

Administrative Automation: Improving Process Efficiency

2020 Internship Showcase

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The Global Technology Solutions Collaborations Team



Responsibilities:

- Developing collaboration solutions
- Coordinating technology trainings
- Supporting new technologies
- Managing user accounts



Manager:
Reggie
Cooley



Mentor:
Amanda
Greenway

Project Background: Where We Started

Business Continuity Plan (BCP): What a business does when it cannot open normally

Events that can trigger the BCP:

- Weather events
- Pandemics or outbreaks
- Facilities maintenance or damage

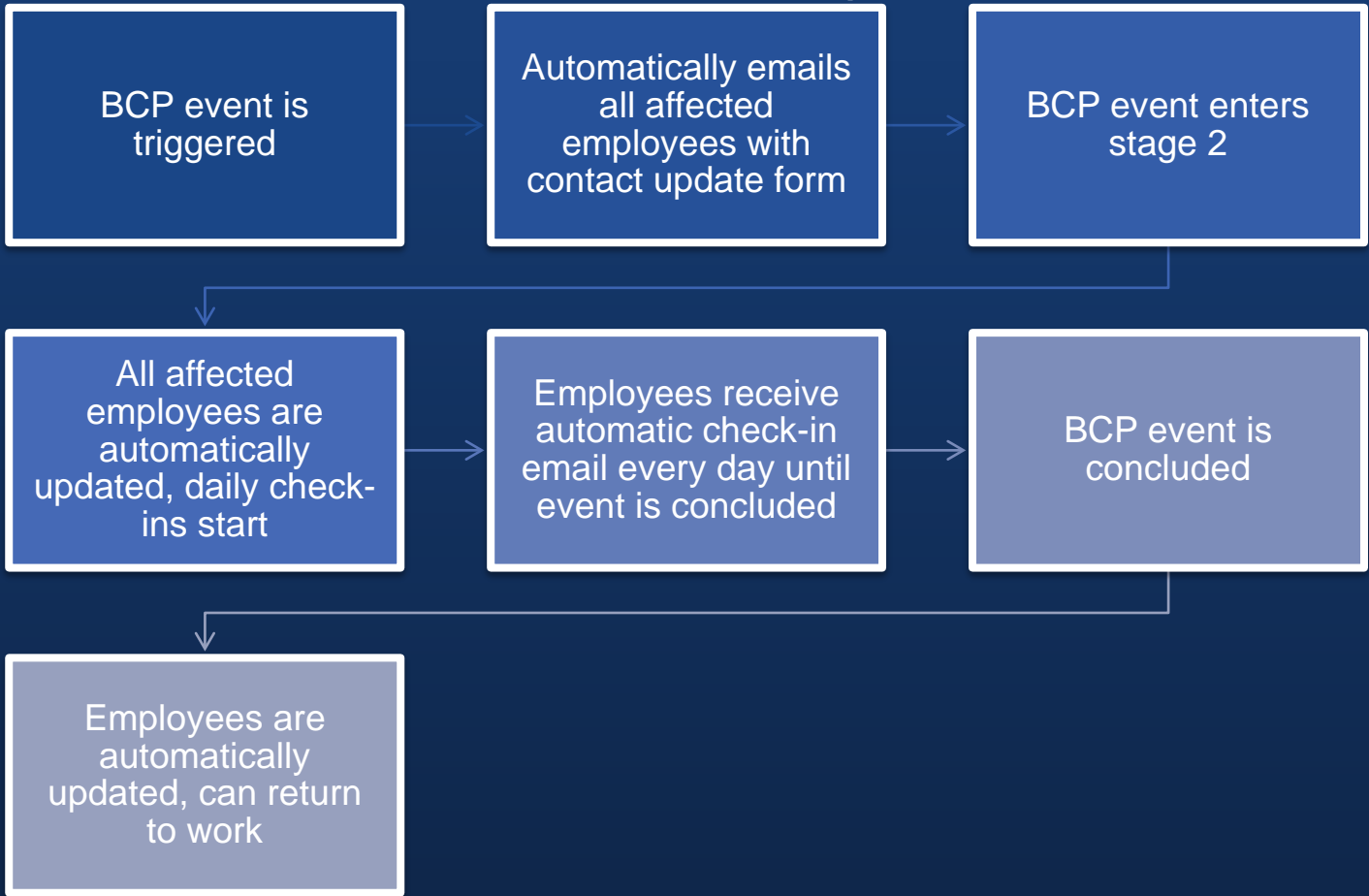





The Problem

- Current process is very human-intensive:
 - Can slow down critical response
 - Harder to keep records and gather metrics
 - New employees and contractors may be missed
 - Contact information not up to date

