Introduction to Banner Workflow

Presented by: Carolyn Clark
SunGard Higher Education
April 12, 2010
Session ID 1029

Session Rules of Etiquette

- **Please turn off your cell phone/pager**
- **If you must leave the session early, please do so as discreetly as possible**
- **Please avoid side conversation during the session**

Thank you for your cooperation!

Agenda

- **Key Workflow concepts**
- **Overview of Banner Workflow**
- **Banner Workflow in Action**
- **Demonstration and Process Examples**
- **Questions & Answers**

Workflow Definitions and Concepts

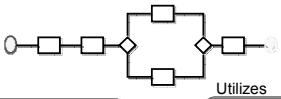
Workflow:

"…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."

WORKFLOW MANAGEMENT COALITION

Banner Workflow…

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



Started By

Business Events
Through the Database
or Web Services
People

Utilizes

Banner
Custom Forms
Manual Activities
Approvals
3rd Party Integration
Attachments
BDMS
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

Banner 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 BDMS integration**
- **External Integration**

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
- BDMS
  - BDMS Document Events integration
  - Launch of Forms linked to BDMS Document
- Identity Management
  - Workflow 8.0 release participates in the same IdM Environment as other SunGard Higher Education Applications

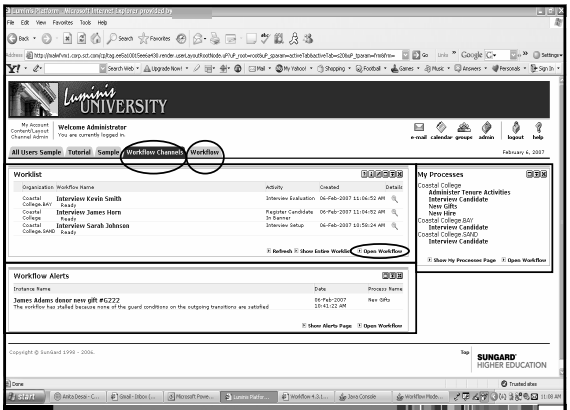
Integration – External Applications

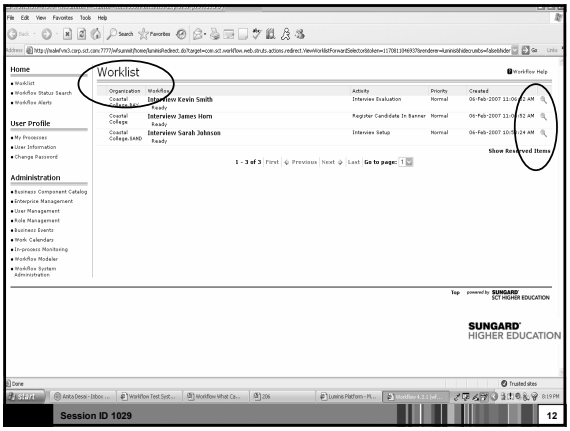
- 3rd Party Flexibility through 14 Web Services
  - Types of Integration:
    - Workflow Aware
      Can get and set parameters and tell when the workflow should progress
    - Non Workflow Aware
      Fire and continue or prompt user for completeness
  - Client Side User Interaction or Automated
    - Automated
      Can be launched to fire processes or call out to other web services
    - Interactive Client Side Launching
      - Office Integration
      - Custom desktop application
      - Can also launch non aware
        User is prompted from Banner Workflow for completeness when launched process ends

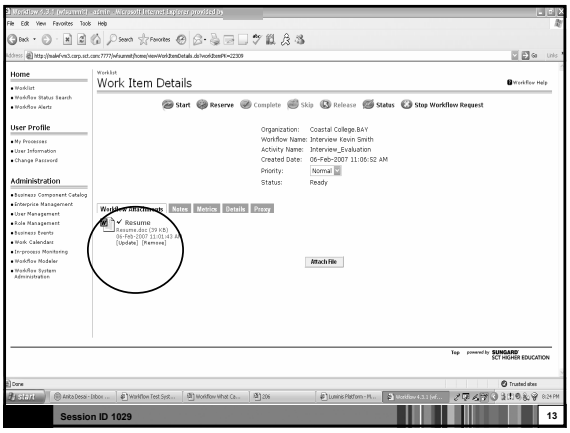
How is work distributed?

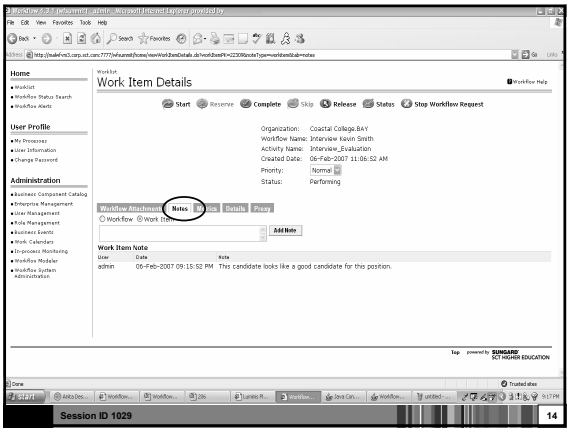
- Role Based
  - Activity sent to all users within the role
  - Any user may perform the task
- Directed
  - Activity sent to a specific user within the role
  - Specified user may perform the task
  - User can be derived from actual performer of a previous task
- Proxy Based
  - Temporary change to work item access
  - Helps easily manage short term staff absence, unexpected work process changes, or responsibility reassignment
  - Effective dated

