

Business Process Review Analysis

Conclusion of the Business Review
Forum and its related findings

June 1, 2007

Education Technology Services

Introduction and Statistics

A few words about the methodology and how we derive these reports..

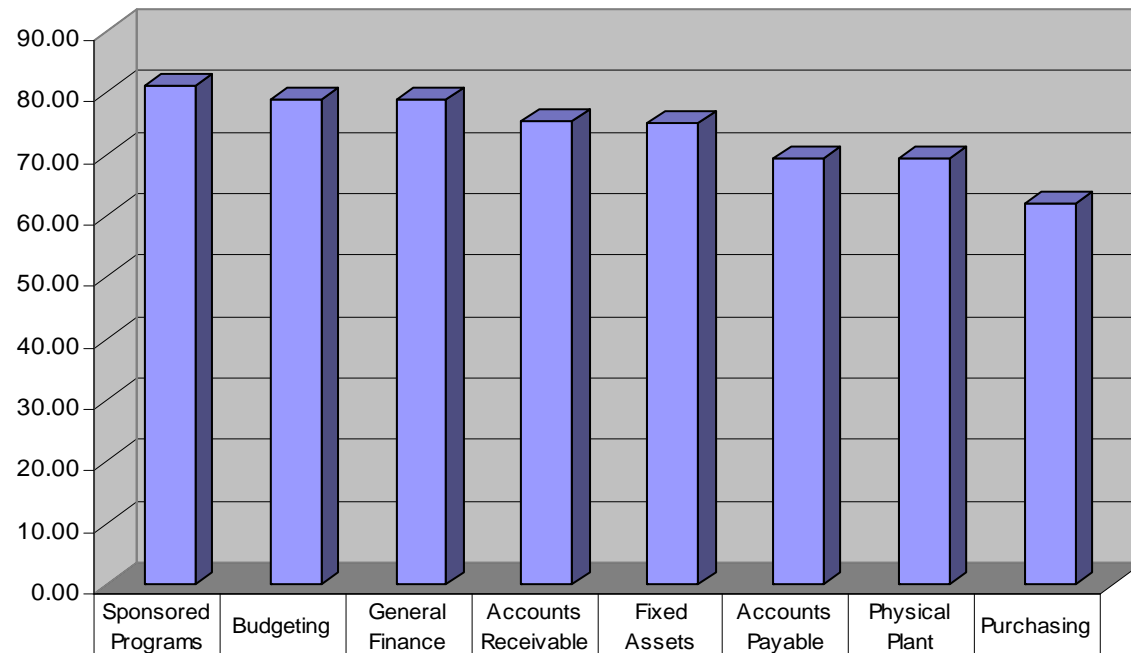
- Business Process Review is a forum exercise we asked campus wide participants to rate the value and satisfaction of the current business process in use.
- The rated score is a combination of score of value for change and their satisfaction with the current process.
- The higher the value, the more change value people place to the process and they are less satisfied. (10=most satisfied, less change 50=mid point 90=Less satisfied, more value for change)
- How do we get these numbers – an explanation

Module	Vote	Value of Change Average	Efficiency/ Effectiveness	Inverted Effectiveness Value	Value of Change Index	x10
Recruitment/Enrollment Planning	474	4.06	3.92	2.08	6.98	69.82
General Admissions/Application	1354	4.01	3.56	2.44	6.57	65.69

- Total requirements under vote : 4570
- Total votes : 9030
- Total duration: 21 days

Finance Index for Change

score spread (90=totally not satisfied, high desire to change
10=satisfied, no change needed 50 = mid point)



