

Operational Effectiveness Review



Highlights

- Identify opportunities to improve workflows
 - Reduce or eliminate paper forms and paper-based processes and workflows
 - Manage data and communications more effectively and efficiently on an enterprise level vs siloed or departmental processes
 - Capture more data for analysis using advanced cognitive analytics
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Maximize efficiencies and lower operating costs by leveraging digital forms and digital workflows

In schools, and within districts, departmental workflows have been created over many years to capture information that is needed for day-to-day tasks and key decision-making. Many of these workflows are still a manual process, and very often paper-based despite efforts to move to a digital format. Manual processes tend to be slow, inefficient and prone to error. Departmental workflows create silos of information that make applying district level analytics for trends and causality very difficult if not impossible.

As the daily tasks for knowledge workers grow ever more complex, the value of defined, digital workflows becomes clearer. Automating some of these processes will bring about better communication, more accountability, reduced errors and increased workplace efficiency. In addition, the ability to capture more data in a digital format will assist school districts in their use of data analytics for better information and decision-making.

Siloed processes result in significant inefficiencies and added costs

Changes are not easily tracked, role-based access is not automatically enforced, and data security is in question as information is transferred on paper, in emails, and on USB keys. As a result of these many inefficient processes, staff are overworked, morale may be impacted, and your data is vulnerable. Sound familiar?

Leverage your digital investment to address these issues

This is where IBM K-12 can help. Our team has developed expertise in identifying the most critical workflows in districts that are inefficient and ineffective. We combine our understanding of schools with IBM methodologies and our knowledge of the leading industry partners that provide solutions to enable efficiencies.



We can help you identify and rank the workflows that should be addressed and select the best tool to help you improve the workflow, capture the information and data digitally and easily ensure role-based access to the data.

As each workflow is refined, the benefits to the schools and district will include improved communications, reduced workload, faster and better decision making, and more efficient and effective use of your resources.

Solution Offering

The engagement consists of five to ten days onsite, where an IBM K-12 Educational Consultant will:

- Conduct focus groups with the key departments and stakeholders in the division office to identify:
 - the workflows used day-to-day
 - which departments or staff are involved in the workflow?
 - how efficient is the workflow?
 - recommended improvements
- Opportunity Identification Workshop
 - Once all critical workflows are identified, the consultant will engage the district in ranking the value proposition of the workflows and determine the order in which the workflows will be improved. Evaluation criteria will include complexity and perceived value. With a priority ranking established, the consultant will work with the district to identify the digital solution(s) that should be used to improve the efficiencies and effectiveness of the first workflow.
- A mock-up of the solution will be created to demonstrate the improved efficiencies to be gained.

Typical Length of Engagement 4 weeks

Why IBM?

We have the understanding and experience to help you to identify the most strategic workflows that will improve efficiencies, reduce workload and reduce the vulnerability of the data and information you are collecting and sharing.

For more information

To learn more about the IBM K-12 **Operational Effectiveness Review**, please contact your IBM Marketing Representative. For more information on all our IBM K-12 Consulting and Professional Services, visit: www.ibm.com/industries/education/canada-k-12-service-briefs



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