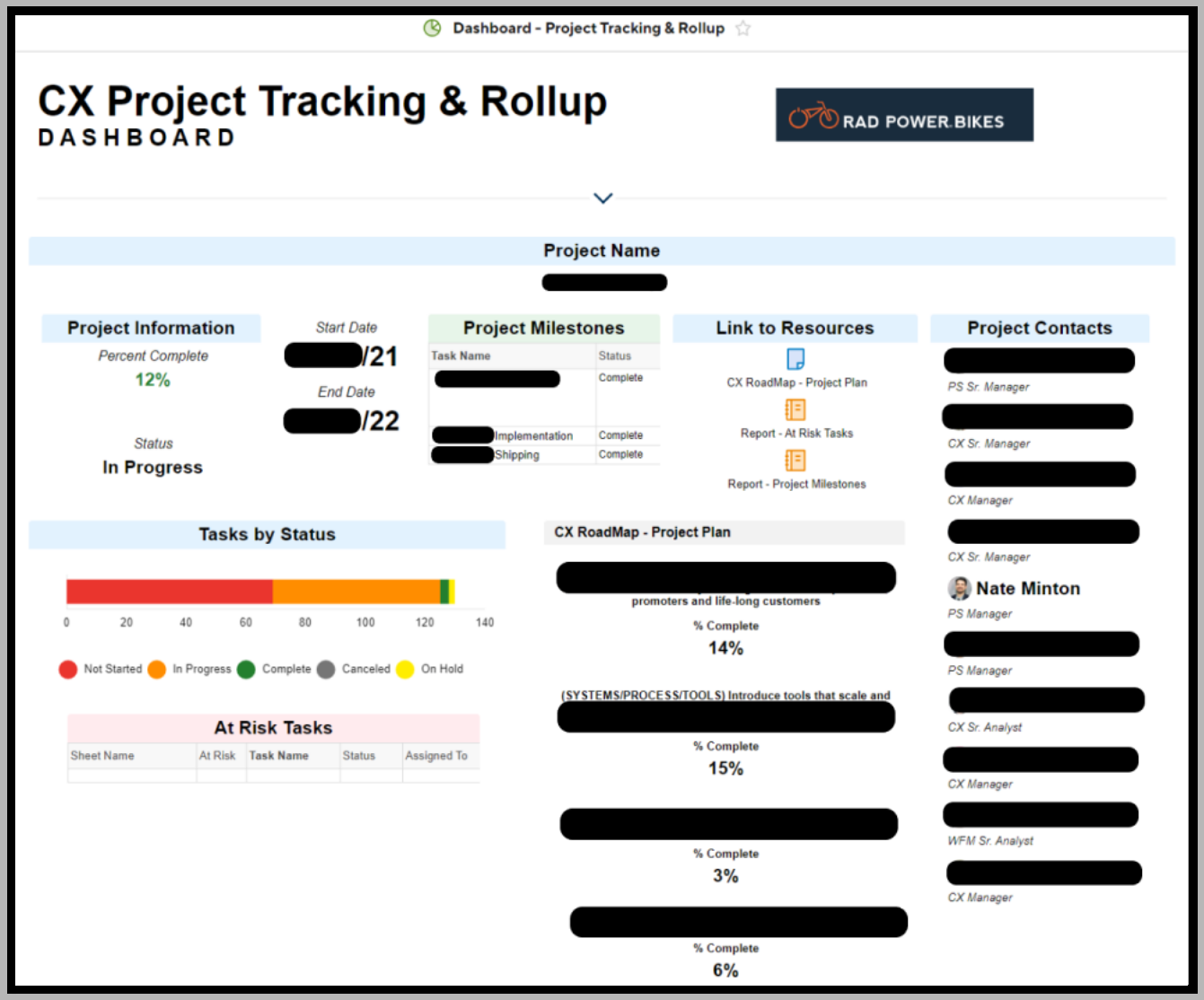
