

# Defining “Acceptable”

## Aligning IT and Business

# Defining Acceptable – Step 1

## 1. Model the Business Activity tasks

Identify the contiguous set of tasks a user performs to complete a work activity (defined here as *Change Provider*).

### Note

- This may require the use of multiple applications, in this case CSA, MACESS, website and MFA.
- Not EVERY possible transaction must be identified – only those regularly used.

### Change Provider

Pre: (steps performed before using the computer)

Launch Intranet  
CSA – Open  
CSA- Authenticate  
CSA - Select Region  
CSA- WR Member Home  
MACESS - Launch  
MACESS - Authenticate  
MACESS - Service Forms  
MACESS - Home  
CSA- Switch Location  
CSA - NE Member Home  
CSA- Member Lookup  
MACESS - Info Download  
MACESS - Enter Call Detail  
website - Doc Search  
website - Secure Info  
website – Search  
website – Location  
website – Plan  
CSA- PCP/PPG Transfer  
MFA – Authenticate  
MFA - Transfer Provider  
MACESS - Add Notes

Post: (steps performed after using the computer)

# Defining Acceptable – Step 2

1. Model the Business Activity steps

2. Identify end-user behavior & expectations

Determine the following for each task:

- Frequency of the task when performing the business activity.  
*Each time the 'Change Provider' activity is performed the 'website – Plan' task is done every other time*
- Is the task repeated?  
*The 'website – Plan' task is typically done three times (i.e., repeated twice) every other time the 'Change Provider' activity is performed*
- How much time does the user 'dwell' on the resulting screen  
*After the 'website – Plan' screen returns, the user typically spends 30 seconds on this screen*
- Obtain an initial gauge of user expectations around Ideal, Acceptable and Critical

Determine the total time the business activity is expected to take, typically in minutes.

	Ideal	Freq (%)	Repeats	Dwell Time (sec)
<b>Change Provider</b>				
Pre: (steps performed before using the computer)				0
Launch Intranet	3	0%		3
CSA – Open	2	0%		3
CSA- Authenticate	5	0%		1
CSA - Select Region	2	0%		2
CSA- WR Member Home	2	0%		5
MACCESS - Launch	2	0%		3
MACCESS - Authenticate	5	0%		1
MACCESS - Service Forms	2	0%		2
MACCESS - Home	5	0%		2
CSA- Switch Location	2	0%		2
CSA - NE Member Home	2	0%		2
CSA- Member Lookup	2	100%		105
MACCESS - Info Download	2	100%		10
MACCESS - Enter Call Detail	2	100%		30
website - Doc Search	2	50%		3
website - Secure Info	2	50%		3
website – Search	2	50%		3
website – Location	2	50%		3
<b>website – Plan</b>	<b>2</b>	<b>50%</b>	<b>2</b>	<b>30</b>
CSA- PCP/PPG Transfer	2	100%		15
MFA – Authenticate	2	50%		3
MFA - Transfer Provider	2	100%		34
MACCESS - Add Notes	2	100%		30

Post: After call work

45

# Defining Acceptable – Step 3

1. Model the Business Activity steps
2. Identify end-user behavior & expectations
3. Determine current service delivery

Using metrics to define baseline performance of key transactions.

	Ideal	Freq (%)	Repeats	Dwell Time (sec)
<b>Change Provider</b>				
Post: (steps performed after using the computer)				0
Launch Intranet	3	0%		3
CSA – Open	2	0%		3
CSA- Authenticate	5	0%		1
CSA - Select Region	2	0%		2
CSA- WR Member Home	2	0%		5
MACCESS - Launch	2	0%		3
MACCESS - Authenticate	5	0%		1
MACCESS - Service Forms	2	0%		2
MACCESS - Home	5	0%		2
CSA- Switch Location	2	0%		2
CSA - NE Member Home	2	0%		2
CSA- Member Lookup	2	100%		105
MACCESS - Info Download	2	100%		10
MACCESS - Enter Call Detail	2	100%		30
website - Doc Search	2	50%		3
website - Secure Info	2	50%		3
website – Search	2	50%		3
website – Location	2	50%		3
website – Plan	2	50%	2	30
CSA- PCP/PPG Transfer	2	100%		15
MFA – Authenticate	2	50%		3
MFA - Transfer Provider	2	100%		34
MACCESS - Add Notes	2	100%		30

Post: After call work

45

# Defining Acceptable – Step 4

1. Model the Business Activity steps
2. Identify end-user behavior & expectations
3. Determine current service delivery
4. Validate Expected with the model

Expected Time to Complete BA (mins)	4.41
Total of Transaction Times (mins)	4.72



Compare the expected time-to-complete to the model. Utilize user expectations and current service delivery to determine/negotiate the value of 'Acceptable'.

	Ideal	Acpt	UnAcpt	UnAvail	Freq (%)	Repeats	Dwell Time (sec)
<b>Change Provider</b>							
Post: (steps performed after using the computer)							0
Launch Intranet	3	5	10	45	0%		3
CSA – Open	2	15	30	45	0%		3
CSA- Authenticate	5	30	60	90	0%		1
CSA - Select Region	2	5	10	45	0%		2
CSA- WR Member Home	2	5	10	45	0%		5
MACCESS - Launch	2	15	30	45	0%		3
MACCESS - Authenticate	5	30	60	90	0%		1
MACCESS - Service Forms	2	5	10	45	0%		2
MACCESS - Home	5	10	30	60	0%		2
CSA- Switch Location	2	5	10	45	0%		2
CSA - NE Member Home	2	5	10	45	0%		2
CSA- Member Lookup	2	8	15	45	100%		105
MACCESS - Info Download	2	15	25	60	100%		10
MACCESS - Enter Call Detail	2	5	10	45	100%		30
website - Doc Search	2	5	10	45	50%		3
website - Secure Info	2	5	10	45	50%		3
website – Search	2	5	10	45	50%		3
website – Location	2	5	10	45	50%		3
website – Plan	2	5	10	45	50%	2	30
CSA- PCP/PPG Transfer	2	5	10	45	100%		15
MFA – Authenticate	2	15	30	45	50%		3
MFA - Transfer Provider	2	4	10	45	100%		34
MACCESS - Add Notes	2	8	15	45	100%		30

Post: After call work

45