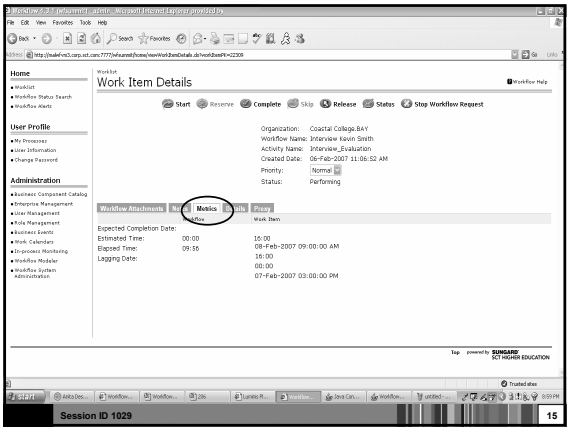
Banner Workflow in Action

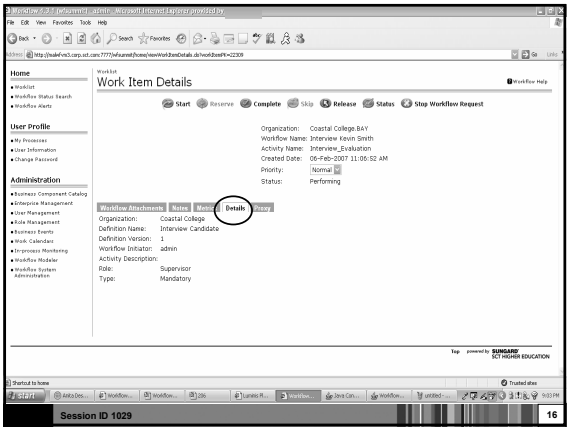


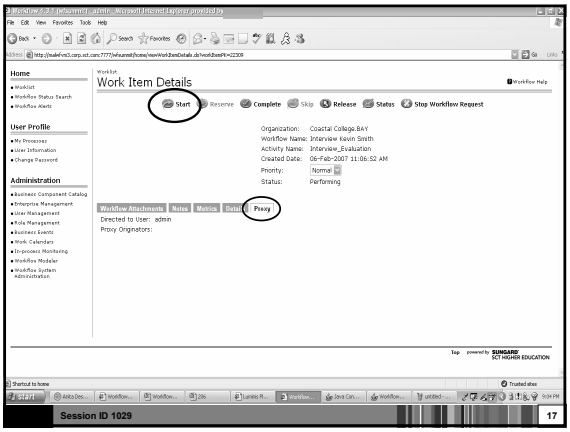


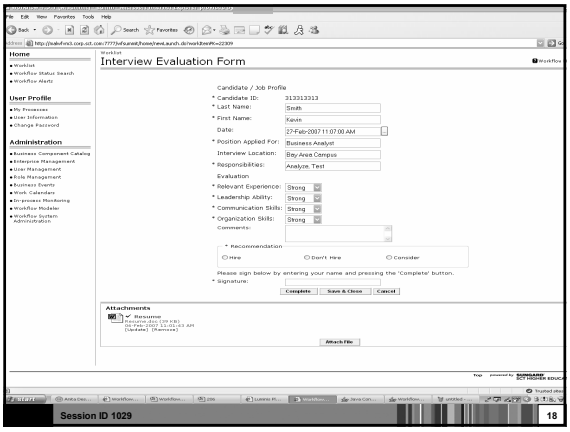

Work Item Details
Start
Reserve
Complete
Skip
Release
Status
Stop Workflow Request
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Activity Name: Interview_Evaluation
Created Date: 06-Feb-2007 11:06:52 AM
Priority: Normal
Status: Ready
Workflow Attachments
Notes
Metrics
Details
Proxy
Resume
Attach File
Session ID 1029
13

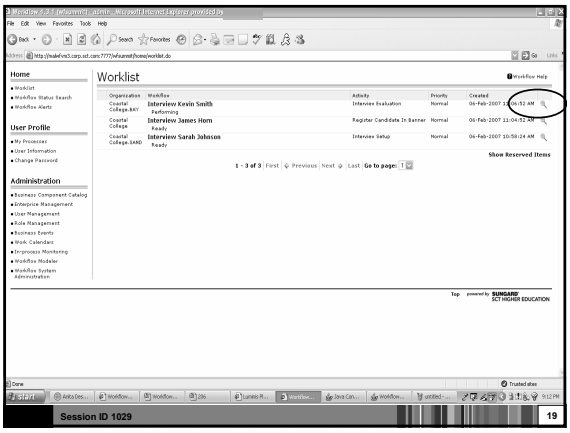

Work Item Details
Start
Reserve
Complete
Skip
Release
Status
Stop Workflow Request
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Activity Name: Interview_Evaluation
Created Date: 06-Feb-2007 11:06:52 AM
Priority: Normal
Status: Performing
Workflow Attachments
Notes
Metrics
Details
Proxy
Add Note
Work Item Note
admin
06-Feb-2007 09:15:52 PM
This candidate looks like a good candidate for this position.
Session ID 1029
14

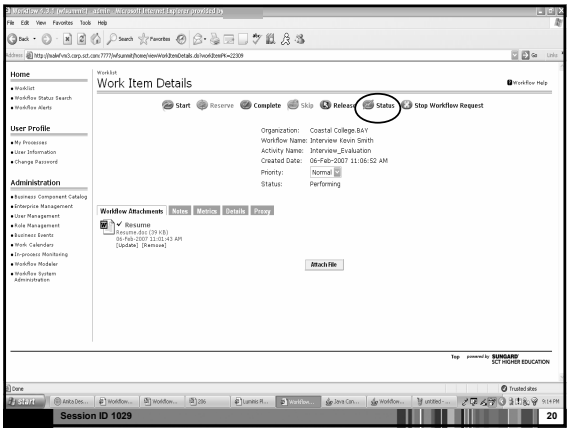

Work Item Details
Start
Reserve
Complete
Skip
Release
Status
Stop Workflow Request
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Activity Name: Interview_Evaluation
Created Date: 06-Feb-2007 11:06:52 AM
Priority: Normal
Status: Performing
Workflow Attachments
Metrics
Details
Proxy
Expected Completion Date:
Estimated Time: 00:00 16:00
Elapsed Time: 09:56 08-Feb-2007 09:00:00 AM
Lagging Date: 16:00
00:00
07-Feb-2007 03:00:00 PM
Session ID 1029
15