Finance Index for Change	81.1538462	78.8931878	78.7339744	75.3636364	74.9919872	69.3253968	69.2425926	61.9081449
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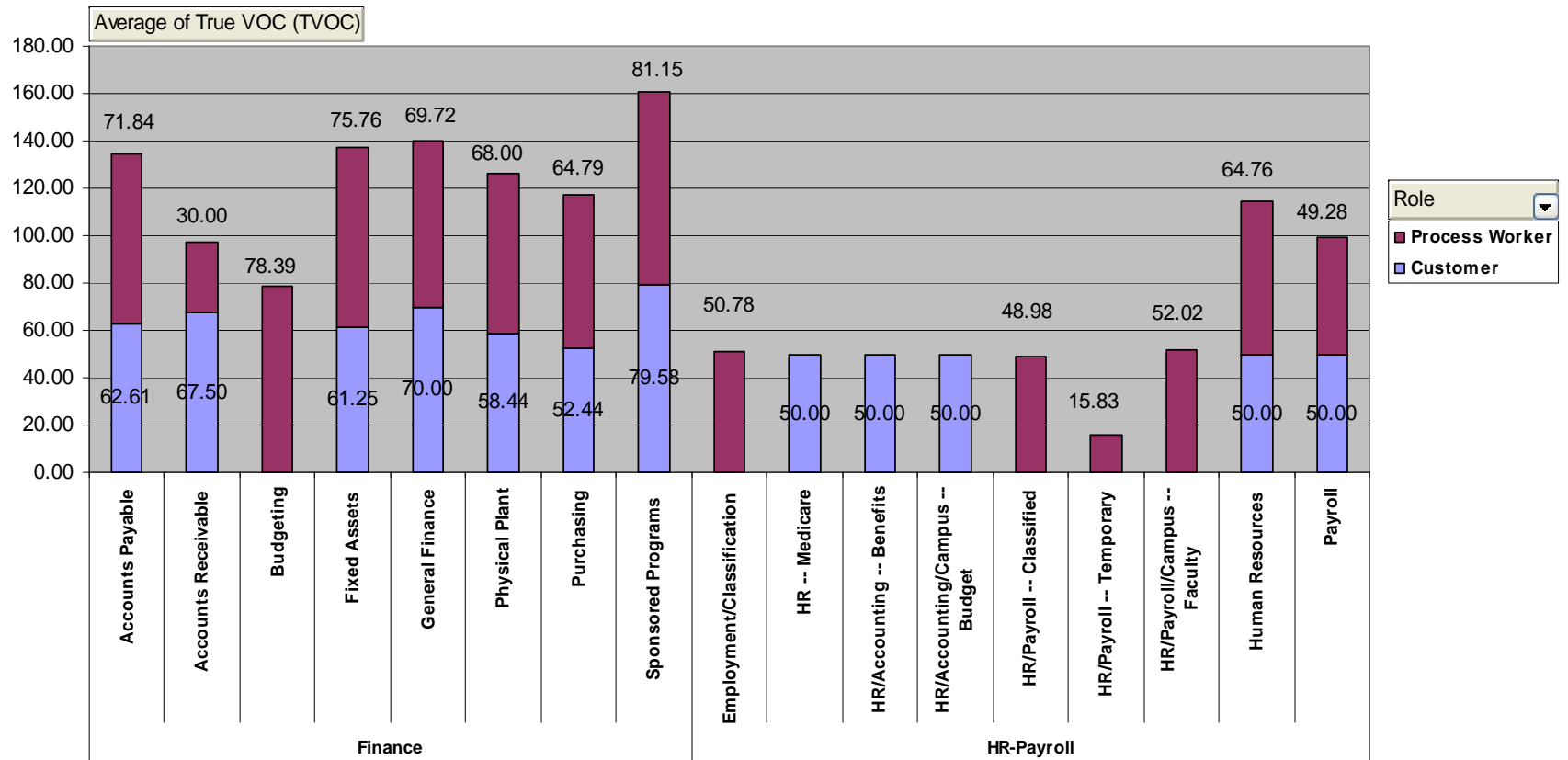
Finance Index For Change

