

# Business Process Improvement (BPI) Shared Service

## Monthly Report for December 2014

Data as of 12/19/2014

*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:** Solutions development is almost complete. We are identifying categories as well as ownership between UIC HR and the College HR groups. We are well into prioritizing the solutions to complete this exercise. We have captured current state time durations for each New Hire process anticipating getting intermediate solutions process timings and final solutions process timings once the solutions are finalized. We have had a team meeting to discuss next and final steps and we anticipate being done early in the new year.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/23/13	1/30/15	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:** Finishing up the final report and closing out the project. Some BPI participation will continue over the next few months as the AITS Office/Department Automation group develops the pilot for the workflow solution.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
11/20/13	12/31/14	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 began on 11.19.14 with the full IHRP team. The team captured the current state process map with time durations and the monthly schedule. We also discussed creating a problem statement for the next session, as we will be focusing on completing the charter. Phase 2 timeline will be updated as a result of that session and the project will be re-baselined.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/13	3/31/15	Y	Y	R	Y

# Summary of Current Projects

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

**Sponsor(s):** Gloria Keeley, Michael Hites

**Goal:** Reduce amount of time spent developing requests for access to administrative applications while ensuring appropriate access was requested.

**Status:** Gloria Keeley was selected to take over as project sponsor during the September 2014 Business Process Advisory Group meeting. Current plan is to approach Identity and Access Management Functional Team in January 2015 to discuss how this project should align with their planned efforts.

<b>ON HOLD</b>	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:** Continuing to conduct discovery meetings over the next month 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:** Activity continues with the Child & Youth Center effort with Rona having completed several hours of observation at the OCC as well as attending a "Work-Out" with critical stakeholders to reduce the number of appointment types from 77 down to approximately 36. Rona will be at the OCC on 12.1.14 to spend the majority of the day there doing observations. The final day of the Work-out is also 12.1.14. The Surgery Clinic Kick-Off was on 11.21.14 and had good representation & strong engagement in the session. Pending more instruction on supporting Surgery as well as Child & Youth.

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-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:** For phase 1, the improvement recommendations were approved and campus construction unit will begin using the new forms in January 2015. For phase 2, the workflow for the Professional Services Consultant Selection process was reviewed for issues effecting time to complete. Several issues were identified, and possible solutions are being brainstormed.

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 Chhajer

**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 planning meeting held to discuss team and timeline. Process mapping session to take place the first week in December.

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

## 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 deliverable leading up to the formal kickoff after the New Year. A separate session with the Periodontics representatives to capture that specialization's process was held on 11.25.14. We are also systematically identifying & analyzing data resources to ensure we are getting the best, right data for our project needs.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	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 January, 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 Current Work Requests

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## **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 requested process mapping sessions at all three campuses. Need to with Project Sponsor and wrap up project.

## **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 mapped the process for generating a UIN and is in the process of identifying issues and potential solutions to those issues.

## **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. AITS PM just scheduled meeting with UIUC DRES to create process maps.

# 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:** We continue to follow up with sponsor and will initiate work request once they indicate they are ready.

## **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.