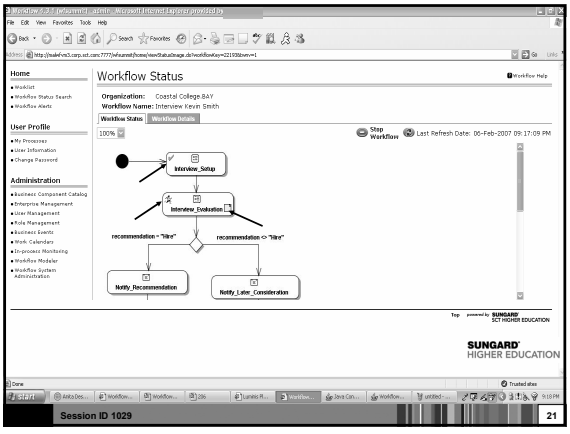

Work Item Details
Start
Reserve
Complete
Skip
Release
Status
Stop Workflow Request
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Activity Name: Interview_Evaluation
Created Date: 06-Feb-2007 11:06:52 AM
Priority: Normal
Status: Performing
Workflow Attachments
Notes
Metrics
Details
Proxy
Organization: Coastal College
Definition Name: Interview Candidate
Definition Version: 1
Workflow Initiator: admin
Activity Description:
Role: Supervisor
Type: Mandatory

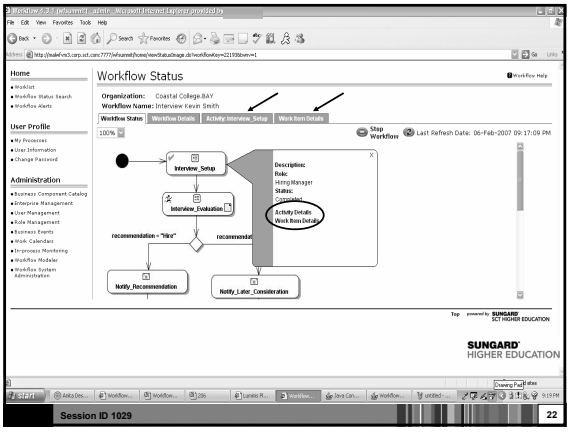

Work Item Details
Start
Reserve
Complete
Skip
Release
Status
Stop Workflow Request
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Activity Name: Interview_Evaluation
Created Date: 06-Feb-2007 11:06:52 AM
Priority: Normal
Status: Performing
Workflow Attachments
Notes
Metrics
Details
Proxy
Directed to User: admin
Proxy Originators:

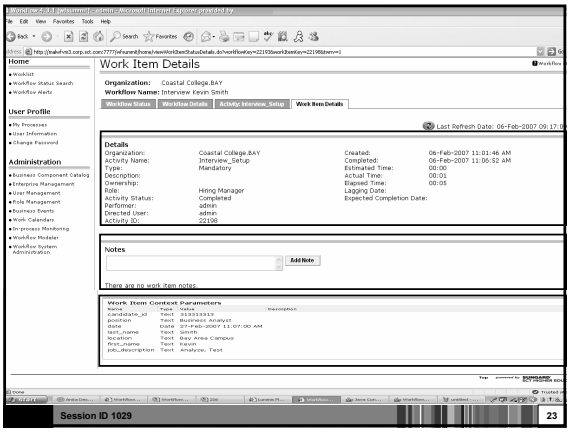

Interview Evaluation Form
Candidate / Job Profile
* Candidate ID: 313313313
* Last Name: Smith
* First Name: Kevin
Date: 27-Feb-2007 11:07:00 AM
* Position Applied For: Business Analyst
Interview Location: Bay Area Campus
* Responsibilities: Analyze Test
Evaluation
* Relevant Experience: Strong
* Leadership 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:
Complete
Save & Close
Cancel
Attachments
Resume
Attach File

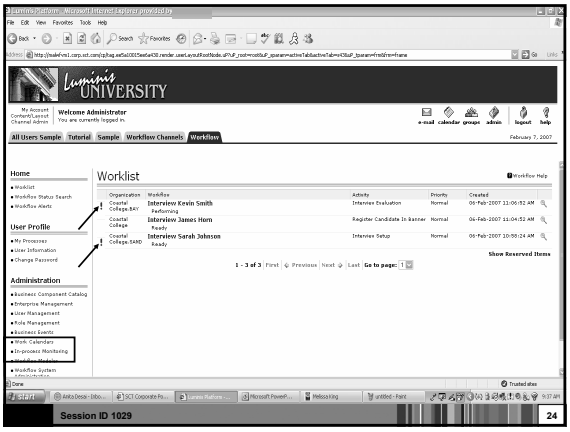

Worklist
Home
User Profile
Administration
Interview Kevin Smith
Interview James Horn
Interview Sarah Johnson
Session ID 1029
19

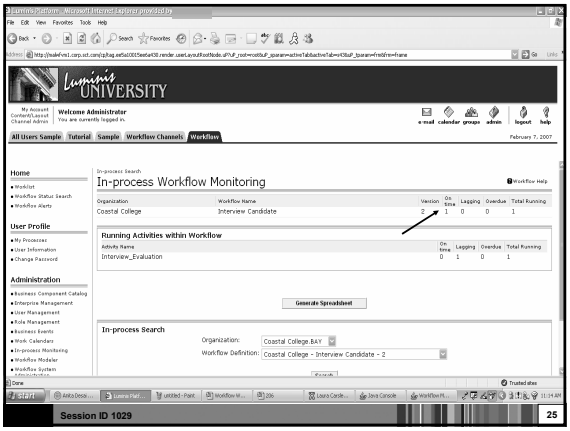

Work Item Details
Start
Reserve
Complete
Skip
Release
Status
Stop Workflow Request
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Activity Name: Interview_Evaluation
Created Date: 06-Feb-2007 11:06:52 AM
Priority: Normal
Status: Performing
Workflow Attachments
Resume
Attach File
Session ID 1029
20

