HELL Current State Value Stream Map Legend Software User web (User) form IT Analyst (Analyst) web Web Form User requests form form software with signature Fax Fax Form/ Paper Form Document web Email Software request form Communication is analyzed and compiled Incorrect approver causes wasted time Verbal and requires Communication re-submissions DataBase Software request (PDF/Excel/User DB Documents aren't is vettted data) uniform, leading to missed, or misinformation in requests. Software access is decided and possibly provisioned multiple documents of Team Members: approvers delay the time due to having to search Dakota Fisher multiple lists. Multiple instances of User is notified Connor Meredith the same acronym cause with results and Chengyu Lou software confusion and how to proceed waste time finding the approver.