Workflow Definitions and Concepts

Workflow:

“…the automation of a business process, in whole or part, during which documents, information, or tasks are passed from one participant to another for action, according to a set of procedural rules.”

the Workflow Management Coalition™
Banner Workflow...

automates business processes by moving documents, information, and tasks between participants

Activities Organized in UML Diagrams

**Started By**
- Business Events
  - Through the Database
  - or Web Services
- People

**Utilizes**
- Banner
- Custom Forms
- Manual Activities
- Approvals
- 3rd Party Integration
- Attachments
- BXS
- Email
- Database

**Progressed by**
- Business Rules and Conditions to Paths, Roles, People in parallel or in sequence

**Results in**
- Better communication
- Timeliness
- Consistency
- Responsiveness
- Notification
Workflow is a solutions framework that provides

- Intelligent movement of activities between participants with one view of all tasks
- Visibility to and reporting on processes and individual activities and to gather metrics
- Status of any running or completed workflow
- Confidential handling of sensitive work items
- Automated business events processing
- E-mail notification of new work
- Document attachments within email and work processes
- Custom activities design and deployment
- Banner, Luminis, and BXS integration
- External Integration
  - Desktop, Server, or Web Applications
  - 14 web services for extra flexibility
Integration – SunGard Higher Education Applications

• **Banner**
  - SSO
  - Contextually Opens Forms
  - DB Procedures and SQL
  - Business Events

• **Luminis**
  - SSO
  - Worklist Channel
  - Instantiate Business Processes
  - Alerts Channel

• **BXS**
  - BXS Document Events integration
  - Launch of Forms linked to BXS Document

• **Identity Management**
  - With 8.0 release will participate in the same IdM Environment as other SunGard Higher Education Applications
How is work distributed?

- **Role Based**
  - Activity sent to all users within the role
  - Any user may perform the task

- **Directed**
  - Activity sent to a specific user within the role
  - Specified user may perform the task
  - User can be derived from actual performer of a previous task

- **Proxy Based**
  - Temporary change to work item access
  - Helps easily manage short term staff absence, unexpected work process changes, or responsibility reassignment
  - Effective dated
Workflow in Action
Welcome to My University.
This secure site provides students, faculty and administrative staff with world-class Intranet and Internet services. This is where you can check e-mail, register for courses, and explore the Internet.

What's Inside?

- **E-mail**: Send and receive e-mail, and create your own personal address book.
- **Calendar**: Access and manage your personal, course and school calendars.
- **Groups**: Create, manage and join group homepages for clubs, affiliations and interests.

and much more...

Copyright © SunGard 1999 - 2006.
<table>
<thead>
<tr>
<th>Organization</th>
<th>Workflow</th>
<th>Activity</th>
<th>Priority</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coastal College.BAY</td>
<td>Interview Kevin Smith</td>
<td>Interview Evaluation</td>
<td>Normal</td>
<td>06-Feb-2007 11:06:52 AM</td>
</tr>
<tr>
<td>Coastal College</td>
<td>Interview James Horn</td>
<td>Register Candidate In Banner</td>
<td>Normal</td>
<td>06-Feb-2007 11:04:32 AM</td>
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<td>Coastal College.SAND</td>
<td>Interview Sarah Johnson</td>
<td>Interview Setup</td>
<td>Normal</td>
<td>06-Feb-2007 10:58:24 AM</td>
</tr>
</tbody>
</table>

Show Reserved Items
Work Item Details

- Organization: Coastal College BAY
- Workflow Name: Interview Kevin Smith
- Activity Name: Interview_Evaluation
- Created Date: 06-Feb-2007 11:06:52 AM
- Priority: Normal
- Status: Performing

Workflow Attachments

Work Item Note

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<thead>
<tr>
<th>User</th>
<th>Date</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>admin</td>
<td>06-Feb-2007 09:15:52 PM</td>
<td>This candidate looks like a good candidate for this position.</td>
</tr>
</tbody>
</table>
**Interview Evaluation Form**

**Candidate / Job Profile**

- **Candidate ID:** 313313313
- **Last Name:** Smith
- **First Name:** Kevin
- **Date:** 27-Feb-2007 11:07:00 AM
- **Position Applied For:** Business Analyst
- **Interview Location:** Bay Area Campus
- **Responsibilities:** Analyze, Test
- **Evaluation**
  - **Relevant Experience:** Strong
  - **Leadership Ability:** Strong
  - **Communication Skills:** Strong
  - **Organization Skills:** Strong
- **Comments:**

**Recommendation**

- **Hire**
- **Don't Hire**
- **Consider**

Please sign below by entering your name and pressing the 'Complete' button.