Different View from Process Worker and Customer

Process Worker = people handle the task in a daily basis

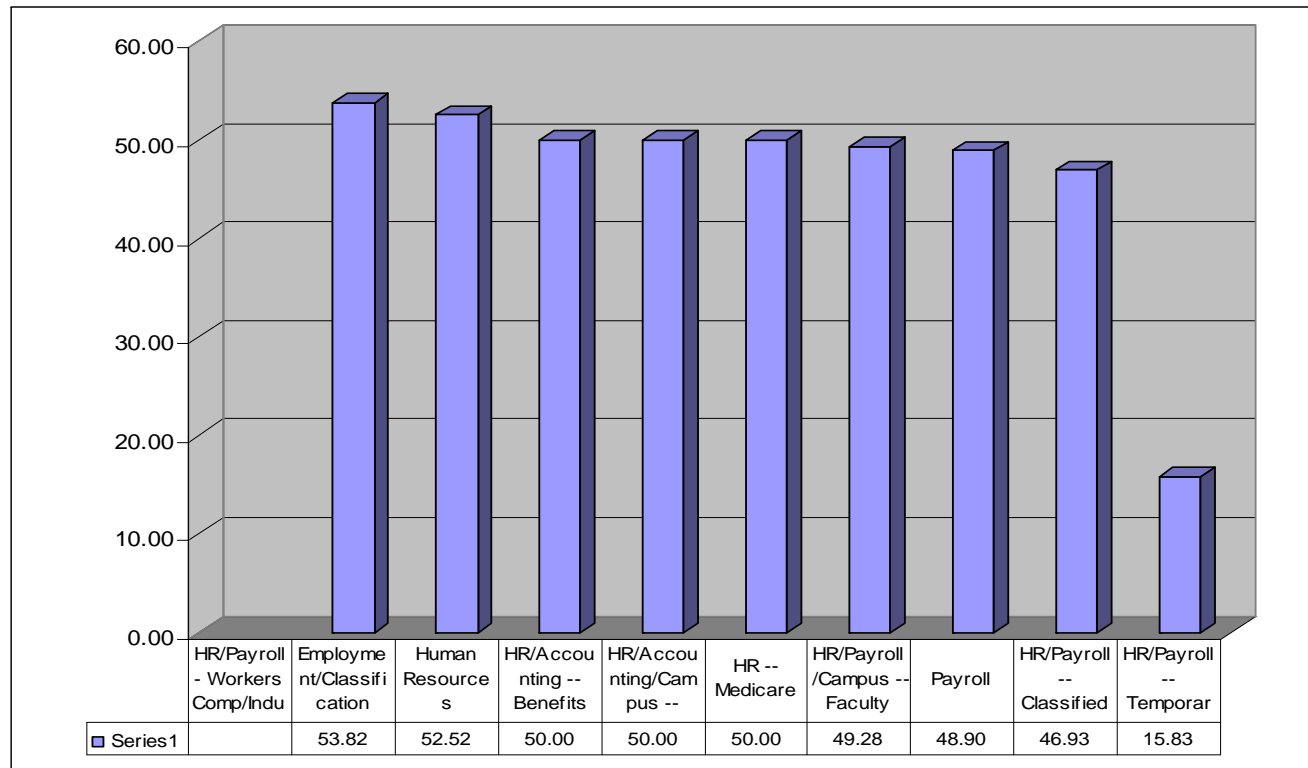
Customer = people receive the end results

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HR/Payroll Index for Change

90= Totally not satisfied, high desire for change
10= Satisfied, no change needed
50= mid point



