

2022 DDOT Internship Program

Research, Development & Technology Transfer

Business Process Improvement

Delivering transportation services in a timely, effective, and customer-focused way requires collaboration among different individuals and divisions and support of computer systems. Having good transportation operation business processes set up is critical as they can improve efficiencies, streamline communication between people/functions/department, ensure accountability, and eventually keep chaos from creeping into the day-to-day operations.

Project Description

The Performance Management Division of the District Department of Transportation (DDOT) seeks a summer intern with strong data analytics skills and business management knowledge to research and explore different business process mapping, mining, and analysis tools and methods to discover and evaluate existing business processes, check the implementation status of Standard Operating Procedure (SOP) and make strategic business process improvement suggestions. The intern will be reporting to the Manager of the Performance Management Division and have two major tasks.

Task 1: Business Process Mapping

The Performance Management Division uses several data analysis and visualization tools to discover business processes. The mapping is either done in written format or visualized using flow charts. The Division has been aware that emerging process discovery tools and augmented analytics products may expedite business process mapping. The intern will research new process mapping/mining tools and experiment using them to map out business processes such as the lifecycle of 311 service requests.

Task 2: Business Process Improvement

After mapping business process, the intern will explore and use data/process analytics and visualization tools to assess the existing business process, diagnose bottlenecks and other areas for improvement, and create SOP to document detailed, written instructions on how to perform a routine business activity and explain the process being described. The intern will also create a QAQC framework and analyze whether SOP is followed as designed.

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Intern Skills

- Experience in data analytics and visualization tools (Tableau preferred)
- Experience with process mining tool (such as the Disco) highly desired
- Strong interests in researching, learning and performing business process improvement
- Experience with business process management a plus
- Excellent written and verbal communication skills
- Ability to work independently or within a team environment

Educational Background

Graduate student pursuing a master's degree or a Ph.D. in relevant majors such as Operations Management & Business Analytics, Business, Management, Information Systems, Data Science, Urban Studies, Transportation Engineering, or a related field.



Bi-weekly stipends of \$1,600

To apply, visit www.hutrc.org/internships