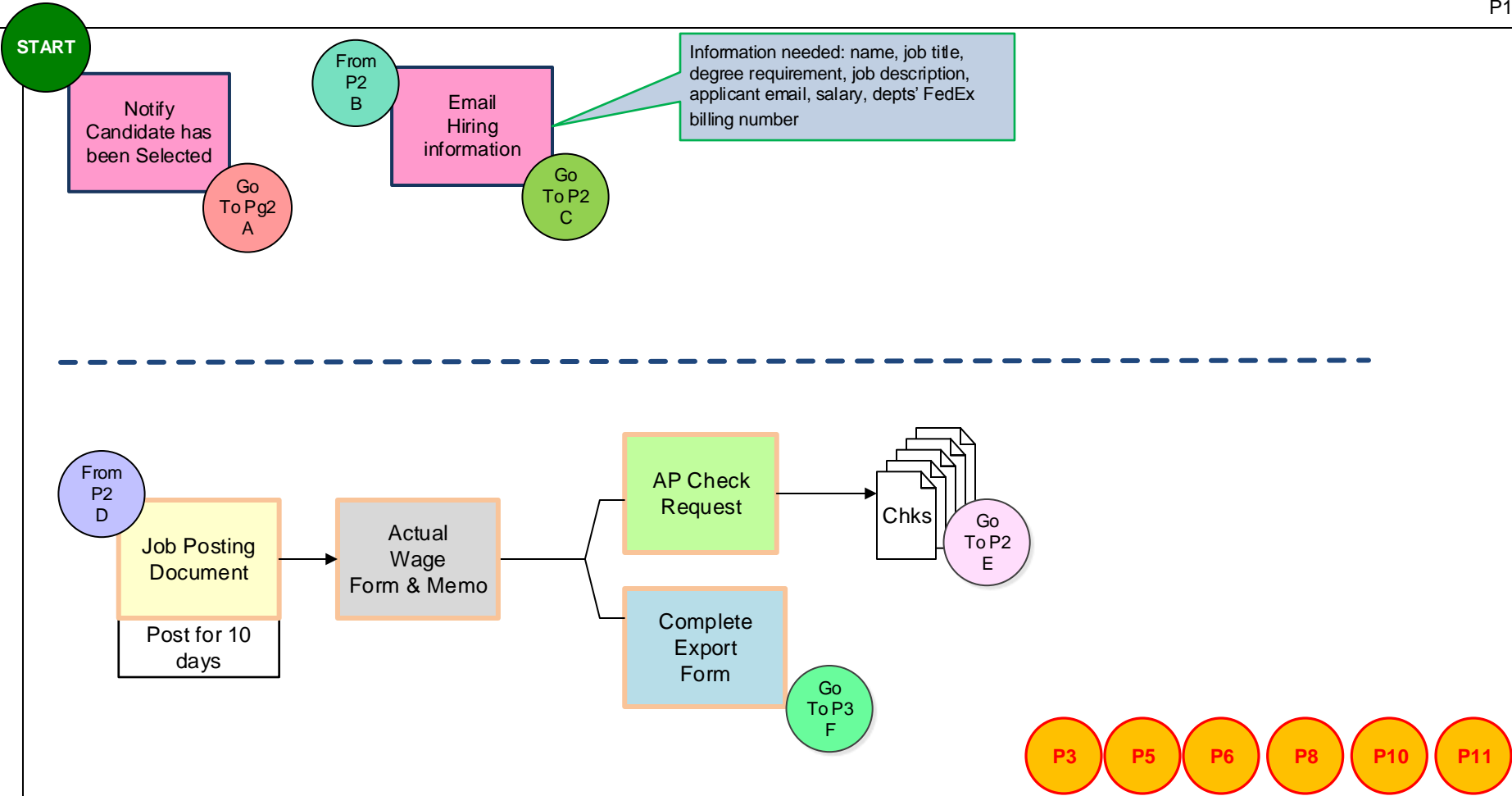


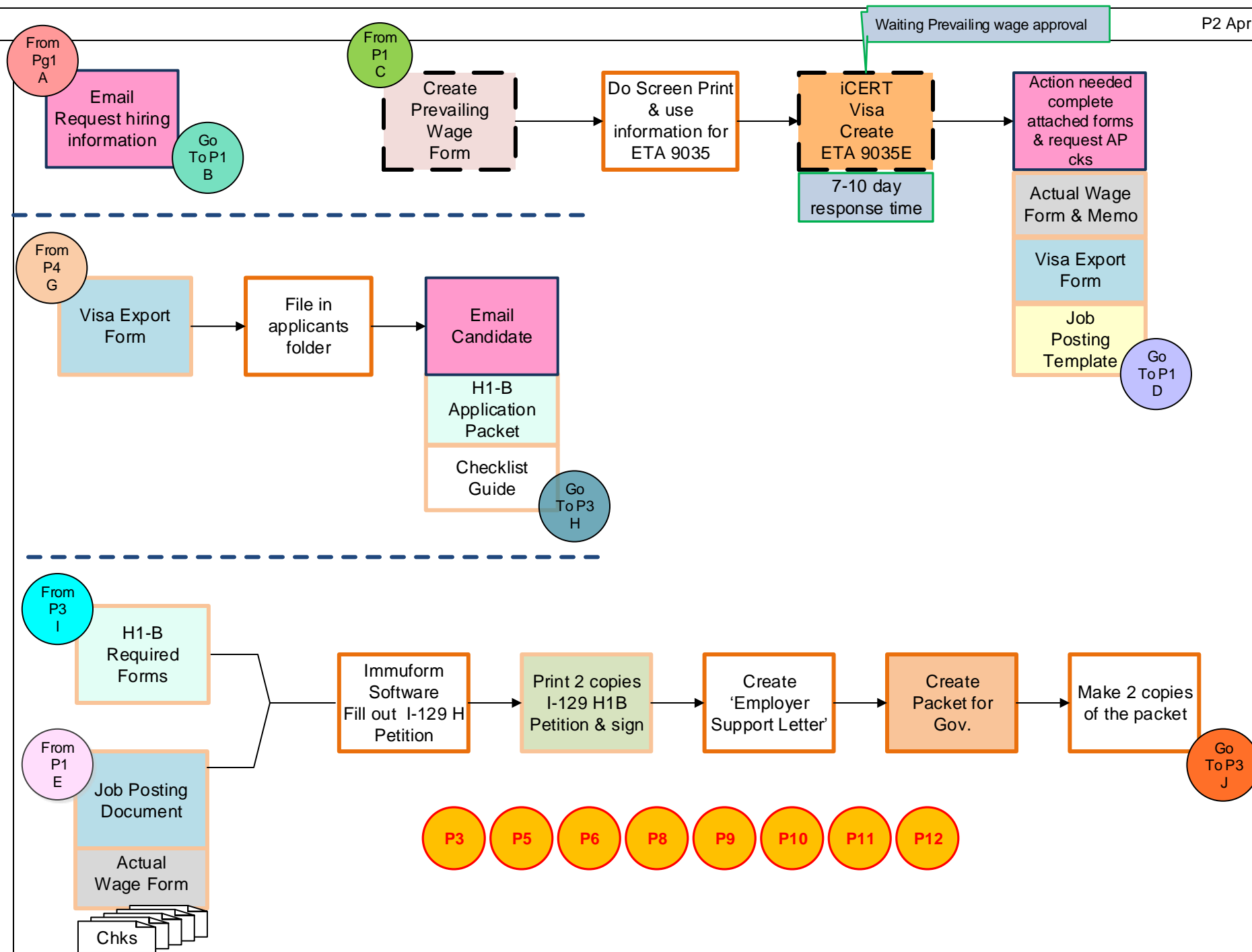
Originator



International Faculty Appointment – H-1B Visa – “AS IS”