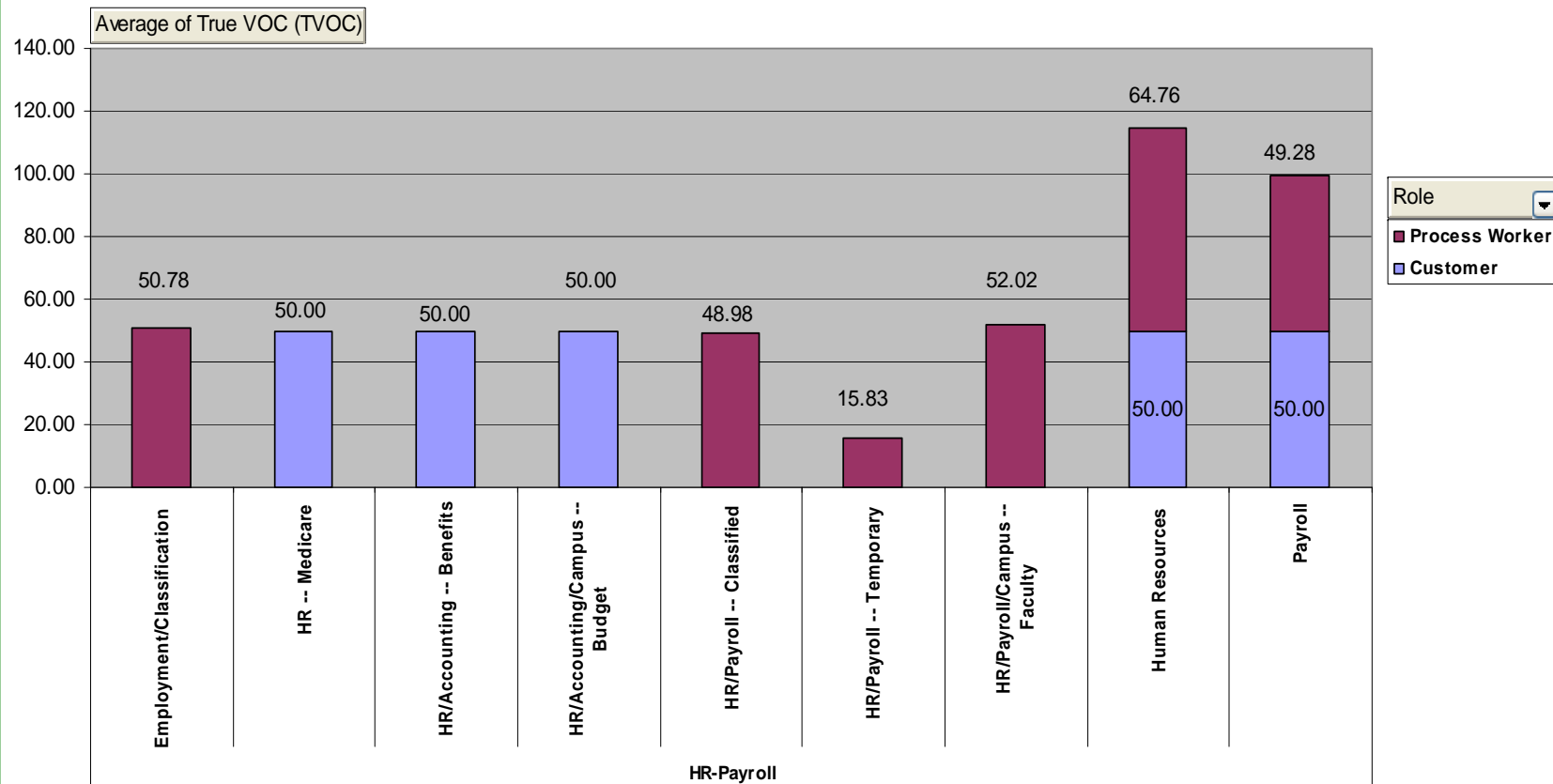
HR/Payroll –Index for Change

Different View from Process Worker and Customer

Process Worker = people handle the task in a daily basis

