

Business Process Improvement (BPI) Shared Service

Monthly Report for July 2017

Data as of 07/14/2017

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

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.

Date Completed: 6/22/17

Outcome: Identified 9 recommendations, expected to result in reduction of time, rework, and inefficiencies for the graduation certification process. This will provide the staff with more time to serve their students and will also empower the student to understand and access degree information. Recommended the analysis of two systems that would result in a formal recommendation to implement the system to simplify the process.

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

Sponsor(s): Jim Hurst

Goal: Increase efficiency by designing an improved process for the inventory scrap/surplus process by standardizing business practices of IT staff and students.

Date Completed: 6/22/17

Outcome: Identified 6 recommendations, expected to result in faster and more accurate equipment processing. This will provide the Business Office with more time to focus on other job duties. Recommended the creation of an equipment pickup process, which may include an "intake" form that collects information up front. Recommended internal and external communication of single procedure for Scrap/Realignment process. Recommended modifications to existing Inventory App to track available equipment and transfer ownership with reduced turnaround time. Recommended dedicated physical space for realigned equipment.

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. Determining resources for the project.

ON HOLD

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: Team is preparing to present Phase IV and V solutions to Dean Stanford on July 13th. Team continues to work with Finance to refresh progress metrics from baseline for a report on financial impact. Internal delays have extended the finish date.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
10/14/14	7/21/17	Y	R	R	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: Team is well into the future state portion of Phase II, however, there has been a delay of a few weeks due to HR urgencies and vacations. Activity will resume on July 10th.

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: The project consists of 24 processes. As of May 2017, we have completed fourteen processes.

June-July 2017 is slotted for RFP development.

July 2017 we kicked off three more processes.

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 September. 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

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 Solutions Action Plan has been completed and a final round of corrected IRB data is being analyzed. Upon completion of the analysis, the (Extended) focus group will review all materials and provide any last updates.

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
1/9/17	7/31/17	G	G	Y	G

Summary of Current Projects

PPMO-0069 College of Nursing HR Faculty Hiring Proces Improvement [UIC]

Sponsor(s): Herminio (Jon) Morelos, Terri Weaver

Goal: Create a single faculty hiring process executed consistently by all UIC College of Nursing departments and regional campuses that takes into account faculty workloads across all departments and regions as well as the new hiring requirement (doctoral degree as a minimum requirement for professors).
Establish more efficient workflows for HR support processes with oversight provided by a team of cross-trained functional experts across all units within the College of Nursing.

Status: Kickoff meeting scheduled for 7/14

Start	Finish	Overall Status	Budget Status	Schedule Status	Barrier Status
6/19/17	10/27/17	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):** Ross Richards
- 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

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.