

Welcome

Welcome to the **Foothill-De Anza CCD's Educational Information System (IIS) Project** and **DecisionDirector®**, the web-based collaborative planning tool from Advantiv Solutions that will be used to facilitate fact-finding and idea gathering for this project.

About this Document

This **Quick Reference Guide** provides specific information about the **Business Process Review** forum as well as general user instructions.

Business Process Review

The purpose of the **Business Process Review** forum is to assess our core business processes with the objective of determining overall effectiveness of current processes and areas that may require additional analysis.

General use and navigation instructions for this forum begin on the next page.

Accessing DecisionDirector

DecisionDirector is located at <https://www.decisiondirector.com>. You should have received login instructions, including your assigned username and password, via email. If you did not, please contact Advantiv Customer Support, support@advantiv.com (or call 602.808.0618 x1).

Browser Information

DecisionDirector requires Internet Explorer, Version 6.0 or greater, and is best viewed with a screen resolution of 1024x768 or greater.

Logging In

Enter your username and password in the appropriate fields and click the "Login" button:



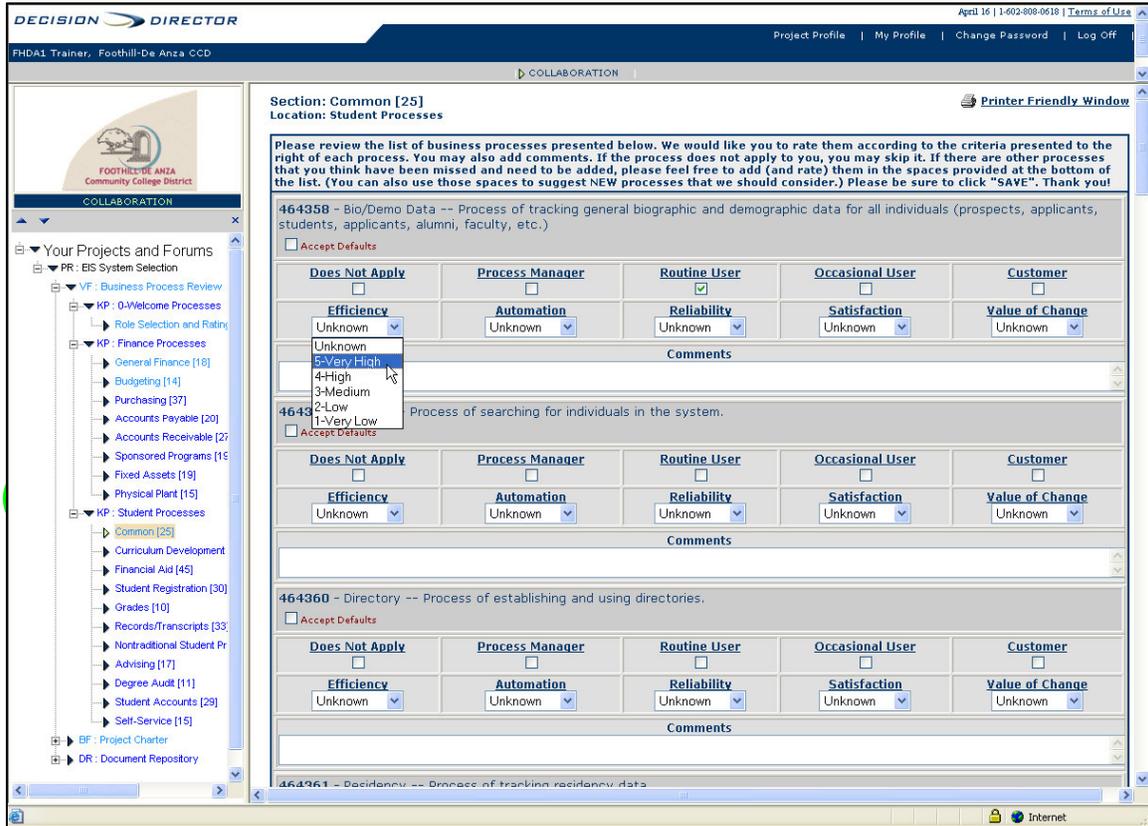
Accessing DecisionDirector Forums

After you log in, you'll need to click the "Collaboration" link in order to access the forums.