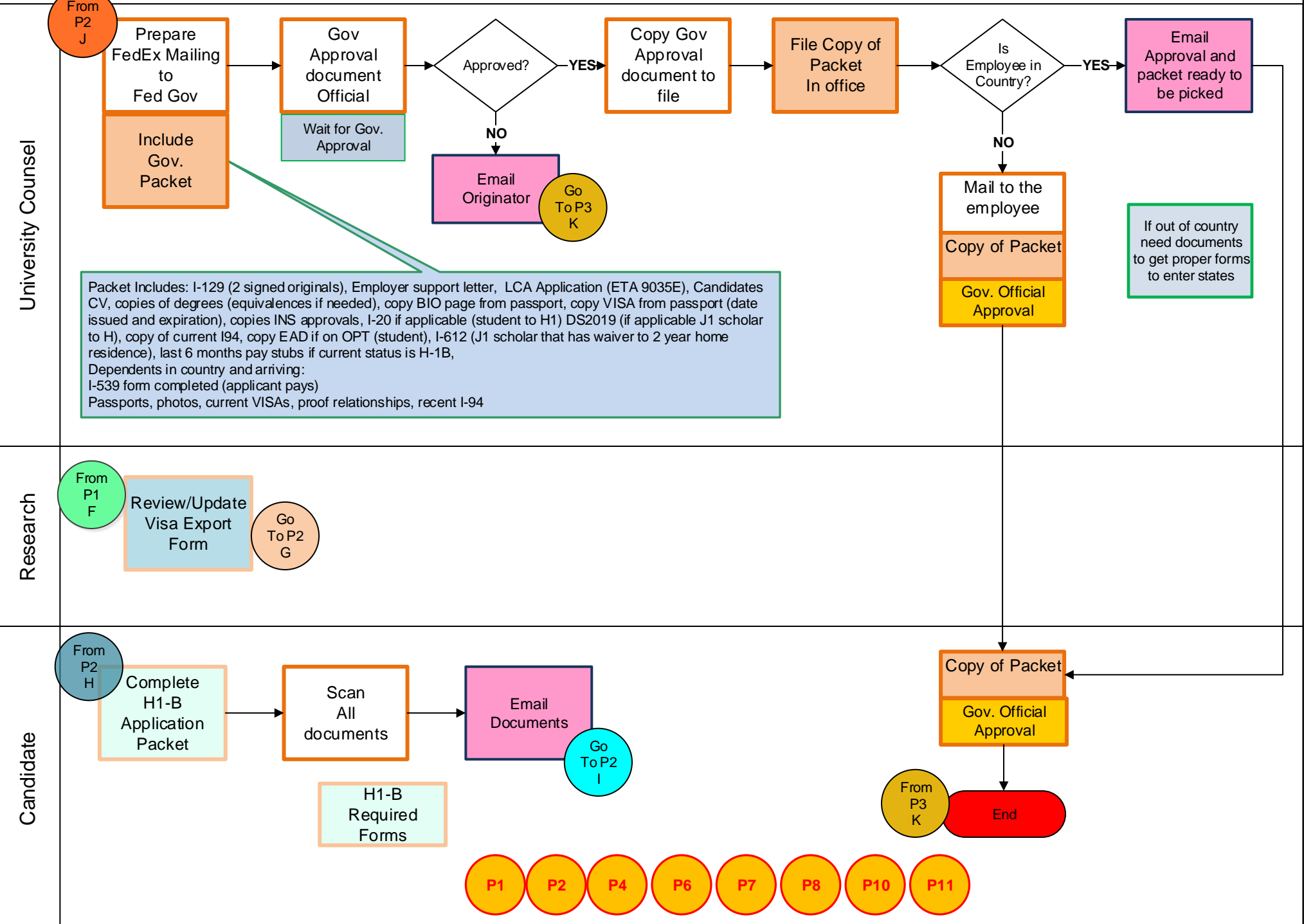
P2 Apr 11, 2016

University Counsel

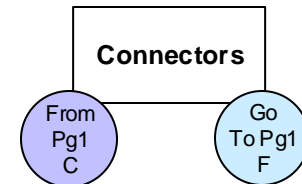
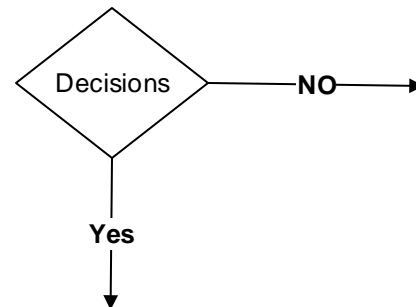
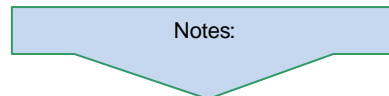
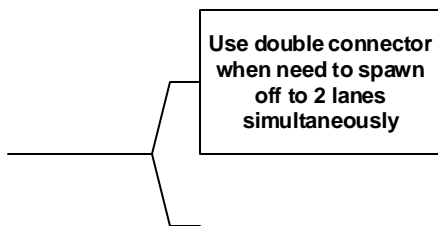
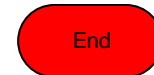
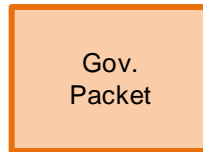
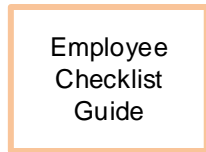
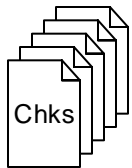
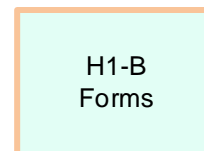
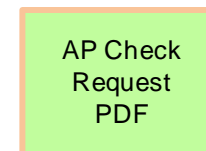
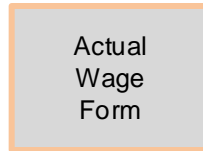
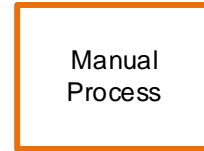
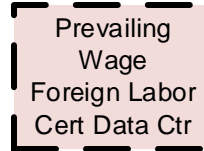
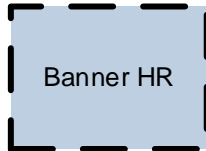


International Faculty Appointment – H-1B Visa – “AS IS”

P3 Apr 11, 2016



Legends



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. Local address is required before can apply for a social security card.

RCA: Social Security Administration regulation.

2. Candidate has to be in the country 10 days prior to applying for social security card.

RCA: Social Security Administration regulation.

3. Cannot determine if applicant is eligible to work in the country.

RCA: WorkForum application question 'Are you eligible to work in the country?' is not a required field.

4. Candidate does not always understand they must remain employed until UofM has filed the H-1B form.

RCA: Communications and information provided may not be clear on this subject.

5. Departments start the hiring process too late to meet fall and spring payroll deadlines.

RCA: There aren't defined guidelines and timelines published on UofM websites.

6. Foreign degrees have to verified and translate, causing delay in the process.

RCA: Foreign degree has to be converted to an official degree.

7. Communications to the candidate.

RCA: Communications from the university may not be clear.