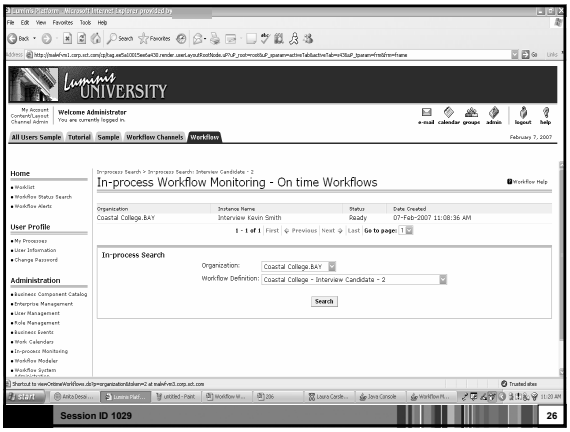

Workflow Status
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Stop Workflow
Interview_Setup
Interview_Evaluation
recommendation = "Hire"
recommendation <> "Hire"
Notify_Recommendation
Notify_Later_Consideration
SUNGARD HIGHER EDUCATION
Session ID 1029
21

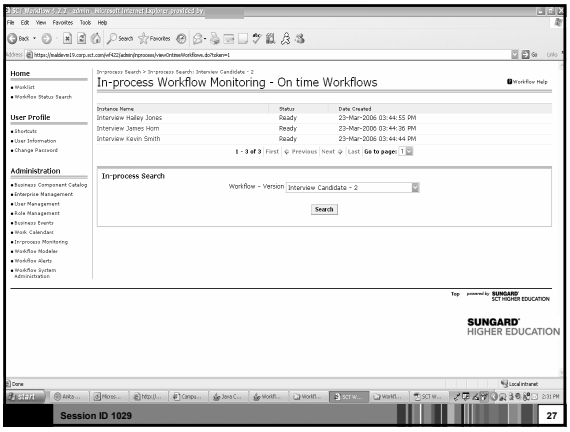

Workflow Status
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Workflow Status
Workflow Details
Activity: Interview_Setup
Work Item Details
Stop Workflow
Last Refresh Date: 06-Feb-2007 09:17:09 PM
Interview_Setup
Interview_Evaluation
recommendation = "Hire"
Notify_Recommendation
Notify_Later_Consideration
Activity Details
Work Item Details
SUNGARD HIGHER EDUCATION

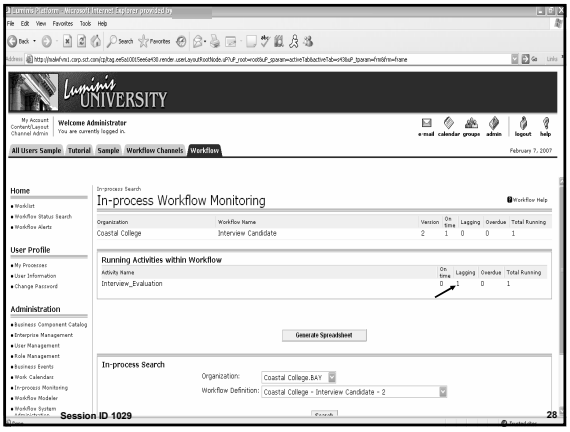

Work Item Details
Organization: Coastal College.BAY
Workflow Name: Interview Kevin Smith
Details
Notes
Add Note
There are no work item notes
Work Item Context Parameters

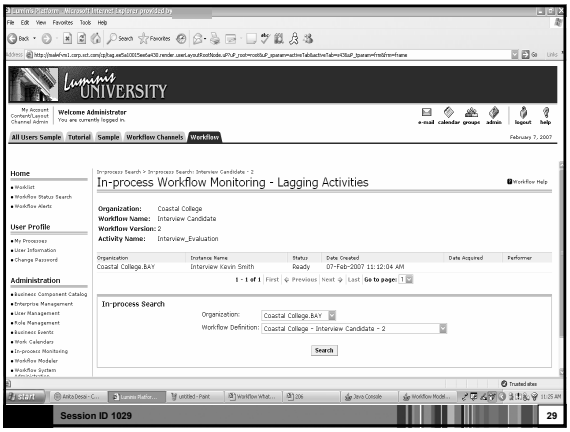

Lumina UNIVERSITY
Welcome Administrator
Worklist
Interview Kevin Smith
Interview James Horn
Interview Sarah Johnson
Show Reserved Items

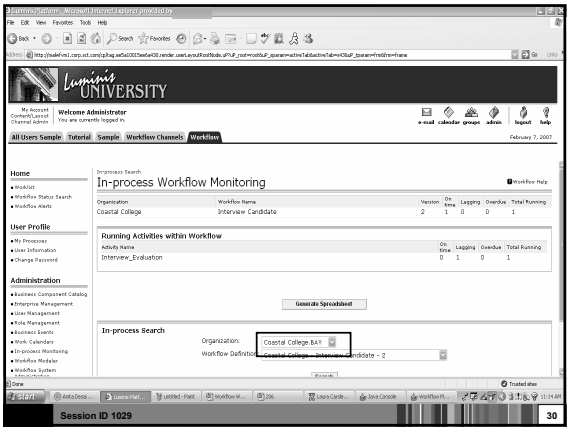

Lumina University
Welcome Administrator
In-process Workflow Monitoring
Coastal College
Interview Candidate
Running Activities within Workflow
Interview_Evaluation
Generate Spreadsheet
In-process Search
Organization: Coastal College.BAY
Workflow Definition: Coastal College - Interview Candidate - 2