Customer = people receive the end results

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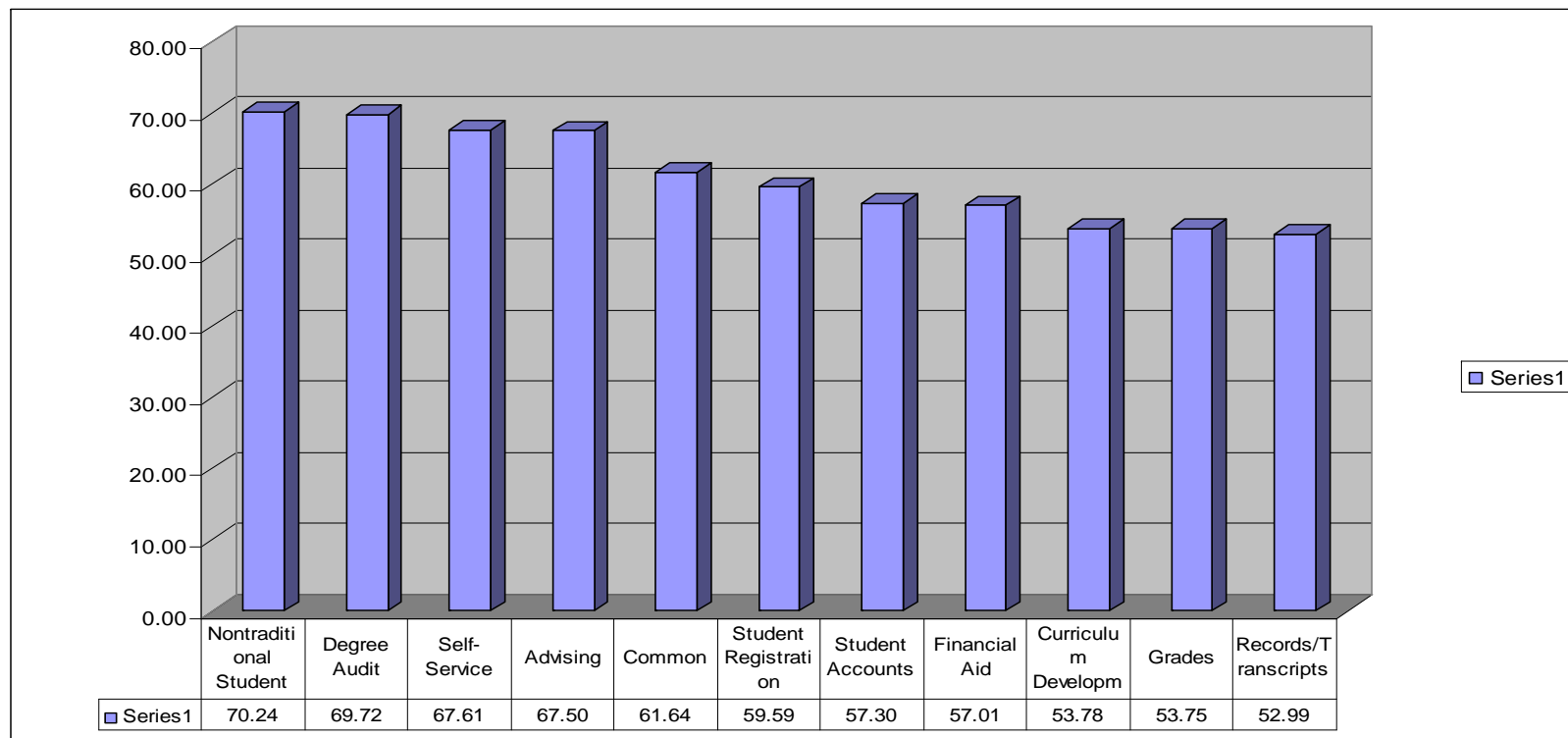
KP Module