8. Candidate does not follow through with all instructions, causing a delay in the process.

RCA: They do not follow the checklist.

9. Banner (GOAINTL) and Windstar software visa type is not updated when there is a change in status.

RCA: Finance and HR Records are not notified when there is a change in status.

10. Departments do not understand the Visa process.

RCA: There aren't guidelines published on UofM websites.

11. Hiring departments promise candidates that are not within the university policy/procedures (eg. promise to hire their spouses).

RCA: Departments are not complying to university policy/procedures.

12. Communications to the departments and to the candidate are manually created.

RCA: There isn't an automated workflow.

Analysis of the 'AS IS' process

1. Are all roles essential? **Yes**
2. What is the number of hand-offs?
3. Are any steps automated? **No**
4. What steps can be eliminated or automated? **Streamline the flow of the forms**
5. What tasks consume the greatest amount of time? **Manual communication between departments and departments to candidate**
6. Does each task add value? **Yes**
7. What steps should be added? **Create checklist and timeline for the departments to follow**
8. Iterations (how many times is process repeated in a timeframe)? **Twice in an Academic year (fall & spring)**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **100%**
10. % FTE and/or estimate time takes for each key role in the process for one form. Total time: **7 hours x 16 forms annually**
x x
Originator: 30 minutes
Research Dept: 30 minutes
Univer Counsel: 5 hours
Candidate: 1 hour
11. Metrics – identify measurable outcomes What do we expect to save (time, manual steps, paper, unnecessary reviews & approvals). **Time and streamline the process between the departments and University Counsel**