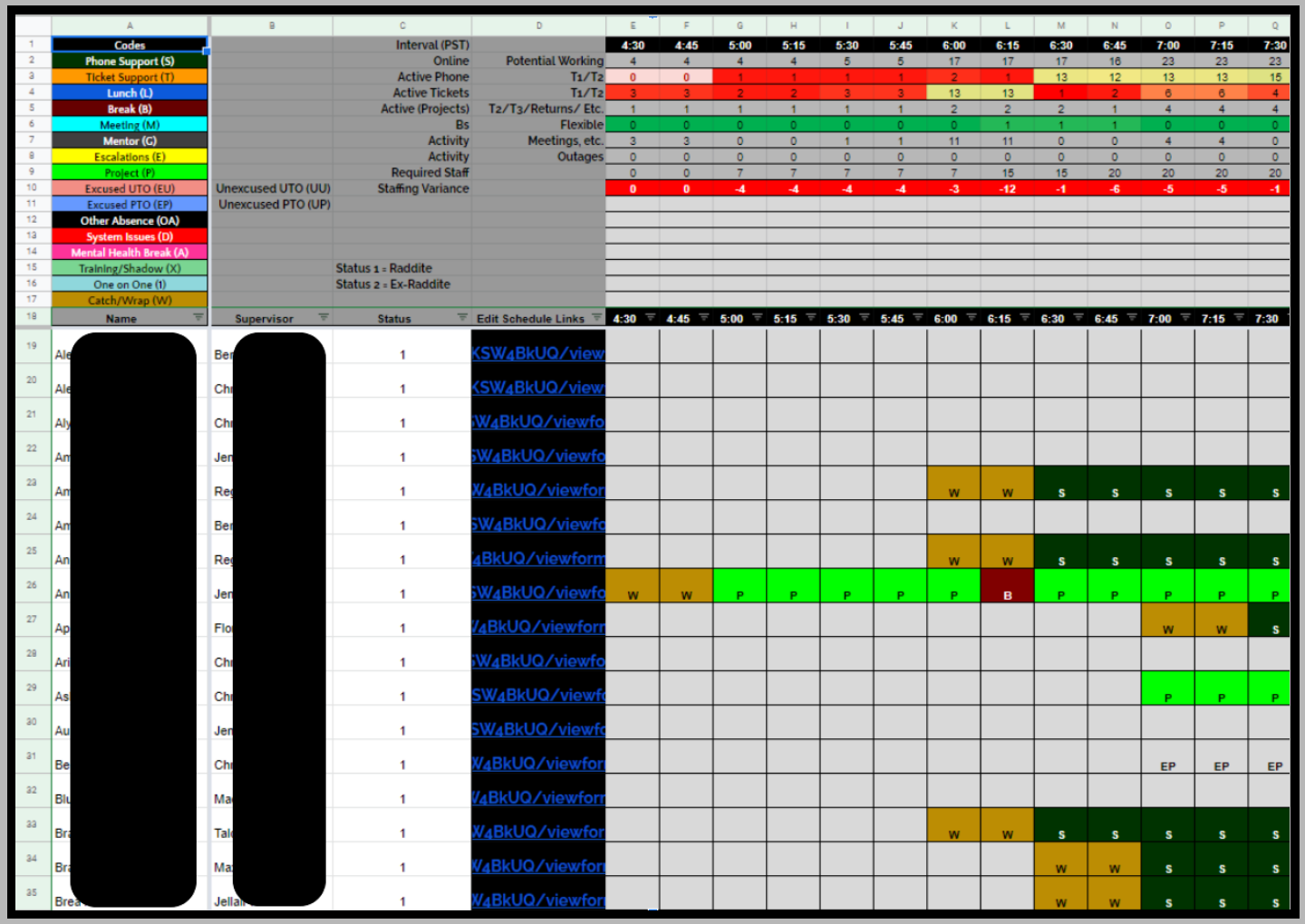
Stakeholder Updates Deck