Solution: In Development



Finished Product


 Edit GTS Contact Information

RTI Email

* Full Name

* Personal/Alternate Email

* Preferred Mobile Number

* Manager Name
 

Office Location
RTI Headquarters (RTP Area)

for each item in GTS list

*Select an output from previous steps

for each item in ITS list

*Select an output from previous steps

Condition

- And**
 - Work Em... x is equal to RTI Email... x
 - Personal... x is equal to null x
 - Prefere... x is equal to null x

+ Add

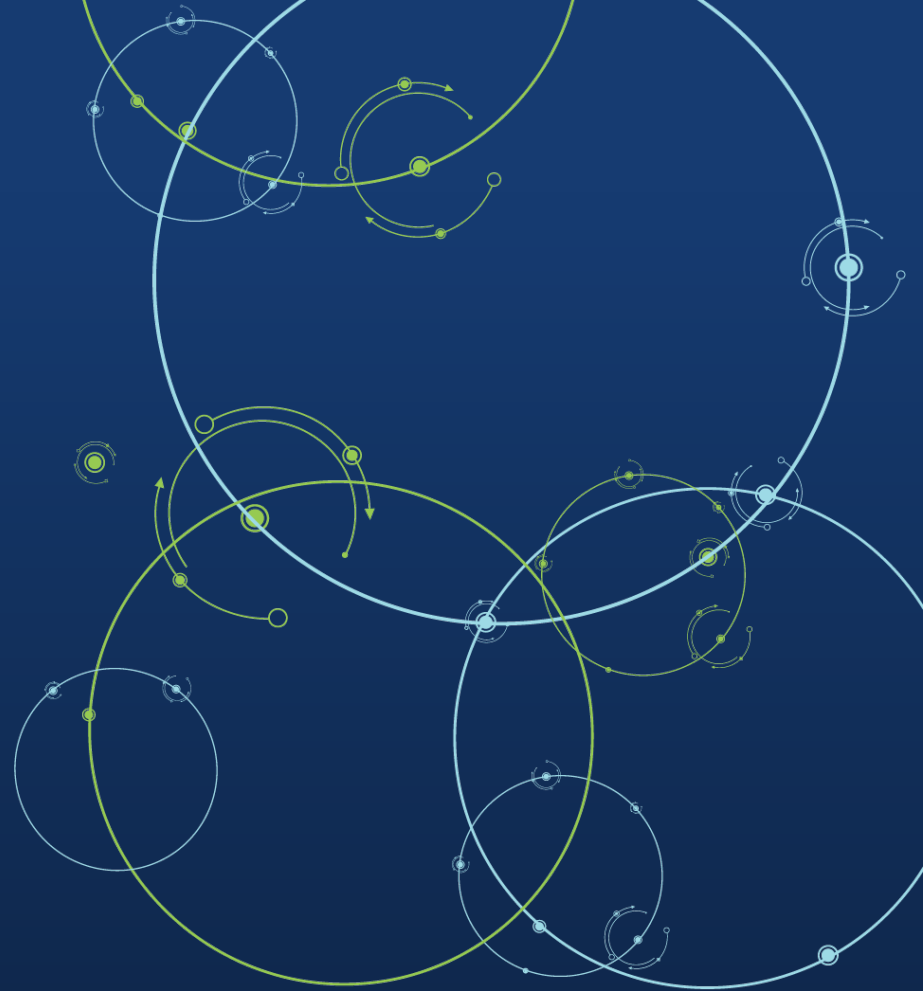
If yes

If no



Acknowledgments

- Amanda, Reggie, Joe, and the rest of the Collaborations Team
- My Internship Buddy Program buddies for meeting with me
- University Collaboration Office Internship Program staff and interns
- My fellow interns





Thank you

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