

## Business Process Improvement (BPI) Shared Service

### *Monthly Report for April 2017*

*Data as of 04/11/2017*

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 Recently Completed Projects

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## **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.

**Date Completed** 4/10/17

**Outcome:** Identified 10 recommendations, which are expected to result in faster and more accurate data collection. This will provide the Business Manager with more time to focus on other job duties. Recommended the implementation of an application that will help collect, organize, and track data related to generating funding model data which produces customer bills. Recommended a policy to hold Engineering IT staff responsible for timely data collection and accuracy.

# 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:** 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-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 just finished the action plan solutions for implementation. BPI completed the "Comprehensive Solutions by Owner" output document for Core Team. Team is preparing to present Phase IV and V solutions to Dean Stanford. Team continues to work with Finance to refresh progress metrics from baseline for a report on financial impact.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	4/28/17	Y	R	R	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:** Current state analysis is underway. Focus group sessions will take place the last week of March.

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

# Summary of Current Projects

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## 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:** Phase I was just completed with potentially 91 days saved from the job description process (3 ERP groups), \$28.5K in potential benefits savings and an overall potential 80% improvement. Phase II will kick off the week of April 10th.

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

## 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:** Eleven processes are complete as of March 17, 2017. March cycle has started and scheduled to complete June 17, 2017. June-July 2017 is slotted for RFP development. 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.

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

# Summary of Current Projects

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## 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:** Core Team members confirmed and first several meetings held. Working on current state map for granularity and accuracy. Data was just received and is being analyzed. Charter is confirmed for Sponsor approval. Next steps with Core Team is issue brainstorming. Extended team identified and contacted for upcoming Focus Group meeting.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/9/17	7/28/17	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 charter has been completed and approved by the project sponsor. Working sessions for current state analysis to begin last week in March.

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

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## **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 Upcoming Work Requests

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## **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 awaiting resource availability. Project expected to start in September.

## **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 awaiting resource availability. Project expected to start in September.