Smartsheet Project Dashboard

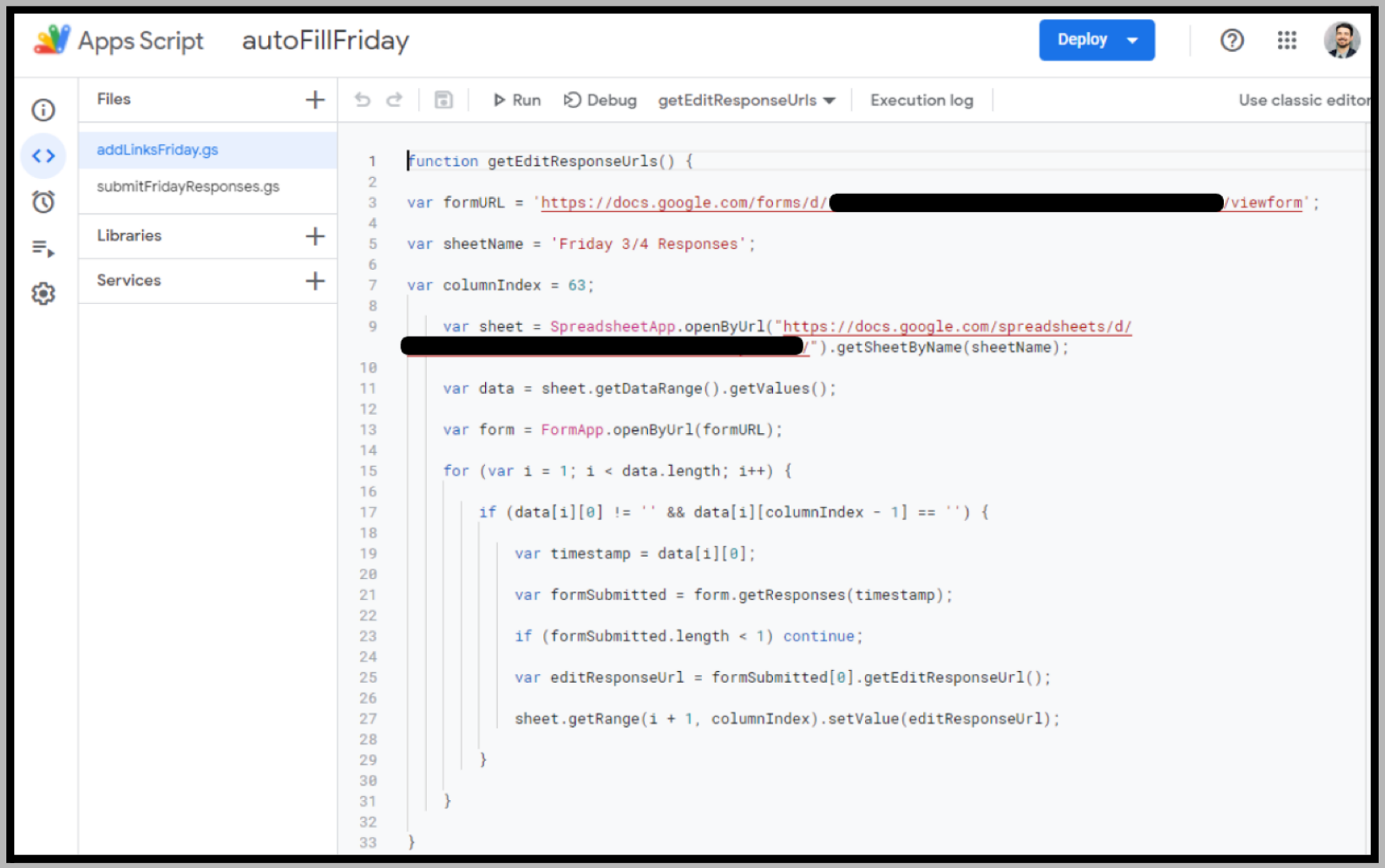


IDP User Interface

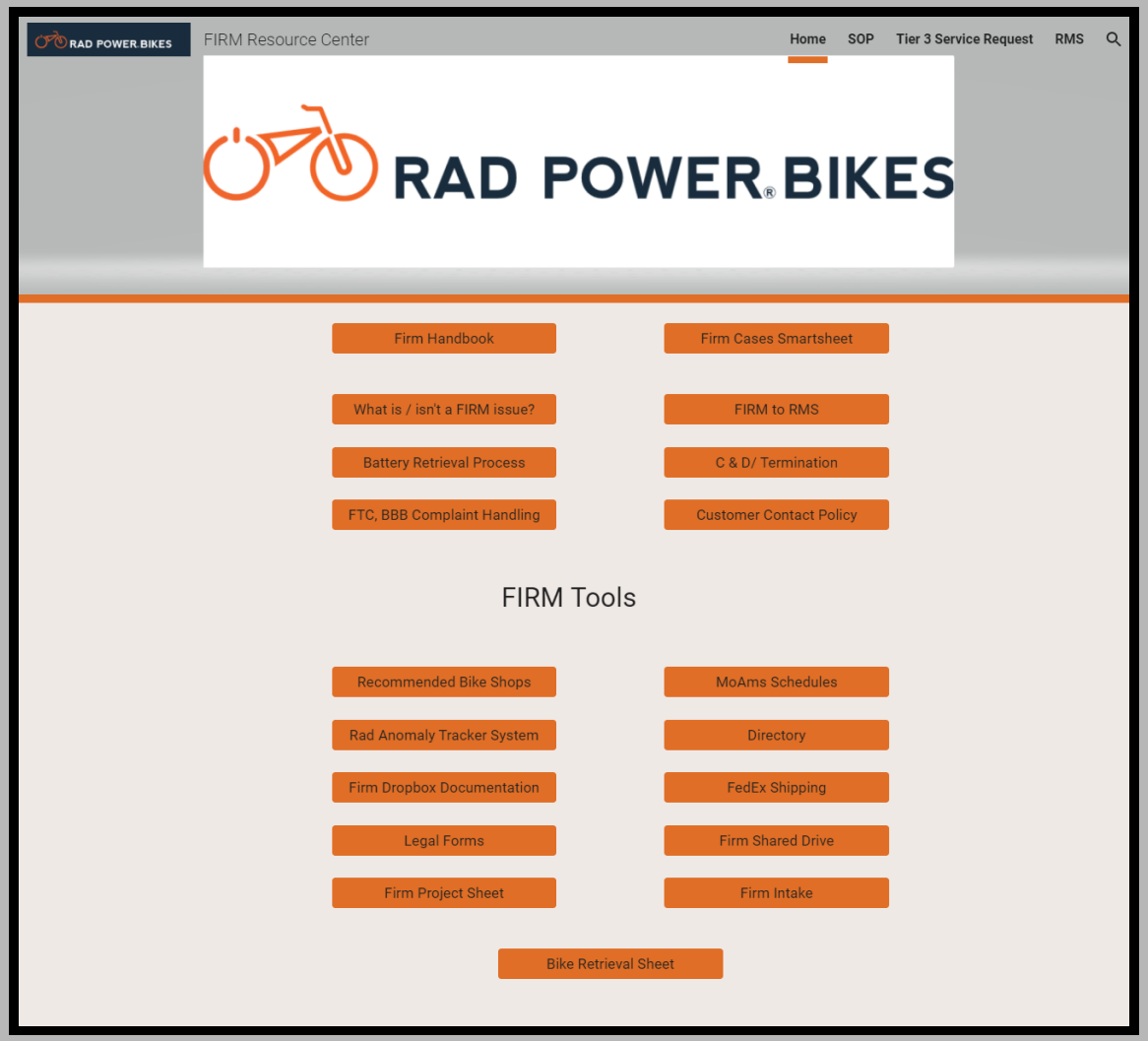


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Codes		Interval (PST)		4:30	4:45	5:00	5:15	5:30	5:45	6:00	6:15	6:30	6:45	7:00	7:15	7:30
2	Phone Support (S)		Online	Potential Working	4	4	4	4	5	5	17	17	17	16	23	23	23
3	Ticket Support (T)		Active Phone	T1/T2	0	0	1	1	1	1	2	1	13	12	13	13	15
4	Lunch (L)		Active Tickets	T1/T2	3	3	2	2	3	3	13	13	1	2	6	6	4
5	Break (B)		Active (Projects)	T2/T3/Returns/ Etc.	1	1	1	1	1	1	2	2	2	1	4	4	4
6	Meeting (M)		Bs	Flexible	0	0	0	0	0	0	0	1	1	1	0	0	0
7	Mentor (G)		Activity	Meetings, etc.	3	3	0	0	1	1	11	11	0	0	4	4	0
8	Escalations (E)		Activity	Outages	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Project (P)		Required Staff		0	0	7	7	7	7	7	15	15	20	20	20	20
10	Excused UTO (EU)	Unexcused UTO (UU)	Staffing Variance		0	0	-4	-4	-4	-4	-3	-12	-1	-6	-5	-5	-1
11	Excused PTO (EP)	Unexcused PTO (UP)															
12	Other Absence (OA)																
13	System Issues (D)																
