

Business Process Improvement (BPI) Shared Service

Monthly Report for June 2014

Data as of 6/12/2014

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>.

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Summary of Recently Completed 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.

Date Completed 4/16/14

Outcome: Identified six recommendations with the goal of increasing the utilization of first level support resources which provides second and third level support groups the ability to focus more on high level development efforts and ultimately provides better response time for customers due to more appropriate work allocation. Facilitated collaboration between multiple support groups within ACCC and accomplished a better understanding of the type of work being done by different groups and how work is handled within ACCC.

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).

Date Completed 5/30/14

Outcome: Identified 24 recommendations split between each of the colleges, Faculty Affairs and UIC HR. Updated templates, job aides and adjusted staff work duties in an effort to streamline processing. College representatives shared issues and best practices and discussed desired improvements for Faculty Affairs and UIC HR.

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.

Date Completed 5/30/14

Outcome: Identified 10 recommendations and 27 action items for improving both the initial request process and the communication of important information to clients.

Summary of Current Projects

PPMO-0028 UIC HR Appointment Process Improvement [UIC]

Sponsor(s): Jack McEnery

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: Working sessions have been conducted to review and analyze survey data, interview data and process maps. The information from these sessions is currently being compiled and summarized. The tollgate review for the Analyze phase is scheduled for June 18, 2014. The team will then move into the Improve phase with working sessions to identify improvement ideas.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/23/13	8/16/14	R	R	R	Y

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: Finalized ideal to-be process map with team and met with a group of technical solution strategists to better understand options. Plan to incorporate their feedback, view demos of current solutions and determine how to involve College/Department HR representatives.

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/October due to IHRP timeline.

ON HOLD

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/1/13	12/31/14	G	G	G	Y

Summary of Current Projects

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 Beth Spark from Graduate College to gain her perspectives on the review process for admissions. We had working sessions to analyze the data and plan for completing the project at the end of July.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	8/1/14	Y	G	R	Y

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

Sponsor(s): Stig Lanesskog, 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	8/30/14	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 met with various AITS managers to inform them of this project and solicit team members. The charter and team list will be presented to AITS MG to determine internal AITS priority to determine when the project can kickoff.

ON HOLD

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

Summary of Current Projects

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 working with the Family Medicine, Child & Youth Center and Neuroscience Ambulatory clinics to finalize charters. Each clinic improvement effort will be run separately and in parallel, but improvement facilitators will for all efforts will collaborate on approach, data collection/analysis and findings.

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

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 Current Work Requests

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 AITS Hiring process with both AITS AFM & ERHR. Received sign off from both groups. Have begun mapping the AITS Promotion process and plan to conduct Blueworks training for AITS AFM.

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

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

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