

Business Process Improvement (BPI) Shared Service

Monthly Report for September 2015

Data as of 09/16/2015

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

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.

Date Completed 8/25/15

Outcome: Identified 8 short-term recommendations, expected to result in easier access to more timely information for staff and faculty, reduction in negative balances, and improved communication of policies and expectations. Recommended development of a training program for new faculty orientation. Recommended development of carryover policy to reduce faculty concern over the loss of unspent funds. Implementation of a new financial reporting tool is expected in the spring of 2016.

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: Have started the process to re-plan this effort. Will be meeting with groups throughout September to re-define goal, approach, and timeline. Plan to present new charter to sponsors in late September or early October.

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: The project team identified many process issues and a sub-group of the team categorized the issues and related them to the charter. A subset of the issues were discussed with the team for further clarification.

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. Presenting a finalized draft of the charter to the team during the first week of September. Once the team approves the draft, it will be presented to the sponsors. Team hopes to get sponsor approval and initiate working sessions in late September.

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-0048 College of Dentistry Point-of-Service Management Process [UIC]

Sponsor(s): G. William Knight, John Frizzell, Dr. Susan Rowan

Goal: Reduce patient accounts receivable by increasing its accuracy of claim submissions and collections from patients and insurance companies.

Status: Second phase (registering patients) has begun, with stakeholder meetings progressing well.

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

Sponsor(s): James Davito, Kassaundra 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: The team continues to develop the process workflow focusing on how the payment would be processed and paid to employee. Team continues to identify the tasks to be completed once the workflow is approved by the sponsors.

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

Summary of Current Projects

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: Continued collecting information and data through interviews. Monthly working sessions are scheduled with team, which will initially focus on defining problem statement and overall goals.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
7/1/15	12/31/15	G	G	G	G

Summary of Recently Withdrawn 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.

Latest Status: We are revisiting the scope on the Absence Management project and hope to have a refreshed approach outline by end of August 2015.

Reason for Withdrawal: Project Sponsor decided it was best to withdraw this project at this time due to competing initiatives.

Summary of Recently Completed 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.

Date Completed: 8/28/15

Outcome: Met with IRB team and IRB Project Sponsor to develop a high level understanding of their current business process. Conducted sessions with the IRB team to understand, affinitize and prioritize the items that are recurring issues and would benefit from a process improvement project. Worked with IRB Project Sponsor to identify a potential process improvement project that would provide the maximum benefit to the identified areas of concern.

Summary of Current Work Requests

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 map the current processes at a high level. A meeting with the ITI staff is scheduled where the three most problematic processes will be reviewed and issues identified.

WR-BPI-0029 Office of Governmental Relations CRM 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 for maintaining contacts and relationships.

Status: Discussed findings and next steps with sponsor. Will be scheduling multiple working sessions over the next few months to define the requirements and use cases.

WR-BPI-0030 College of Engineering Facilities Management Process Analysis [UIUC]

Sponsor(s): Greg Larson

Goal: Assisting the College of Engineering with analyzing and documenting their facilities management work order process.

Status: Facilitated working sessions with College of Engineering facilities management team to map process, identify issues, and discuss potential improvements. Will continue to refine map and discuss ideas for improvement during September and identify next steps.