FORM FEST!

DENVER PEAK

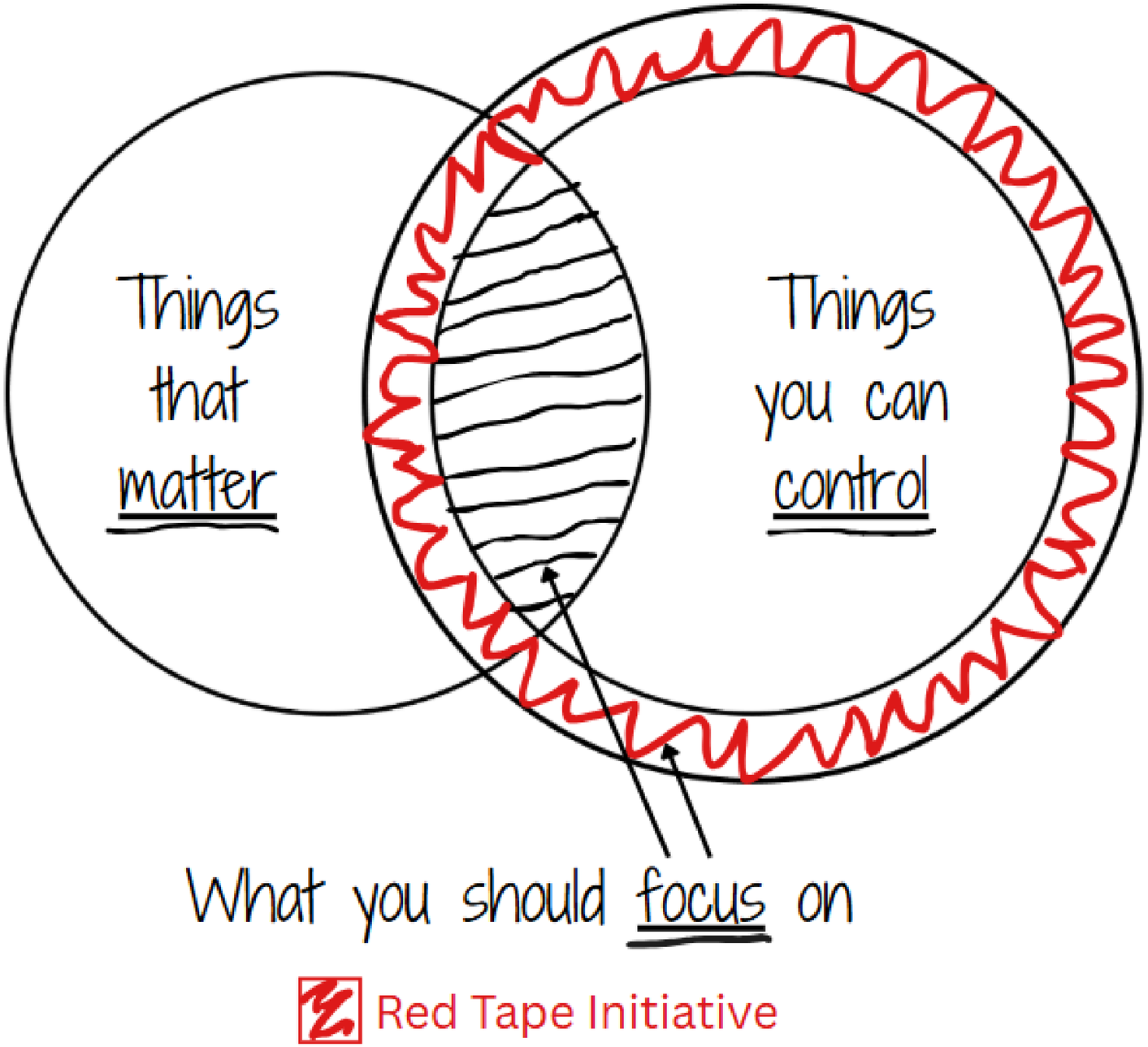
Innovate. Elevate. Repeat.

WELCOMING RITUAL

At your tables, share the most admirable quality of your favorite person

WELCOMING RITUAL

Now, talk about your BEST experience filling out a form – what elements made it great?


Things that matter
Things you can control
What you should focus on
Red Tape Initiative

WHAT DO WE MEAN BY RED TAPE?

Customer Time Saved

Employee Time Saved

SOME EXAMPLES

SCENARIO 1: DHS FORM FIELDS

Reduced fields in form by 59 fields.

SCENARIO 2: ZLAMS

Reduced need for $10,000 survey by private surveyor in 50% of applications saving customers $1.3M with eliminating one requirement.

SCENARIO 3: FOOD TRUCK GUIDANCE PAGES

Reduced guidance for how to get a food truck permit from 10 pages to 4 pages.

THOUGHT PROMPTS

For each field in your form, ask these questions:

1. What would happen *if we stopped collecting the info*?
2. Is the data collected *still relevant?*
3. Is the data point *used to make a decision?*
4. Can the data be found without asking the customer (automation)?
5. Can the field be eliminated?
6. How difficult is it for the customer to provide the information?

DO TODAY!

1. **CUT UNNCECESARY FIELDS**
2. **MERGE/COMBINE SIMILAR FIELDS**
3. **SIMPLIFY LANGUAGE TO INCREASE SUCCESS FOR CUSTOMERS**
4. **EXPLORE AUTOMATION FOR FIELDS THAT CAN BE FOUND W/O THE CUSTOMER BEING INVOLVED**
5. **FOR FIELDS THAT ARE REQUIRED, ASK "IS THIS ACTUALLY REQUIRED BY LAW OR CODE"? or "IS THIS JUST HOW WE'VE ALWAYS DONE IT?!"**

OPTIMISTIC CLOSURE

What’s one word that describes how you’re feeling as you leave our time together today?

JOIN US &

SPREAD THE WORD!

- Just-Stop-It-A-Thon August 14th
- Actioning Ideas
- Process mapping for modernization