

Introduction to Banner Workflow

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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!

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Agenda

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

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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."



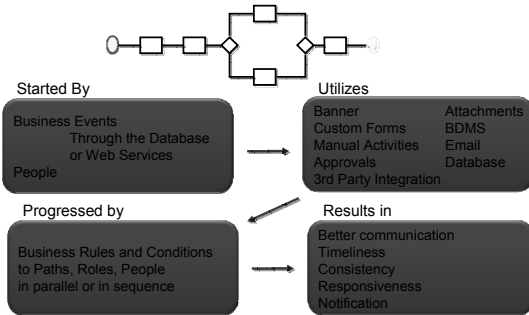
WORKFLOW MANAGEMENT COALITION

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Banner Workflow...

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



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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

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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

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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

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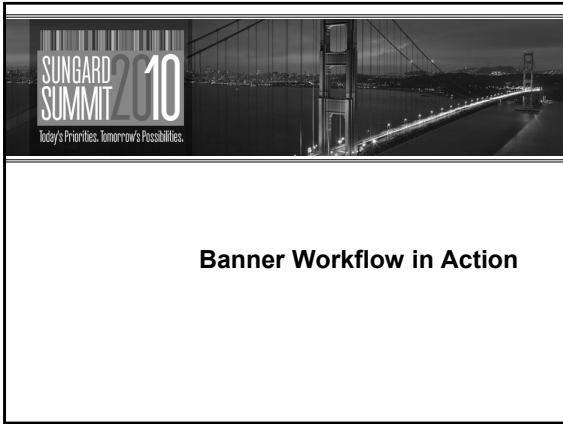
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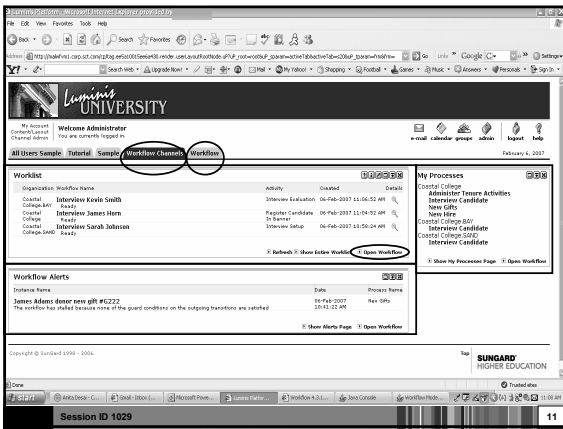
How is work distributed?

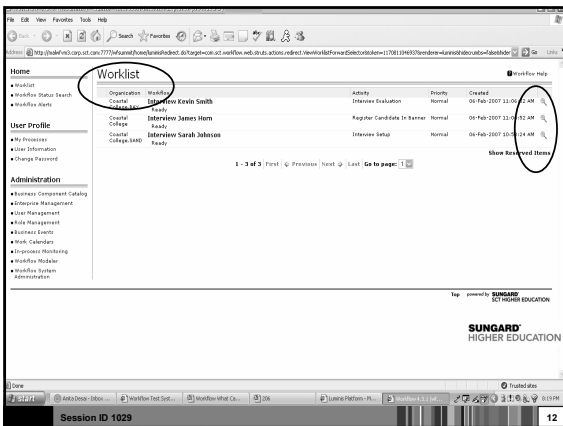
- **Role Based**
 - Activity sent to all users within the role
 - Any user may perform the task
- **Directed**
 - Activity sent to a specific user within the role
 - Specified user may perform the task
 - User can be derived from actual performer of a previous task
- **Proxy Based**
 - Temporary change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

