About Me

I'm a Workfront Systems Manager and Automation Dev with a passion for optimizing workflows and building seamless solutions. I love tackling complex challenges and transforming chaotic processes into efficient, streamlined systems.

Also, I own two roosters, and a guinea pig. Their names are Salt, Pepper, and Kimchi.

Use Case #1

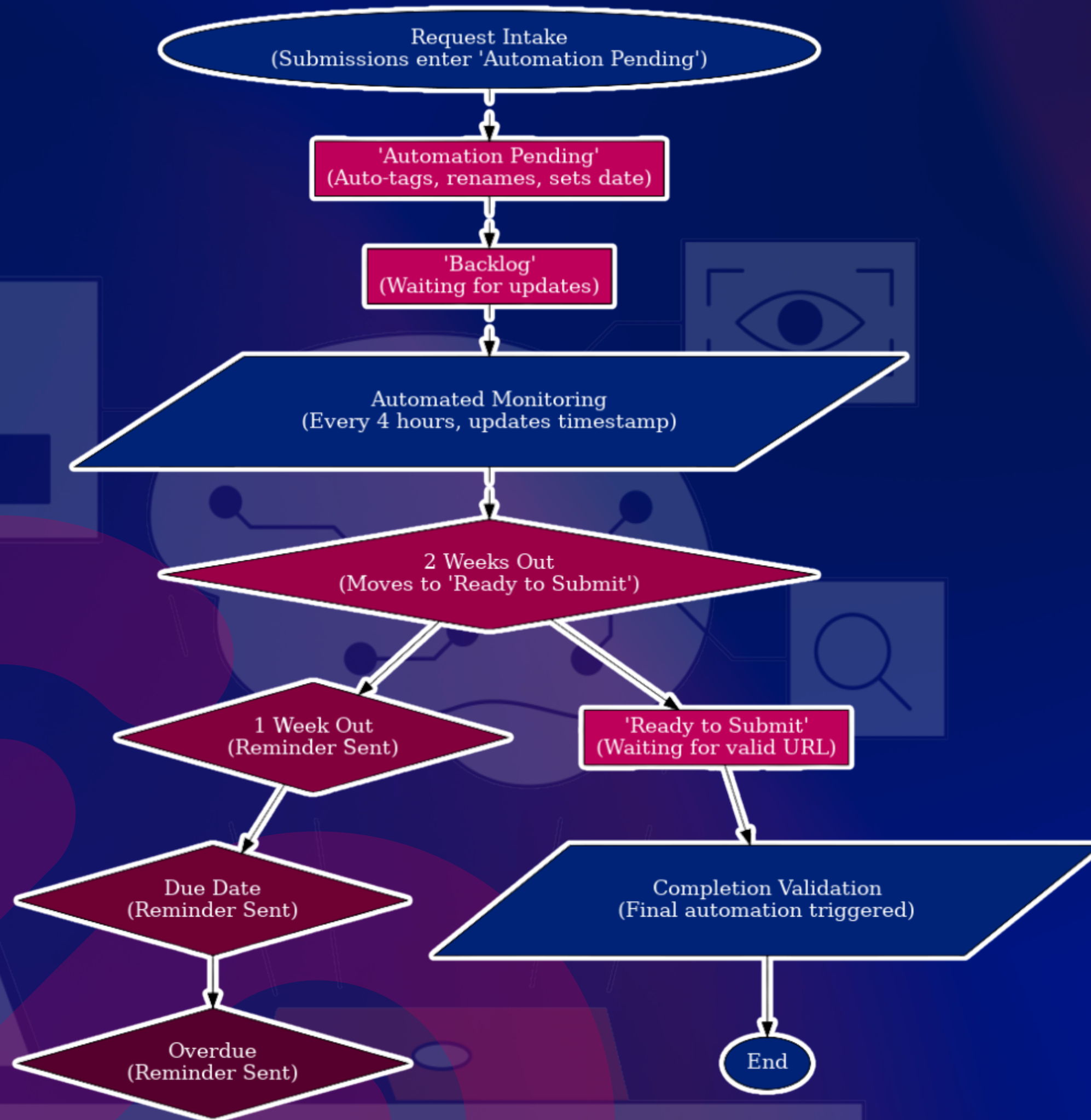## Automating Kanban Board Management at Starbucks

The Challenge

The manual tracking of intake requests resulted in inefficiencies, including challenges in monitoring progress, limited visibility into Levels of Effort (LoEs), and an overwhelming reliance on email communication. Delays were common without proactive oversight, and follow-ups depended solely on email notifications and manual reminder setups.

