

# Summary of Recently Completed Projects

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## **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.

**Date Completed:** 3/31/16

**Outcome:** Identified 7 recommendations that will clearly delineate the roles and responsibilities of those involved as well as the items and information needed to successfully release changes into production. Implementing the recommendations will save all AITS staff time by outlining the steps for all parties involved and detailing what information needs to be provided. In addition to saving time on incomplete change orders, this project would reduce the time spent submitting information, coordinating the release activities and the production implementation of all change orders. The estimated total possible time savings for this project is 5,945 hours per year. The team also suggested future AITS initiatives to address items that were not in scope for this project.

# 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-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	8/31/16	G	G	Y	G

## 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) is complete and solutions are being developed into recommendations and actions. Preparations are being made for Phase IV (Patient Clinic Screening, Treatment and Check-Out).

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	8/1/16	G	G	Y	G

# Summary of Current Projects

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## 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 years 2013 and 2014 for employees on PEDA leave. The team members have contacted the Office of Government Relations to be included on their monthly and annual notifications of monitoring changes and new laws impacting their areas of work. The team continues to map the process workflow for the Public Safety Employee Benefits Act (PSEBA).

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

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

**Sponsor(s):** Roger Vanhoy, 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

# Summary of Current Projects

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## 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:** UIC has had 3 mapping sessions to confirm their Annual Sabbatical process. 2 of 3 mapping sessions have already been completed for UIS and the first mapping session for UIUC is scheduled for the week of April 4th.

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

## 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 have started.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
3/24/16	10/31/16	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. After initial discussions with the project sponsor, we will delay the start of this project until early 2017.

**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 June 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-0061 University of Illinois Foundation Annual Giving Process Improvement [UA]

**Sponsor(s):** Julia Miller

**Goal:** Reduce the turnaround time for all communication data requests, providing departmental requestors with more timely data and allowing UIF Annual Giving to better accommodate emergency requests and staffing fluctuations.

**Status:** Project approved during the April 4, 2016 Business Process Advisory Group meeting. Initial planning discussions will start in April or early May.

**Requirements:** Expected duration of 6 months with a BPI Facilitator (25%) and a BPI Analyst (10%). Expected involvement of team is 2-4 hours / week for the 6 month duration.

# Summary of Upcoming Approved Projects

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## **PPMO-0062 School of Public Health New Hire Procedures Process Improvement [UIC]**

- Sponsor(s):** Paul Brandt-Rauf, Lorraine Conroy, Jaclyn Finch
- Goal:** Decrease the amount of time it takes for new procedures, ensuring new employees are processed and on-boarded in a timely manner through streamlined best practices.
- Status:** Project approved during the April 4, 2016 Business Process Advisory Group meeting. Initial planning discussions will start in April or early May.
- 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.

## **PPMO-0063 Illinois Abroad and Global Exchange Withdraw Process Improvement [UIUC]**

- Sponsor(s):** Bo White
- Goal:** Create one flexible process among the six study abroad offices that would allow for a transparent message to all stakeholders, create opportunities for process automation, and allow for accurate data collection.
- Status:** Project approved during the April 4, 2016 Business Process Advisory Group meeting. Initial planning discussions will start in April or early May.
- Requirements:** Expected duration of 6 months with a BPI Facilitator (25%) and a BPI Analyst (10%). Expected involvement of team is 2-4 hours / week for the 6 month duration

## **PPMO-0064 College of Dentistry Patient Communications Process Improvement [UIC]**

- Sponsor(s):** Clark Stanford, Susan Rowan, Mike Harner
- Goal:** Improve patient communication processes and procedures, providing better access for new, existing, and emergency patients of the College of Dentistry Clinics.
- Status:** Project approved during the April 4, 2016 Business Process Advisory Group meeting. Initial planning discussions will start in April or early May.
- 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 Upcoming Approved Projects

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## **PPMO-0065 University Procurement Source-to-Pay Process Analysis and Improvement [UA,UIC,UIS,UIUC]**

**Sponsor(s):** Mike Bass, Duane Elmore, Gloria Keeley

**Goal:** Analyze and improve University procurement source-to-pay procedures in support of an effort to identify and implement a streamlined source-to-pay IT solution.

**Status:** Project approved during the April 4, 2016 Business Process Advisory Group meeting. Initial planning discussions will start in early April.

**Requirements:** Expected duration of 27 months with 2-3 dedicated BPI Facilitators and 2 dedicated BPI Analysts. Initial estimates calculated 54,230 hours required by non-BPI resources, which includes project managers, subject matter experts, technical analysts, business users, and project governance

# 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-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.