**Signature:**

**Attachments**

- Resume
  - Resume.doc (38 KB)
  - 06-Feb-2007 11:01:43 AM
  - [Update] [Remove]
# Worklist

<table>
<thead>
<tr>
<th>Organization</th>
<th>Workflow</th>
<th>Activity</th>
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<th>Created</th>
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<td>Interview Setup</td>
<td>Normal</td>
<td>06-Feb-2007 10:58:24 AM</td>
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</tbody>
</table>
Workflow Status

Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith

Workflow Status

Stop Workflow
Last Refresh Date: 06-Feb-2007 09:17:09 PM

Interview Setup
Interview_Evaluation

recommendation = "Hire"
recommendation <> "Hire"

Notify_Recommendation
Notify_Later_Consideration
### Work Item Details

#### Organization:
Coastal College BAY

#### Workflow Name:
Interview Kevin Smith

#### Details

<table>
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<th>Field</th>
<th>Value</th>
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<tr>
<td>Organization</td>
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<td>Owner</td>
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<td>Status</td>
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<td>Performed</td>
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<td>Directed User</td>
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<td>Activity ID</td>
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**Created:** 06-Feb-2007 11:01:46 AM  
**Completed:** 06-Feb-2007 11:05:22 AM  
**Estimated Time:** 00:00  
**Actual Time:** 00:01  
**Elapsed Time:** 00:05

#### Notes

There are no work item notes.

#### Work Item Context Parameters

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<th>Description</th>
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<td>position</td>
<td>Text</td>
<td>Business Analyst</td>
<td></td>
</tr>
<tr>
<td>date</td>
<td>Date</td>
<td>27-Feb-2007 11:07:00 AM</td>
<td></td>
</tr>
<tr>
<td>first_name</td>
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<td>Kevin</td>
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</tr>
<tr>
<td>job_description</td>
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In-process Workflow Monitoring

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<tr>
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<th>Version</th>
<th>On-time</th>
<th>Lagging</th>
<th>Overdue</th>
<th>Total Running</th>
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</table>

Running Activities within Workflow

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<th>Activity Name</th>
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Generate Spreadsheet
### In-process Workflow Monitoring - On time Workflows

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<thead>
<tr>
<th>Organization</th>
<th>Instance Name</th>
<th>Status</th>
<th>Date Created</th>
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<tbody>
<tr>
<td>Coastal College.BAY</td>
<td>Interview Kevin Smith</td>
<td>Ready</td>
<td>07-Feb-2007 11:08:36 AM</td>
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</tbody>
</table>

1 - 1 of 1  First  Previous  Next  Last  Go to page: 1

### In-process Search

- **Organization:** Coastal College.BAY
- **Workflow Definition:** Coastal College - Interview Candidate - 2

[Search button]
### In-process Workflow Monitoring

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<tbody>
<tr>
<td>Coastal College</td>
<td>Interview Candidate</td>
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#### Running Activities within Workflow

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<th>Activity Name</th>
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<td>Interview_Evaluation</td>
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In-process Workflow Monitoring - Lagging Activities

Organization: Coastal College
Workflow Name: Interview Candidate
Workflow Version: 2
Activity Name: Interview_Evaluation

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In-process Search

Organization: Coastal College.BAY
Workflow Definition: Coastal College - Interview Candidate - 2
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**Running Activities within Workflow**

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**Generate Spreadsheet**

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</table>

Total objects found: 2
Process Examples
Real World Process Examples

- Finance / AR – Billing Notifications
- Financial Aid – Scholarship Payment Authorization Process
- Financial Aid / All Departments – Hire a Work Study Student
- Banner General
- Student/Admissions – Graduate Admissions Application Processing
- Advancement
- HR – Hire Adjunct Faculty/Employee Appointment

+ Other Example Processes in each area that Professional Services has helped clients with
Finance / AR – Billing Notifications

Plymouth State

- **Problem:**
  - Manual mail merge to notify students of Billing information waiting for them in Banner Self-Service.
  - Untimely delays in Accounts Receivable of payments.
  - No automated mechanism to notify students of Billing information between mail merges other than manual emails.

- **Process:**
  - Process identifies whether students have a credit, balance, or zero balance, and provides them instructions on how to log into Banner Self-Service and process payments, etc.
  - Email routing information is updated and logged in Banner for better Customer Service communication.

