

Business Process Improvement (BPI) Shared Service

Monthly Report for November 2017

Data as of 11/09/2017

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-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.

Date Completed: 11/6/17

Outcome: Identified six short-term recommendations, focusing heavily on increased and improved communications and training between the departments and the IRB/OPRS, better understanding of processes by Department Heads, Faculty and Principal Investigators (PIs) and where to direct PIs to find the best and most current information. Implementation is anticipated by May 2018. Identified two long-term recommendations that will allow review and communication of current IRB submission policies to ensure continued regulatory compliance and adherence and ongoing upgrades to the current IRB application submission system, with implementation on an ongoing basis.

Summary of Current Projects

PPMO-0040 Unit Security Contact Request Process Improvement [System Office,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

Project Start	Project Finish	Current Project Health	Budget Status	Schedule Status	Risk Status
12/2/13	12/31/17	Not baselined	Not baselined	Not baselined	Not baselined

PPMO-0061 University of Illinois Foundation Annual Giving Process Improvement [System Office]

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: Planning for the future state with recommendations for solutions with the core team and focus group.

Project Start	Project Finish	Current Project Health	Budget Status	Schedule Status	Risk Status
8/21/17	2/1/18	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: Current state materials for Phase III are completed and were reviewed with the focus group on 10/30/17. Core team will continue with developing future state materials.

Project Start	Project Finish	Current Project Health	Budget Status	Schedule Status	Risk 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 [System Office,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 September 2017, we have completed 17 processes.

In September 2017, we kicked off four more processes. The September cycle will end in December, with 21 processes complete.

January cycle has two processes left. January cycle is scheduled and ready to go.

Project Start	Project Finish	Current Project Health	Budget Status	Schedule Status	Risk Status
5/2/16	7/1/19	G	G	G	Y

PPMO-0069 College of Nursing HR Faculty Hiring Process 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: Core team is almost done with future state materials and is meeting this week to collect baseline data for process steps and prepare materials for the focus group feedback. Team is also preparing baseline system data for final report.

Project Start	Project Finish	Current Project Health	Budget Status	Schedule Status	Risk Status
6/19/17	12/29/17	G	G	G	G

Summary of Current Projects

PPMO-0070 Library Administration Transition Procurement Process Improvement [UIC]

Sponsor(s): Rodney Chambers, Linda Naru

Goal: Improve the UIC Library financial operations for consistency and more efficiency by combining all Library business-related functions to be managed, monitored, and approved through one central business office.

Status: Project is waiting to be scheduled.

Project Start	Project Finish	Current Project Health	Budget Status	Schedule Status	Risk Status
11/1/17	2/28/18	Not baselined	Not baselined	Not baselined	Not baselined

Summary of Recently Withdrawn Projects

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.

Latest Status: Project is waiting to be scheduled.

Reason for Withdrawal: Engineering IT Shared Services group has been implementing changes from their previous two process improvement projects, which are having a good impact on the accounting process. Sponsoring unit doesn't feel that this project is necessary any longer.

Summary of Upcoming Work Requests

WR-BPI-0039 AITS Security Procedures Process Analysis [System Office]

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 March 2018.

WR-BPI-0041 Employee Separation Process Analysis [System Office,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 March 2018.

WR-BPI-0042 Central IT Biennial Inventory [System Office,UIC,UIUC]

Sponsor(s): Karen Greenwalt

Goal: Streamline and define inventory process in order to reduce time and manual intervention.

Status: Currently awaiting resource availability. Project expected to start in March 2018.

WR-BPI-0043 Urbana Auxiliary Units FMLA Process [UIUC]

Sponsor(s): Alma Sealine

Goal: The Auxiliary Units from Urbana would like to have facilitated working sessions to determine best practices for managing FMLA.

Status: Currently waiting for resources to start this work request.