

Draft

Provost Employee Communication Council Minutes
February 10, 2009 - Room 389, Newcomb Hall

Those in attendance: Susan Pott, Peggy Ehrenberg, Iva Gillet, Jean Varner, Rob Schuett, Lea Ann Moore, John Teahan, Brad Holland, Art Grocholski, Beth Reinhard, Delores Roberts, Laura Sprung, Dawn Brennan, Darlene Branch, and Zeke Crater.

OPEN SESSION

Guest Speakers, Nannette Keenan and Lea Moore, Office of Process Simplification (OPS).

The OPS was established in 1994 and initially focused on human resources and student services and has grown into administrative aspects.

Process Simplification is a business improvement approach in which employees from the University's academic and administrative units form partnerships, in support of the mission of the University of Virginia, in order to create and maintain processes that:

- offer unprecedented levels of service
- enhance the quality of work life of faculty, staff, and students
- empower employees to perform meaningful, productive work
- use technology and financial resources to their fullest advantage

As part of promoting and increasing awareness for the program, OPS is visiting different organizations. Attached is a copy of their slide presentation and you can visit <http://www.virginia.edu/processsimplification/> for more OPS information.

CLOSED SESSION

Minutes

The December and January minutes were approved and draft versions on the PECC website will be replaced. Peggy Ehrenberg, PECC Secretary, will not be at the PECC March meeting (March 10, room 389, Newcomb hall). A volunteer will be needed to take the minutes for this meeting

Parking and Transportation

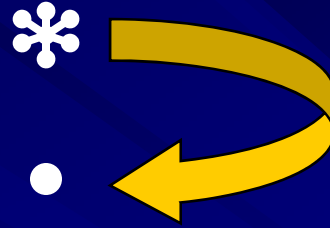
Susan Pott reported on behalf of the Parking and Transportation Committee member, Susan Chisholm. We were reminded of the Parking and Transportation committee website resource <http://www.virginia.edu/parking/committee/index.html>.

PECC Meeting Topics

Future PECC Meeting topics were discussed and included: Caroline Walters, Printing & Copy Services; Tim Garson as a potential July speaker; Larry Sabato; travel committee representative, and an ITC speaker. Any recommendation for a guest speaker is always encouraged and welcomed.

Meeting adjourned.

Attachment (OPS slide presentation)



Office of Process Simplification

Nannette Keenan & Lea Moore

Office of Process Simplification

- ✦ Report to the VP for Management & Budget
- ✦ Process Simplification is a systematic approach to continuous improvement at UVA. Employees in academic and administrative units form partnerships, supporting the University's mission, to create and maintain efficient processes offering unprecedented levels of service and optimizing the use of human, financial, and technological resources.

Steering Committee

- ✦ Comprised of Vice Presidents and senior administrators.
- ✦ Provides oversight, guidance, and approval for all major elements of Process Simplification.
- ✦ Assists in communicating the mission and goals of the project to the larger University community.
- ✦ Provides structure to support the mission and vision of the department.

Advisory Committee

- ✦ Comprised of University-wide representatives.
- ✦ Assists in identifying, prioritizing, and initiating projects.
- ✦ Recommends individuals to serve on a project team.
- ✦ Provides global perspective on initiatives.
- ✦ Helps to oversee the general progress of approved projects.
- ✦ Assist in fostering a culture of improvement to support the institution in achieving its mission.

PS Seeks To:

- * improve the quality of a service;
- * improve the users' understanding about the service;
- * simplify the steps required to complete a transaction;
- * eliminate unnecessary duplication of effort;
- * maximize the use of available resources;
- * use the best (most cost-effective) technology available to support an activity; and
- * improve communication across units supporting a service.

PS Services

- ✦ Facilitate communications throughout the organization and greater University
- ✦ Assist project owners groups with tracking and reporting process to Steering Committee
- ✦ Assist in selecting process simplification participants
- ✦ Assist in locating resources for process simplification initiatives
- ✦ Provide project infrastructure
- ✦ Resolve project issues
- ✦ Empower team members

Methodology

★ Modified NACUBO Business Process Redesign (BPR)

- Discover
- Redesign
- Realize

★ Project Management Institute (PMI.org)

- Initiating
- Planning
- Executing
- Controlling
- Closing

★ Knowledge Areas

- Integration
- Scope
- Time
- Cost
- Quality
- Human Resources
- Communications
- Risk
- Procurement



Refining Methodology

★ During the Project

- Adapt to project work needs
- Adapt to team expectations
- Progress evaluations
- Project tracking mechanisms

Projects & Methodology

★ Current PS Projects:

- ☞ Print Publications
- ☞ University Mapping Initiative
- ☞ Conference Organization and Planning
- ☞ Moving and Relocation Process
- ☞ Long Distance Access Process

★ A Sample of Completed Projects & Initiatives:

- ☞ Capital Projects Authorization
- ☞ Facilities Management Procurement Analysis
- ☞ Records Management
- ☞ Academic Certification Tracking
- ☞ Faculty Exit Procedures

How PS Can Help You

- ✦ **Intro to Process Improvement Course**
- ✦ **Advancing Improvement & Innovation Conference**
 - Took place Oct 15th with over 50 faculty and staff attending
- ✦ **Project Challenge**
 - First round of selected projects announced – Dec 12th
 - Second project evaluation – Feb 25th
 - Second round of selected projects announced – Late March
- ✦ **Web tools, resources and templates**