documentation
- Refine Organizational Roles & Responsibilities
- Develop Collaborative Work Environment
- Enhance Network Change Peer Review Process

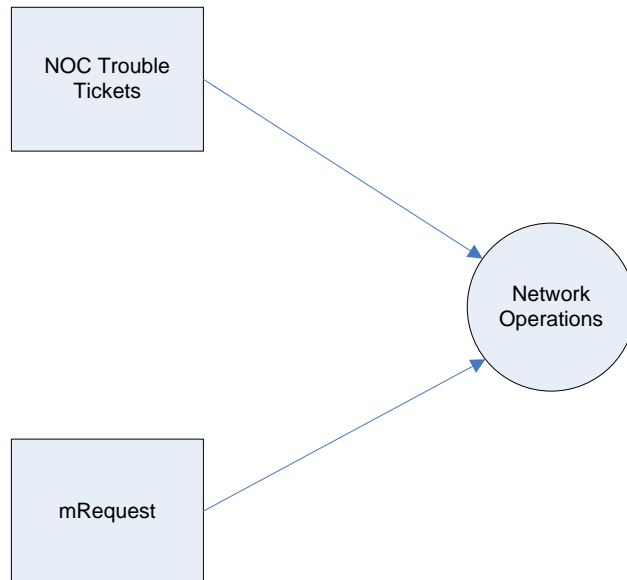
Three Phased Approach



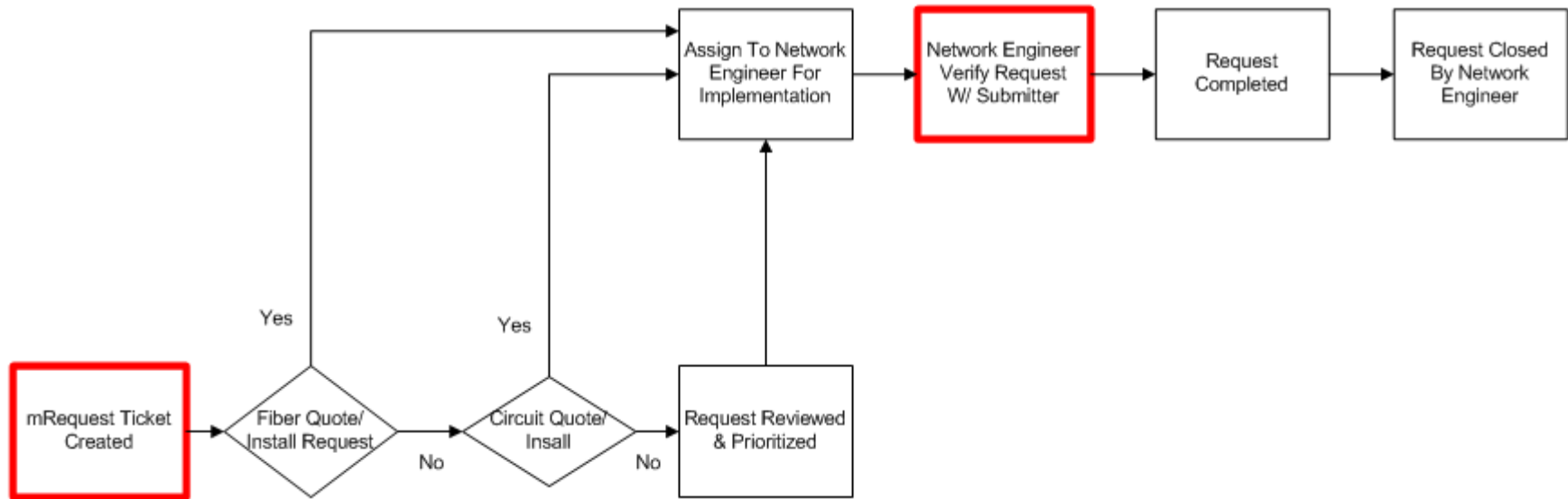
- Created Single Focal Point For All Requests
- Organize Process & Procedures
- Prioritize Requests Based On Needs Of The Membership
- Organize Our Team To Support The Membership



- 11 Different Queue's/Inputs to Network Operations
- Difficult to Track Project Status
- Difficult to Generate Performance Metrics
- No Way to Prioritize Assignments
- No Way to Determine Adequate Resource Allocation
- No Single Report Out Mechanism



- Reduces Complexity
- Reduces Requestor Confusion
- Single Report Mechanism For Project Status
- Single Report Mechanism For Trouble Tickets
- Allows Management To Prioritize Efforts



