Welcome and Housekeeping

• Please use the Q&A box to ask questions.

• We will attempt to answer your questions throughout the presentation.
• You will receive the slides from today’s presentation.
• You can find this presentation and more on adminx.gatech.edu.
Administrative Excellence
Info Session

The information delivered within this presentation is accurate as of 06/15/21.
Agenda

• AdminX Update

• Process Improvement
  • Overview & Methodology
  • Student Hiring Improvement Project
  • Faculty Hiring

• Community Outreach
  • Data Collection
  • Internal Advisory Panel

• Closing and Q&A
Introductions

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AdminX Portfolio Owner,
Administration & Finance

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AdminX Steering Committee Co-Chair,
Office of the Provost & Office of the
EVPR

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AdminX Steering Committee Co-Chair
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Casey Piquette
Org Readiness & Change
Management, Enterprise
Resource Planning
AdminX Recap
A multi-year, Institute-wide initiative focused on creating positive experiences for our faculty, staff, and student employees in completing routine administrative activities through more effective and efficient administrative structures, processes, and systems.

**Efficient & Effective Processes**
Achieve administrative process improvements while maximizing the value of Georgia Tech’s new financial, human resources and service support systems.

**Continuous Assessment & Improvement**
Create a sense of community and collaborative culture that is focused on constantly evaluating the efficacy of our efforts and improving through engagement of community input and involvement.

**Enhanced Customer Service**
Improve the delivery of common, routine, and high-volume administrative services and meet our customers where they are.
Frequently Asked Questions

These questions are sourced from the various outreach events across AdminX initiative and will continuously update. Can't find what you're looking for? Reach out to adminx@gatech.edu.

Process Improvement

- How are you collecting input on processes across the various committees? Who is invited to participate?

Representation of individuals who perform the work day-in and day-out in both the academic and non-academic units will be closely involved in reviewing and improving the processes that will be supported by the Administrative Service Center. Their participation will be critical to identifying what is working well, what the challenges are, and coming up with new and innovative ways to improve the processes.

In addition, campus is encouraged to volunteer for the Internal Advisory Panel, a special team of boots-on-the-ground staff who want to engage with AdminX and become involved in the various feedback sessions and surveys that will be conducted throughout the project. If you are interested in volunteering, please reach out to adminx@gatech.edu.

- Will this effort remove control over the processes by the units?

- How will priorities on what to focus on first be determined?

- Can we submit tasks that we've experienced that need to be included to the list of daily assignments that need improvement?

- What elements of student hiring are being addressed as a part of AdminX?
Process Improvement
In/Out of Scope Activity Vetting Criteria

Transactions will be vetted to determine what may be a good candidate for the ASC versus what should stay within the units.

<table>
<thead>
<tr>
<th>Type of Process</th>
<th>Poor Candidate for Shared Services</th>
<th>Potential Candidate; Evaluate Further</th>
<th>Strong Candidate for Shared Services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strategic / Specialized</td>
<td>Transactional / Administrative</td>
<td></td>
</tr>
<tr>
<td>Potential for Standardization</td>
<td>No Potential</td>
<td></td>
<td>High Potential</td>
</tr>
<tr>
<td>Transaction Volume</td>
<td>Very Low</td>
<td></td>
<td>Very High</td>
</tr>
<tr>
<td>Complexity of the Task</td>
<td>Highly Specialized / Complex</td>
<td></td>
<td>Easily Commoditized / Low Complexity</td>
</tr>
</tbody>
</table>

This table outlines the criteria for determining the scope of activities, ranging from poor candidates for shared services to strong candidates, based on type of process, potential for standardization, transaction volume, and complexity of the task.
Two Approaches to Prepare Processes for the ASC

1. Full Process Improvement

Used for processes that are **in need of significant improvement**. They are **frustrating and time consuming** from the perspective of the customer and/or central unit and **need to be fixed before the work transitions to the ASC**.

2. Process Redesign Only

Used for processes that have **recently been improved** and/or are **largely efficient and effective**. Before the work is transitioned to the ASC, the process will be **streamlined where necessary**, and **future roles and responsibilities will be clearly defined**.

**We will evaluate each process that will be impacted by the implementation of the ASC to determine the most appropriate approach.**
Approach for FULL Process Improvement

1. Prepare for Improvement
2. Evaluate the Current Process
3. Brainstorm Improvement Ideas
4. Design the Future Process
5. Implement Changes
6. Continuously Improve
Approach for PROCESS REDESIGN

1. Review & Validate the Current Process
2. Determine Future State Roles & Responsibilities
3. Document the Future Process
4. Implement Changes
5. Continuously Improve
Defining Roles & Responsibilities
CURRENT STATE for Non-Federal Work Study Student Hire

1. Select new student employee
2. Submit hiring transaction
3. Review hiring transaction; Approve or deny transaction
4. If transaction is denied, resolve issues and resubmit transaction for approval
5. Monitor transaction status; Update student and hiring manager as needed
6. Initiate background check (if necessary) and onboarding
7. Complete in-person onboarding for student employee
8. Complete all new hire data entry for student employee
9. Welcome new student employee and provide unit-specific onboarding
Defining Roles & Responsibilities
POTENTIAL FUTURE STATE for Non-Federal Work Study Student Hire

UNIT
Select new student employee and provide hiring details to the ASC

ASC
Review request; Resolve any issues with the unit and/or GTHR

ASC
Submit hiring transaction

UNIT
Review and approve hiring transaction

ASC
Notify the student and hiring manager of status and next steps

ASC
Initiate background check (if necessary) and onboarding

ASC
Complete in-person onboarding for student employee

ASC
Complete all new hire data entry for student employee

UNIT
Welcome new student employee and provide unit-specific onboarding
Engaging Stakeholders

• Those who perform the work day-in and day-out, in both the central and distributed units, will be represented on the teams who review and improve the processes that will be supported by the ASC.