14	Mental Health Break (A)																
15	Training/Shadow (X)		Status 1 = Raddite														
16	One on One (1)		Status 2 = Ex-Raddite														
17	Catch/Wrap (W)																
18	Name	Supervisor	Status	Edit Schedule Links	4:30	4:45	5:00	5:15	5:30	5:45	6:00	6:15	6:30	6:45	7:00	7:15	7:30
19	Ale[redacted]	Ber[redacted]	1	KSW4BkUQ/view													
20	Ale	Chr	1	KSW4BkUQ/view													
21	Aly	Chr	1	W4BkUQ/viewfo													
22	An	Jen	1	SW4BkUQ/viewfo													
23	An	Reg	1	W4BkUQ/viewfor							W	W	S	S	S	S	S
24	An	Ber	1	SW4BkUQ/viewfo													
25	An	Reg	1	4BkUQ/viewform							W	W	S	S	S	S	S
26	An	Jen	1	SW4BkUQ/viewfo	W	W	P	P	P	P	P	B	P	P	P	P	P
27	Ap	Flo	1	/4BkUQ/viewform											W	W	S
28	Ari	Chr	1	SW4BkUQ/viewfo													
29	As	Chr	1	SW4BkUQ/viewfo											P	P	P
30	Au	Jen	1	SW4BkUQ/viewfo													
31	Be	Chr	1	W4BkUQ/viewfor											EP	EP	EP
32	Blu	Ma	1	W4BkUQ/viewfor													
33	Bra	Tal	1	W4BkUQ/viewfor							W	W	S	S	S	S	S
34	Bra	Ma	1	W4BkUQ/viewfor									W	W	S	S	S
35	Brea	Jella	1	W4BkUQ/viewfor									W	W	S	S	S