Merit-Network Operations - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

https://request.umich.edu/MRcgi/mod_perl/MRhomepage.pl?USER=pjmill&PROJECTID=281&MRP=j9KOAPqG2S&OPTION=none&WRITECACHE=1&FIRST_ detox system

SprintPCS 2Way SMS Merit-Network Operati... MeritMail Zimbra Zenoss Login NOC Trouble Tickets - ... Next Picture

merit NETWORK INC

Title Keyword Number Search [Advanced](#)

Project **Merit-Network Operations**

User **Peter Miller**

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- [Create Ticket](#)
- [Address Book](#)
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- [Dashboard](#)
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- [My Preferences](#)
- [Calendar](#)
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- [Help](#)
- [Exit](#)
- [Log out everywhere](#)

My Dashboard

Project Totals

DeWolf	1	Gilbertson	5
Hernandez	4	Hirt	3
Milliken	2	Reinecke	6
Vermilye	3	Weiland	6
Assigned	15	Active	50
Request	0	Pending Resources	5
Completed	0	Closed	41

Requests

You currently have no pending KB approvals.

Display **My Assignments** Refresh

Displaying 1 - 4 of 4 Tickets [Report](#)

Ticket #	Assignees	Title	Type of Request	Last Edited On	Tech Notes	Node Name	<input type="checkbox"/> All
1024	Salvador S Herr	FSU2/FSU4/FSU5 reconfig.	Misc	03/30/2009	-	FSU2,4,5	<input type="checkbox"/>
1021	Salvador S Herr	UM-D 10Gbps Upgrade	Misc	03/26/2009	-	-	<input type="checkbox"/>
76	Salvador S Herr	MSU Data Center Moves	Misc	03/10/2009	-	-	<input type="checkbox"/>
47	Salvador S Herr	Washtenaw County Router Move	-	03/24/2009	-	-	<input type="checkbox"/>