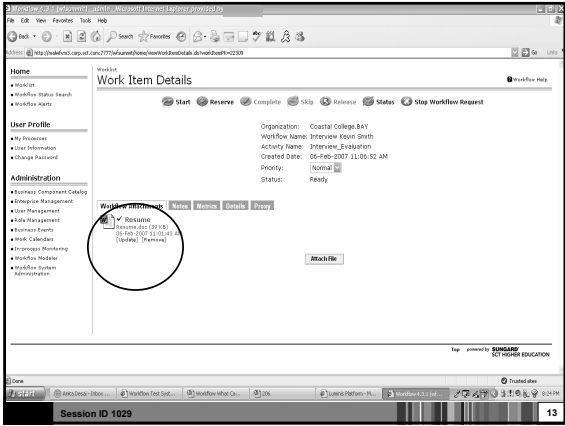
Session ID 1029

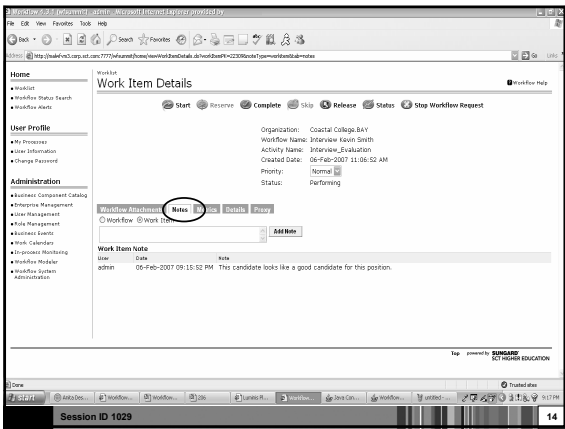
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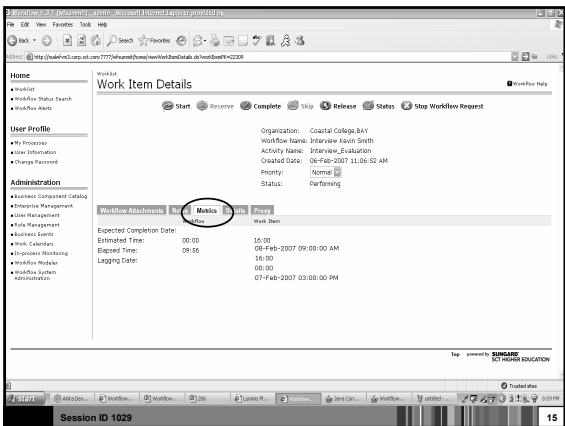












Work Item Details

Start Reserve Complete Skills Release Status Step Workflow Request

Organization: Coastal College BAY
 Workflow Name: Interview Kevin Smith
 Activity Name: Interview Evaluation
 Created Date: 06-Feb-2017 11:05:02 AM
 Priority: Normal
 Status: Pending

Workflow Attachments	Name	Status	Details
Organization:	Coastal College		
Definition Name:	Interview Candidate		
Definition Version:	1		
Workflow Initiator:	admin		
Activity Description:			
Role:	Supervisor		
Type:	Mandatory		

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The screenshot displays the Blackboard LMS interface. At the top, there's a navigation bar with links like 'Home', 'Worklist', 'Workflow Status Search', and 'Workflow Alerts'. Below this, the 'User Profile' section shows the user's name, email, and roles. The main content area is titled 'Work Item Details'. It features a 'Start' button circled in red. Below the 'Start' button, there's a 'Workflow Attachments' section with a table containing columns 'Name', 'Status', 'Action', and 'Type'. The 'Type' column has a red circle around the word 'Priority'. The table also lists the organization as 'Coastal College BAY', the workflow name as 'Interview_Kevin Smith', and the activity name as 'Interview_Evaluation'. The 'Priority' is set to 'Normal' and the 'Status' is 'Partnering'. At the bottom, there's a 'Session ID' and a 'Print' button.

File Edit View Favorites Tools Help

Search Search Favorites Add New Folder Open Recent Close All Print Preview Print

http://www.hackerrank.com/challenges/interview-evaluation

Home

Workbooks
Interview Evaluation Form

User Profile

View Bioresumé
View Information
Change Password

Administration

Bioresumé Component Catalog
Information Management
User Management
Test Categories
Business Events
Test Calendar
Bioressumé Workshop
Workflow Module
Workflow System Administration

Candidate / Job Profile

Candidate ID: 313131313
Last Name: Smith
First Name: Karen
Date: 23-Feb-2007 11:07:00 AM
Explosion Applied For: Business Analyst
Interview Location: Bay Area Campus
Interviews: Analysis 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

Attachment 1 [Download]
Attachment 2 [Download]
Attachment 3 [Download]

Attach File

Page Number: 1 of 1

Navigation icons: Back, Forward, Home, etc.

