# Business Process Improvement (BPI) Shared Service

## *Monthly Report for February 2015*

*Data as of 2/20/2015*

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.

# 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:** Currently categorizing and prioritizing solution ideas for the problems identified with the New Hire process. Have scheduled 2 more half-day sessions to finalize solutions and plan implementations. Project completion date pushed to mid-March.

| Start | Finish | Overall Status | Budget Status | Schedule Status | Barrier Status |
|-------|--------|----------------|---------------|-----------------|----------------|
| 1/23/13 | 3/13/15 | 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 | 2/24/15 | Y | G | R | 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:** Team is currently making good progress developing the Project Charter and hope to complete it and the project plan during the next working session. Once the plan is finalized, all remaining working sessions will be scheduled. The team hopes to complete the project no later than the middle of April.

| Start | Finish | Overall Status | Budget Status | Schedule Status | Barrier Status |
|-------|--------|----------------|---------------|-----------------|----------------|
| 10/14/13 | 4/30/15 | 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 mid-February 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:** Completed discovery meetings to document current process maps and identify pain points within the process. Aggreggated this information and presented it to project sponsor and process owner. BPI facilitators and process owner are meeting to draft phased project plan proposals.

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

## 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 February. Will begin leading the next phase of the Family Medical Leave Act (FMLA) Absenteeism project in February, collecting best practices and researching work done during the previous phase.

| 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 2, the workflow for the Professional Services Consultant Selection process project transaction action plan was reviewed and accepted on February 5, 2015. Each improvement recommendation is in process.
For Phase 3, Letter of Interest Template review, the team has begun analyzing the current state and pain points.

| 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:** Meeting to determine project team was held. Finalizing metrics for project charter. After project charter is signed off, focus group meetings with faculty members will begin.

| 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:** Ongoing meetings have been focused on aggressive data collection and directing the team to identify specific goals and key objectives. The project will likely be broken up into phases by high-level task (e.g., Scheduling, Registration, Check-In, etc.). The Project Sponsor recently left the University, but a replacement was quickly identified by the Dean. The team hopes to finalize the project plan in February and launch the meetings for the first phase.

| 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

## 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 Recently Completed Work Requests

## WR-BPI-0021 ICard Programs Office UIN Request Process Analysis [UA]

**Sponsor(s):**     Kimber Blum

**Goal:**     Assist the I-Card Programs Office in mapping and analyzing the UIN Request Process.

**Date Completed**     2/12/15

**Outcome:**     Documented the UIN Request Process and analyzed issues encountered administering and supporting the manual version of the process.  Defined and prioritized 21 potential solutions addressing the identified issues.

# 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 continues mapping sessions with UIUC DRES department and AITS PM.  UIC session is scheduled for beginning of March.

# Summary of Upcoming Work Requests

## 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 recent staffing changes, including their Executive Director. Will follow-up in early April.

## WR-BPI-0026 UIC Parking Services Transit Benefit Program Analysis [UIC]

**Sponsor(s):** Wanda Perry

**Goal:** Document the current procedures for managing the Transit Benefit Program at UIC.

**Status:** Scheduled first working session with the team, to be held on March 4th. Will start mapping the process and then determine how many additional sessions will be required.