Student Index for Change

90= Totally not satisfied, high desire for change

10= Satisfied, no change needed

50= mid point



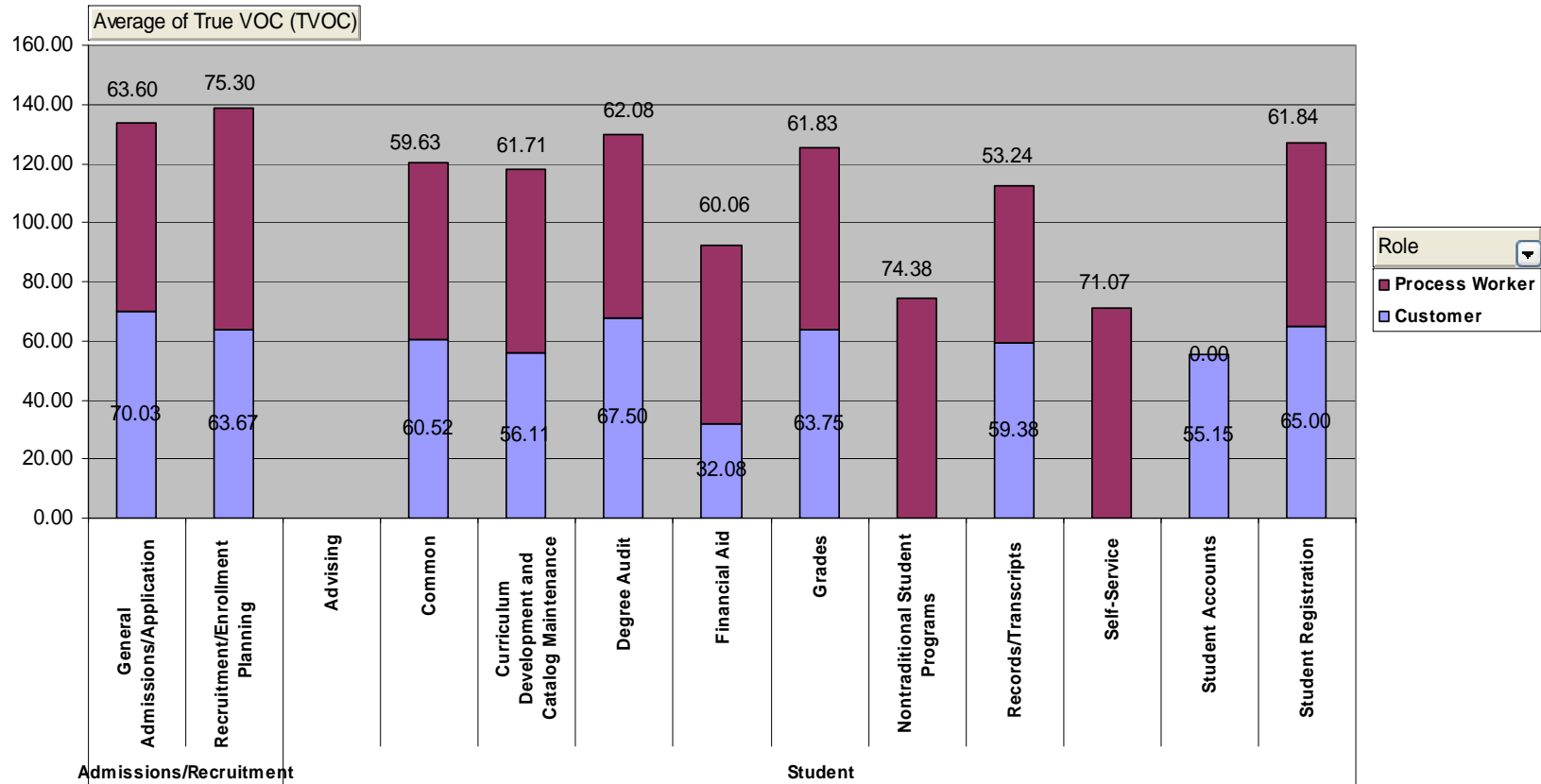
Student Index for Change