The screenshot displays a web application interface for a 'Worklist'. The browser's address bar shows the URL: `http://qa040401.ncs.org.uk:7777/qa040401/home/worklist.do`. The page layout includes a sidebar on the left with navigation links: 'Home', 'Worklist', 'Workflow Status Search', 'Workflow Alerts', 'User Profile', 'My Processes', 'User Information', 'Change Password', 'Administration', 'Business Component Catalog', 'Schedule Management', 'User Management', 'Role Management', 'Business Events', 'Work Calendars', 'Employee Monitoring', 'Workflow Monitor', 'Workflow System Administration', and 'Help'. The main content area is titled 'Worklist' and contains a table of tasks. The table has columns: 'Organization', 'Workflow', 'Activity', 'Priority', and 'Created'. The first task is 'Interview Kevin Smith' with a priority of 'Normal' and a creation time of '04-Feb-2007 11:04:52 AM'. A red circle highlights the 'Created' column header and the first task's creation time. The browser's status bar at the bottom shows 'Session ID 1029' and a timestamp of '11:21 AM'.

Organization	Workflow	Activity	Priority	Created
Capital Software	Interview Kevin Smith	Interview Evaluation	Normal	04-Feb-2007 11:04:52 AM
Capital Software	Interview James Hens	Register Candidate In Barrier	Normal	04-Feb-2007 11:04:52 AM
Capital Software	Interview Sarah Johnson	Interview Setup	Normal	04-Feb-2007 10:50:24 AM

[illegible]

The screenshot displays the SUNGARD HIGHER EDUCATION Workflow Studio interface. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this is a toolbar with icons for undo, redo, save, print, and other workflow actions. The main content area is titled 'Workflow Studio' and displays a BPMN diagram for an 'Interview Form Setup' process. The diagram shows a start node leading to a 'Workflow Setup' task, followed by an 'Interview_Validation' task, then a decision diamond. Two paths emerge from the diamond: one labeled 'recommendation = "No"' leading to a 'Notify_Recommendation' task, and another labeled 'recommendation = "Yes"' leading to a 'Notify_1st_Step_Completion' task. The right sidebar contains a 'Workflow Help' link and a 'Stop Workflow' button. At the bottom, there is a status bar showing 'Last Refresh Date: 00-Feb-2007 09:17:09 PM' and a 'SUNGARD HIGHER EDUCATION' logo.

The screenshot displays the SUNGARD Higher Education Workflow Studio interface. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', and 'Tools'. The main window is titled 'Workflow Studio' and shows a workflow diagram for 'Interview Setup'. The diagram includes nodes for 'Interview Setup', 'Interview Evaluation', 'Recommendation - flag', 'Notify Recommendation', and 'Notify User Completion'. A 'Description' panel on the right shows 'Role: Role Manager' and 'Status: Status'. A 'Workflow Details' panel on the left shows 'Workflow Name: Interview Kevin Smith' and 'Workflow Status: Workflow Details'. The bottom status bar shows 'Session ID 1029'.

Work Item Details

Organization: Coastal College Bay
Workflow Name: Interview-New Search

Workflow Status: **Workflow Details** | **Activity Timeline Setup** | **Work Item Details**

Last Refresh Date: 06-Feb-2007 06:17 AM

Details

Organization:	Coastal College Bay	Created:	06-Feb-2007 11:01:46 AM
Activity Name:	Interview_Setup	Completed:	06-Feb-2007 11:06:52 AM
Type:	Mandatory	Estimated Time:	00:00
Description:		Actual Time:	00:01
Ownership:	Hiring Manager	Elapsed Time:	00:01
Activity Status:	Completed	Lapsed Date:	
Performant:	admin	Expected Completion Date:	
Directed User:	admin		
Activity ID:	act200		

Notes

There are no work item notes.

[Add Note]

Work Item Context Parameters

candidate_id	Test	0123456789	
position	Test	Broadcast Analyst	
start_date	Test	2007-02-07 00:00:00 AM	
term_name	Test	Semester	
campus	Test	Rose Area Campus	
term_desc	Test	Term	
pri_description	Test	Analyze_Test	

[Home](#)
[Worklist](#)
[Worklist Status Search](#)
[Worklist Details](#)
[User Profile](#)
[My Information](#)
[Change Password](#)

Worklist

Activity	Priority	Created
Interview Kevin Smith	Normal	09-Feb-2007 11:00:02 AM
Interview James Hoon	Normal	09-Feb-2007 10:00:03 AM
Interview Sarah Johnson	Normal	09-Feb-2007 10:00:03 AM
Interview Selma	Normal	09-Feb-2007 10:00:03 AM

[Show Renewed Items](#)

The screenshot shows the Luminis University In-process Workflow Monitoring interface. The main content area displays a table of workflow instances for 'Interview Candidate'. The table has columns for Version, On, Stopped, Leaping, Overdue, and Total Running. A red arrow points to the 'On' column header. Below the table, there is a section for 'Running Activities within Workflow' showing a list of activities and a 'Generate Spreadsheet' button. The bottom of the page shows a search bar and a status bar with various icons and a session ID.

