Business Process Improvement Shared Service

Service Overview
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Office of the Chief Information Officer, University Administration

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What is the BPI Shared Service?

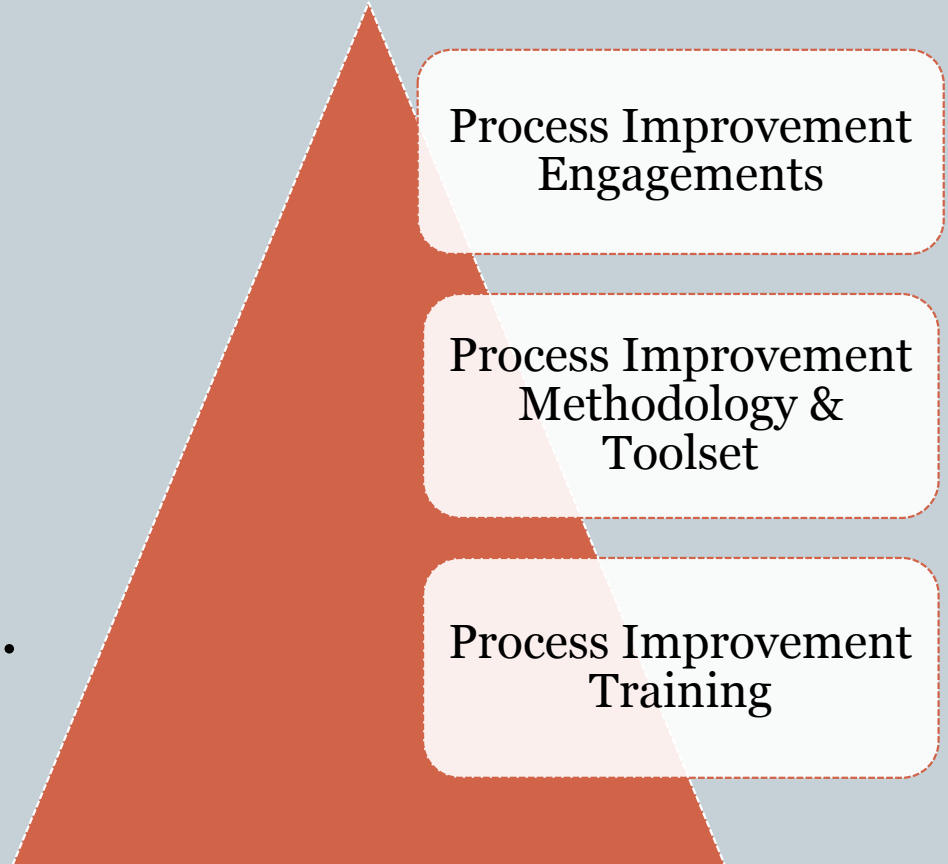WHY WAS THE BPI SHARED SERVICE CREATED?

WHO ELSE IS DOING IT?

HOW CAN WE HELP?

WHO ARE THE PARTICIPANTS?

Why was the BPI Shared Service created?

Provide support to University initiatives seeking to increase the ***efficiency*** and ***effectiveness*** of University operations...

Process Improvement Engagements

Process Improvement Methodology & Toolset

Process Improvement Training

Who else is doing it?

- University of Wisconsin @ Madison
  - Office of Quality Initiatives (OQI)
  - Administrative Process Redesign (APR)
- University of Minnesota
  - Office of Service and Continuous Improvement
- National Consortium for Continuous Improvement
  - Almost 60 other Universities world-wide
  - Includes:

• University of Michigan	• University of Wisconsin
• Michigan State University	• University of Minnesota
• Purdue University	

How can we help?

- Solving problems
  - Improving quality of product/service
  - Eliminating waste/streamlining process
  - Reducing processing time
  - Reducing total cost

How can we help?

- Providing resources to lead process improvement engagements:
  - Developing and maintaining focus
  - Organizing thoughts
  - Opening the lines of communication

How can we help?

- Helping others solve problems
  - Unit-based process improvement engagements or initiatives
  - Collaborative process improvement efforts

How can we help?

  - Developing and maintaining methodology
  - Providing tools to support engagement teams
  - Providing training on the concepts and tools

Who are the participants?

Business Process Advisory Group

- Governance for BPI Shared Service
- Review, select and prioritize projects

Participants

- **Laura Alexander,** Senior Director of Human Resources (UIS)
- **Dr. Dilip Chhajed**, Professor, College of Business (UIUC)
- **Dr. Avijit Ghosh**, Special Assistant to the President (UA)
- **Patricia Gill**, Associate Vice Provost for Planning and Programs (UIC)
- **Dr. Michael Hites**, Chief Information Officer (UA)
- **Mike Kamowski**, Director of Student Systems Services (UIC)
- **Gloria Keeley**, Assistant Vice President Administrative Services, OBFS (UA)

- **Kristi Kuntz**, Assistant Provost for Undergraduate Academic Affairs (UIUC)
- **Stig Lanesskog**, Associate Provost for Strategic Planning and Assessment (UIUC)
- **Maureen Parks**, Executive Director of University Human Resources (UA)
- **Audrius Polikaitis**, CIO, Hospital Information Services (UIC)
- **Dr. Albert Schorsch III**, Associate Dean, Urban Planning and Public Affairs (UIC)
- **Julie Zemaitis**, Executive Director, University Audits (UA)

Who are the participants?

BPI Liaisons

- Advocates for the BPI Shared Service
- Provide input on project ideas

Participants

- Administrative Information Technology Services
- Office of Business and Financial Services
- Office of the Chief Information Officer
- Office of University Audits
- UIC Academic Computing and Communications Center
- UIC College of Liberal Arts and Sciences
- UIC Human Resources
- UIC Office of Institutional Research
- UI Hospital & Health Sciences System

- UIUC Campus Information Technologies and Educational Services
- UIUC College of Agricultural, Consumer and Environmental Sciences
- UIUC College of Earth, Society, and Environment
- UIUC College of Education
- UIUC College of Fine and Applied Arts
- UIUC College of Liberal Arts and Sciences
- UIUC Facilities and Services
- UIUC Materials Research Lab
- UIUC Office of the Registrar

Who are the participants?

BPI Core & Virtual Teams

- Staff engagement teams
- Support initiatives, tools, training and methodology

Participants

- Administrative Information Technology Services
- Office of Business and Financial Services
- Records and Information Management Services
- UIC Academic Computing and Communications Center
- UIC College of Applied Health Sciences Administration
- UIC Office of Admissions and Records Administration
- UIC Office of the Vice Chancellor for Research
- UI Hospital & Health Sciences System
- UIUC University Housing
- UIUC Campus Information Technologies and Educational Services
- UIUC College of Education
- UIUC College of Liberal Arts and Sciences
- UIUC Library Administration
- UIUC Office of the Provost & Vice Chancellor of Academic Affairs

Additional Information

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