Use Case #1

Automating Kanban Board Management at Starbucks

The Solution

- Request Intake: Submissions enter "Automation Pending", where automation tags, renames, sets the kickoff date, and moves them to "Backlog."
- Automated Monitoring: Every four hours, automation updates a timestamp, triggering reminders at two weeks, one week, due date, and overdue. At two weeks out, the request moves to "Ready to Submit."
- Completion Validation: The request stays in "Ready to Submit" until the user provides a valid URL, triggering final automation.

Use Case #1

Automating Kanban Board Management at Starbucks

The Impact

- Reduced the need for manual tracking and follow-ups.
- Decreased the volume of email communications.
- Improved overall team productivity by streamlining task management and visibility.

Automating Promotional Item Requests at UCLA Health
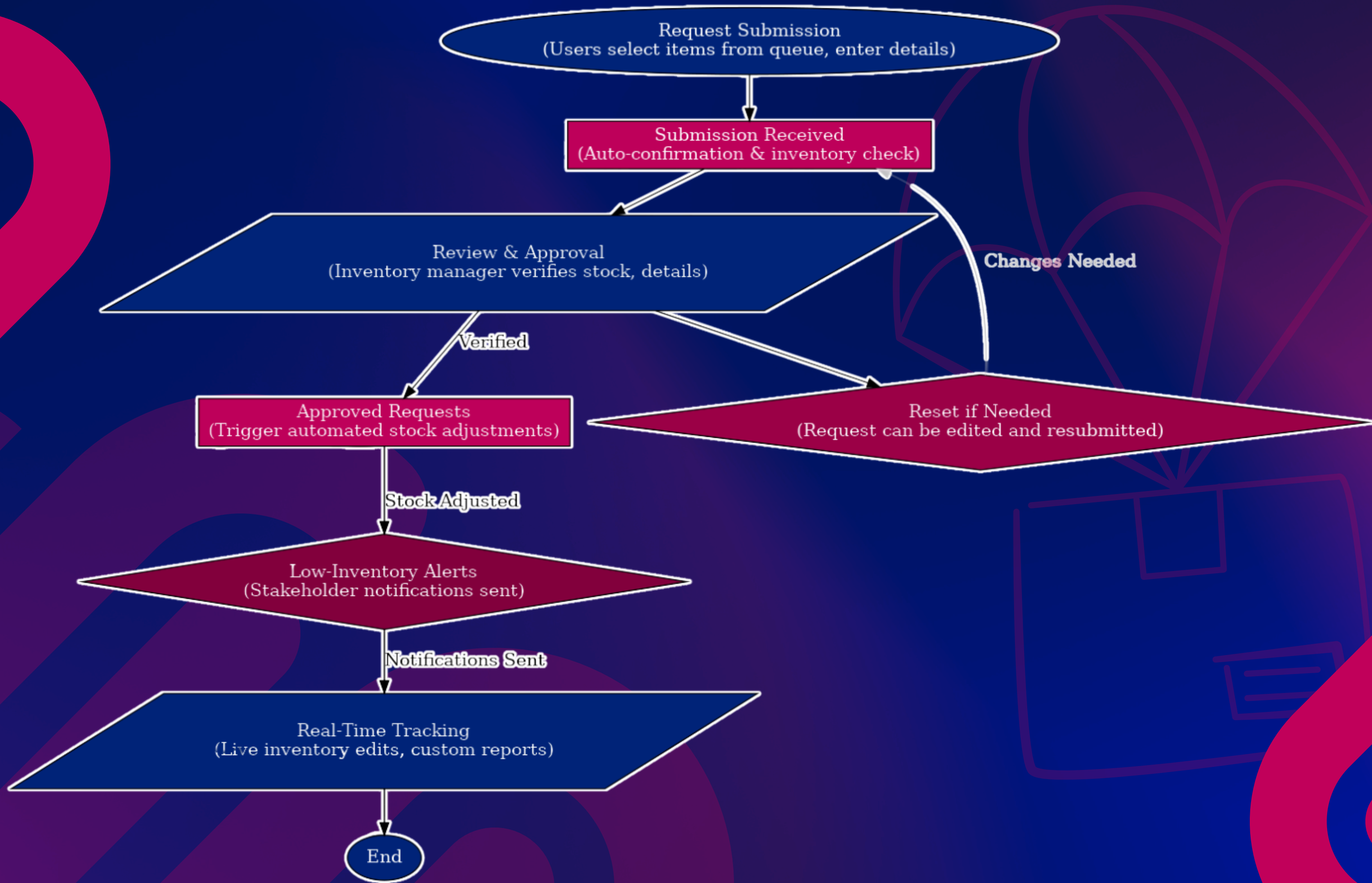
The Challenge

