**Proposal for Process Improvement**

**Requestor**

Requester Name: Grace Veronica Repalle

Employee ID: 146674

Role: Emergency Communicator

Department: Emergency Response Team

Request Date: 06/16/2020

Emergency Response Team at Adventure Works Cycles is responsible for addressing safety and security of all employees during critical time. Our department responsibilities include reacting situations that could threaten life, safety of employees or lead to financial loss.

**Business Problem:**

Emergency Response Team requires to identify the person to call in case of emergency to any employee. Some of the emergency situations include as below but not limited to

* Manufacturing plant accident that causes injury to employees
* Employee Passing out during work
* Natural Disasters
* Civil Unrest

Emergency contact phone number should be collected from each employee and should be made available to Emergency response Team. Phone Number should be validated when collected and should be in the correct format. Employee number should be collected during on boarding process for new employees. A request to be made to all existing employees to update the emergency contact information in the Human Resource Portal. Employees should have capability to change or update the contact phone number anytime. As this information is governed by law and considered as personally identifiable information, it needs to be kept secured.

**Proposed Solution:**

After discussion with HR and other department heads it is agreed to have the contact information captured in the central data repository for our organization. Capturing the contact information in the central data repository will enable all required team to have the access when required.

Emergency contact phone number can either be created as a new fields in Employee table in HR Shema or introduced as a new phone number type in Person PhoneNumberType in Person Schema.

A new column: HumanResources.Employee – EmergencyPhoneNumber – Varchar(10)

Or

A new Phone Number type in Person.PersonPhoneNumberType as ‘EmegencyContact’

**Required Resources:**

Stake Holders:

* Human Resources Team
* Information Technology Team
* Emergency Response Team [Requester]
* All Employees

IT Resources

1. Central Database Servers

**Implementation Steps:**

Below are steps involved to implement the proposed solution to capture emergency contact information.

* Legal and HR Department Approval
* Communication to employees on the new requirement
* Database Design and review
* Database changes and Data quality rules
* Update the data or enable application to employees to update the emergency contact phone number
* Update the onboarding Document with emergency contact phone number for new employees.
* Enable database access to requesting Team

**Benefits:**

**Potential Obstacles:**

* Funding and Resource availability
* Stakeholder consensus
* Data Security Concerns
* Database Space and capacity Issues
* Resistance from employees to provide the information