

# Business Process Improvement (BPI) Shared Service

## Monthly Report for September 2014

Data as of 9/8/2014

*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:** 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 late September 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. 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	9/30/14	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 BPI facilitator is working on getting the project kick-off meeting scheduled for late in September. Project tasks/timeline will be fleshed out after that meeting 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 through first Rapid Improvement Event (RIE) with the Child & Youth Center focusing on pre-Access activities. Finalizing schedule for remaining RIE's; including RIE's for day of service intake/checkin, care delivery and transition of care.

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:** Completed value stream mapping of the process and started collected performance data. Currently working to identify goal and scope based on map and data.

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:** Currently finalizing charter and preparing to begin working sessions for phase 1, focused on reviewing forms used and required throughout the process. Project will involve 2 more phases, focusing on the general workflow and the letter of interest that initiates the process.

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

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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 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

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## 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:** Held our last meeting on 9/3/14. AITS AFM will continue to map their processes and contact the BPI Facilitator with any questions.

## 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:** Have completed analysis and received feedback from AITS regarding effort involved. Working with team to prepare proposal for the UIC IT Governance Administration Committee.

## 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:** BPI Facilitator is conducting process mapping sessions at all three campuses over the next 6 weeks.

# Summary of Upcoming Work Requests

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## **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.