Current State Map: Software Tool Request Service Software From user requesting access to user request is complete Users Software Different wavs Approval to receive an approval causing Analyst excessive transportation Analyst has to (transportation) cross verify User between two requests documents access (Defects/Inventory) Approver Software tool provides acronyms adds permission" confusions during User sometimes vetting and User processing contacts the wrong submits (Inventory) approvers causing request resubmission Analyst (Inventory/ vets Over-processing) request **Different ways** to submit a Approver request causes reviews request excessive transportation Different ways Analyst **Team Members** (transportation) to contact processes approvers request Vincent Chan causes User Thiago De Melo excessive is notified transportation Joe Emmanuel Samano (transportation) Shuaihao Zhao