Merit Network: Connecting People and Organizations Since 1966

Dependent Ticket Fields

Type of Install*

Parent Org Number If Applicable

Site Organization Name*

Site Organization Number*

Site Organization Address*

Site Contact Name*

Site Contact Dir Number*

Site Address*

General Site Phone Number*

Site Contact Phone Number*

Site Contact email Address*

Member Status*

Organization Contact Name*

Organization Contact Phone Number*

Organization Contact email Address*

Associated Quote Request Number*

Contract Term*

Affiliate Requested Installation Date* current date

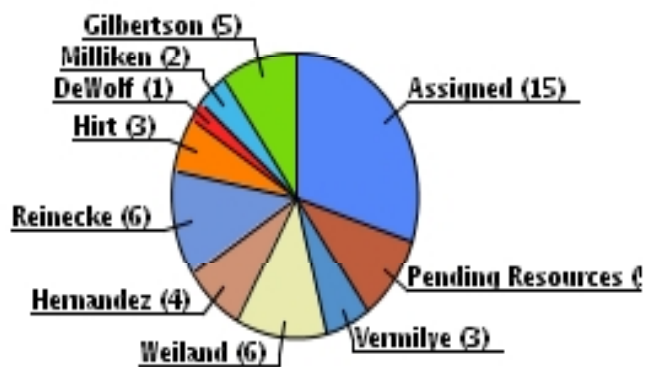
GIS Map Request Number

Purchased Bandwidth*

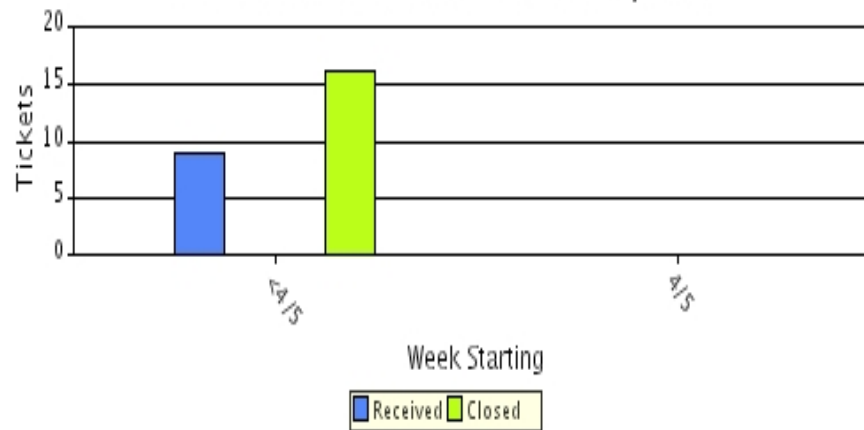
Future Bandwidth Requirements*

Hardware Requirements*

Active Tickets by Status

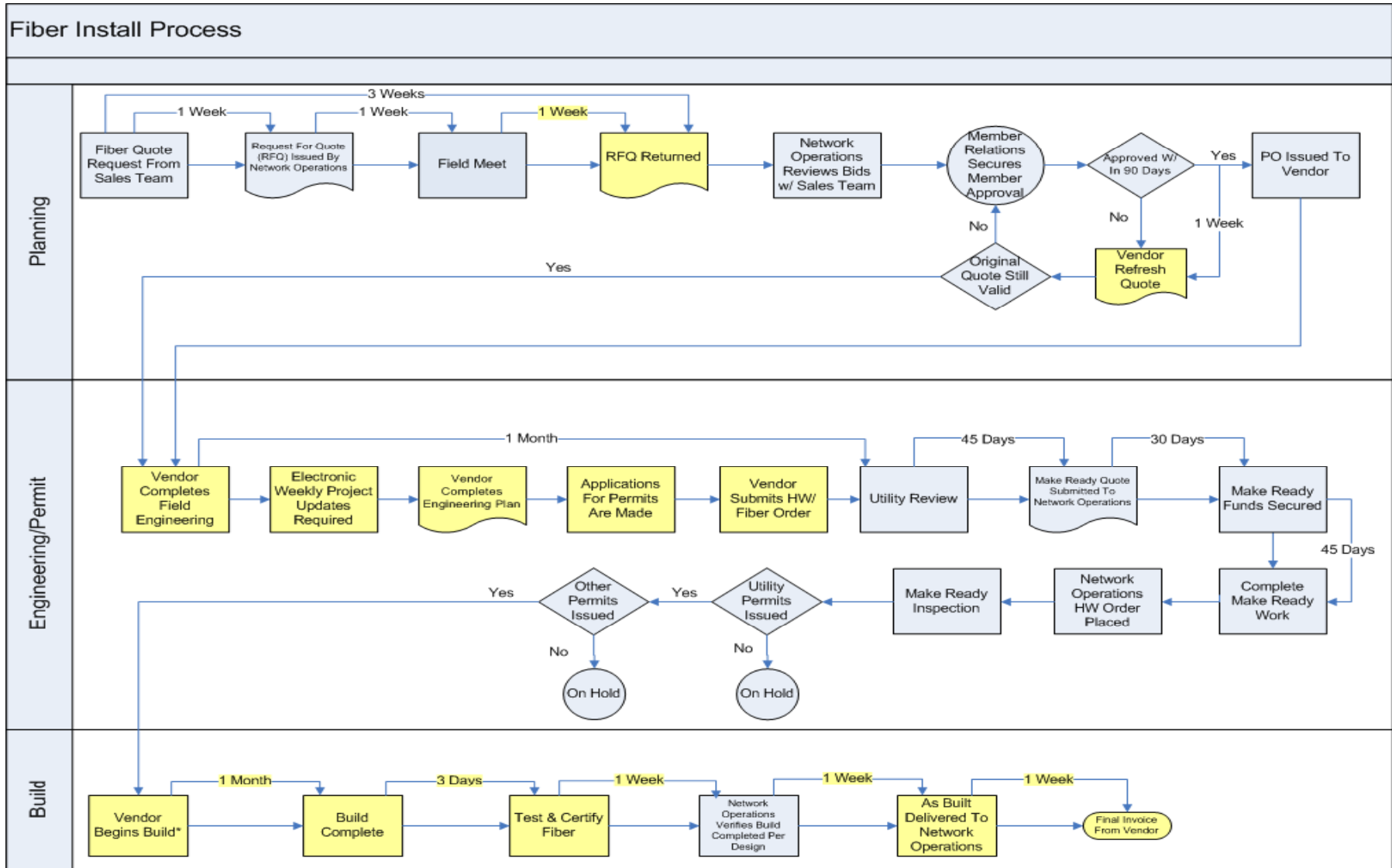


Tickets Received vs. Closed This Month by Week



- Optimize Our Process
 - Critical Review of ALL Existing Processes
- Optimize Our Resources
 - Develop Our Employees
- Optimize Our Efforts
 - Reduce Redundancy and Waste
 - Increase Quality of Work

Fiber Build Process



Accelerate To Support The Membership

- Transformed Organization
 - Anticipate & Rapidly Adapt To The Evolving Environment
 - Continually Improve Performance Metrics
 - Proactively “Plan” Infrastructure Changes