What are the administrative practices, policies and procedures that need to be transformed, simplified or eliminated? Suggested categories:

- Contract approvals
- Employee lifecycle
- IT investment
- Payroll
- Staff recognitions and awards
- Travel
Administrative Efficiencies

- Focus on increasing administrative efficiency by digitizing and automating processes
  - Eliminating need for paper via digital forms and electronic signatures
  - Improving workflow by streamlining and automating approval processes
  - Improving integration between systems to reduce need for manual data transfer
  - Supporting flexible work environments and remote working

- Draw on the insights of the community to identify needs & opportunities

- With opportunities for enhancement exceeding available resources, we must prioritize efforts, based on guiding principles
  - Advance the mission and operation of the university
  - Provide positive impact to students, faculty, and staff
  - Make best use of NIU’s resources
An Inclusive Process

2 Large-scale user surveys conducted with 150+ respondents
7 Leadership groups engaged
80 Individuals consulted

Resulting in 74 projects identified & evaluated
Over the course of the effort, 74 projects were identified. These were divided into the following categories:

1. Projects that are complete, or on the cusp of completion (12)
2. Projects that can be managed locally (8)
3. Projects that leadership has determined will not be considered at this time (24)
4. Projects that require development before implementation (9)
5. Projects to be considered now for implementation priority (21)
Notable Progress

- **Digitizing forms**
  - Change of grade
  - Tuition refund appeal
  - Employee P-card agreements
  - Outside consulting reporting

- **Automating processes**
  - Additional pay requests
  - Class fee requests
  - Curricular changes
  - Key control
  - I-9 reporting for new hires
  - Room scheduling
  - Travel vouchers

- **Creating new tools**
  - Environmental Health & Safety training dashboard
  - Self-service gender identification

- **Integrating information**
  - Consolidating teacher licensure info. into Chalk & Wire, linking to MyNIU
Prioritization Process

- High-level criteria identified
  - Impact
  - Alignment with strategic action planning framework
  - Ability to implement

- Information assembled about each project

- Projects prescreened to focus project list

- Rubric constructed to evaluate projects against primary drivers
  - Impact
  - Contribution to mission
  - Contribution to operational efficiency

- Additional/strategic considerations noted:
  - Time & effort required
  - Risk mitigation
  - Enabling projects
  - Cost
  - Revenue generation/cost savings
## Prioritization

<table>
<thead>
<tr>
<th>Tier I: High</th>
<th>Tier II: Middle</th>
<th>Tier III: Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time and benefit reporting (interim)</td>
<td>Electronicsignatures</td>
<td>Retroactive changes to grant salaries</td>
</tr>
<tr>
<td>Registrar/student transactions</td>
<td>Curricular approval process</td>
<td>Performance evaluation</td>
</tr>
<tr>
<td>PeopleAdminupgrades</td>
<td>Vendor Invoice/Voucher Interface</td>
<td>Graduate Student forms</td>
</tr>
<tr>
<td>Inventory</td>
<td>Encumbering salaries on grants</td>
<td>User testing</td>
</tr>
<tr>
<td>Grant management financial tracking</td>
<td>Purchase order and contract e-signatures</td>
<td>Check requests</td>
</tr>
<tr>
<td>Sensitive student financial aid doc.</td>
<td>Student financial aid forms</td>
<td>Research joint appointment coding</td>
</tr>
<tr>
<td>Data for compensation analysis</td>
<td>Manager dashboard</td>
<td>Job data modernization</td>
</tr>
</tbody>
</table>

**Tiers**
- **Tier I: High**
- **Tier II: Middle**
- **Tier III: Low**
# Tier 1: High

<table>
<thead>
<tr>
<th>Projects</th>
<th>Contributions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time and benefit reporting (interim)</td>
<td>Automates process for users</td>
</tr>
<tr>
<td>Registrar/student transactions</td>
<td>Automates grade changes &amp; other processes for students &amp; instructors</td>
</tr>
<tr>
<td>PeopleAdmin upgrades</td>
<td>Improved data integrity; speed multiple HR processes</td>
</tr>
<tr>
<td>Inventory</td>
<td>Partially automate process; enable further automation; reduce errors</td>
</tr>
<tr>
<td>Grant management financial tracking</td>
<td>Provides better management of grants; better compliance &amp; reporting</td>
</tr>
<tr>
<td>Sensitive student financial aid documentation</td>
<td>Speeds processing, reduces staff time, increases security of family data</td>
</tr>
<tr>
<td>Data for compensation analysis</td>
<td>Supports DE goals &amp; compliance</td>
</tr>
</tbody>
</table>
## Tier 2: Middle

<table>
<thead>
<tr>
<th>Projects</th>
<th>Contributions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Signatures</td>
<td>Provide consistent set of tools &amp; guidelines for self-serve implementation of e-signatures</td>
</tr>
<tr>
<td>Curricular approval process</td>
<td>Speed approval process, simplify tracking</td>
</tr>
<tr>
<td>Vendor Invoice/Voucher Interface</td>
<td>Reduce manual transcription, speed &amp; simplify payment process</td>
</tr>
<tr>
<td>Encumbering salaries on grants</td>
<td>Reduce errors, reduce grant overspending, improve compliance</td>
</tr>
<tr>
<td>Purchase order and contract electronic signatures</td>
<td>Complete automation of POs &amp; pilot of complex digital/e-sign processes</td>
</tr>
<tr>
<td>Student financial aid forms</td>
<td>Speed action on fin. aid decisions</td>
</tr>
<tr>
<td>Manager dashboard</td>
<td>Provides managers w/ consistent access to standard HRS info. for their unit</td>
</tr>
</tbody>
</table>
DoIT will work with and functional unit partners to develop implementation plans for top tier projects, taking into account
- Project priority
- Project scope and complexity
- Staff requirements vs. availability in DoIT and functional units

After leadership review of the plan, implementation will begin, with ongoing involvement of the user community.

Project information and tracking will be available on the web.
There will be periodic reviews and updates of the priority rankings and project scheduling. New projects will enter the queue as projects are completed.
Your Involvement

- Patience with prioritization
- Provide input as processes are calibrated
- Support streamlining
- Continue to share ideas for new opportunities
- Use these changes to your advantage