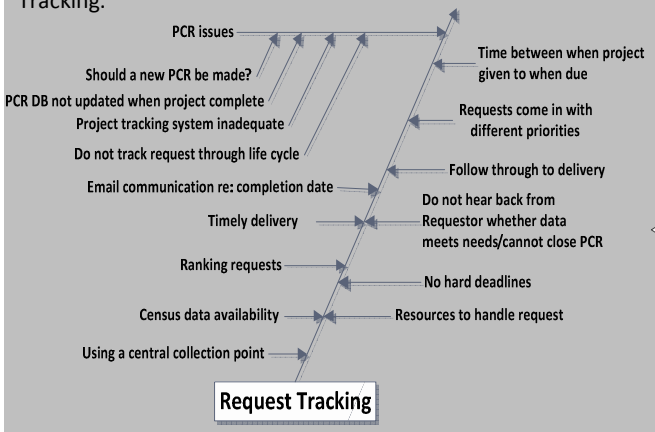
Student Information Systems Request Management

Problem / Opportunity Statement The Student Information Systems (SIS) office receives over 300 requests for data and web development each year. Although requests were entered into a database (dB), the staff had problems using the dB to effectively manage this high volume of work.

Issues Identified The team participated in a brainstorming/ affinity process, responding to the question: ***What are our concerns about managing all requests coming into SIS?*** "Managing" involved the intake of information, how it filters through the process, and how it is delivered. Over 70 issues were identified and were grouped into 6 categories:

- Customer specifications (e.g., customers adding to what they want once delivered)
- Request tracking (e.g., no hard deadlines; projects not tracked through entire life cycle)
- Data policies (e.g., is the request FERPA compliant; 3rd party distribution)
- Quality control (e.g., accuracy of data, writing good specifications)
- Utilize prior development (e.g., no centralized historical data)
- External to SIS (e.g., too many departments managing the same request)

The figure below represents issues identified within Request Tracking.



Additionally, baseline data collection revealed that approximately 30% of requests were going to individual programmers and not to MUSIS, meaning the work was not captured.

Goal: Creation of a more streamlined workflow in SIS that captures all requests, allowing for better tracking, data collection, and management.

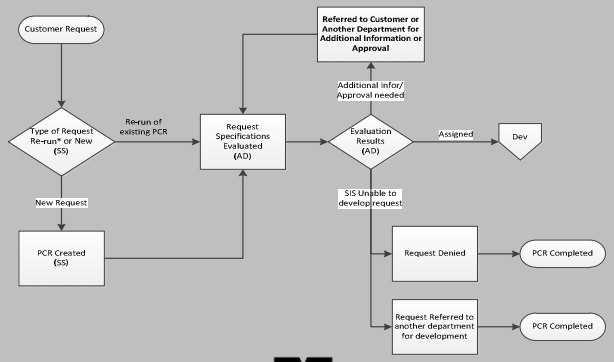
Beneficiary value

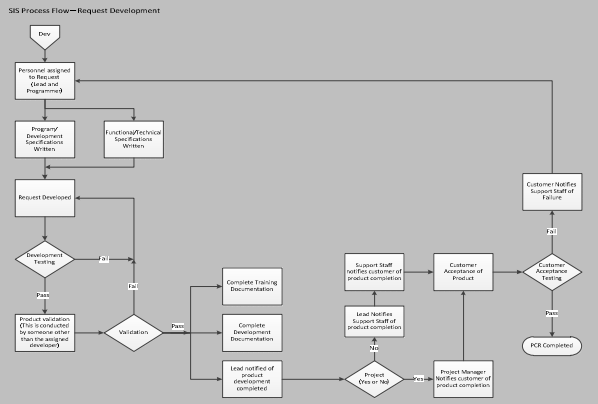
- On-time delivery of data/web development that meets the requestors needs will increase customer satisfaction.
- By creating a more searchable PCR database, SIS staff should: 1) reduce redundant efforts; 2) better utilize prior work; 3) produce work that is more consistent between programmers, increasing SIS staff satisfaction.

Process Mapping The team mapped out the current process for capturing requests. Key issues identified:

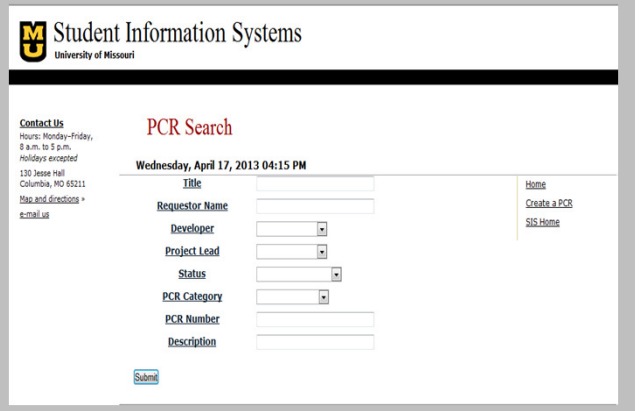
- The processes by which data requests were tested and validated were not satisfactory.
- SIS was not hearing from requestors whether or not the request had met their expectations.
- PCRs were remaining open even when the request had been completed.

Two key areas needing work: 1) the design and usability of the current PCR dB and 2) communication with requestors. The team opted to work first on a redesign of the their PCR db. They began by redesigning how the new PCR process would work. They focused on creating a process that was linked to office roles and separating out the *Request Receipt & Evaluation* piece from the *Request Development* piece, which are represented below: and at the top of the next column:





DB development When SIS users log in, they will be taken to a page which lists all open PCRs. They can also choose to search for a particular PCR via a search page (below):



Measurement example

The success of a project is determined by measurement.

Process measures – is the process working as designed?

- Is the date required captured?
- Does developer have clear specs in order to take action?

Outcome measures – are we getting the results we desired?

- On-time delivery rate
- Accurate delivery date

Team Members: Executive Sponsor: Leigh Durdle; Team Members: Kim Allen, Bob Baker, Brenda Fenley, Jeffrey Friel, Lori Hartman, Len Kellogg, Debbie Kirkham, Colin Russell, Steve Winter: Team Facilitator: Julie Brandt

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