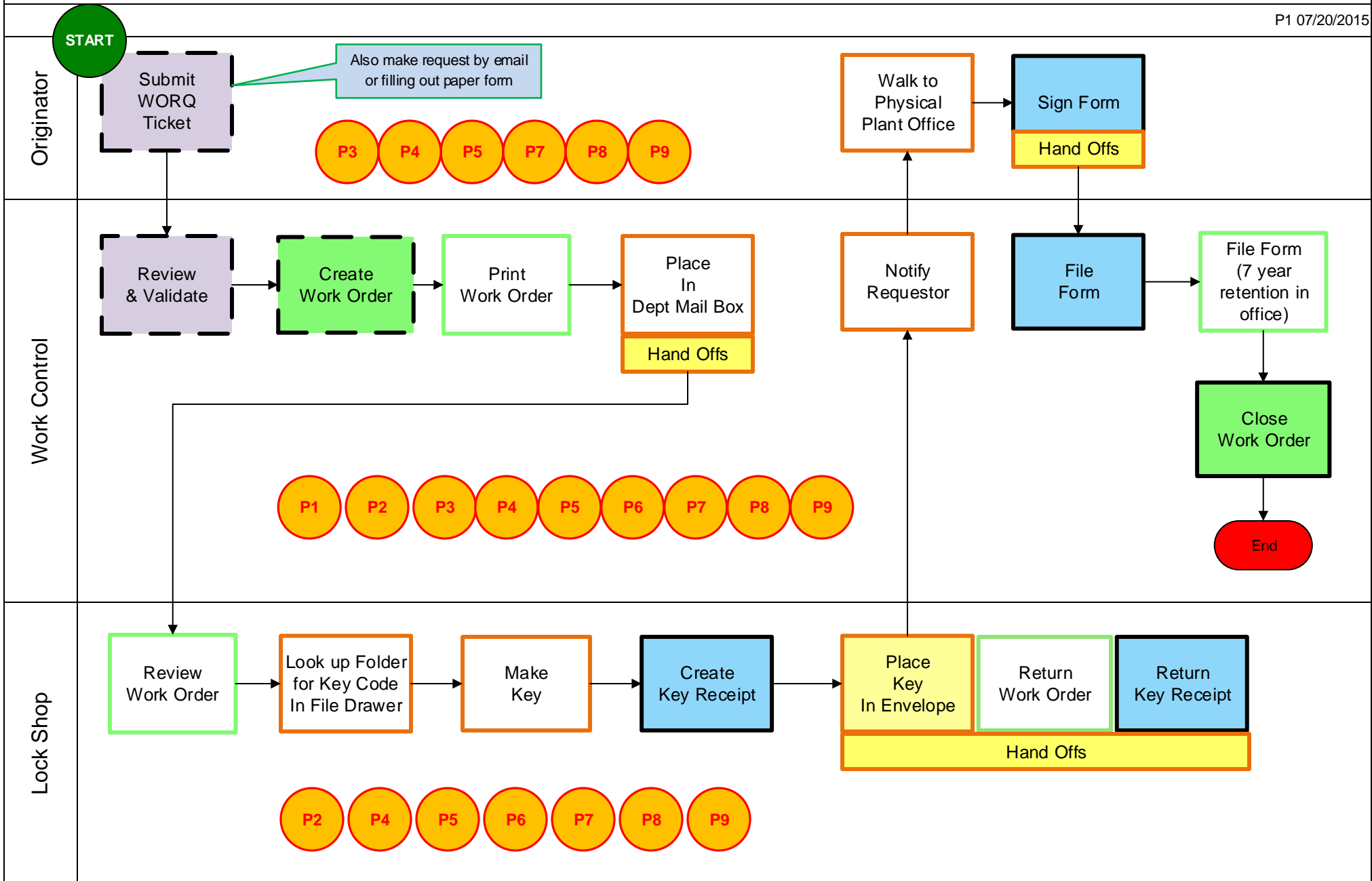


Door Access Process Team - "AS IS"

P1 07/20/2015



Pains & Issues:

Please Read First: The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. WORQ does not automatically pull in originator information.

RCA: Out-dated form.

2. Cannot identify who is the key owner, audit issue.

RCA: Form does not require information for the key owner.

3. The identified 'responsible official' cannot determine what door access has been granted to employees.

RCA: There is not a central database for looking up records.

4. Current processes do not facilitate compliance with policy UM1567, originators may not be authorized to request the door key.

RCA: Administrative burden, no structure in place in to facility following the process.

5. Current request for key and FOB are inconsistent.

RCA: Processes were developed separately.

6. Authorized signature on form may not be the responsible authority of the space.

RCA: Online form does not read the space planning software and there is a paper form request for keys and cards.

7. Key request for non-employees.

RCA: Tracking process is inefficient since they do not have a Banner ID.

8. Lost key and re-assigning key process is inefficient.

RCA: There isn't a clear defined process.

9. Originator request multiple keys for an area and the key owners are not identified.

RCA: Originators are responsible in there area as the 'custodian of the keys' and there isn't a tracking process for identifying the owner of the key.

10. Part-time faculty access to classrooms that are locked, they have to call Police Services to open rooms.

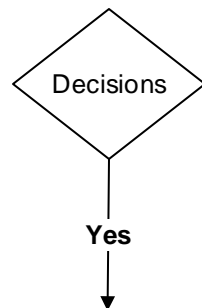
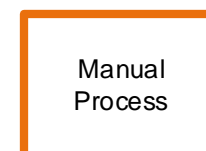
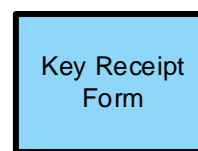
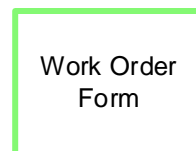
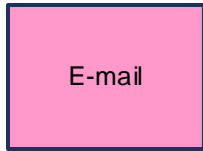
RCA: Some departments do not provision a process for having classrooms open after normal business hours of 8am – 4:30pm.

Analysis of the 'AS IS' process

1. Are all roles essential? **Yes**
2. What is the number of hand-offs? **3**
3. Are any steps automated? **No**
4. Iterations (how many times is process repeated in a timeframe)? **Several times a day**
5. What tasks consume the greatest amount of time? **Reviewing the work order and the physical making of the key**
6. Does the task add value? **Keeping form in office for 7 years does not add value.**
7. What steps can be eliminated or automated? **Automate notification to managers, to the requestor, looking up folder for the key code, automatic create work order task in Mapper, automate manager notification, create the key receipt from the work order, improve submit ticket to pull in originator information and building information, which buildings originator has authorization to request access to, hierarchy of approvers**
8. What steps should be added? **Approvers**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **not measured**
10. % FTE and/or estimate time takes for each key role in the process one key
work control – 10 minutes + 10 minutes = 20 minutes
Lock shop – 30 minutes to an hour

Work orders for 1 year = 915 (with multiple keys needed)
FOB request for 1 year = 143 (new ones)
re-keying request 1 year = 319

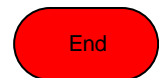
Legends



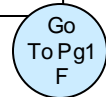
NO

Hand Offs

Yes



Connectors



Penultimate Semester: Contact faculty advisor for names of honors students

Rejected contracts may go to either rep for re-processing

Text Box

Consider for Phase 2 implementation
- Put on hold if waiting on Confirmation of final semester enrollment

Note: On revisions some departments do not send form back to faculty for signature

text

Text box

Text Box

Team Name