

Computer Software Standards Compliance Louisville Free Public Library



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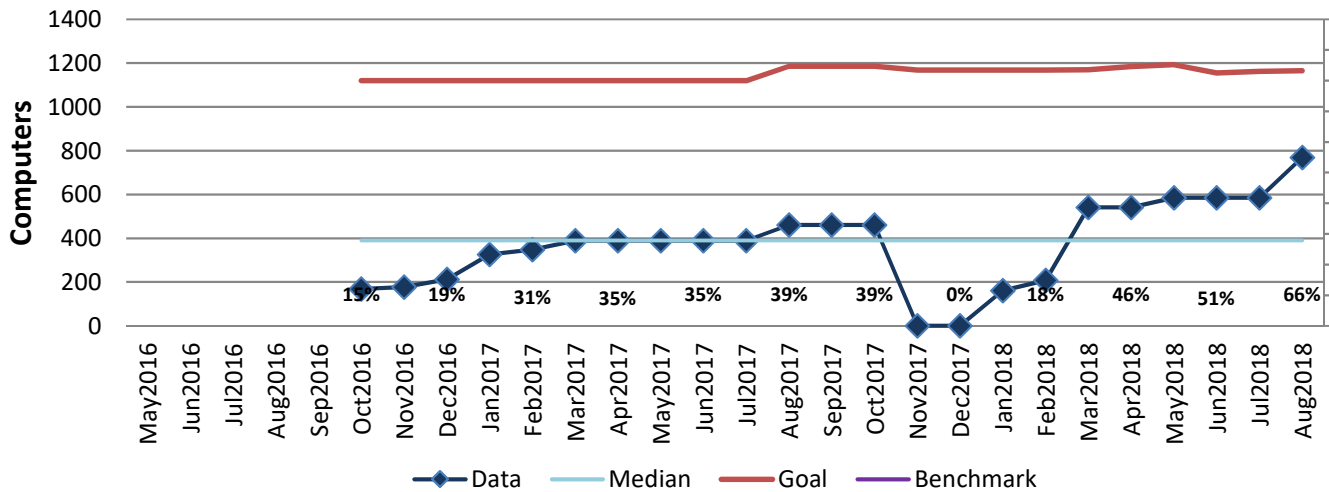
Process: Workstation Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Aug 2016 performance = 5.5% Goal: By June 30, 2019 achieve 100% compliance Benchmark: NA	Data Source: Computer Services Report Goal Source: Edge Initiative Standards Benchmark Source: NA	Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions Measurement Method: Number of computers being routinely updated Why Measure: To ensure security and stability of the network Next Improvement Step: Implement configuration changes to enable automatic updating

How Are We Doing?

Oct2017-Aug2018 12 Month Goal	Oct2017-Aug2018 12 Month Actual		Aug2018 Goal	Aug2018 Actual	
12,892	4,436	🚦	1,165	769	🚦
Computers	Computers		Computers	Computers	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.