

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. Campus users were not aware process was being implemented.

RCA: There wasn't a communication plan developed.

2. Indexes could not be inactivated since ORG HAD been inactivated.

RCA: Indexes should have been inactivated prior to the ORG inactivation.

3. Process was labor intense.

RCA: Manual process lack of automation.

4. Too many handoffs.

RCA: Manual process and lack of automation.

5. Report generated needed additional information.

RCA: Additional specifications were needed, Minimum effective date, Max change date and timekeeping orgs.

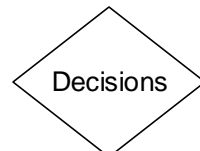
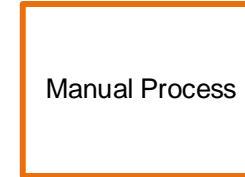
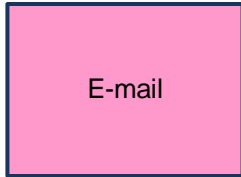
6. Time leave orgs deactivated were actively being used, pain for HR Records.

RCA: Report did not identify orgs that were used only for timesheet reporting, not associated with labor account.

Analysis of the 'AS IS' process

1. Are all roles essential? **Yes**
2. What is the number of hand-offs? **8**
3. Are any steps automated? **No**
4. What steps can be eliminated or automated? **Create process to create the report and automatically burst and emailed to the appropriate offices and LDAP groups.**
5. What tasks consume the greatest amount of time? **Review the report and deactivating orgs in Banner**
6. Does each task add value? **Yes**
7. What steps should be added? **Deactivate the Indexes prior to inactivating the Orgs, add HR Records as part of the review and send final report to Business Officers and Research Support Services.**
8. Iterations (how many times is process repeated in a timeframe)? **Annually (February)**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **less than 1%**
10. % FTE and/or estimate time takes for each key role in the process. **Total: 183 hours**
EAS – 175 orgs, 1 hour per org for all steps = 175 hours
Create report and distribute to appropriate reviewers = 1 hour
Financial Planning = 2 hours
Financial Reporting = 4 hours
Grants = 1 hour
11. Metrics – identify measurable outcomes What do we expect to save (time, manual steps, paper, unnecessary reviews & approvals). **Save time, manual steps, unnecessary communications and required certifications and training and eliminate maintenance of approval queues, etc.**

Legends



Decisions

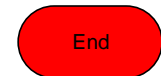
NO



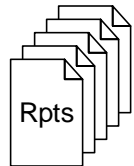
Hand Off



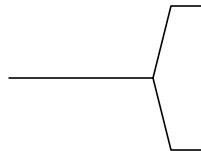
Pains



End



Rpts



Use double connector
when need to spawn
off to 2 lanes
simultaneously

Yes

Connectors

From
Pg1
C

Go
To Pg1
F

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