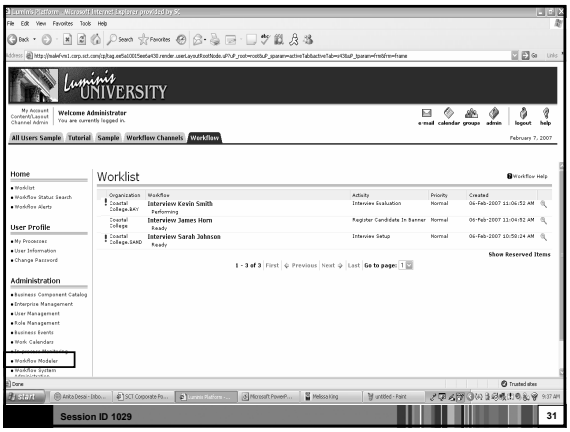

Lumina University
Welcome Administrator
In-process Workflow Monitoring - On time Workflows
Coastal College.BAY
Interview Kevin Smith
Ready
07-Feb-2007 11:08:36 AM
In-process Search
Organization: Coastal College.BAY
Workflow Definition: Coastal College - Interview Candidate - 2
Search

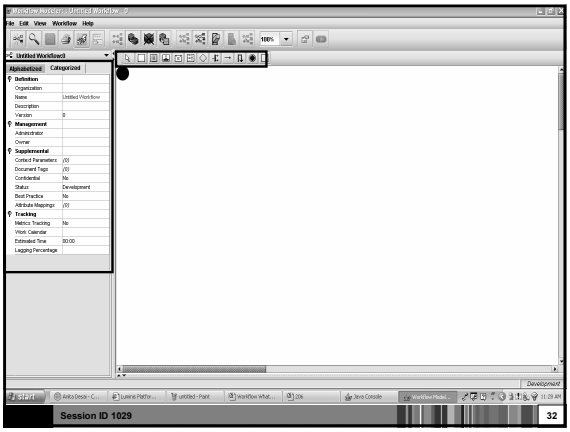

In-process Workflow Monitoring - On time Workflows
Interview Hailey Jones
Interview James Horn
Interview Kevin Smith
Ready
23-Mar-2006 03:44:55 PM
23-Mar-2006 03:44:36 PM
23-Mar-2006 03:44:44 PM
In-process Search
Workflow - Version: Interview Candidate - 2
Search
SUNGARD HIGHER EDUCATION


Lumina University
Welcome Administrator
In-process Workflow Monitoring
Coastal College
Interview Candidate
Running Activities within Workflow
Interview_Evaluation
Generate Spreadsheet
In-process Search
Organization: Coastal College.BAY
Workflow Definition: Coastal College - Interview Candidate - 2
Session ID 1029
28


Lumina University
Welcome Administrator
In-process Workflow Monitoring - Lagging Activities
Organization: Coastal College
Workflow Name: Interview Candidate
Workflow Version: 2
Activity Name: Interview_Evaluation
Coastal College.BAY
Interview Kevin Smith
Ready
07-Feb-2007 11:12:04 AM
In-process Search
Search
Session ID 1029
29


Lumina University
Welcome Administrator
In-process Workflow Monitoring
Coastal College
Interview Candidate
Running Activities within Workflow
Interview_Evaluation
Generate Spreadsheet
In-process Search
Organization: Coastal College.BAY
Session ID 1029
30


