

# Business Process Improvement (BPI) Shared Service

## Monthly Report for July 2014

Data as of 7/25/2014

*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 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:** The team is documenting the overall key issues identified through analysis of survey, interview, and as-is process map information. Upon completion the team will 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	8/20/14	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:** Refining to-be process map and identifying gaps between as-is and to-be processes. Finalizing the analysis of data and determining focus for upcoming improvement brainstorming sessions.

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:** Analysis phase continues. The team plans on reviewing the analysis data and findings with MSF and MSTM this month.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	8/15/14	Y	G	R	Y

## 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	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:** The charter and team list was presented to AITS MG to determine internal AITS priority to determine when the project can kickoff. Project Manager is waiting to hear when the project can begin.

**ON HOLD**

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/6/14	9/1/18	G	G	G	G

# Summary of Current Projects

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## PPMO-0043 UIHSS 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 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	12/31/14	G	G	G	G

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

**Sponsor(s):** Leslie Arvan

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

**Status:** Will be finishing the value stream analysis sessions and then start project scoping and planning efforts. Hope to have an approved project charter in mid-to-late July.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
5/16/14	12/31/14	G	G	G	G

## PPMO-0046 Capital Programs Professional Services Consultant Selection [UA,UIC,UIS,UIUC]

**Sponsor(s):** Joe Vitosky

**Goal:** Reduce the lead time required for soliciting, selecting and procuring a professional services consultant for a construction project.

**Status:** Project planning discussion started on 7/7/14. Further planning sessions will be held in July and early August with the goal of approving the project charter by mid-August.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
7/7/14	6/30/15	G	G	G	G

# Summary of Upcoming Approved Projects

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## **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 starting in August, with a goal of initiating the project in late September or early October (subject to team participants availability).

**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-0047 Department of Business Administration Faculty Expense Tracking [UIUC]**

**Sponsor(s):** Aric Rindfleisch, Dilip Chhajed

**Goal:** Improve the quality of the non-personnel expense tracking process, ensuring that faculty can obtain an accurate, up-to-date balance that reflects their complete and verified transaction history (i.e., all transactions are present and accounted for) for the fiscal year.

**Status:** Project approved on 6/27/2014. Will schedule initial discussions with project sponsors and project manager starting in late July or early August, with the goal of initiating the project in August (subject to team participants availability).

**Requirements** Expected duration of 3 months with a BPI Facilitator (20% time commitment), BPI Analyst (5-10% time commitment) and a Department of Business Administration Project Manager (5-10% time commitment). Remaining participants (e.g., faculty and staff representatives, OBFS representative, Decision Support representative and impartial 3rd parties) will have a 5% time commitment.

# Summary of Recently Completed Work Requests

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## **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.

**Date Completed** 6/13/14

**Outcome:** Created process maps for the Intensive English Program (IEP) and the English for International Professionals Series. Organized data, functional and output needs for each area in preparation for a request for quote using the University IT Consulting Contracts.

# 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:** Currently meeting on a bi-weekly basis through the end of September. Gave Blueworks training for AITS AFM. Working on mapping the AITS Promotion process now.

## 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.