

Summary of Recently Completed 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.

Date Completed 6/8/15

Outcome: Identified issues fell into four main categories: Training/Documentation/Website, Communication, Policy/Procedure and System. Based on categorization and prioritization of solution action items, 16 items were identified as high impact tasks that that the UIC HR Service Center can work towards implementing and one of these items has already been completed. Team estimated a total of 595 hours saved annually at UIC HR, with more potential savings at the department level.

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.

Date Completed 6/1/15

Outcome: Identified 10 recommendations and 26 action items. 4 of the recommended solutions are in progress. Expected benefits include an estimated time savings of over 1,100 hours annually, or 50% of the time currently taken to process academic year reappointments.

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.

Date Completed 6/8/15

Outcome: Identified 44 potential solution recommendations and 26 action items focused on removing redundant requests for information, consolidating forms and streamlining workflows.

Summary of Current Projects

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 final report and finalizing plans for collecting and incorporating College HR representative feedback.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
11/20/13	6/16/15	Y	G	R	G

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: Met with IAM Functional Team Leads, IAM Leadership, and sponsors. Team currently trying to determine how to reengage the campus communities.

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Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	6/30/16	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: Phase 1 of the project is underway with the goal to understand the flow and roles & responsibilities of the participants in the process. The project team has had two working sessions to begin understanding the various types of deployments and the roles the participants play in the process. In June, the project team will further define the flow and start gathering issues.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/6/14	4/25/16	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: No new progress. Our support agreement will end as scheduled end of June.

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

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: Started initial discussions on scope of project. Should complete scoping sessions in June and have a complete charter by early July.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
5/5/15	12/31/15	G	G	G	G

PPMO-0047 Department of Business Administration Faculty Expense Tracking [UIUC]

Sponsor(s): Aric Rindfleisch, Dilip Chhajed

Goal: Improve the fiscal responsibility of faculty members and of reviewing discretionary account budgets so that users can utilize a self-service model which would improve the overall efficiency for the business office and the faculty members and their accounts and reduce the number of discretionary deficits.

Status: Issue identification complete. Demos of MyFi and College of Law faculty expense tracking systems were held. Planning for improvements will begin in early June.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
9/9/14	7/24/15	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: Phase I - Scheduling Patients has completed Week 5. The team is executing live observations as well as Solutions Development, driving towards creating an Action Plan.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	3/31/16	G	G	G	G

PPMO-0050 Employee Off-boarding Procedures Process Improvement [UA,UIC,UIS,UIUC]

Sponsor(s): Gloria Keeley, Patrick M. Patterson, Tony Kerber, Maureen Parks

Goal: Create an effective off-boarding process that terminates enterprise access and stops payroll in a timely manner following an employees separation.

Status: Started initial planning discussions, which will likely continue through June. Once a charter is drafted, core team will review plan with sponsors and obtain sign-off on the charter.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
4/30/15	3/31/16	G	G	G	G

PPMO-0051 UI Health Absence Management Improvement [UIC]

Sponsor(s): Airica Steed, Mary Jo Smith, Dr. David Marder

Goal: Achieve fewer Family Medical Leave requests, increase attendance and disciplinary action for non-adherence to leave procedures, lower use of over-time, agency and extra help for coverage and reduce the costs associated with lost work due to absent staff.

Status: Absence Management efforts have resumed with data collection, metrics development, process mapping, Opportunities for Improvement, Solutions Impact table, all completed. Meetings with key stakeholders have been scheduled with the intention of scheduling Rapid Improvement Events at the end of June/beginning of July.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
4/16/15	4/30/16	G	G	G	G

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 has finished all mapping sessions with all campuses. The process maps will be cleaned up and sent to campus team members for review.

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: Third and final mapping session completed on 6.2.15 with all final updates provided. There will be a final review and check of the process map sent to the team.

WR-BPI-0027 Institutional Review Board Core Process Analysis [UIUC]

Sponsor(s): Anita Balgopal

Goal: Assist the Office for the Protection of Research Subjects (OPRS) on the Urbana campus with documenting their core processes and facilitate discussions around improving request cycle time and distribution of workload.

Status: Met with project team to discuss their roles and the process. Will meet in early July to begin process mapping.

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 June.

WR-BPI-0028 Information Trust Institute Core Process Analysis [UIUC]

Sponsor(s): Dixie Heath

Goal: Assist the Information Trust Institute (ITI) on the Urbana campus with documenting their core processes and facilitate discussions around streamlining processes.

Status: Have scheduled a meeting in late June to start planning the overall effort. Will refine the timeline once the scope has been established.