

Business Process Improvement (BPI) Shared Service

Monthly Report for November 2014

Data as of 11/12/2014

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 Current Projects

PPMO-0028 UIC HR Appointment Process Improvement [UIC]

Sponsor(s): Jack McEnergy

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: Solutions development is almost complete and we are identifying categories as well as ownership between UICHR and the Colleges. Next, we will prioritize the Solutions implementation to complete this exercise. Also we are capturing Current State time durations for each New Hire process with the plan to apply intermediate solutions (Future State) and final solutions (Ideal State) to measure Proposed Benefits Achieved when implemented. Finally we anticipate we will be creating a 2-tiered Implementation Plan that segregates actions that would be influenced by HR and ones that need additional outside influence.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/23/13	12/31/14	R	R	R	R

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 project and turning implementation over to Faculty Affairs and the AITS Office/Department Automation group. The final report is being developed and should be ready in the first week of December.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
11/20/13	12/5/14	G	G	Y	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 2 of the project will focus on the reappointment process and salary increases for the academic year. The working sessions will begin on November 19th.

ON HOLD

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/13	1/31/15	Y	G	R	Y

Summary of Current Projects

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): Nyle Bolliger

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

Status: Conducting discovery meetings over the next two months to verify and/or revise current process maps and identify pain points within the process. Once complete, project sponsor and process owner will review the feedback and determine if any revisions to the project charter are needed before officially kicking project off.

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

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: With the new addition of Julian Magdaleno last month to the Hospital Excellence Team, Rona has moved into a support role for the Child & Youth Center (CYC) effort. She has researched data, reached out to hospital colleagues for progress on deliverables, prepared the A3 and Action Plan documents and handed over all information to Julian. Julian has scheduled meetings the week of 11.11 with Myrna Grant and other critical stakeholders from the original CYC Rapid Improvement Event to discuss movement on these same deliverables.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
2/5/14	6/30/15	G	G	G	G

Summary of Current Projects

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: Action Plan has been authored and group has begun completing items on Action Plan. Group has drafted best practice documents, selected and implemented an online storage solution and drafted a checklist/flowchart for HR representatives. Currently the group is exploring HR software options, developing training, drafting a policy document and changing their current MS Access database.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
5/16/14	1/12/15	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: Several forms for the Professional Services Consultant Selection process were reviewed for redundancy and rework. Implementation of the recommended solutions are underway. Phase 2 which will look at the workflow of the documents, will begin in mid November.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
6/30/14	3/13/15	G	G	G	G

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 to determine start date and timeline.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
9/9/14	3/31/15	G	G	G	G

Summary of Current Projects

PPMO-0048 College of Dentistry Point-of-Service Management Process [UIC]

Sponsor(s): G. William Knight, Cindy Gonya, Susan Rowan

Goal: Reduce patient accounts receivable by increasing its accuracy of claim submissions and collections from patients and insurance companies.

Status: Expanding planning team to include critical stakeholders. Currently creating detailed Current State Process Maps and have scheduled three 2-hour sessions thru the end of December to support all deliverables leading up to the formal Kickoff after the New Year.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	6/30/15	G	G	G	G

PPMO-0049 School of Literatures, Cultures & Linguistics Financial Commitments [UIUC]

Sponsor(s): Toshua York

Goal: Streamline and standardize the financial commitment process, reducing the amount of processing time required to complete committed fund transfers after an event takes place.

Status: The team is currently implementing 8 recommended solutions that will improve the overall efficiency and reduce the number of steps of the process to complete a commitment transaction. Two long term technical solutions have been recommended and further actions are underway.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
9/29/14	12/19/14	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 November, with a goal of initiating the project soon after (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.

Summary of Recently Completed Work Requests

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.

Date Completed 10/6/14

Outcome: 9/3: 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.

7/2/14: 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.

6/4/14: 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.

3/5/14 Continue with mapping the current process of AITS AP Hiring.

2/3/14 We've mapped out the current Hiring AP process and reviewed with AITS and ER/HR staff. We need to complete reviewing the process and finalize the Hiring AP current process map in Blueworks.

Summary of Current Work Requests

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 has conducted process mapping sessions at all three campuses - there is one outstanding process mapping session with UIUC.

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: Team has initiated discussions around what processes should be mapped and the overall scope of this work request. Will likely split some of the original scope into a separate project proposal for the December BPAG.

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.

Summary of Current Work Requests

WR-BPI-0024 Campus Disability Services Process Analysis [UIC,UIS,UIUC]

Sponsor(s): Paul Masters

Goal: Assist with the facilitation and documentation of administrative processes in support of ITPC-0438 Disability Resources and Educational Services IT Solution Analysis.

Status: BPI Facilitator met with AITS Project Manager to create SIPOC diagrams for three processes. Waiting on AITS PM to schedule meeting with UIUC DRES to create process maps.

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-0023 School of Continuing Studies Process Analysis [UIC]

Sponsor(s): Cordelia Anne Maloney, Margot Wosko

Goal: Assist the School of Continuing Studies in identifying and describing their core and supporting business processes. Provide assistance with both high-level process mapping and more detailed process mapping. Train staff on the tools and techniques for detailed process mapping so they can continue the effort for other internal processes.

Status: School of Continuing Learning asked to push this work request back a few months due to some recent staffing challenges. Will check back in December.