Lumina UNIVERSITY
Welcome Administrator
Worklist
Session ID 1029
31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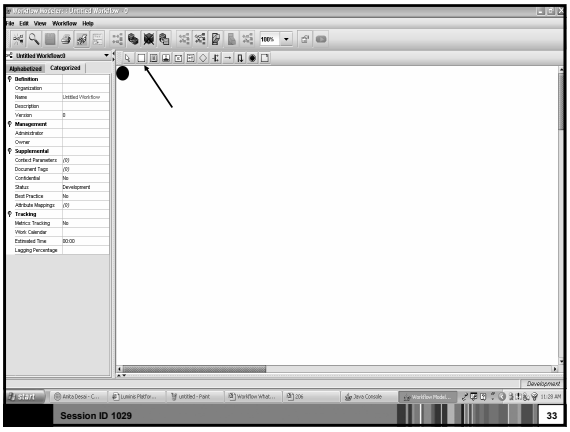
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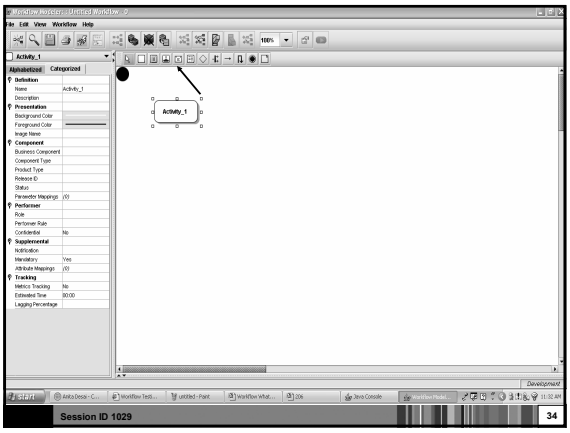
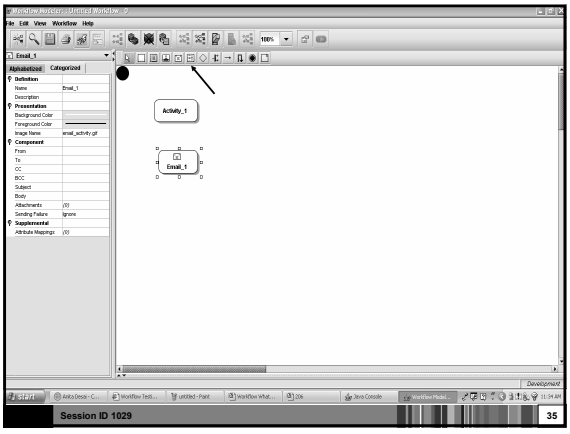
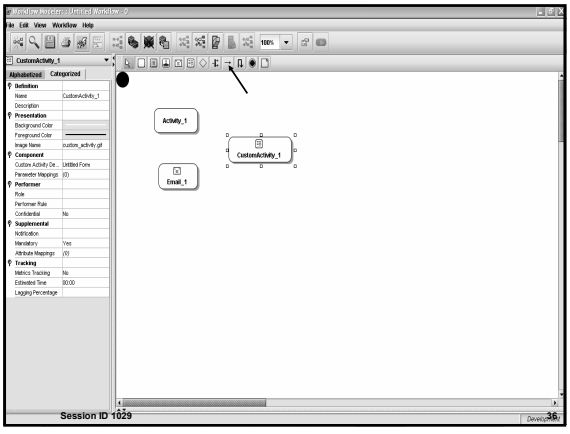
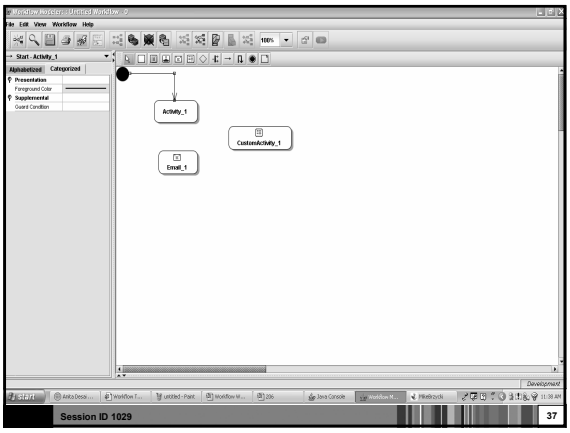
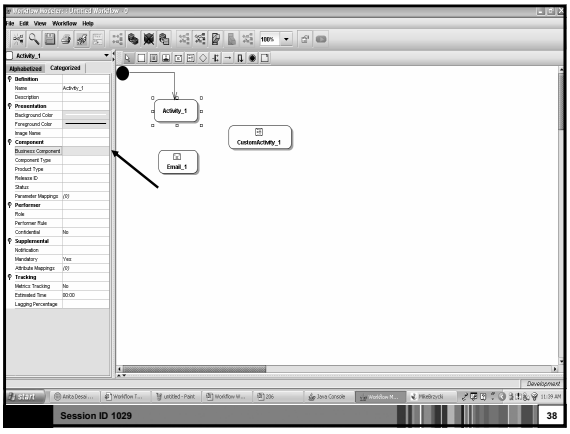
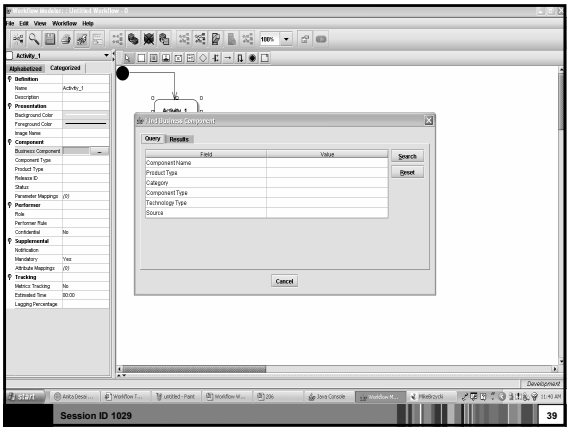