Different View from Process Worker and Customer

Process Worker = people handle the task in a daily basis

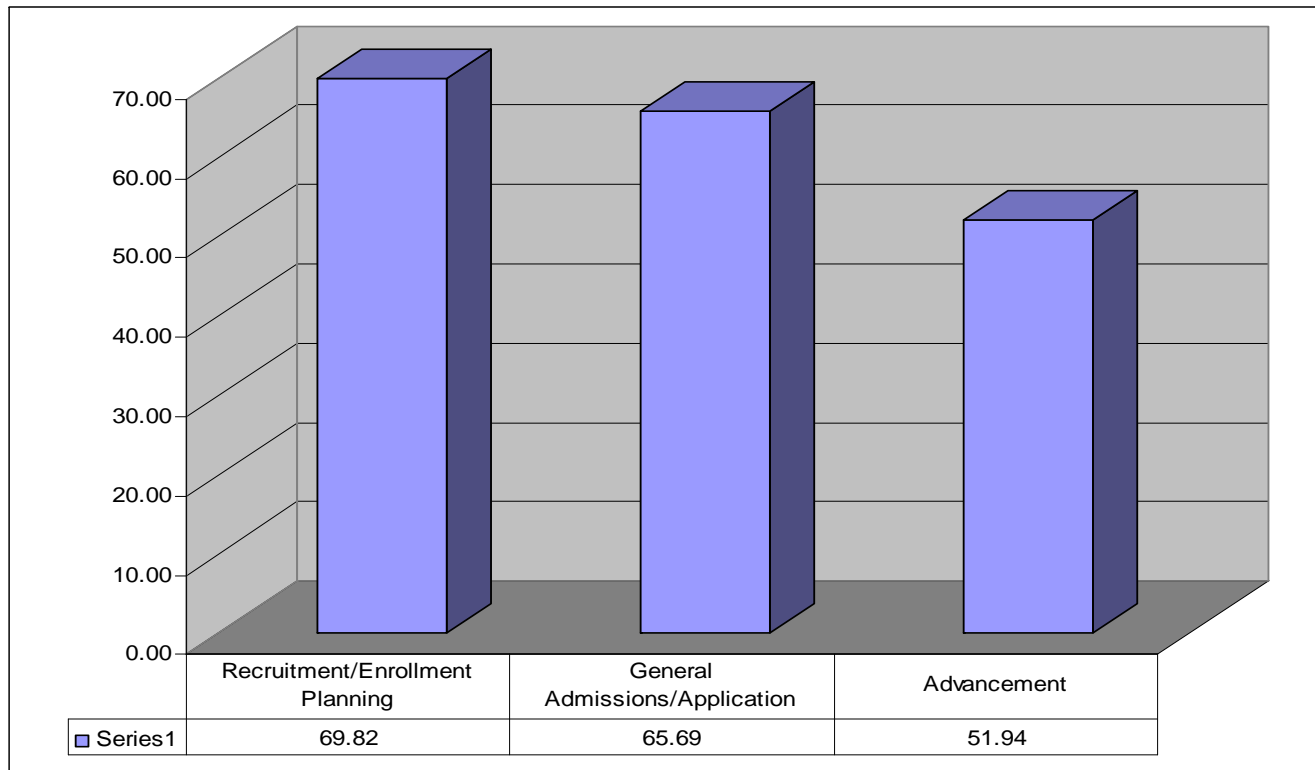
Customer = people receive the end results

