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Customer Background



Subaru of Indiana Automotive, Inc.

Subaru of Indiana Automotive (SIA) is a prominent automobile manufacturer in Lafayette, Indiana, known for its commitment to quality and operational efficiency. To support its manufacturing and administrative processes, SIA relies on the ServiceNow platform for IT service management, enabling associates to create and track incident tickets, application requests, and hardware needs.

SLA Definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage
Priority 4 resolution (3 day)	SLA	Resolution	Completed	0 Seconds	1 Day 9 Hours 17 Minutes	123.20%

Problem Statement

SIA is facing challenges in meeting SLAs for resolving IT-related issues and fulfilling hardware requests, which impacts productivity and causes potential delays in critical projects.

The primary objective is to optimize how the workflow of the IT associates and utilize the tools provided in the ServiceNow ticket system to focus on identifying factors that lead to SLA breaches.

Requirements

Req. #	DESIGN REQUIREMENTS	DESIGN TARGETS
1	Analysis Report	Identify root cause of bottlenecks and inefficiencies in process flow
2	Recommendation Report	Improvements to target below a 160% average Incident Resolution per year.
3	Training and Communication	Create work instructions outlining effective changes
4	Monitoring System	Utilize tools to track SLA times, provide alerts on breaches

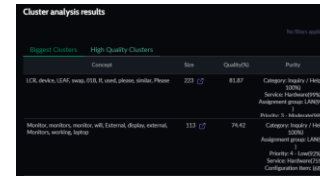
Average SLAs by Year

2022	2023	2024 (Target)
160.48%	164.96%	↓120%

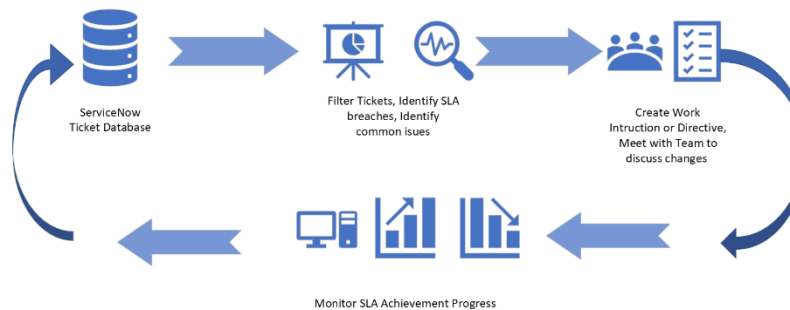
Experimentation and Concepts



Model	Count	Frequency	Probability	Residual	Chi-Square	Category
android	471	100	0.19	10.54	4.58	Subaru Automobile
apple	213	99	0.19	10.6	4.67	desktop monitor
blackbox	13	99	0.19	7.66	4.45	black screen
car	23	99	0.19	3.98	4.43	1 try
carpet	28	99	0.18	2.33	4.37	1 ticket
carpet	25	99	0.18	2.5	4.26	call
carpet	13	99	0.18	6.89	4.32	close ticket
carpet	146	99	0.17	4.68	4.3	1 believe
carpet	25	99	0.17	5.48	4.26	same issue
carpet	25	99	0.17	4.34	4.25	new car
carpet	25	99	0.17	4.33	4.25	can connect
carpet	18	99	0.17	7.42	4.22	sent message
carpet	21	89	0.17	5.64	4.16	1a issue
carpet	11	89	0.16	7.37	4.1	remote investigate
carpet	11	89	0.16	5.92	4.05	When close
carpet	10	89	0.16	2.88	4.05	1 use
carpet	10	89	0.16	4.1	4	400 issue
carpet	25	79	0.15	6.92	3.97	When good
carpet	28	79	0.15	6.72	3.96	Please call
carpet	10	79	0.15	2.83	3.94	1 system
carpet	25	79	0.14	4.32	3.92	1 don't
carpet	10	79	0.14	2.68	3.89	1 call
carpet	10	79	0.14	6.37	3.84	100 expediting
carpet	10	79	0.14	4.3	3.8	1 think



Final Design



SLA Kaizen Process

Testing

Work Instructions for Monitor Tickets

Monitor Flickering or Waking Issues

Flickering Monitors and black screens were a big issue last year. Due to the influx of tickets in the past, below is a list of steps to take to resolve the issue.

1. Verify display and docking station cables are securely connected.
 - Sometimes cables get pulled part-way out which causes the connection to be unstable.
 - If connections are all in place move on to the next step.
2. Disable DSC where applicable, update computer graphic and Dock Drivers

⚠️ If P3 Tiny or Ultra Desktop, make sure the keyboard is plugged into the Smart Power. On USB Port:

Redefine Ticket Types and SLA requirements

Results for Monitor Tickets

Metric	Model A	Model B	Difference
Records	991	42	-929
Routes	43	8	-35
Avg Duration	1w, 3d	5d, 2h	-46, 14h
Med Duration	1w, 1h	3d, 2h	-3d, 23h
Std Deviation	2w, 1d	1w, 6d	-1d, 19h

Results for SLAs on Incidents