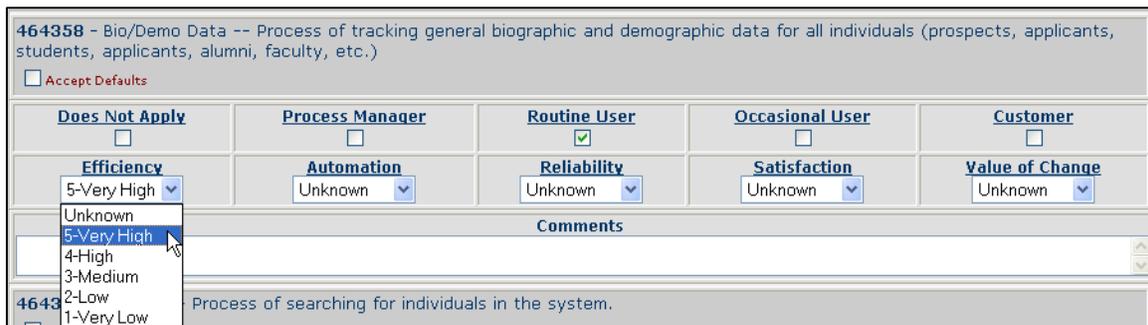


Business Process Review Forum

This forum has been designed to gather information and feedback about our core business processes.



The **VF: Process Review** forum contains an outline of our core business processes, grouped by functional area. For each process there are ten input fields (we call them columns) and one comment box. These are shown in the example below:



The table that is presented on the following page lists the voting columns that are presented with each process, along with the definition and the valid voting options (valid values) for each column:

Column	Values	Definition
<p>Role</p> <p>“Which of the following roles best describes your relationship to the function of the process?”</p> <p>You may choose more than one.</p>	Process Manager	Choose “ Process Manager ” if you are responsible for the function, including process design and performance. Example: You are the Procurement Director and are responsible to set up the purchasing policy and procedures.
	Routine User	Choose “ Routine User ” if you work in or with this process on a daily or weekly basis. Example: You are the buyer who handles the actual procurement process.
	Occasional User	Choose “ Occasional User ” if you work in or with this process on an occasional or irregular basis. Example: You are the department administrator who generates Purchasing Requisition document
	Customer	Choose “ Customer ” if you are served by the function or use the outputs of the function in your job. Example: You are the user who requests the purchase of the equipment or service.
<p>Efficiency</p> <p>“Overall, how efficient is the process as it exists today?”</p>	5-Very High to 1-Very Low	Choose the value the best describes the level of effort required by the process <i>as it operates today</i> .
	Unknown	Choose “ Unknown ” if you do not have opinion. [default value]
<p>Automation</p> <p>“To what extent is the process automated?”</p>	5-Very High to 1-Very Low	<p>Choose the value that best describes current level of automation for the process.</p> <ul style="list-style-type: none"> • A process is highly automated if there is little or no paper or manual effort involved. Processes that are highly automated are typically supported by powerful, complete, and mature software. • Processes that are moderately automated may be supported by some software, but there will also be a fair amount of paper and manual effort. • Processes that are minimally automated may be supported by spreadsheets or mail-merge programs, etc, but such automation is typically limited to each individual’s desktop computer. Most of the work is done manually or is primarily recorded on paper.
	Unknown	Choose “ Unknown ” if you do not have opinion. [default value]
<p>Reliability</p> <p>“Overall, how reliable is the process as it exists today?”</p>	5-Very High to 1-Very Low	Choose the value that best describes the extent to which the end result is predictable; process is stable, accessible, and produces valid results; the systems that support or automate this process are good.
	Unknown	Choose “ Unknown ” if you do not have opinion. [default value]
<p>Satisfaction</p> <p>“Overall, how satisfied are you with the process as it exists today?”</p>	5-Very High to 1-Very Low	Choose the value that best describes the extent to which you are satisfied with this process – as it <u>currently</u> works.
	Unknown	Choose “ Unknown ” if you do not have opinion. [default value]

Continued on next page

Column	Values	Definition
Value of Change "Overall, how valuable would it be to invest in the improvement of this process?"	5-Very High to 1-Very Low	Choose the value that best describes the extent to which improvements to the process will enable you to be more effective and productive.
	Unknown	Choose " Unknown " if you do not have opinion. [default value]
Comment	Free Text	You may enter additional information, questions or commentary that you would like to record relative to this process. You may also use this space to suggest new processes that you'd like to see, or to identify processes that may exist but that are missing from the survey.
You may ignore the Accept Defaults checkbox that appears with each statement.		

Helpful Hint

Forum and KnowledgePack Summary Pages

If you click on the title of a forum or KnowledgePack, DecisionDirector will present a **summary page** for that forum.