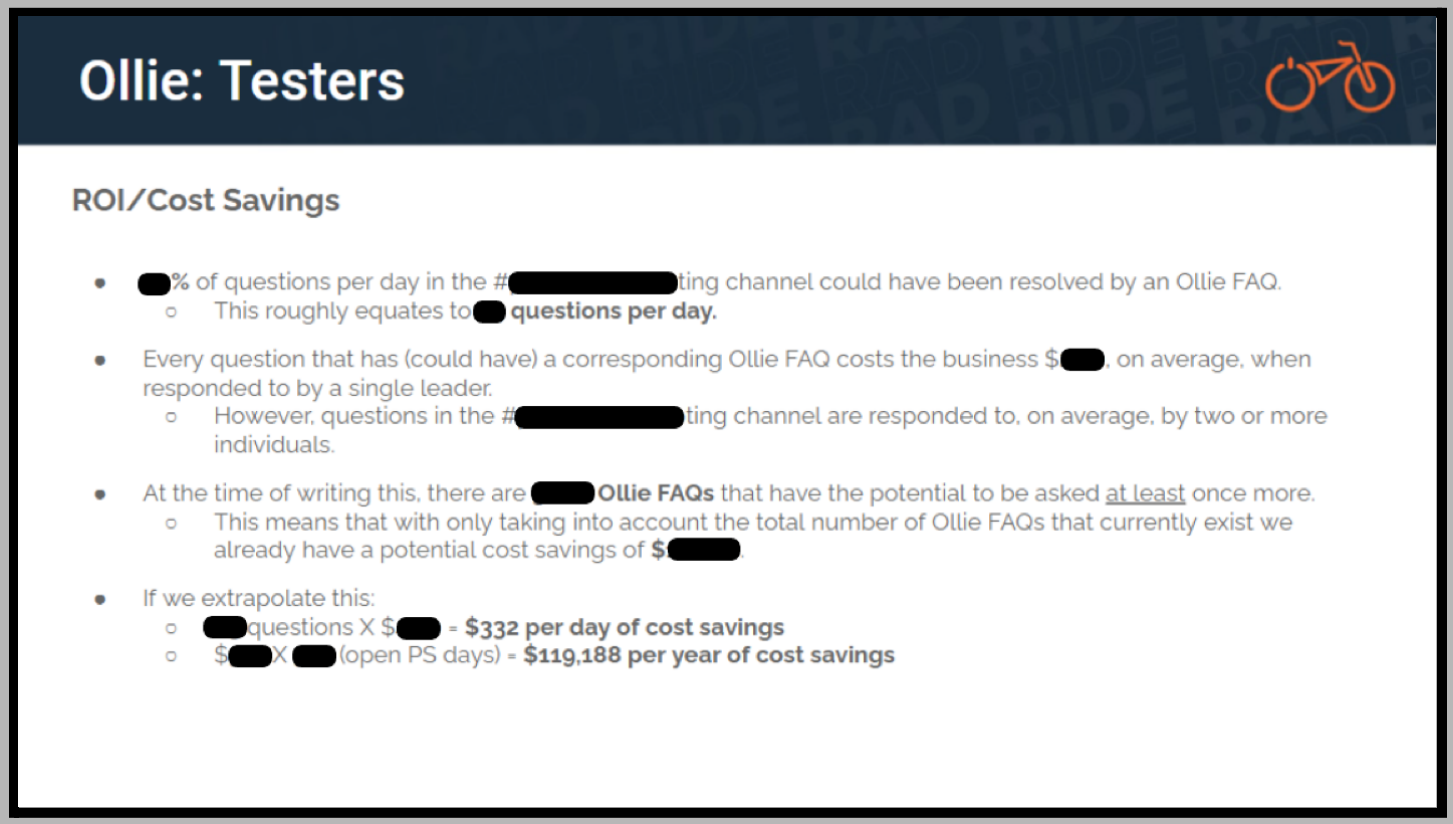
IDP Google Script



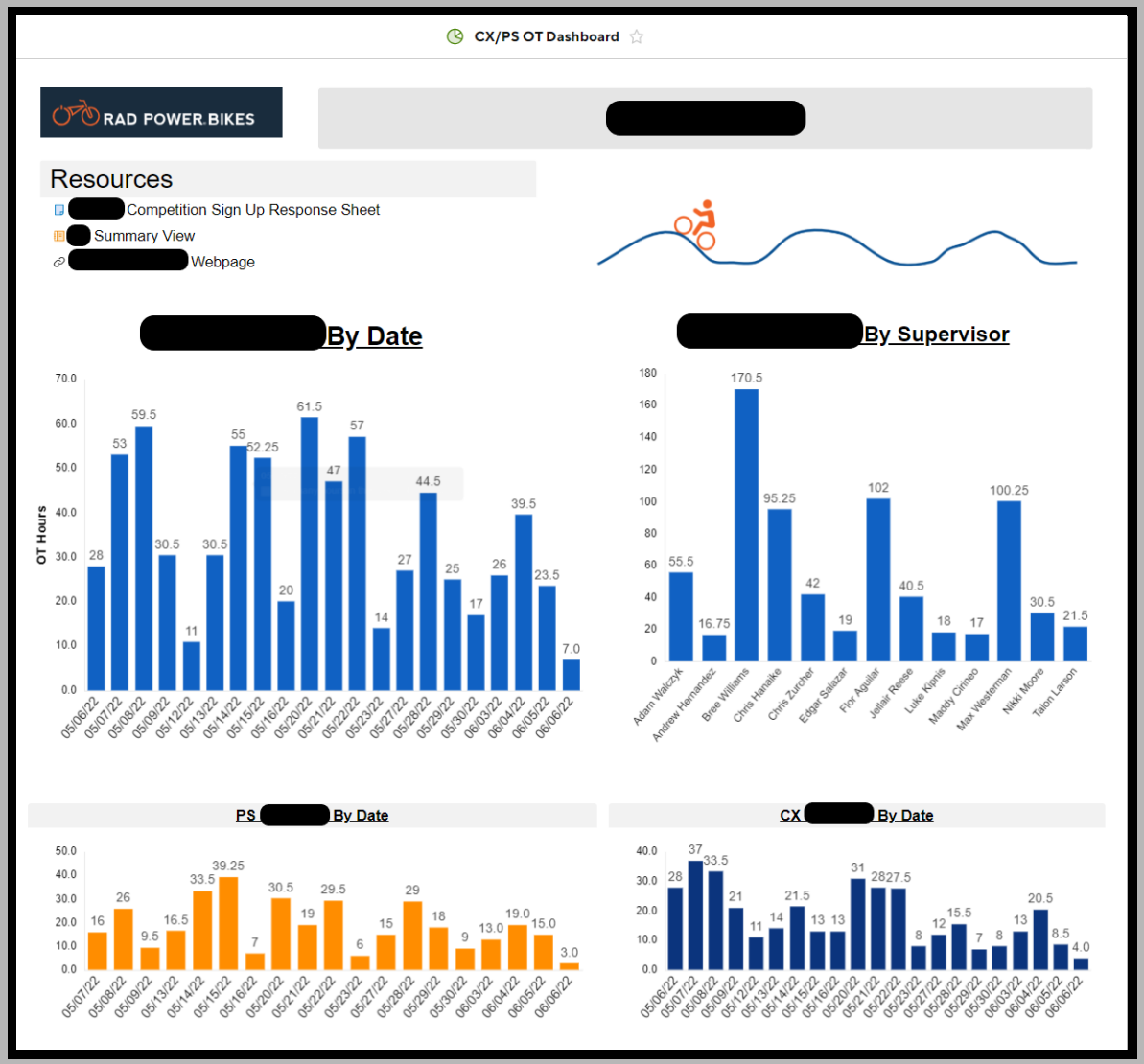
FIRM Resource Center



ROI/Cost Savings Model



Smartsheet Reporting Dashboard

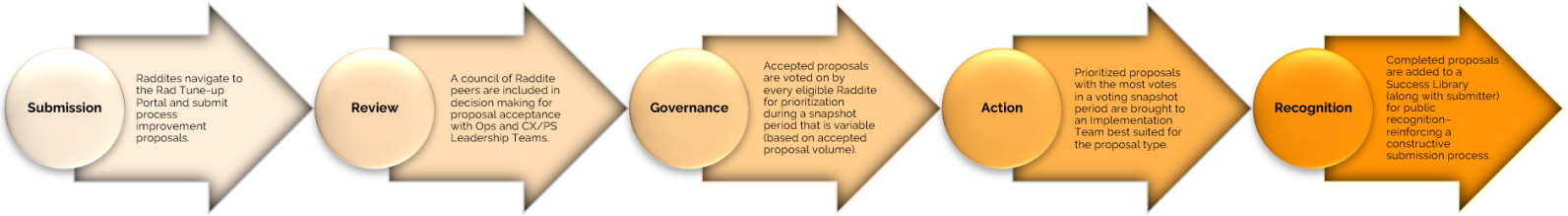


Process Improvement Program (Executive Overview)

