

# **Business Process Improvement (BPI)**

## **Shared Service**

### **Monthly Report for May 2014**

Data as of 5/7/2014

*This report intends to provide a summary of the progress and status of the projects that have been approved by the Business Process Advisory Group (BPAG). For questions and information about the BPI Shared Service or the process for submitting a project request, please visit <http://go.uillinois.edu/bpi>.*

<b>Contents</b>	<b>Page</b>
<b>Summary of Current Projects</b>	2
<b>Summary of Upcoming Approved Projects</b>	6
<b>Summary of Recently Completed Work Requests</b>	7
<b>Summary of Current Work Requests</b>	8
<b>Summary of Upcoming Work Requests</b>	10

# Summary of Current Projects

## PPMO-0012 Academic Computing and Communications Center Service Request Routing [UIC]

**Sponsor(s):** Josh Naylor

**Goal:** Reduce the percentage of support tickets originating at second and third tier support and increase the percentage of resolved support tickets at the first tier.

**Status:** Final report review was conducted with the project team on April 16, 2014. Feedback from this meeting is being incorporated into the final report and additional reivew sessions will be scheduled.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/23/12	4/25/14	Y	G	R	R

## PPMO-0024 UIC Colleges (CBA, COE, CUPPA) Hiring Process Improvement [UIC]

**Sponsor(s):** Jovita Banks, Dianne Coleman, Jennifer Pietka

**Goal:** Develop a streamlined college/department appointment process for Graduate Assistant, Academic Professional and Faculty class employees, from the point of initial contact of the department-level HR representative to the point where the record is routed to central HR. Participating colleges include College of Business Administration (CBA), College of Engineering (COE) and College of Urban Planning and Public Affairs (CUPPA).

**Status:** Colleges of Business Administration, Engineering, and Urban Planning and Public Affairs met as a combined group in April to collaborate on planned improvements. They also discussed improvements they would like us to suggest to Faculty Affairs and Central HR.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
8/20/12	5/15/14	G	G	G	G

## PPMO-0028 UIC HR Appointment Process Improvement [UIC]

**Sponsor(s):** Jack McEnerg

**Goal:** Increase the percentage of appointments successfully processed in Banner prior to the execution of the first payroll calc of the employee's appointment and in a manner that provides the employee timely access to appropriate University services, such as parking, building and network access.

**Status:** A tollgate review for the Measure phase was conducted on April 9, 2014 and the team agreed to move to the Analyze phase of the project. Working sessions are being conducted to review and analyze survey data, interview data and process maps with the goal of establishing the root causes of issues and determining the focus for improvement brainstorming sessions.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/23/13	7/30/14	R	R	R	Y

# Summary of Current Projects

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## PPMO-0032 UIC Faculty Affairs Appointment Procedures Requiring Prior Approval [UIC]

**Sponsor(s):** Dr. Renee Taylor

**Goal:** Reduce the amount of time required to process approvals for appointments requiring prior Provost and/or Board of Trustees approval.

**Status:** Created first draft of the to-be process map for handling appointments requiring prior Provost and/or Board of Trustees approvals. Will finish up to-be process map and conduct meetings with IT groups to better understand options for IT solutions.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
11/20/13	10/31/14	G	G	G	G

## PPMO-0035 Institute of Health Research & Policy HR Appointment Process [UIC]

**Sponsor(s):** John Brach

**Goal:** Decrease the cycle time for hiring and changing existing appointments while maintaining a high level of service to IHRP customers, both internal and external.

**Status:** Phase 1 of the project focused on improving the Change of Appointment HR form to reduce rework caused by inconsistencies of information provided. A project charter for phase 2 is underway and timeline to start project is pushed out until September due to IHRP timeline.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/1/13	7/31/14	G	G	G	G

## PPMO-0037 Data Center Shared Services Client Entrance Process [UIUC]

**Sponsor(s):** Bill Goodman, Randy Cetin

**Goal:** Standardize the initial request process to gather reliable information to meet the needs of the customer.

**Status:** Action items for improvements have been made. A follow up meeting is scheduled for middle of May to discuss the success.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
8/5/13	5/30/14	G	G	Y	G

# Summary of Current Projects

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## PPMO-0039 Illinois Master of Science in Finance Application Review Process [UIUC]

**Sponsor(s):** Lorena Nicholas

**Goal:** Increase productivity of staff and reduce amount of paper used during the annual application review process.

**Status:** We interviewed the Liaison to the Graduate College again to get more details and asked for more data, which will be available in May.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	6/27/14	G	G	Y	G

## PPMO-0040 Unit Security Contact Request Process Improvement [UA,UIC,UIS,UIUC]

**Sponsor(s):** Stig Laneskog, Michael Hites

**Goal:** Reduce amount of time spent developing requests for access to administrative applications while ensuring appropriate access was requested.

**Status:** Working with project sponsor to determine a team of SME's to fulfill this project request.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	5/30/14	G	G	G	G

## PPMO-0042 - AITS Change Request Submission and Preparation Process Improvement [UA]

**Sponsor(s):** Amin Kassem

**Goal:** Reduce the number of change requests deemed high-priority due to late submission, late approval and/or insufficient preparation.

**Status:** Project Manager has reviewed project charter with Client Project Manager and has acquired Project Sponsor sign off. Project Manager has begun meeting with various AITS managers to inform them of this project and solicit team members. Project Sponsor and AITS managers will need to determine the priority of the project to determine when it can start.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/6/14	9/30/14	G	G	G	G

# Summary of Current Projects

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## PPMO-0043 UIHHSS Customer Access Experience Improvement [UIC]

**Sponsor(s):** Airica Steed

**Goal:** Transform the customer access experience into a consistent, patient-focused "one-stop-shop", providing high quality customer service for the entire UI Health community.