Activity_1
Session ID 1029
34

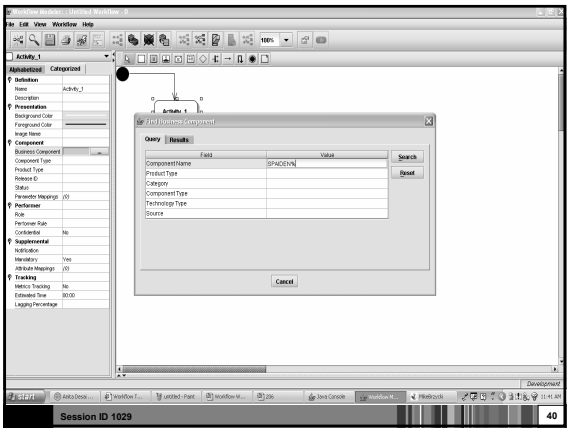

Activity_1
Email_1
Session ID 1029
35

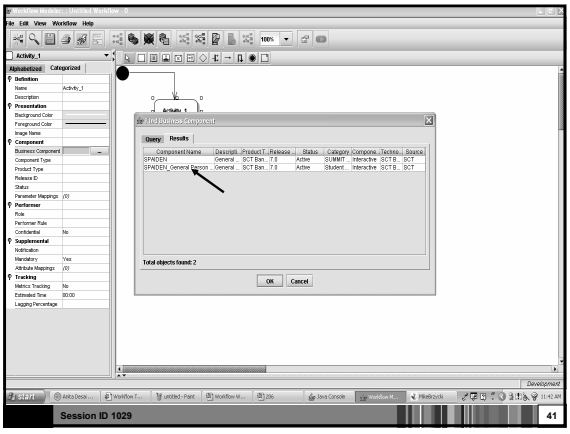

Activity_1
CustomActivity_1
Email_1
Session ID 1029
36

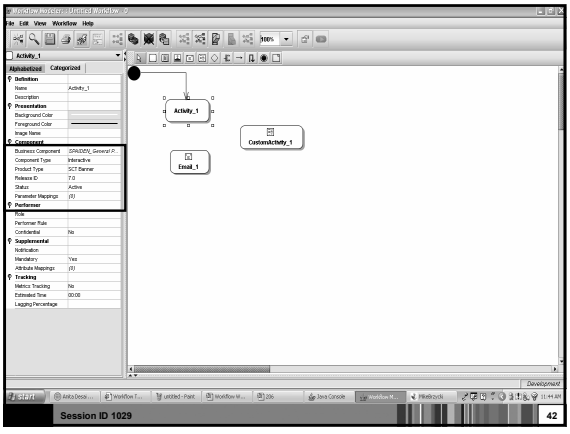

Activity_1
CustomActivity_1
Email_1

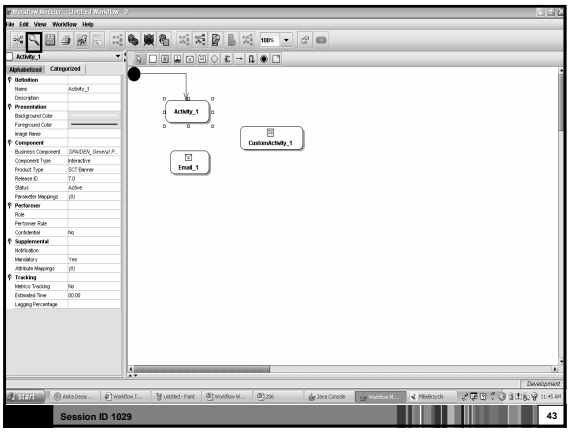

Activity_1
CustomActivity_1
Email_1

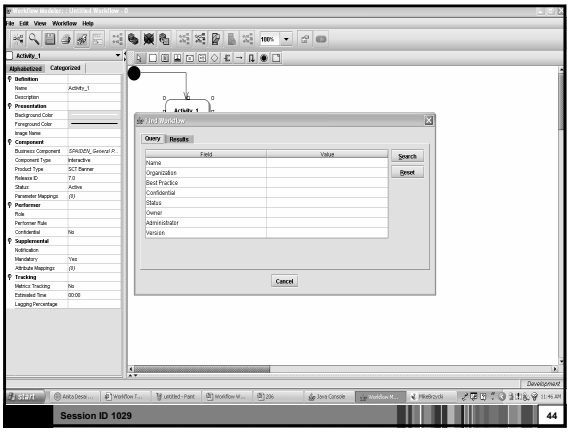

Find Business Component
Query
Results
Field
Value
ComponentName
Product Type
Category
Component Type
Technology Type
Source
Search
Reset
Cancel

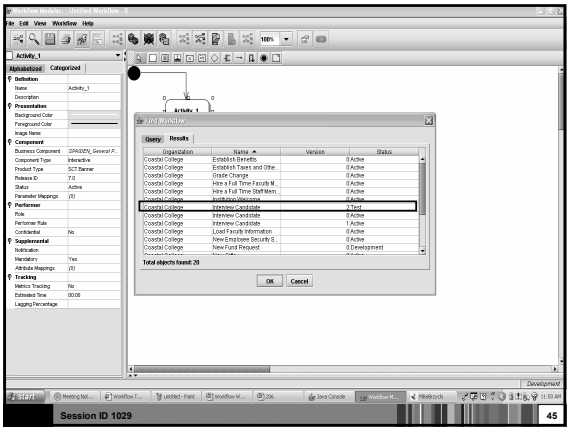

Find Business Component
Query
Results
Field
Value
ComponentName
SPADENN
Product Type
Category
Component Type
Technology Type
Source
Search
Reset
Cancel
Activity_1
Development

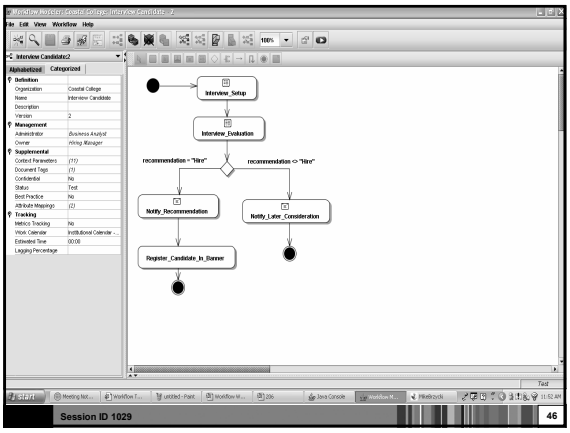

Find Business Component
Query
Results
Component Name
SPADEN
SPADEN_General Person
Total objects found: 2
OK
Cancel
Activity_1
Development

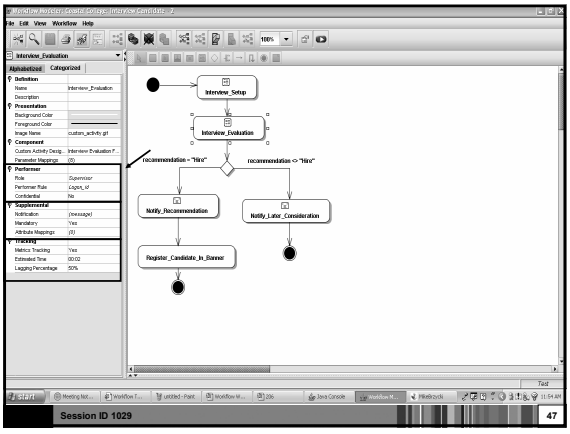

Activity_1
CustomActivity_1
Email_1
Development


Activity_1
CustomActivity_1
Email_1


Find Workflow
Query
Results
Field
Value
Name
Organization
Best Practice
Confidential
Status
Owner
Administrator
Version
Search
Reset
Cancel


Find Workflow
Query
Results
Organization
Name
Version
Status
Total objects found: 20
OK
Cancel


