

Business Process Improvement (BPI) Shared Service

Monthly Report for August 2014

Data as of 8/29/2014

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>.

Contents	Page
Summary of Current Projects	2
Summary of Upcoming Approved Projects	5
Summary of Current Work Requests	6
Summary of Upcoming Work Requests	7

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: No changes since the last status update. 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.

ON HOLD

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/23/13	12/31/14	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: Finalizing the analysis of data and determining focus for upcoming improvement brainstorming sessions. Reviewing functionality demo's from Workflow team to better understand any limitations for systems identified in ideal state process maps.

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: Team met with MSF and MSTM separately and reviewed our findings. Several changes to their process already took place on July 1. We were going to recommend some of these changes, but they beat us to the punch. Team is finalizing the Improve phase and start working on the final report this month.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	8/29/14	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: Project Sponsor left the University, therefore, working to obtain a new project sponsor. We are placing this project on hold until a new sponsor is identified.

ON HOLD

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	3/31/15	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. The BPI facilitator is working on getting the project kick-off meeting scheduled for the beginning of September. Project tasks/timeline will be fleshed out over the next month.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/6/14	1/30/15	G	G	G	G

Summary of Current Projects

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	3/31/15	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
6/30/14	6/30/15	G	G	G	G

Summary of Upcoming Approved Projects

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 September, with a goal of initiating the project in early or late 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. Initial planning discussions with project sponsors and project manager are scheduled to start on 9/9/2014.

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 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-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: Continuing to meet on a bi-weekly basis through the end of September. The BPI facilitator is currently supporting a project team member as he leads the team through the next process mapping exercise.

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

Sponsor(s): Dr. Renee Taylor

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. Obtained feedback from development representatives at AITS. Working to finalize documentation and determine next steps with sponsor.

WR-BPI-0020 Business & Financial Capital Program Management Process Analysis [UA,UIC,UIS,UIUC]

Sponsor(s): Autumn Goodrum

Goal: The goals of this work request are to brainstorm the Business & Financial Capital Project Management activities performed, develop a swim-lane diagram of the As-Is process and document any needs not being addressed by current system. Each campus will have its own swim-lane diagram.

Status: Project Manager & Project Sponsor met on 7/24 to kickoff the project.

Summary of Upcoming Work Requests

WR-BPI-0019 IRB Process Analysis [UIC,UIS,UIUC]

Sponsor(s): Anita Balgopal

Goal: Facilitate stakeholder focus groups charged with improving current administrative practices of the Institutional Review Board offices on each campus.

Status: Work request will likely begin in late September or October.

WR-BPI-0021 ICard Programs Office Process Assessment [UA]

Sponsor(s): Kimber Blum

Goal: Assist the I-Card Programs Office in identifying and describing the purpose of their core business processes. Provide assistance with high-level mapping and identify common issues with each.

Status: Expect to begin work in early September.

WR-BPI-0022 Data Center Shared Services Installation Process Analysis [UIUC]

Sponsor(s): Becky McNaught

Goal: Document the current state of the installation process for the Data Center Shared Services operational team.

Status: Expect to begin work request in mid-September.