Version	On	Stopped	Leaping	Overdue	Total Running
1	0	0	0	1	

Running Activities within Workflow

Activity Name	On	Stopped	Leaping	Overdue	Total Running
Interview - Evaluation	1	0	0	1	

In-process Search

Organization: Workflow Definition:

Session ID 1029

[illegible]

File Edit View Favorites Tools Help

Back Forward Stop Home Reload Print Search

Address: http://www.k12ny.gov/saml/cv/cvCandidateProcess/invCandidateWorkflow.do?button=

Home

Workflow

Workflow Status Search

User Profile

Statistics

Other Information

Change Password

Administration

Business Component Catalog

Employee Management

Class Management

Role Management

Business Events

Web Calendar

In-process Monitoring

Workflow Scheduler

Workflow Tools

Workflow System Administration

In-process Search > In-process Search: Interview Candidate - 2

In-process Workflow Monitoring - On time Workflows

Workflow Help

Interface Name	Status	Date Created
Interview Haley Jones	Ready	29-Mar-2006 03:44:55 PM
Interview James Kim	Ready	29-Mar-2006 03:44:26 PM
Interview Nancy Smith	Ready	29-Mar-2006 03:44:46 PM

1 - 3 of 3 First < Previous Next > Last Go to page: 1

In-process Search

Workflow - Version Interview Candidate - 2

Search

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Done

File Edit View Favorites Tools Help

Back Forward Stop Home Reload Print Search

Address: http://www.k12ny.gov/saml/cv/cvCandidateProcess/invCandidateWorkflow.do?button=

Home

Workflow

Workflow Status Search

User Profile

Statistics

Other Information

Change Password

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In-process Workflow Monitoring - On time Workflows

Workflow Help

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Interview Nancy Smith	Ready	29-Mar-2006 03:44:46 PM

1 - 3 of 3 First < Previous Next > Last Go to page: 1

In-process Search

Workflow - Version Interview Candidate - 2

Search

top powered by **SUNGARD** HIGHER EDUCATION

Done

Internet Explorer - Luminis University - In-process Workflow Monitoring

Back View Favorites Tools Help

http://luminis.college.edu/WorkflowMonitoring.aspx?org=CC&wf=InterviewCandidate

Luminis UNIVERSITY

My Account: **Welcome Administrator**
You are currently logged in.

Calendar Groups Admin Logout Help

February 7, 2007

All Users Sample Tutorial Sample Workflow Channels Workflow

Home

- Workflow Status Search
- Workflow Alerts

User Profile

- My Processes
- User Information
- Change Password

Administration

- Business Component Catalog
- Enterprise Management
- User Management
- Role Management
- Business Events
- Work Calendars
- In-process Monitoring
- Workflow Monitor
- Workflow System Administration

In-process Workflow Monitoring

Organization: Coastal College
Workflow Name: Interview Candidate

Version	On Time	Lagging	Overdue	Total Running
2	1	0	0	1

Running Activities within Workflow

Activity Name	On Time	Lagging	Overdue	Total Running
Interview_Evaluation	0	1	0	1

Generate Spreadsheet

In-process Search

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

Session ID 1029

Internet Explorer - Luminis University - In-process Workflow Monitoring - Lagging Activities

Back View Favorites Tools Help

http://luminis.college.edu/WorkflowMonitoring.aspx?org=CC&wf=InterviewCandidate

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- Workflow Monitor
- Workflow System Administration

In-process Workflow Monitoring - Lagging Activities

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

Organization	Instance Name	Status	Date Created	Date Acquired	Performer
Coastal College BAY	Interview Kevin Smith	Ready	07-Feb-2007 11:12:04 AM		

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

Session ID 1029

Internet Explorer - Luminis University - In-process Workflow Monitoring

Back View Favorites Tools Help

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- User Management
- Role Management
- Business Events
- Work Calendars
- In-process Monitoring
- Workflow Monitor
- Workflow System Administration

