

## Best Practice 15 - Work Management Reporting System

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**Brief Description of Best Practice:** Electronic Work Management Program Reporting Tool (PRT) deployed through a computer desktop reporting tool, available to all Work Management users on Site. The tool provides a broad spectrum of Work Management information to the user based on user profiles which narrows the information to the appropriate Facility. The tool also provides access to the electronic Work Management System, a set of auto-generated weekly and monthly performance indicators for each Facility on Site, etc. A screen print of the PRT desktop tool is below:



**Why the Best Practice was used:** The PRT tool standardizes and automates reporting and metrics and provides “real time” Work Management information to the end user.

**What are the benefits of the Best Practice:** Provides the broad spectrum of Work Management reporting to the end users desktop computer.

**What problems/issues were associated with the Best Practice:** Identification and standardization of work processes and customer needs was a significant challenge. Also, since SRS does not have programs which are integrated, information sources & flows needed to be analyzed and determined. PRT serves as the reporting integration tool for the wide variety of Programs which make up the Work Management Process.

**How the success of the Best Practice was measured:** Success is measured through customer use of the tool.

**Description of process experience using the Best Practice:** The program makes available the entire spectrum of Work Management reporting to the ~6,000 Work Management end users on Site. Continued development and reporting needs of the users is identified through a “PRT Feedback” process which is included with the tool, where users can individually submit any request or issue they may have & whatever is submitted, is scheduled and tracked to closure, at which time the user receives electronic feedback. PRT Feedback, scheduled work off of items and responses to feedback is electronically available to all users.