

Summary of Recently Completed 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.

Date Completed 6/30/15

Outcome: Identified 4 short-term and 2 long-term recommendations, expected to result in a 50% lead time reduction for processing submissions. Initiated a pilot for an electronic workflow solution, which is expected to reduce the amount of paper that is required and stored, provide college HR units with more visibility into the process, and enable Office of the Vice Provost for Faculty Affairs staff to more efficiently coordinate each transaction.

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.

Date Completed 6/30/15

Outcome: Assisted the UI Health Operations Excellence Team with running process improvement events focused on improving customer access at the Family Medicine, Child and Youth, Ophthalmology, and Surgery clinics. Conducted clinic observations, collected and analyzed data and facilitated working sessions in support of this effort. Targeted goals included: raising customer satisfaction to above the 50th University HealthSystem Consortium (UHC) percentile, reducing abandoned calls to less than 5%, reducing no-show rate to less than 10%, ensuring new appointments are scheduled within 14 days of the request and reducing scheduling errors to less than 2%.

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

ON HOLD

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 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 multiple working sessions to understand the various types of deployments and the roles the participants play in the process. During July, the project team will begin gathering issues and identifying solutions.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/6/14	4/25/16	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: Continued discussions on scope of project. Should complete scoping sessions and have a complete charter by late July.

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

Summary of Current Projects

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

Sponsor(s): Aric Rindfleisch, Dilip Chhajer

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: Project transition action plan was created for implementation of the solutions. Final report is in progress and final meeting to be scheduled with the project team at end of July.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
9/9/14	7/24/15	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: Phase I - Scheduling Patients: Team is developing solutions, driving towards creating an Action Plan with owners and deliverable dates.

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 employee's separation.

Status: Continued with planning discussions, which will likely complete in late July. 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

Summary of Current Projects

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; decrease 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 and have completed data collection, metrics development, process mapping, opportunities for improvement, and Solutions Impact table. Team scheduled meetings with sponsors and key stakeholders with the intention of scheduling Rapid Improvement Events in July or August.

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

PPMO-0052 Public Employee Disability & Benefits Acts Process Creation [UA,UIC,UIS,UIUC]

Sponsor(s): James Davito, Kassandra Hester

Goal: Design an efficient process to ensure University compliance with the Illinois Public Employee Disability Act and the Illinois Public Safety Employee Benefits Act.

Status: Phase 1 – Public Employee Disability Act process. The team has created the SIPOC diagram and defined the business rules. The team is creating the process workflow.

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

PPMO-0053 Faculty Interactions with Corporations Analysis [UA,UIUC]

Sponsor(s): Mark Nolan, David Richardson, Michael McClintick, Gloria Keeley

Goal: Develop a process and systems to more effectively track University interactions with corporations.

Status: Started initial discussions with each of the project sponsors. Hope to have a draft of the charter complete and approved by early August.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
7/1/15	6/5/19	G	G	G	G

Summary of Recently Completed 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.

Date Completed 6/29/15

Outcome: BPI Facilitator has sent all requested documentation to project sponsor. This project created current state process maps for the all three campuses (9 for UIC, 7 for UIUC and 6 for UIS).

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.

Date Completed 6/30/15

Outcome: Developed detailed as-is process map for the UIC Transit Benefit Program. Created an outcome that displayed the opportunities for improvement.

Summary of Current Work Requests

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: Working session was held with the project team to identify issues within the process. A followup session is scheduled for mid July to vote on scope of the project.

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: Met with Project Sponsor to further clarify goals of the project. Team has scheduled working sessions to further outline and define the scope of the project.

WR-BPI-0029 Salesforce.com and Blackbaud Integration Process Analysis [UA]

Sponsor(s): Jennifer Creasey, Michael McClintick

Goal: Assist the Office of Governmental Relations and the University of Illinois Foundation with analyzing and developing a process to potentially integrate Salesforce.com and Blackbaud.

Status: Scheduled initial discussions with sponsor. Plan to discuss overall scope and how this work request will impact other current BPI Shared Service projects.

Summary of Upcoming Work Requests

WR-BPI-0023 School of Continuing Studies Process Analysis [UIC]

Sponsor(s): 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 due to recent staffing changes, including their Executive Director. Will follow-up in July.