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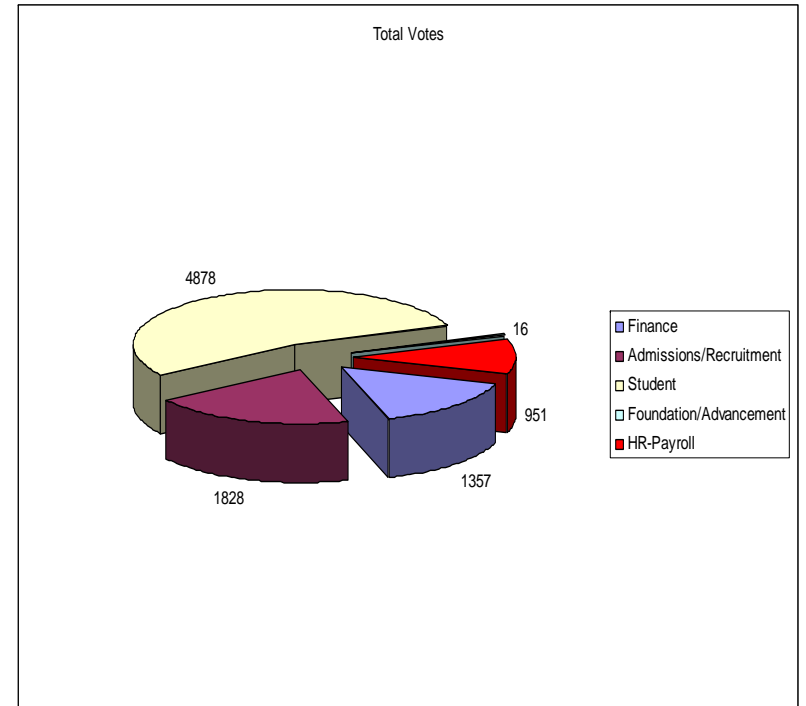
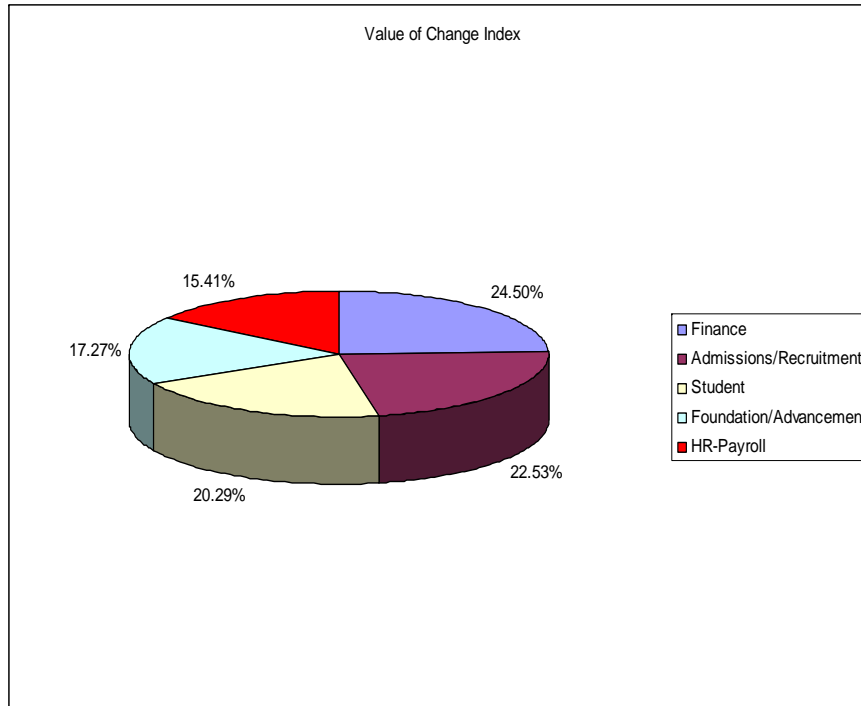
KP Module

Admission/Recruitment/Advancement Index for Change



Perception of the Current System

By Value of Change Index and
By Total Vote Counts



Conclusion

- Report provide an objective view through different campus constituents regarding the value of change of the different Business Processes.
- Provide the focus point that will lead us to the next phase of the project – Validation of the functional requirements.
- Serve as a report card of what our weakness in different functional areas; help us to focus on the selection criteria – Product Demo, Site Visits..etc.
- Give us a bird's eye view of the overall campus impression of each individual IT system – its relative effectiveness against each other.