In-process Workflow Monitoring

Organization: Coastal College
Workflow Name: Interview Candidate

Version	On Time	Lagging	Overdue	Total Running
2	1	0	0	1

Running Activities within Workflow

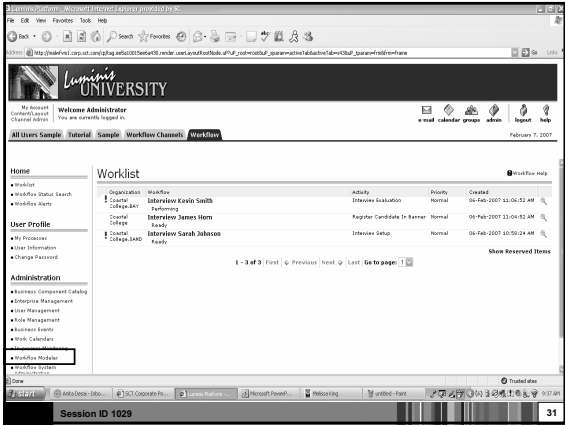
Activity Name	On Time	Lagging	Overdue	Total Running
Interview_Evaluation	0	1	0	1

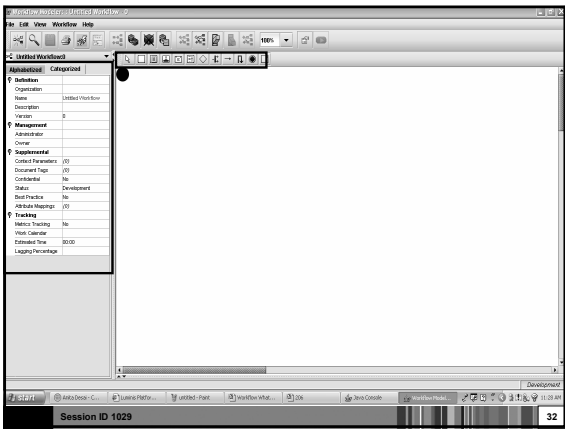
Generate Spreadsheet

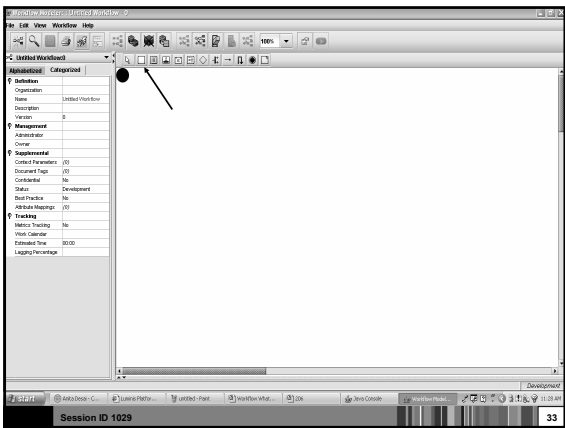
In-process Search

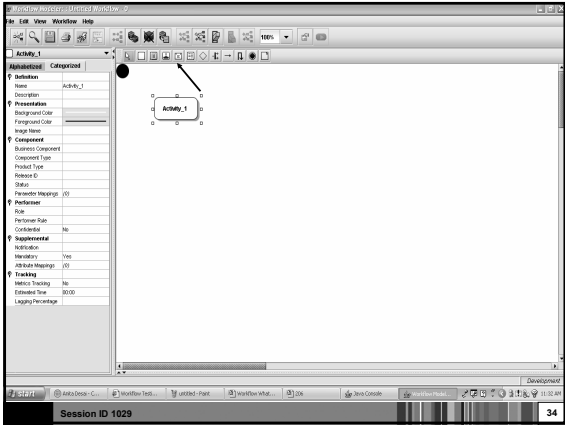
Organization: Coastal College BAY
Workflow Definition: Coastal College - Interview Candidate - 2

