Kaizen Burst

1. Many ways to get authorization from authorizer.
   1. Email
   2. Signature
   3. Digital Signature
2. Many ways to submit request.
   1. Webform
   2. Fax
   3. Email
3. Many documents for request validation.
   1. A sheet and a pdf document
   2. Some sheets have the same info, some have more/less for each app
4. Could assign wrong permissions to user.
   1. Multiple acronyms that are the same
   2. Request unclear so analyst is not aware of app to select
5. User may need to re-submit the request if inadequate info provided.
   1. Wrong signature
   2. Not enough information
   3. Using acronyms

Ideas to Solve Bursts

1. Only one way to get authorizer signature
   1. Use an email or digital signature?
2. Use only one way to submit
   1. Use a web-app or windows app
   2. Everyone has internet or computer access so this works
3. Throw both files into a database
   1. Could have an analyst sign in in app to edit these permissions
4. Make sure we don’t rely on acronyms
   1. Make list of apps to select from, can put acronym in brackets but need to select by full application name
5. Force user to fill out everything in form
   1. Make sure they fill in all fields
   2. App will send the request to authorizer?
   3. Does not rely on acronyms, but can search by them

New Process