

Business Process Improvement (BPI) Shared Service

Monthly Report for June 2016

Data as of 06/13/2016

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 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: 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 has completed gathering issues with these processes from HRIS stakeholders. Solutions have been developed and analyzed and an action plan will be created shortly. Phase 2 process mapping begins June 2.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
5/5/15	12/2/16	Y	G	R	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 IV (Patient Treatment and Check-Out) kicked off on May 9, 2016. Team will take three weeks to observe faculty, staff, and student actions, particularly around patient check-out, and will report back on June 6th. Phase IV will resume with issues brainstorming and process map revisions.

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

Summary of Current Projects

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 working through the recommendations that were developed over the last few months in working sessions, interviews, and focus groups. After each recommendation is finalized, the team will present their recommendations to the project sponsors and discuss next steps.

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, 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 from UIC met in person to review the Public Employee Disability Act (PEDA) process and resolved the concerns. The department responsible for processing payroll/leave for UIC has agreed to the proposed process. The PEDA process is scheduled to go live with the bi-weekly 13 pay period, pay date of June 29, 2016.

The team completed mapping the Public Safety Employee Benefits Act (PSEBA) process workflow.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
3/30/15	9/30/16	Y	G	R	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

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: Full team meeting was held in Urbana on May 11th where a future state process map and solution recommendations were identified. The full team is scheduled to meet again in Urbana on June 15th, when the future state process and improvement recommendations will be discussed with tech representatives to finalize a solution.

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: Several planning meetings have been held with Project Sponsor and Project Manager. A survey of research faculty gathering their feedback on the OPRS application process has been sent. Next month, the survey results will be analyzed to assist in the creation of the project charter.

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

Summary of Upcoming Approved Projects

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

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

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: Initial project planning sessions have been ongoing since mid-April. A pilot phase is expected to kickoff in early July and go through September.

Project kickoff is scheduled for June 21st.

4 processes were prioritized and chosen for the pilot group. We will begin the 9 week BPI process starting July 5.

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 Recently Completed Work Requests

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.

Date Completed 5/9/16

Outcome: Prepared a document summarizing the requirements for a potential Customer Relationship Management tool for the Office of Governmental Relations.

Summary of Current Work Requests

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.