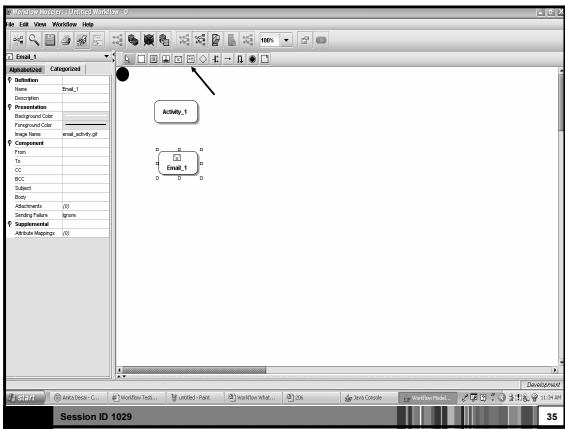
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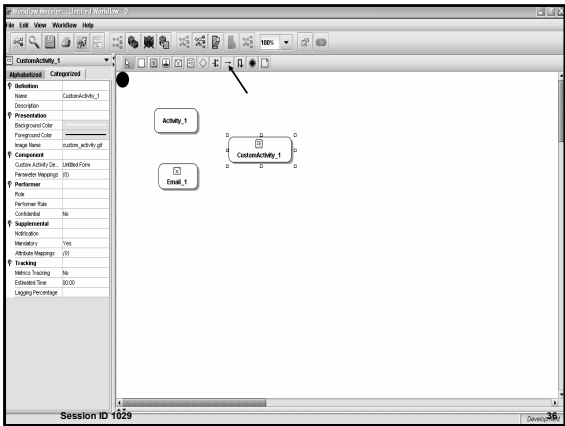