Item requests were fully manual, leading to frequent errors, delays, and limited visibility, frustrating stakeholders. Without an inventory system like ShipStation, both request processing and stock tracking relied on manual checks, requiring confirmation for each order. This added delays, increased miscounts, and extended the process to an average of 10 days.

Automating Promotional Item Requests at UCLA Health

The Solution

- Request Submission: Users select items from a request queue. They are able to provide quantities needed, along with information like delivery and authorization details.
- Review & Approval: Automation confirms submission, while the inventory manager verifies stock and request details, with options to reset if needed.
- Inventory Updates: Approved requests trigger automated stock adjustments, low-inventory alerts, and stakeholder notifications.
- Real-Time Tracking: Custom reports enable live inventory edits and visibility for accurate supply management.

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                    │           Request Submission             │
                    │  (Users select items from queue,         │
                    │            enter details)                │
                    └─────────────────────────────────────────┘
                                       │
                                       ▼
                    ┌─────────────────────────────────────────┐
                    │          Submission Received             │
                    │  (Auto-confirmation & inventory check)   │
                    └─────────────────────────────────────────┘
                                       │
                                       ▼
        ┌─────────────────────────────────────────────────┐
        │               Review & Approval                  │            Changes Needed
        │  (Inventory manager verifies stock, details)     │
        └─────────────────────────────────────────────────┘
                     │                            │
                 Verified                         ▼
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        ┌─────────────────────────┐ │         Reset if Needed         │
        │     Approved Requests    │ │ (Request can be edited and      │
        │ (Trigger automated stock │ │         resubmitted)            │
        │      adjustments)        │ └─────────────────────────────────┘
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              Stock Adjusted
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              ◆ Low-Inventory Alerts ◆
              (Stakeholder notifications sent)
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             Notifications Sent
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        ┌─────────────────────────────────────────┐
        │           Real-Time Tracking             │
        │  (Live inventory edits, custom reports)  │
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                   ( End )
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Use Case #2

Automating Promotional Item Requests at UCLA Health

The Impact

- 70% reduction in manual effort.
- Processing time cut from 10 days to 3–5 business days.
- 80% reduction in errors, ensuring accurate and timely delivery of promotional items.
- Improved stakeholder experience with real-time status tracking and automated updates.

