



Metrics

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Vendor Performance

- ✓ Decrease vendor hours
- ✓ Increase vendor capacity
- ✓ Measuring performance with “Task Scoring”

Lead: Ricky Cruz



Resource-Monitoring Dashboards

- ✓ Modernize TPQA dashboard
- ✓ Combined Jira and Forms Workflow dashboard
- ✓ Forms customer usage analysis

Lead: Ammanuel Haile



Vendor Performance

Ricky Cruz

Increase & expand vendor capacity

Goals

- Reduce vendor hours
- Increase vendor capacity
- Explore “task scoring”

GOAL

Vendor Hours

Increase Capacity

Measure Performance

WHAT WE DID

Targetted workflows with highest hours

PRTN, portfolio (redline edits)

Analyzed vendor workflow

- Identify necessary changes
- Coordinate with vendor
- Lead vendor training sessions

Use available Innodata resources for Arlington work

- Innodata = seasonal capacity
- Need discrete, scalable tasks
- VAT/GTG, PRTN, Prop Regs, Portf Export

Onboarded Innodata for new work

- INDG publishing system access
- training sessions
- BLP Contracts on POC for “filler” work
- Performance feedback loop

Determine target tasks

- Highest hours, task consistent = Redline edits

Initial investigation

- AI ideal, pursued with Engineering, declined

Explore other options

- Next: Number of changes? Types of changes? Size of files?
- Count via Word XML, XSLT
- Norm against work done internally

WHERE WE ARE

Monitoring ongoing vendor performance

20% reduction in PRTN hours
Assessing decrease in portfolio hours

- “filler” hours reported weekly
- Some problems, slow adoption; more oversight and direction required than Infocon

AI definitely better suited to task;
Not best approach;
Investigation continues

Ammanuel does Dashboards slides/demo



Metrics



Vendor Performance



Decrease vendor hours (work continues)



Increase vendor capacity (work continues)



Measuring performance, “Task Scoring”

- initial results not promising
- investigation continues



Resource-Monitoring Dashboards



Modernize TPQA dashboard (95% complete)



New **combined** Jira and Forms Workflow dashboard (95% complete)



Forms customer usage analysis

data available,)