Interview_Setup
Interview_Evaluation
recommendation = "Hire"
recommendation <> "Hire"
Notify_Recommendation
Notify_Later_Consideration
Register_Candidate_In_Banner


Interview_Setup
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recommendation = "Hire"
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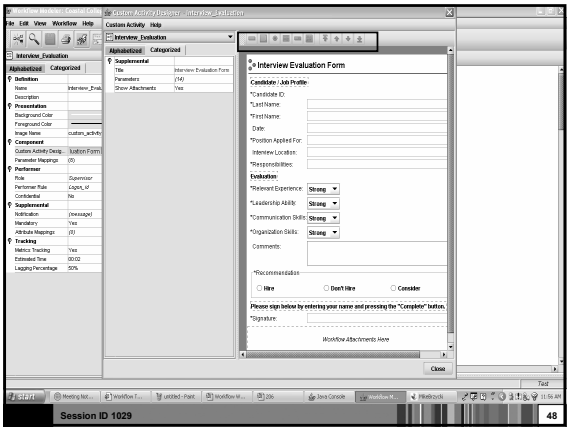

Interview Evaluation Form
Candidate / Job Profile
*Candidate ID:
*Last Name:
*First Name:
Date:
*Position Applied For:
Interview Location:
*Responsibilities:
Evaluation
*Relevant Experience:
*Leadership Ability:
*Communication Skills:
*Organization Skills:
Strong
Comments:
*Recommendation
Hire
Don't Hire
Consider
Please sign below by entering your name and pressing the "Complete" button.
*Signature:
Workflow Attachments Here
Close

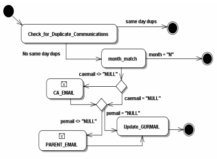
Process Examples

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

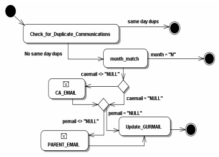
Finance / AR – Billing Notifications



Plymouth State University

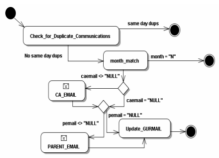
- **Problem:**
  - Manual mail merge to notify students of Billing information waiting for them in Banner Self-Service.
  - Untimely delays in Accounts Receivable of payments.
  - No automated mechanism to notify students of Billing information between mail merges other than manual emails.

Finance / AR – Billing Notifications



- **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.**

Finance / AR – Billing Notifications

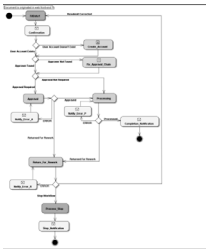


- **Benefits:**
  - **Accounts Receivable increased significantly in a more timely fashion.**
  - **More tailored specific communication to students and parents.**

Finance / AR – Other Processes

- **Creation of New Fund / Detail Code with Approvals**
- **Requisition Approval**
- **Budget Exceeded process**
- **Retired Fixed Assets**
- **Zero Balance**

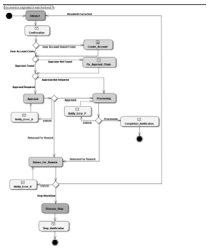
Financial Aid – Scholarship Payment Authorization Process



Kent State

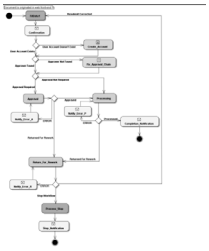
- Problem:
  - Initiators can't see how their scholarship funding is set up to make good budgetary decisions
  - Paper forms routed through campus mail cause a delay in processing
  - Initiators can't find out where paper is once it has left in campus mail…they must call around to find the status of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

Financial Aid – Scholarship Payment Authorization Process



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

Financial Aid – Scholarship Payment Authorization Process



- 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

Financial Aid / All Departments – Hire a Work Study Student

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

Financial Aid / All Departments – Hire a Work Study Student

- 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

Student/Admissions – Graduate Admissions Application 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

Student/Admissions – Graduate Admissions Application Processing

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

Student/Admissions – Graduate Admissions Application Processing

- 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.

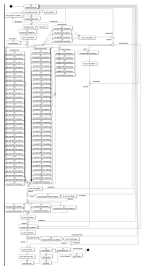
Student – Other Processes

- 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

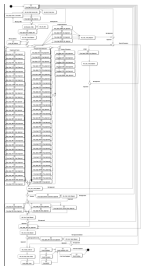
HR – Hire Adjunct Faculty/Employee Appointment



Xavier University

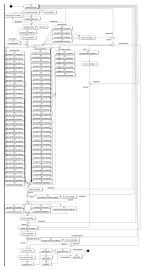
- Problem:
  - Adjunct Faculty not paid on time
  - No validation of data including exceeding # of credits per instructor

HR – Hire Adjunct Faculty/Employee Appointment



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

HR – Hire Adjunct Faculty/Employee Appointment



- 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

Banner 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

Client Perspectives on Banner Workflow

"I can't begin to tell you how much time this has saved me and how much better we are able to serve our customers. Just by hiring them in the Banner system, everyone on campus that needs to know about the hire knows within a few minutes, instead of hours or days."

David Gibson, Senior Systems Analyst, Abilene Christian University

Client Perspectives on Banner Workflow

"Workflow allowed us to make significant progress on our institutional goal of streamlining administrative processes on campus. It also allowed us to reduce the amount of paper forms moving around campus as well as to reduce the number of times students have to run from office to office to complete routine administrative tasks."

Ed Steinmetz, Assistant VP for Finance, University of Scranton

What Services does SunGard Higher Education provide?

- Installation
- Workflow Technical Training, SQL for Workflow, BDMS Integration
- Workflow and 3rd Party Applications
- Workflow Process Modeling Training
- Workflow Process Analysis
- 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 Banner Workflow

- Supports the Open 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

Thank You!

Carolyn Clark
Carolyn.Clark@sungardhe.com

Please complete the online class evaluation form
Session ID 1029

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