**Status:** Currently developing charter for the Customer Access Experience Improvement Pilot for the Family Medicine and Pediatrics Clinics. Plan to start working sessions with the full team in July time-frame.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
2/5/14	10/31/14	G	G	G	G

# Summary of Upcoming Approved Projects

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## **PPMO-0044 Labor & Employee Relations Performance Management Process [UIUC]**

**Sponsor(s):** Leslie Arvan

**Goal:** Improve the workflow for performance management, discipline and the performance management partnership program, including identifying and resolving gaps in the data needs for proper execution of the workflow.

**Status:** Project approved on 3/28/2014. Will schedule initial discussions with project sponsors and/or key contacts within the next month.

**Requirements** Expected duration of 6 months with a BPI Facilitator (20% time commitment) and a BPI Analyst (5-10% time commitment). Expected involvement of Project Manager is a 5-10% time commitment for the 6 month duration. Remaining team members will have a 5% time commitment.

## **PPMO-0045 Banner HR Configuration Management Process Improvement [UA,UIC,UIS,UIUC]**

**Sponsor(s):** Maureen Parks, Michael Hites

**Goal:** Develop a more efficient process for managing HR configurations in Banner while minimizing risk of adverse changes to Banner and downstream systems (e.g., Nessie, New Hire, HR Frontend, NOA, etc.).

**Status:** Project approved on 3/28/2014. Will schedule initial discussions with project sponsors and/or key contacts within the next month.

**Requirements** Expected duration of 6 months with a BPI Facilitator (20% time commitment) and a BPI Analyst (5-10% time commitment). Expected involvement of Project Manager is a 5-10% time commitment for the 6 month duration. Remaining team members will have a 5% time commitment.

# Summary of Recently Completed Work Requests

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## **WR-BPI-0014 Veterinary Medicine Hospital Information Systems Analysis [UIUC]**

**Sponsor(s):** Craig Flowers

**Goal:** Assist the College of Veterinary Medicine's Hospital Information Systems Council identify and prioritize issues they focus on over the next few years.

**Date Completed** 6/30/14

**Outcome:**

## **WR-BPI-0015 Capital Programs Business Process and Change Management into iCS [UA,UIC,UIS,UIUC]**

**Sponsor(s):** Joe Vitosky

**Goal:** Participate on the project team tasked with implementing iCS for the Office of Capital Programs, integrating iCS with their current Contract Management System.

**Date Completed** 5/5/14

**Outcome:**

# Summary of Current Work Requests

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## WR-BPI-0007 AITS BPI Project Coordination Effort [UA]

**Sponsor(s):** Michael Hites

**Goal:** Coordinate the solicitation and prioritization of process improvement ideas at AITS, including all AITS employees. Assist with the development of proposals for the top 2 ideas.

**Status:** Planning to start looking at second project proposal and updating project idea list with statuses over the next few months.

## WR-BPI-0009 University Counsel Support Staff To-Be Process Design [UA]

**Sponsor(s):** Carol Hannah, Mary Ortiz

**Goal:** Support University Counsel Support Staff in their effort to design To-Be process maps for their core business processes, as identified and documented in a previous BPI project.

**Status:** The team is working on general liabilities and trademarks improvements.

## WR-BPI-0010 AITS HR Processes Analysis [UA]

**Sponsor(s):** Karen Greenwalt, Suzi McLain

**Goal:** Document HR processes at AITS, potentially including hiring, vacancy tracking, title changes, terminations, performance tracking, leave administration, salary planner, time sheet approval and compensation. As part of the work request, HR staff will be trained on the tools and techniques for documenting processes.

**Status:** Reviewed the process map internally. After we updates the map, we will review it with UA HR group.

## WR-BPI-0012 IAM NetId Conflict Resolution Process Analysis [UA,UIC,UIS,UIUC]

**Sponsor(s):** Kelly Block

**Goal:** Document the plans and process for resolving NetId conflicts identified through the IAM project. Ensure details are complete and recommend improvements where possible to make the process as efficient as possible, minimizing user impact.

**Status:** Started mapping process, including communication, escalation, technical implementation, and testing plans. Will continue to make changes to the process map over the next few weeks based on feedback from technical implementation teams.



# Summary of Current Work Requests

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## **WR-BPI-0016 UIC Promotion & Tenure Analysis [UIC]**

**Sponsor(s):** Cynthia Herrera Lindstrom, Dr. Renee Taylor, Dr. Dibyen Majumdar

**Goal:** Assist a committee looking at options for implementing a new software solution for the Promotion & Tenure process at UIC. Document as-is process, identify system requirements, and seek input and estimates from central IT units. Resulting analysis will enable committee members to make appropriate build vs. buy and/or funding decisions.

**Status:** Met with committee multiple times to document as-is process maps. Will continue to develop map and system requirements over the next few weeks, before sending resulting documentation to AITS development teams for feedback.

## **WR-BPI-0018 Tutorium in Intensive English Process Analysis [UIC]**

**Sponsor(s):** Diane Highland

**Goal:** Assist the Tutorium in Intensive English program with documenting their current processes and requirements for software solutions to help coordinate their various functions, including managing student, instructor, class and financial data.

**Status:** Continued mapping as-is processes and identifying requirements for a replacement of their current Access Databases supporting all student processes. Plan to finish sessions in May and present final documentation in early June.

# Summary of Upcoming Approved Projects

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## **WR-BPI-0013 SharePoint Shared Service Workflow Analysis [UA,UIC,UIS,UIUC]**

**Sponsor(s):** Amin Kassem

**Goal:** Document support processes for the University SharePoint Shared Service Advisory Group. Initial focus will be on the procedures for support 3rd party add-ons.

**Status:**

**Requirements**