



Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name: LIQUOR CONTROL BOARD

Improvement project title: VPN Invoice Reconciliation Process

Date improvement project initiated: 8/2014

Summary: The Virtual Private Network (VPN) token account is managed by Support Services staff that has no knowledge of the actual use of the devices. A monthly tracker is provided to accounts payable each month to determine active VPN's. Key division staff are not involved in approving the monthly invoice.

Details:

Description of the problem: The invoice received from CTS shows number of VPN tokens being charged to the LCB. The invoice does not provide details as to which tokens are being charged. The VPN worksheet was created as a way to reconcile to the total number of VPN's being charged so discrepancies could be highlighted and researched. Key division staff were not reviewing this list to ensure services were still needed on a regular basis. VPN tokens have a useful life of 5-7 years so only at time of replacement were key division staff asked to verify services were still needed.

Description of the improvement: By duplicating the process already in place for cell phone approvals we have standardized work for the Support Services team. In turn key division staff who have knowledge of the needs of their divisions are now injected into the process to verify services are being used regularly thus reducing the risk of paying for services not needed and reducing costs to the agency.

Specific results achieved:

- 8 VPN's were cancelled during the project period Aug 2014-Nov 2014
- \$384.45 were saved in the period Aug 2014- Nov 2014 due to cancellations after review
- Soft token use was explored at a lower cost to the agency

How we involved customers or stakeholders in this effort: During the initial idea phase key division staff and IT staff were asked to participate in the review of the current VPN tracking. Discussions ensued about the charges, loss, and review periods. A standard list of Key Division staff was established for the review of monthly services.

As a result of the meetings a new effort to implement soft VPN tokens was piloted and will eventually save the agency money since the soft tokens are ½ the cost of the hard tokens.

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