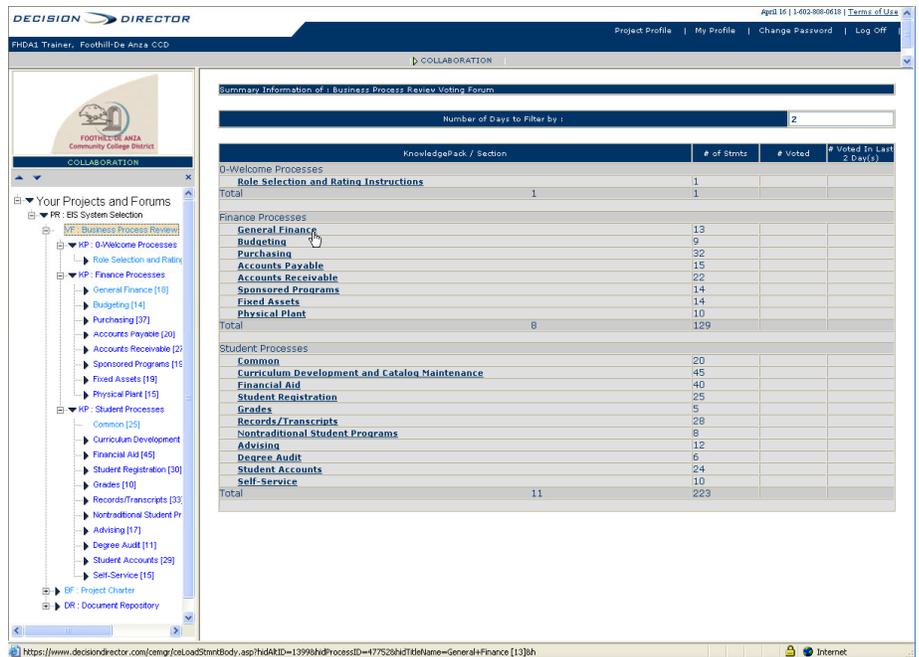
This page outlines all of the applications and sections within the forum, as well as the number of statements contained within each section.

It also shows how many responses have been saved in each section.

This is a good tool to use to determine how much work is left and where that work is.

You can print this summary page by clicking the right button on your mouse and selecting "Print".

To resume your response effort, click a section name link on the summary page, or in the left pane click the [+] indicator by the desired forum, then click the [+] by the desired application and sections.



Helpful Hint: Because of the large number of processes contained in this forum, it may be easier for you to first refer to the forum worksheets that have been provided. This will allow you to become familiar with the material before attempting to complete the survey.

Saving Your Work – VERY IMPORTANT

In order for your work to be captured and recorded in the DecisionDirector database, you must **SAVE** it. The **SAVE** button is found at the bottom of the list of processes.

464585 - Are we missing a process? Would you like to suggest a NEW process? Enter it in the comment box below, and then rate it!

Accept Defaults

<u>Does Not Apply</u> <input type="checkbox"/>	<u>Process Manager</u> <input type="checkbox"/>	<u>Routine User</u> <input type="checkbox"/>	<u>Occasional User</u> <input type="checkbox"/>	<u>Customer</u> <input type="checkbox"/>
<u>Efficiency</u> Unknown ▾	<u>Automation</u> Unknown ▾	<u>Reliability</u> Unknown ▾	<u>Satisfaction</u> Unknown ▾	<u>Value of Change</u> Unknown ▾

Comments

* All times displayed in US Mountain Standard Time

Save Res

Frequently Asked Questions and Reminders

I’ve Made Some Entries. What if I Change My Mind?

You can always go back in and change your selections – that is until the forums close, of course!

What is the “Accept Defaults” checkbox?

Accept Defaults is a built-in feature of DecisionDirector that allows forums to be defined with the most likely response values pre-selected. We did not pre-select response values in this forum, so Accept Defaults has no meaning for us. **You may ignore it.**

What are the [+] and [-] symbols that I see in the Navigation Tree?

These are controls that **expand** and **collapse** the tree. They work just like the folders on a Windows PC. Whenever you see a **[+]** symbol, you can click it to expand that branch of the tree in order to see what belongs to it. Likewise, you can click the **[-]** symbol to collapse the tree in order to hide what’s underneath.

A general rule of thumb: If you see a **[+]** symbol, click it.

Do I need to answer everything?

No. You can see everything but you need only to respond to items within your current or past experience.

And If I Need Help???

If you have any questions about anything contained in this document, or about anything related to DecisionDirector or Mendocino’s use of it, please contact us:

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