

# Summary of Current Projects

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## 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:** Finishing up the re-planning effort for this project, while coordinating a similar effort with smaller scope for AITS (WR-BPI-0033). Resulting improvements from that effort will be fed into this project.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	12/30/16	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 Process Improvement Facilitator has transitioned the project to an AITS project manager to implement the solutions. Checkpoint meetings are scheduled for every 3 months to obtain implementation status.

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:** All Phase 1 process maps have been created with input from HRIS stakeholders. The team is now gathering issues with these processes from HRIS stakeholders. The team has obtained list of Campus, UPB, and AITS process stakeholders and meetings will occur with these groups during March and April to obtain their input into the processes.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
5/5/15	6/30/16	G	G	G	G

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## 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:** Phase III (Patient Clinic Check-In) working sessions are well underway with solutions development almost complete. Core team continues to develop Phase II recommendations/action plan.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	8/1/16	G	G	Y	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:** The team is now in the process of analyzing data, documenting current state processes, reviewing policies, documenting issues, and conducting focus group discussions on all three campuses and university administration. This current state analysis is expected to continue through March and into April.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
4/30/15	7/1/16	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:** The team continues to work on the action items for the Public Employee Disability Act (PEDA) process. The team identified adjustments for the tax year 2012, and is working on the tax years 2013, and 2014. The team has begun to map the Public Safety Employee Benefits Act (PSEBA) process workflow.

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

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## 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 working sessions to analyze the data and better understand the processes for creating corporate records within University systems. Will continue small group sessions to discuss initial findings and develop overall goal of the project.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
7/1/15	12/30/16	G	G	G	G

## PPMO-0057 Annual Sabbatical Leave Process Improvement [UA,UIC,UIS,UIUC]

**Sponsor(s):** Sandy Jones, Jessica Mette, Natalie Taylor, DeeDee Williams, Angela Yudt

**Goal:** Streamline the annual Sabbatical Leave process for all three campuses of the University of Illinois, reducing lead time, providing quicker transmission and ease of access, and more expedient reporting and tracking.

**Status:** Final draft of charter was approved by sponsors on February 9th. Third UIC current-state mapping session is scheduled for March 8th. UIS first mapping session scheduled for March 16th. Will schedule UIUC sessions as soon as possible.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/5/16	7/29/16	G	G	G	G

# Summary of Upcoming Approved Projects

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## **PPMO-0054 The Graduate College Graduation Certification Process Improvement [UIUC]**

**Sponsor(s):** Allison McKinney

**Goal:** Streamline the Graduation Certification Process at the Graduate College, reducing the amount of time required by both Graduate Student Academic Services auditors and graduate department/program certifiers.

**Status:** Project approved during the September 23, 2015 Business Process Advisory Group meeting. Initial planning discussions have started and this project will likely start in February 2016. Allison McKinney has replaced Jodi Miller as Project Sponsor.

**Requirements:** Expected duration of 6 months with a BPI Facilitator (20%). Expected involvement of team is 1-2 hours/week for the 6 month duration.

## **PPMO-0055 Capital Project Planning and Reporting Process Improvement [UIUC]**

**Sponsor(s):** Helen Coleman, John Rossi, Matthew Tomaszewski

**Goal:** Develop a set of business processes that would guide the development of a tool for collecting, analyzing, and reporting on capital projects.

**Status:** Project approved during September 23, 2015 meeting of the Business Process Advisory Group. Initial planning discussions have started and project will likely start in January 2016.

**Requirements:** Expected duration of 6 months with a BPI Facilitator (20%) and a BPI Business Analyst (10%). Expected involvement of team is 1-2 hours/week for the 6 month duration.

## **PPMO-0058 OPRS Protocol Application Process Improvement [UIUC]**

**Sponsor(s):** Anita Balgopal

**Goal:** Increase office efficiency by improving customer service, decreasing turnaround time, and decreasing investigator burden.

**Status:** Project approved during December 9, 2015 meeting of the Business Process Advisory Group. Initial planning discussions will start in late Q3 FY16.

**Requirements:** Expected duration of 6 months with a BPI Facilitator (25%). Expected involvement of team is 2-4 hours/week for the 6 month duration.

# Summary of Recently Completed Work Requests

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## **WR-BPI-0034 Identity and Access Management Project Processes Improvement [UA,UIS,UIUC]**

**Sponsor(s):** Kelly Block

**Goal:** Facilitate lessons learned sessions with the Identity and Access Management teams from the first two go-live events, including representatives from UIS and UIUC.

**Date Completed** 3/2/16

**Outcome:** As a post-mortem activity of the IAM UIUC OIDPW go-live, a lessons learned effort was conducted in order to identify project challenges and opportunities for improvement. Six feedback sessions were held with team members to gather this information. Based on the feedback from those sessions, a number of common items were identified and action plans were developed to address issues and make improvements for the project. The Team Leads and Project Management Office will lead those improvement efforts for the future IAM UIC OIDPW project.

# Summary of Current Work Requests

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## **WR-BPI-0029 Office of Governmental Relations CRM Analysis [UA]**

**Sponsor(s):** Jennifer Creasey

**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:** Met with sponsor and collected information regarding desired process and data requirements. Currently preparing a document to summarize requirements, which will then be used to discuss next steps.

## **WR-BPI-0032 Athletics Ticket Reservation for Administration Process Analysis [UA]**

**Sponsor(s):** Michael Devocelle

**Goal:** Assist the Office of the President with analyzing their process for reserving athletic tickets for the Board of Trustees, Office of Government Relations, University of Illinois Foundation and the Alumni Association.

**Status:** Continued meeting with the President's Office and DIA to develop an accurate view of the process. Continued discussions on future state with the goal of developing a simplified process over the next month.

## **WR-BPI-0033 AITS Access Request and Review Process Analysis [UA]**

**Sponsor(s):** Michael Hites

**Goal:** Coordinate the analysis and improvement effort for the AITS Access Request and Review process. Results will be fed into PPMO-0040 Unit Security Contact Request Process Improvement project.

**Status:** Have worked with individual teams at AITS to define the standard roles needed. Once defined and agreed upon, team leads are instructed on how access should be requested and given a preview of how the annual review process will work. We will also be conducting working sessions with various managers within AITS to define the most appropriate individuals to serve in the USC role going forward.