

## Business Process Improvement (BPI) Shared Service

### *Monthly Report for January 2015*

*Data as of 1/20/2015*

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 Recently Completed Projects

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## **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.

**Date Completed** 1/12/15

**Outcome:** Identified 3 short-term and 3 long-term recommendations. Implementation of the short-term recommendations has begun, which is expected to increase awareness of the process and better organize the materials used within the process. Plans for long-term recommendations are currently being assessed.

## **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.

**Date Completed** 1/5/15

**Outcome:** Identified 6 short-term and 3 long-term recommendations. Implementing the short-term recommendations helped improve the communication and efficiency of the commitment process to move from one subject matter expert to a team of three. It has also improved the accuracy and integrity of the data collection. The web based application (a long-term solution) is currently being reviewed by the Applied Technologies for Learning in the Arts and Sciences (ATLAS) team as a potential project to improve the overall efficiency of the commitment process for the school and the College of Liberal Arts and Sciences.

# Summary of Current Projects

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## 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:** Further delays with this project as we were notified the team was unavailable after our last meeting on 11.17 thru the end of 2014. We are resuming on 1.7.15 to pick up where we left off with Solutions Development.  
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	2/4/15	G	G	Y	G

# Summary of Current Projects

## 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 II of the project has begun with an IHRP team meeting in mid-December. The process map was confirmed, we discussed alternative resources for system metrics and we began to dive into the Project Charter. The team was given "homework" to draft a Problem Statement, a Business Case, SMART Objectives and a Stakeholder Plan. We will meet twice in January (the 15th & 29th) and further develop and finalize the Charter. Meetings will be scheduled in February with the intention of completing this effort before April 2015, if possible.

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

## 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.

**ON HOLD**

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	6/30/15	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:** Have 1 remaining discovery meeting to verify and/or revise current process maps and identify pain points within the process. Once complete, aggregate information to present to project sponsor. Project sponsor and process owner will review the feedback and update project charter 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

# Summary of Current Projects

## PPMO-0043 UIHHSS 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:** Expect to complete Child & Youth Clinic observations and support Call Center Go-Live in late January. No clear timeline on further support efforts, including Rapid Improvement Events for Surgery Center and Ophthalmology, but resource planning activities in January should result in an updated timeline for the remainder of the project.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
2/5/14	6/30/15	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:** 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 project transaction action plan will be reviewed with client on January 6, 2015, with dates set on each improvement recommendation.  
For Phase 3, Letter of Interest Template review, beginning of review the problem and continue with assess the current process.

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:** Process mapping complete. Meeting to determine team members and project charter to be held at end of January.

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

# Summary of Current Projects

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## 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:** Working sessions have been scheduled thru January of 2015. We are completing process map sessions by breaking down & analyzing each sub-process for accuracy and completion. Once complete and data is analyzed, we will finalize our charter and initiate the project work.

Start	Finish			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, 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-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 conducted first process mapping session with UIUC DRES department and AITS PM. The next session is scheduled for mid-January.



# Summary of Upcoming Work Requests

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## **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 February.