THE UNIVERSITY OF MEMPHIS®

Administrative Process Improvement
Project Management Group (PMG)

All PMG Members
- Serve as champions of change and support improvement efforts, both large and small
- Work to eliminate project roadblocks within the organization
- Serve as mentors to team leads and team members as they plan and execute projects
- Through the course of projects, identify critical communication points and bring to the PMG the issues that need to be communicated to the campus
- Review draft project scopes to ensure that they are achievable and well-defined

Co-Chairs
- Communicate to Executive Leadership on process improvement efforts.
- Set goals and oversee the administrative process improvement program
- Secure needed resources for the teams and the overall program
- Check in periodically with the team leads to understand their work and progress
- Draft project scopes that are achievable and well-defined
- Assure that team members have the support of their supervisors as they participate on projects, with release time if that is possible

Chief Human Resources Officer
- Work to ensure that the outcomes of process improvement initiatives are appropriately incorporated into institutional compensation and classification system (e.g., potential role modifications)
- Ensure alignment between human resources policies and practices and the organization's commitment to change and innovation; propose methods to encourage and recognize innovation and a willingness to change
- Promote organizational development and change through programs, professional development, and other HR activities

Enterprise Systems Advisory Committee (ESAC)/IT Liaison
- Serve as liaison to the ESAC governance committee to ensure coordination of scarce resources and to maximize the use of existing technologies.

Process Analyst Lead/Project Manager
- Report to the Process Management Group's co-directors
- Work with team leads as they plan and execute the project
- Document "AS IS" and "TO BE" design with VISIO
- Work with teams to determine their business needs
- Provide ideas regarding how technology can be used to improve processes; translate user needs into technical form for IT developers
- Serve as a key liaison between Project Teams and technical staff
- Communicate and coordinate with external consulting companies to allocate resources, as needed
- Create and maintain team websites
- Serve as a member of the ITD ESAC Governing for the purpose of providing project updates and requests

Subject Matter Experts (Departmental Administration, College Administration, Research Administration, Student Enrollment)
- Represent their area of expertise on the PMG, ensuring that best practices are followed, and university priorities appropriately incorporated into the work of the PMG as teams are established
- Help foresee practical or policy implications of potential improvements