Overview

Purpose

[redacted] *platform that invites governance, links Raddite voices to initiatives and outcomes, and enhances RADICAL values.*



Governance (Detailed View)

1

- Proposals collectively accepted by Ops, Leadership, and the Rad Tune-up Council will be added to the RTUP landing page for visibility and voting.
- A voting snapshot period will be established based on the number of current accepted proposals.

2

- Voting will take place over the snapshot period established in which every eligible Raddite in the participating orgs may cast their vote for which proposal should be prioritized.

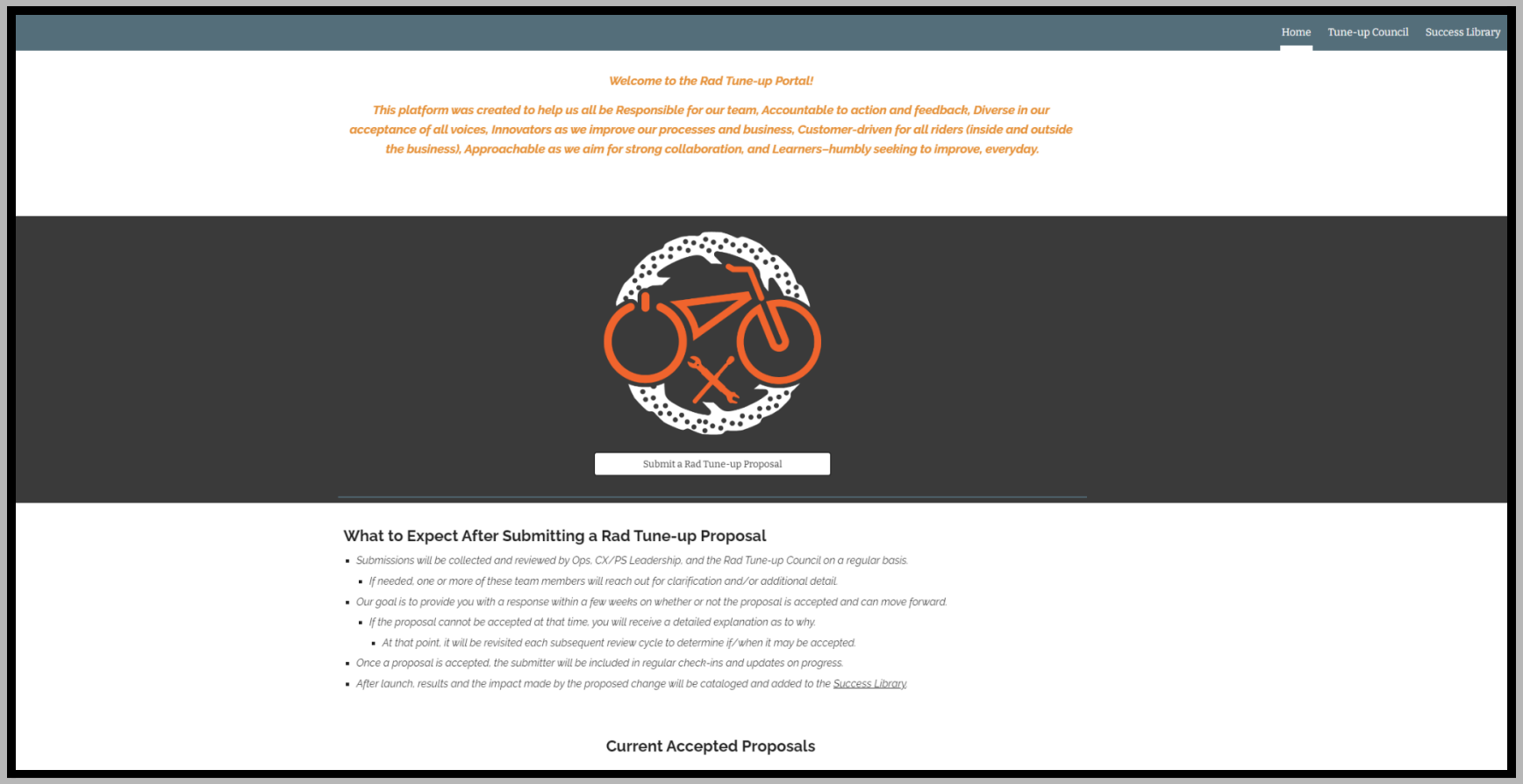
3

- The proposal with the most votes will be announced to all and handed-off to the appropriate implementation team.
- Proposals that did not receive the most votes will remain on the landing page for future voting snapshot periods.