- **Benefits:**
  - Accounts Receivable increased significantly in a more timely fashion.
  - More tailored specific communication to students and parents.
Finance / AR – Other Processes

• Creation of New Fund / Detail Code with Approvals
• Requisition Approval
• Budget Exceeded process
• Retired Fixed Assets
• Zero Balance
Kent State

**Problem:**
- Initiators can’t see how their scholarship funding is set up to make good budgetary decisions
- Paper forms routed through campus mail cause a delay in processing
- Initiators can’t find out where paper is once it has left in campus mail…they must call around to find the status of a request

**Process:**
- Allows departments to notify Student Financial Aid which students to award scholarships
- Routes documents to dean for approval

**Benefits:**
- Decrease processing time required to award scholarships – especially when rework is required
- Initiator can see which funds/indexes are funding scholarships on the form
- Notifies the initiator when the scholarship has been awarded to the student.
Financial Aid – Other Processes

- College Work Study
- Change of Residency
- Verification Process
- Notification to AR when Aid Changes
- Notification of New Documents after Billing
Financial Aid / All Departments – Hire a Work Study Student

Plymouth State

- **Problem:**
  - Could take weeks to process student hires
  - Delays in communication between Fin. Aid, HR, Hiring Supervisor, and Student Hires

- **Process:**
  - Completely automated process that takes minutes to complete
  - Information is routed to Students, Supervisors HR, and Fin. Aid,

- **Benefits:**
  - Students get initial paycheck quicker.
  - Streamlined communication between Student, Hiring Supervisors, Financial Aid, and Human Resources.
Banner General – Other Processes

- Change of Name Notification
- Change of Address Notification
- Death Notification
- Duplicate PIDM Processing
**Mississippi State**

**Problem:**
- Routing of applicant packet was not always happening in timely fashion - lost in the paperwork shuffle, no way to know whose desk it was on or where it was in the process

**Process:**
- This particular workflow is used by Office of Graduate School in conjunction with academic departments to make the admission decision on graduate students.

**Benefits:**
- Eliminated the need to send a packet of paper documents/copies from Office of Graduate Admissions to Academic departments.
- Faster turnaround time on applicant decisions.
- Ability to determine exactly where an applicant is in the process.
- Ability to identify bottlenecks.
- All of the above = faster, more efficient processing of applicants.
Student – Other Processes

- Notification of Change in Schedule
- Notification of Change in Catalog after Print Date
- Notification of Change in Residency
- Withdrawal Student
- Grade Change
- Admissions Approval process
- Course Load Below a Certain Level
- Faculty Load Below a Certain level
- Notify Wait-listed Students of New Sections
Advancement Processes

- New Gift
- New Campaign Notification
- New Designation Process
- Goal Reached
- Change of Campaign Name
HR – Hire Adjunct Faculty/Employee Appointment

Xavier University

- Problem:
  - Adjunct Faculty not paid on time
  - No validation of data including exceeding # of credits per instructor

- Process:
  - Adjunct contract information entered, validated, and processed in an efficient and consistent way.
  - Process routes contract approvals and electronic forms to appropriate parties

- Benefits:
  - Estimated Savings of $40,000/year
  - Approvals are quick and pay is not delayed in the shuffle
HR – Other Processes

- New Hire
- Termination
- Benefits and Deductions
- Position Requisition
- Salary Increase Over Certain Percentage
- Employee Review Due in x Months
- Vacant Position
- Change of Employee Class
Workflow Delivered Examples

- New Gifts
- Requisition Approval with E-mail functionality
- Hire a Full Time Faculty Member
- Hire a Full Time Staff Member
- Establish Benefits
- Load Faculty Information
- Establish Taxes and Other Deductions
- New Employee Security Setup
- Grade Change
- Withdraw a Student
- Process Withdrawn Student Aid
- Interview Candidate
What Services does SunGard Higher Education provide?

- Business Process Analysis (BPA)
  - Training and/or Facilitation
- Workflow Process Analysis (WPA)
  - Training and/or Facilitation
- Installation, Workflow Technical Training, SQL for Workflow, BXS Integration
- Workflow and 3rd Party Applications
- Workflow Process Modeling Training
- Consulting services geared specifically to client needs
  - Approach can vary from “Train the trainer” to “Full BPA and workflow implementation”
  - Workflow Production Readiness – Specific Module/Area
  - Post Production Visits
Summary

SunGard Higher Education’s Workflow product

• Supports the Unified Digital Campus
• Provides process definition, control, metrics, and evolution
• Improves efficiency, effectiveness, and cost while helping you quantify those improvements
• Delivers unique Banner, Luminis, desktop application, email, and external resource integration
• Pays you back in the best ways possible – by giving you peace of mind and time back to your day
• Helps insure that you achieve excellence
Questions and Answers

Joshua Aversa
joshua.aversa@sungardhe.com