

Lean Gahanna Project Status Report

Project:	Department:
<h2>Problem Statement</h2> <p>Currently users are locked out of their Active Directory Accounts with minimal notification. These disruptions lead to lost resources such as time and access to technologies (computer access, email access, and city wireless).</p> <p>In addition to lost resources from for the users, IT staff are called to identify and remedy the situation which can be proactively addressed by the users themselves.</p>	 <p>The logo for the City of Gahanna Department of Technology features a stylized blue bridge with a white 'G' in the center, positioned above the text 'CITY OF GAHANNA' and 'DEPARTMENT OF TECHNOLOGY' which are separated by a horizontal line.</p>
<h2>Steps Taken/Tools Used</h2> <p>A customized script was developed in power shell that automatically runs on a nightly basis and sends out customized individual emails to anyone whose account is set to expire 7 days before expiration and 1 day before expiration.</p> <p>This embraces the TIMUWOOD methodology and addresses several of these 8 areas of waste.</p>	<h2>Accomplishments</h2> <ul style="list-style-type: none">• Decreases user frustration• Reduces Transportation and Motion through reduced calls and in person helpdesk requests• Addresses Underutilization by providing accurate data at appropriate time intervals to individual users• Addresses Waiting by providing notification and avenues for users to pro-actively change their password and not wait for assistance from the Technology Department.