

Meeting Summary

Functional Area: Administer Infrastructure

Meeting: Workshop -- Process Mail

Date: 06/27/2007

Location: Room 505



Meeting called by: Nancy Saunders, with Jamie Habecker and Cindy Sussan

Attendees: Karen Hughes, Bridget King-Washington, Marie Greenberg, Will Burke, Nancy Saunders, Jamie Habecker, Mike Worthington, Nick Danforth, Mike DePhillip, Cindy Sussan, Minnie Powell (am), Linda Ford (pm). Visitors: Karen Chappell, Tully Welborn, Judy Vesely

Absent: Theresa Gonyo, Nancy Nolde, Ron Giddings, Mike Farnsworth, Chuck Wandling

Session Goals and Objectives

1. Quick review of the Domain Glossary
2. Review Process Incoming Regular Mail scenarios, requirements and domain objects.
3. Begin exploring the Process Incoming Special Class Mail by identifying and documenting the scenarios
4. Begin documenting the first Process Incoming Special Class Mail scenario

Summary

Nancy opened the meeting with administrative items:

1. Please review all documentation provided prior to the workshops, provide feedback as appropriate, and bring your copies to the workshops for further refinement.
2. In order to use our resources wisely, Nancy circulated a calendar to team members to note their planned vacations.
3. Nancy introduced the Voice of the Customer document, and asked that team members review it to be familiar with the focus and ideas presented.

We distributed and explained the current Domain Glossary Report containing all domain objects, their definitions and any requirements mapped to them. The group could see duplicate objects, gaps in definitions and how requirements "justified" the objects' existence. The document will evolve as we proceed.

The team reviewed last week's Process Mail scenarios, refining and clarifying. Several changes were made in domain objects to clarify Process Regular Mail. Will suggested a field trip to Mail Services to put a face on the process, so after the break we met and toured from the loading dock through the mail room, just as Regular Mail does each day.

During the afternoon session the team documented the Process Incoming Accountable Mail process, identifying the steps: Receive Accountable Mail and Prepare Accountable Mail, documenting scenarios, identifying requirements and domain objects.

Reasserting that the State-of-the-Art benefit for Process Incoming Mail is that all mail will be imaged in the mailroom, we discussed that our next step will be to interview the work areas that receive mail, and discover what it is that they do with the "mail" once they receive it. With that insight will come the opportunity for BPR, and process improvement. All team members will be included in the interview invitations, as their insights and perspectives are an important part of the process.

To Do

Jamie and Cindy will review the work the team did in the model, and do any cleanup that is necessary, and send the EA documentation to the team prior to the 7/11 work session. They will begin doing activity diagrams for each scenario for the team to validate the narratives with the flows.

Plan for Next Session

1. Review completed Activity Diagrams for Process Regular Mail.
2. Create Activity Diagrams for Process Accountable Mail.