

Date: May 9, 2012

Project/Point-Event: OSP Post Award email distribution

Team Leader/Dept: Kelly Morgan/Catherine Weitz

Process Owner/Dept: Heather Nelson

Business Need: The post-award unit lacks a formal way to identify types of incoming emails and who is responsible for handling each type.

Summary of Event:

- Identified all types of incoming post-award emails.
- Separated types of emails by duration and frequency.
- Divided emails into two columns based on equitability of work for each Contract Administrator.

Results: Developed a color-coding system to implement in Outlook based on division of responsibility for each Contract Administrator.

Team Members: Sarah Martonick & Vicki Russell-Skow

