



ITA Takes Action for the Customer

Washington D.C. – The U.S. Army Information Technology Agency (ITA) demonstrated its commitment to supporting the customer’s mission again as ITA streamlined the process to create customer accounts known as the User Account Request (UAR) process. ITA identified areas for improvement in the UAR process because customers experienced lead times of up to 30 days for user account creation. The ITA Workforce focused on overhauling the end-to-end UAR process to reduce the account creation lead time to less than six days.

ITA’s Customer Care, Operations, and Engineering Directorates used their respective expertise to launch the first phase of the new UAR process on 20 August. The new process reduces the customers’ on-boarding process and increases the customer’s productivity by allowing new personnel to receive connectivity in a fraction of the time. Transparencies are built-in to identify bottlenecks and accurately monitor the process. Furthermore, innovative procedures are implemented to address the deficiencies of the legacy process. For example, to resolve the challenges of scheduling desk-side CAC provisioning and Enterprise Email set-up, the new UAR process leverages the Information Management Officers (IMOs). IMOs now play a critical role in coordinating UAR desk-side services and participate in UAR-specific training to ensure a successful implementation of the new UAR process.

“It was truly remarkable to tangibly see ITA’s commitment to supporting the customer. I am excited to see the ITA Workforce continue to pursue innovative projects for increasing efficiency and effectiveness for our customers,” said Mr. Robert Dudley (ITA’s Remedy Technical Lead and Architect).

The agility and responsiveness of this effort demonstrated how the ITA Workforce is dedicated to solving challenging issues to support their customers. With additional UAR phases to come, ITA will continue to enhance their ability to assist customers in accomplishing their missions.