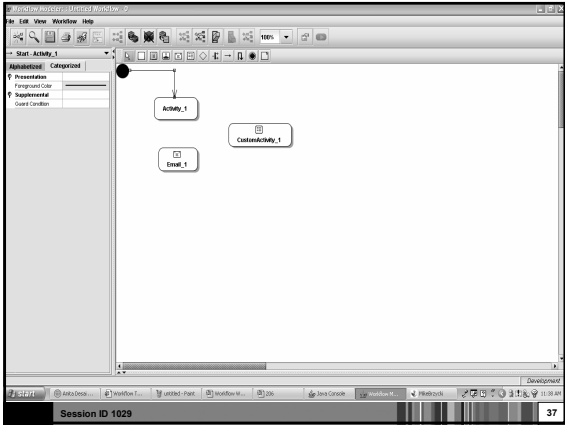


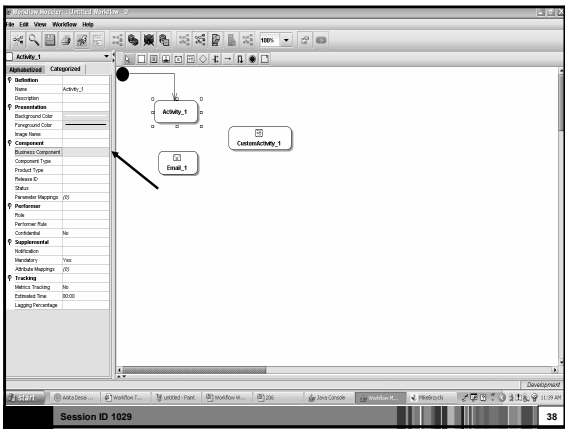


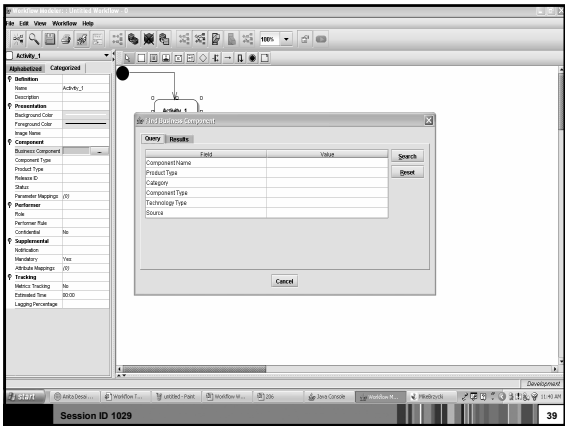


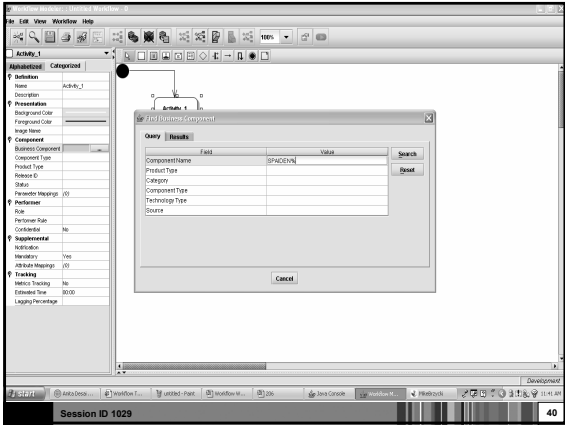


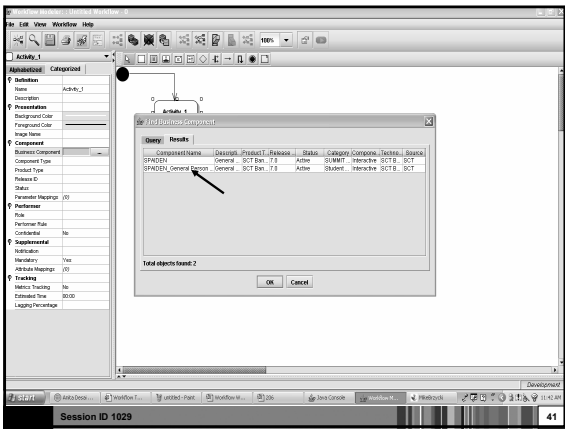


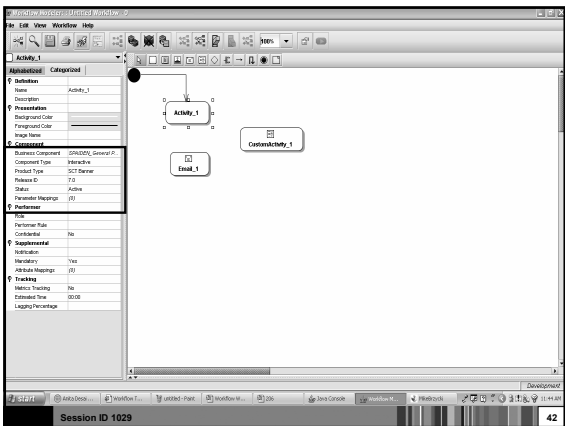


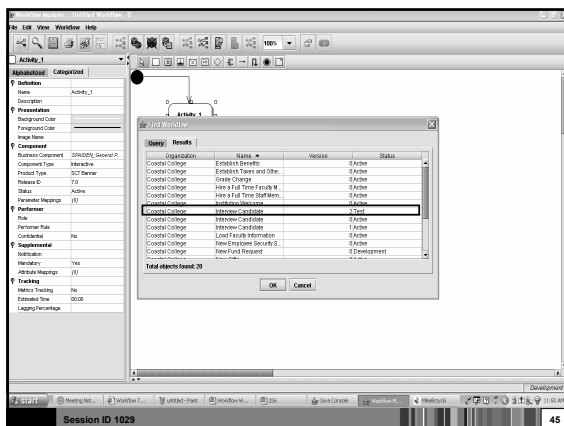
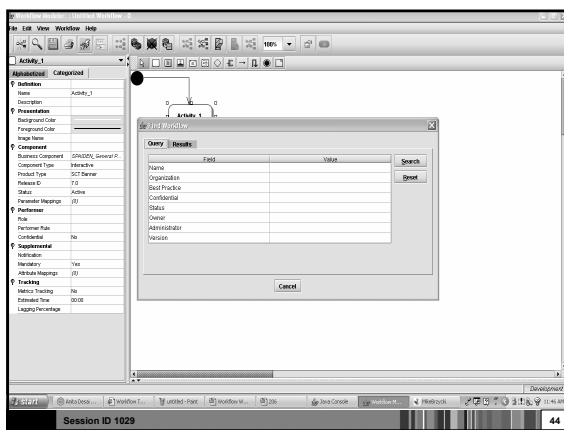
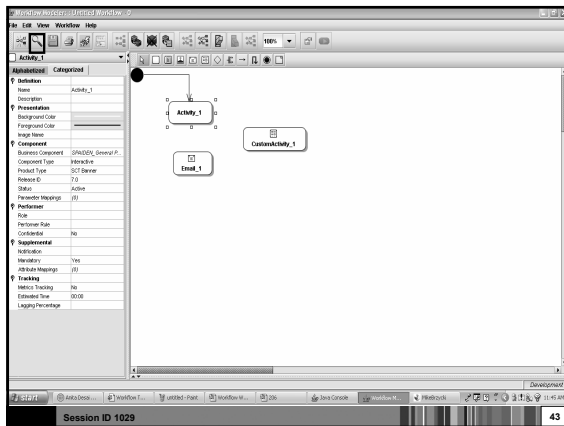


