

Business Process Improvement (BPI) Shared Service

Monthly Report for March 2017

Data as of 03/10/2017

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: Reviewing workflow processes with AITS and DS security groups to collect issues on the process.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
12/2/13	12/31/17	G	G	G	G

PPMO-0045 Banner HR Configuration Management Process Improvement [UA,UIC,UIS,UIUC]

Sponsor(s): Jami Painter, 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: Project team has created an an action plan for recommendations. The team is finishing up the final report.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
5/5/15	3/17/17	Y	G	R	G

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

Sponsor(s): G. William Knight, Dr. Susan Rowan, Dr. Michael Harner

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

Status: Phase V - Core team finalizing action plan solutions for implementation. Team is preparing to present Phase IV and V solutions to Dean Stanford and is working with Finance to refresh progress metrics from baseline.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	4/28/17	Y	R	R	G

Summary of Current Projects

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: A recommendation for handling corporate records is being developed by a subset of the team and will be presented once complete. Final meeting scheduled for 3/14.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
7/1/15	3/17/17	G	G	G	G

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 charter development is in progress. Planning for engagement timeline with project team is underway.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
2/1/17	5/26/17	G	G	G	G

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

Sponsor(s): 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: Working group has completed the Assess portion of the Phase I project with current state maps, baseline and issues identified. Reviewed materials with Sponsors and approved to move forward with Plan portion of Phase I. Working sessions resume this week.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
11/4/16	1/31/18	G	G	G	G

Summary of Current 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: Seven processes are complete as of 12/19/16.

January-March 2017 cycle is in progress. We are working through four processes. January cycle is scheduled for completion on March 17, 2017.

We will kick off March-June 2017 cycle on March 27th. Three processes are scheduled.

Risk to timeline: BPI team lost a key resource effective for March cycle. We had to reduce the number of processes from 4 to 3. We anticipate securing an AITS resource in July. However, we are looking to hire grad students to assist.

June-July 2017 is slotted for RFP development.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
5/2/16	7/1/19	G	G	G	G

PPMO-0067 UIC Institutional Review Board Protocol Submission Process Improvement [UIC]

Sponsor(s): Mitra Dutta

Goal: Develop a process that is less burdensome and time consuming for active researchers (i.e., research faculty, graduate students, undergraduate students) attempting to get approval for minimal or low risk research (e.g., surveys, etc.) while ensuring sufficient protections for the human subjects studied.

Status: Meeting held with Jim Fischer and Elaine Fluder on February 16th to review the project proposal and the approach document, as well as to request system data and identify critical stakeholders. Scheduling working session meetings for Core Team.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/9/17	9/29/17	G	G	G	G

Summary of Current Projects

PPMO-0068A Engineering IT Shared Services Accounting and Inventory Control [UIUC]

Sponsor(s): Jim Hurst

Goal: Reduce the amount of time spent on the annual budget cycle while developing process improvement facilitation and analyst roles within the College of Engineering.

Status: Current state assessment is complete. Actively working on future state map and formal recommendations.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/9/17	4/7/17	G	G	G	G

PPMO-0068B Engineering IT Shared Services Accounting and Inventory Control [UIUC]

Sponsor(s): Jim Hurst

Goal: Reduce the amount of time spent on the billing process, while developing process improvement facilitation and analyst roles within the College of Engineering.

Status: Project is being scheduled.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
2/27/17	6/9/17	G	G	G	G

Summary of Upcoming Approved Projects

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. Sponsoring organization has experienced some changes that have impacted this project. Currently awaiting their feedback on next steps.
- 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. The sponsor and a key resource on the proposed team have left the University. We are in the process of determining next steps with the unit.
- 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-0068C Engineering IT Shared Services Accounting and Inventory Control [UIUC]

- Sponsor(s):** Jim Hurst
- Goal:** Streamline and reduce waste and errors in the equipment process.
- Status:** Project is waiting to be scheduled.
- Requirements:** Expected duration of 2 months with a BPI Facilitator (25%). This role will be staffed with an Extended Team member, as well as a BPI Analyst (25%). BPI staff supervision will be provided (10%).
- Expected involvement of team is 2-4 hours/week for the 2 month duration.

Summary of Recently Completed Work Requests

WR-BPI-0040 Illinois Fire Service Institute Process Analysis [UIUC]

Sponsor(s): Janis Hooper

Goal: Perform a 5S activity to organize, standardize, and sustain a productive work environment for the Fire Institute Test Repository

Date Completed 3/9/17

Outcome: Conducted a just-in-time training to staff members in the Fire Service Institute testing office on the 5S methodology for organizing, cleaning, developing, and sustaining a productive work environment. The staff then walked through the activity within the testing storage area. Seven short-term recommendations were identified that would improve the workflow and reduce waste in motion, transportation, rework and inventory. Actions towards those recommendations are currently being implemented.

Summary of Upcoming Work Requests

WR-BPI-0039 AITS Security Procedures Process Analysis [UA]

Sponsor(s): Nyle Bolliger

Goal: Develop an inventory of security-related request and provisioning processes within AITS. Document high-level current state maps for each and identify required participants for future detailed process mapping sessions.

Status: Currently determining resource needs and timeline. Project to start in June.

WR-BPI-0041 Employee Separation Process Analysis [UA,UIC,UIS,UIUC]

Sponsor(s): Gloria Keeley, Patrick M. Patterson, Tony Kerber, Jami Painter

Goal: Document the complete employee separation process to establish a shared understanding of process, applicable policies and guidelines, important deadlines, and alternate or exception-based processes.

Status: Currently determining resource needs and timeline. Expectation is to have this work complete by end of July 2017.