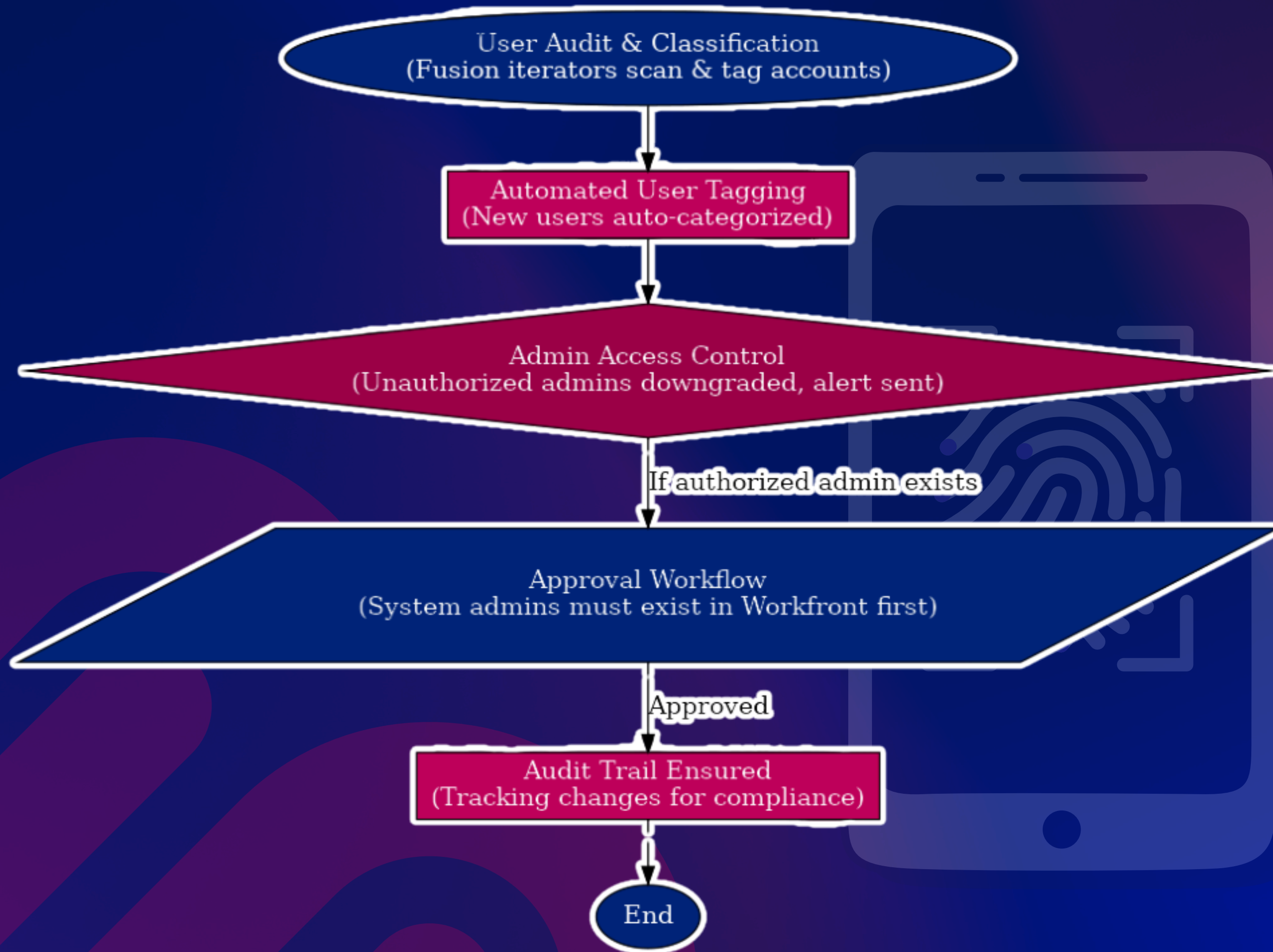## Strengthening System Governance in Admin Console

The Challenge

At Starbucks, we encountered a governance challenge within the Workfront Admin Console: anyone with Admin Console access could add system administrators to any product, bypassing oversight. This lack of visibility created security risks, as there was no clear process to track who was being granted elevated access. Additionally, without a structured method to differentiate between human users and system/service accounts, managing permissions became increasingly difficult, increasing the risk of unauthorized access.

Use Case #3

Strengthening System Governance in Admin Console

The Solution

- User Audit & Classification: Fusion iterators scanned all users, tagging human accounts separately from system/service accounts.
- Automated User Tagging: New users were automatically categorized to maintain consistency.
- Admin Access Control: If a system admin was added without authorization, automation downgraded their access and notified the authorized admin.
- Approval Workflow: System admins had to be created in Workfront before being upgraded in the Admin Console, ensuring an audit trail for all changes.

Use Case #3

Strengthening System Governance in Admin Console

The Impact

- Eliminated unauthorized admin assignments, strengthening security.
- Created a clear, auditable process for admin approvals.
- Ensured all incoming users were properly labeled and tracked, reducing confusion.

Takeaways

These three use cases—Kanban automation, promotional item request streamlining, and system governance enforcement—showcase the power of Workfront Fusion in transforming how organizations operate.

- Fusion enhances efficiency by automating manual processes and eliminating bottlenecks.
- Fusion improves accuracy by reducing human error and ensuring consistency.
- Fusion strengthens governance by enforcing structured, auditable system controls.

By leveraging automation, Workfront Fusion isn't just a tool—
it's a game-changer for how we work.

Thank You!

Stay in Touch