Interview #2: **Wade**

**Could you please describe your role and responsibilities?**

* Oversees real-time collaboration tools
* Lync/WebEx/Etc…
* Standard software on standard laptops

**[Use Case] who are the users and what are their goals?**

* All CMS employees
* Ex. Someone needs Visio

**[Use case] who are the stakeholders and what are their goals?**

* Everyone involved in the approval process
* Finance
* Contracting officer

**[Use case] what is the underlying problem?**

* Long process to get hardware/software
* Need to know certain people
* Can’t see where the process is at

**[Use case] what does success look like?**

* Shorten the approval process time to 1-2 days. Make it self-service

**How would the FAR impact this?**

**Has someone tried this before?**

**Approval process involved 5 people**

* Needs Visio
* Go to the catalog in Sharepoint
* Select that “I need a license for Visio”
* Kicks off process which hits multiple folks. Finance, contracting officer
* Approvals go through a chain. Hits finance, etc
* How long: 8-12 Weeks (Opportunity here)
* Much longer if the software/hardware doesn’t exist

**The Sharepoint tool**

* It’s old
* Poorly designed
* Looks / Aesthetics are ugly
* Can’t see the status in the tool
* Process
* Workflows
* Specifics
  + Have to download a hard-form
  + Fill it out
  + Add it back to the system
* Contractor under this team