Interview #3: **Tanisha**

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

* Deputy division director for customer support
* Responsible for end-user experience w.r.t. internal IT software/hardware
* Ex. Customer orders a software from the system

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

* Anyone that needs software/hardware

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

* Vendor who maintains and supports hardware/software for internal employees as well as the Sharepoint tool
* Everyone who needs the support
* Taneshas team. Responsible for the process itself. COR (Extension of the vendor contract)
* Taneshas team goal: Provide IT resources and support to the agency

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

* Process takes too long
* For Taneshas team, it takes way too long for items to be delivered
* If pre-funding doesn’t exist, contracting officers need to evaluate how to fund it
* Third-party vendor is a bottleneck

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

* One-stop portal for employees to acquire tools

**How would the FAR impact this?**

* Not sure

**Has someone tried this before?**

Has tried to replace it before:

* In the process of transitioning to ServiceNow
  + Portal exists
  + Will have metrics
  + Will be belf-service

**Notes on the current ServiceNow effort**

* Testing with mock catalogs
* Don’t know what we don’t know

**The Sharepoint tool / Current process**

* Switched to it from an excel spreadsheet
* At first, customers (cms associates) will get management approval. Then submit the request to Sharepoint
* Once an associates puts in a request (ie. for an extra monitor). Tanesha would receive an email. And the approval process would be kicked off. which would hit multiple individuals.
* Email the vendor to fulfill the order \*\*
* Vendor/Contractor would reach out to requester and setup a time to install
* Sometimes they need to receive extra money if a contract is low-budget \*\* Amanda documented this
* The vendor was responsible the creation of the Sharepoint site, and they’re responsible for maintaining it.