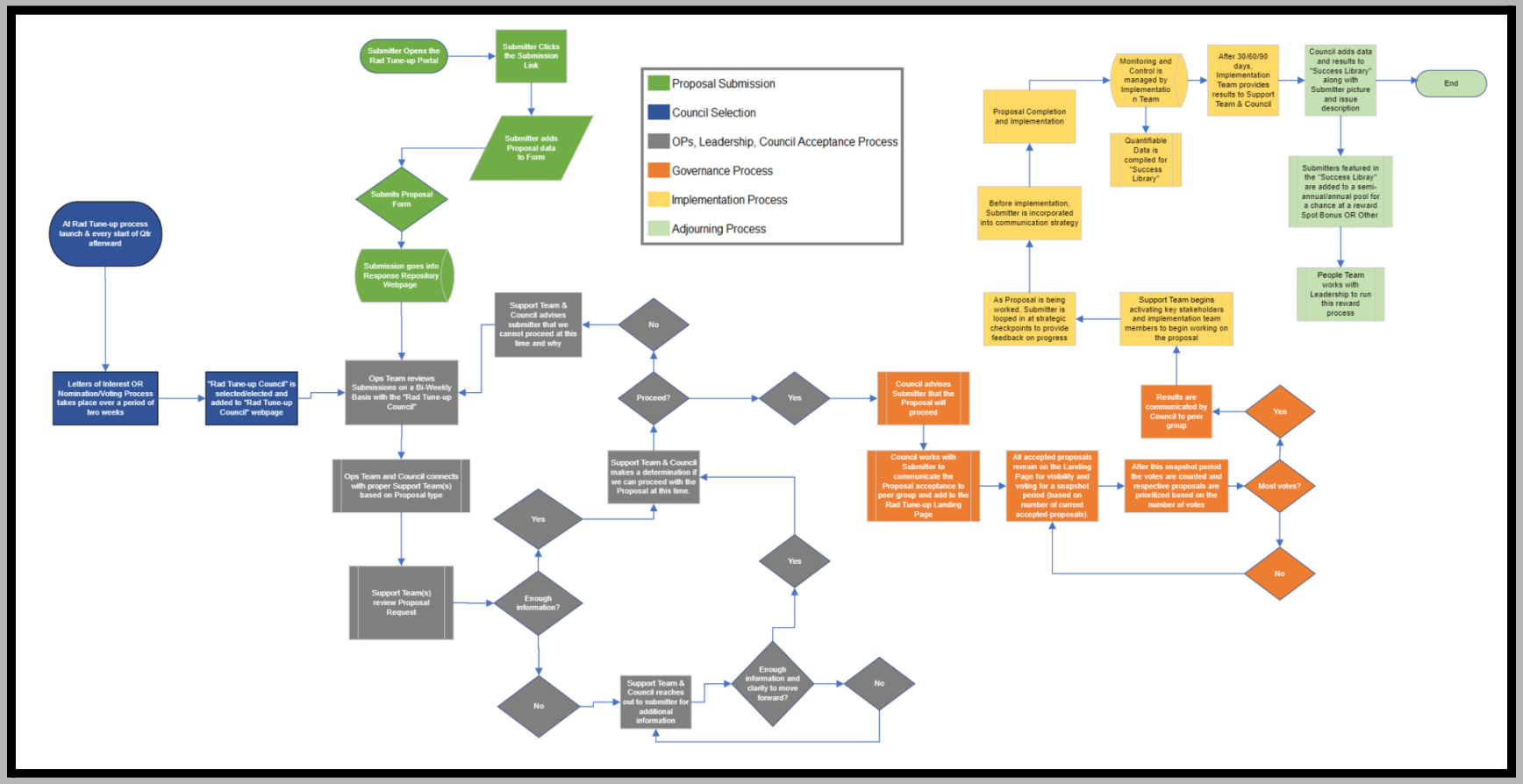
Appendix

1. *RTU Portal*
2. *RTU Proposal Submission Form*
3. *RTU Portal Backend*
4. *RTU Process Flow*

Process Improvement Portal



Process Improvement Workflow



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