• Process improvement teams are designed to include individuals who represent various points of view, including:
  o Individuals who perform the work
  o Customers
  o Process owners

• Other engagement methods include:
  o Involving subject matter experts
  o Gathering input and feedback from broader stakeholder groups

Improvement Work Already Underway

Two HR-related improvement efforts are already underway:

- Student Hiring Improvement Project
- Faculty Employment Offer Improvement Project
Student Hiring Improvement Project Update

**Focus:** Review and improve the Student Hiring process across the Institute

**Goals:**
- Decrease the time it takes to hire a student
- Increase transparency around each step of the hiring process
- Develop detailed, end-to-end, useful operating procedures for hiring students that live in one, publicized, accessible location

**April 1:** Launched initial improvements and future-state pilot
- Removed approval levels from hiring process
- Increased transparency around onboarding and when the student is fully hired in OneUSG Connect
- New resources released for student employees and hiring departments

**Up Next:**
- Continue to implement enhancements based on pilot data and participant feedback
- Expand the pilot with new cohorts
- Collaborate on the development of a future state enterprise solution

Champion: Charvette Webb
Lead: Leslie Hall
Cross-Functional Improvement Team
Subject Matter Experts (SMEs) & Stakeholders
AdminX Support Team
Faculty Employment Offer Improvement Update

Focus: Faculty Employment Offer Phase

*All activities from the time the unit selects a candidate to be hired through the entry of approvals in OneUSG Connect*

Goal:

- Reduce the amount of time it takes to hire a faculty member
- Efforts centered on identifying and removing waste from the current process

Progress:

- We have mapped the current process, reviewed the process for waste, and brainstormed ideas that will improve the process

Next Steps:

- Over the next few weeks we will meet with stakeholders to collect their feedback and prioritize the improvement ideas
- Implementation of “quick-win” improvements is expected to launch in July
- We will then prepare for the remaining components of the faculty hiring process to be evaluated as part of the overall AdminX hiring improvement work
Community Outreach
Overview of Data Collection

Transaction Analysis

• Collection of data associated with in-scope transactional work from enterprise systems

Activity & Opportunity Identification Survey

• Single survey made up of two parts:
  • **Activity Assessment** identifies level of effort for in- and out-of-scope work at the “task” level
  • The **Opportunity portion** gathers input that will help with planning the roll-out of the ASC
### Activity & Opportunity Identification Survey

<table>
<thead>
<tr>
<th>Why</th>
<th>How</th>
<th>When</th>
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| The survey is being performed to determine:  
  - Who is performing administrative work and where it is occurring  
  - The total effort required to perform the work  
  - How the workload is distributed |  
  - The Qualtrics survey was developed with input from subject matter experts from across campus  
  - Tools and materials will be available to help participants prepare and complete the survey expeditiously |  
  - After Year End Close |
The survey will primarily focus on the following functions:

- Finance (e.g. accounting, budgeting, etc.)
- Procurement
- Information technology
- Human resources
- Grant administration (post-award)
- General administrative activities (e.g. scheduling, customer service, policy management, people management, etc.)

Respondents will be asked to indicate the percentage of time they spend on the functions and tasks that are associated with their role.
Survey Hierarchy

Level 1 – Function  **Example: Finance**
A broad, overarching category of work that groups together a set of related activities (e.g. human resources, information technology, finance, etc.)

Level 2 – Activity  **Example: Accounts Payable/T&E**
A sub-grouping of work that falls under each function (e.g. activities under the finance function would include: accounts payable/T&E, general accounting, budgeting, etc.) Each activity area consists of a set of related tasks.

Level 3 – Task  **Example: P-Card Transaction Approval**
The discrete processes or actions that are performed under each activity area. It represents the most granular work that occurs within the three levels.
Survey Examples for In and Out of Scope Functions

**In-Scope Example**

**FUNCTION**
- Finance

**ACTIVITY**
- Accounts Payable / T&E Accounting
- Cashiering and Student Account Management

**TASK**
- A/P Reconciliations
- P-Card Transaction Approval
- T&E Documentation

**Out-of-Scope Example**

**FUNCTION**
- Communications and Marketing

**ACTIVITY**
- N/A

**TASK**
- N/A

Respondents will only be asked to allocate time to the functions and the tasks they perform. They will not be asked to allocate time towards activities.

Time allocation will stop at the “function” level for all out-of-scope functions.
Engagement Opportunities

- Internal Advisory Board
- Change Agent Network
- Focus Groups
- Workshops
- Surveys

No matter how much time you have, we will be creating pathways for you to interact.

Email: adminx@gatech.edu
*Operational & service level agreements (OLAs/SLAs) are made between the ASC, central offices, and the campus units to define the level of service expected & metrics by which service is measured.
While we will always strive for process improvement, this initiative is actually more about our people and helping them thrive at Georgia Tech.

Kelly Fox
Let’s stay connected!

Questions or Feedback?

Email: adminx@gatech.edu

Website: adminx.gatech.edu
AdminX Team Structure

Executive Sponsors → Portfolio Owner → Portfolio Support

External Consultants → AdminX Steering Committee → Internal Advisory Board

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Customer Experience & Service

- Administrative Services Delivery Program
- Process Improvement & Policy Alignment Program
- System Support and Integration Program

Organizational Readiness & Change Management