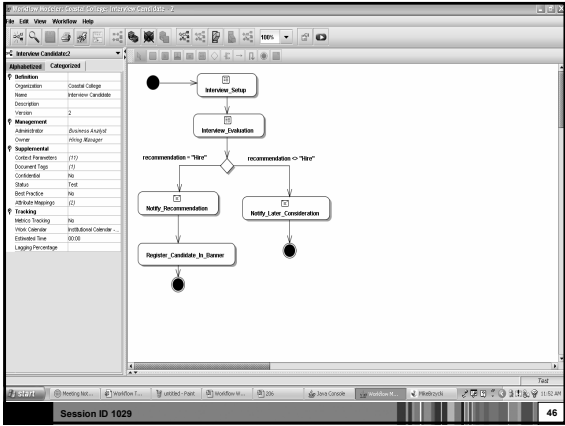


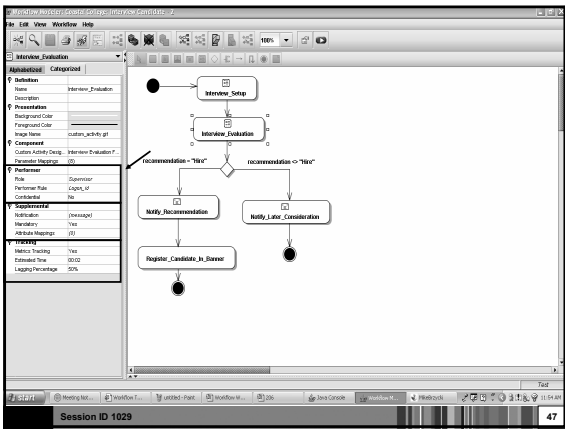













Interview Candidates

Workflow Diagram:

```
graph TD
    Start(( )) --> Interview_Setup[Interview_Setup]
    Interview_Setup --> Interview_Evaluation[Interview_Evaluation]
    Interview_Evaluation --> Recommendation{ }
    Recommendation -- "recommendation = 'hire'" --> Notify_Recommendation[Notify_Recommendation]
    Recommendation -- "recommendation = 'hire'" --> Register_Candidate_H_Runner[Register_Candidate_H_Runner]
    Recommendation -- "recommendation = 'hire'" --> End(( ))
    Recommendation -- "recommendation = 'hire'" --> End2(( ))
```

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Process Examples

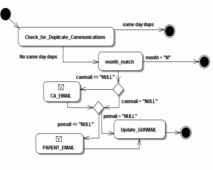
Real World Process Examples

- 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

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Finance / AR – Billing Notifications



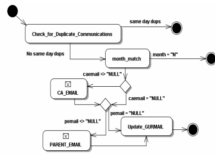
Plymouth State University

- **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.

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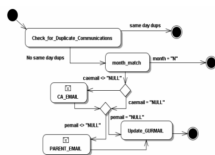
51

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

[illegible]

- **Problem:**

- 55

[illegible]

```

graph TD
    Start([Start]) --> Init[Initialize  
Set parameters  
Generate initial population  
Evaluate fitness  
Set iteration counter to 1]
    Init --> While1((While (Iteration < Max Iteration)))
    While1 --> Stop1{Stop Criterion}
    Stop1 -- Yes --> End1([End])
    Stop1 -- No --> Sel[Selection]
    Sel --> Cross[Crossover]
    Cross --> Mut[Mutation]
    Mut --> Imp1{Is Pareto Front Improved?}
    Imp1 -- Yes --> Update[Update Pareto Front  
non-dominated individuals]
    Imp1 -- No --> Red1{Is Population Size Reduced?}
    Red1 -- Yes --> Elit[Elitism]
    Elit --> Rep[Repair Population]
    Red1 -- No --> Max1{Is Max Fitness Reached?}
    Max1 -- Yes --> End1
    Max1 -- No --> Inc[Increment iteration counter]
    Inc --> While1
  
```

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[illegible]

57

[illegible]

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.

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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.

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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

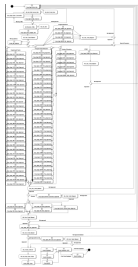
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Advancement Processes

- 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

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Questions and Answers



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Thank You!

Carolyn Clark
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Please complete the online class evaluation form
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