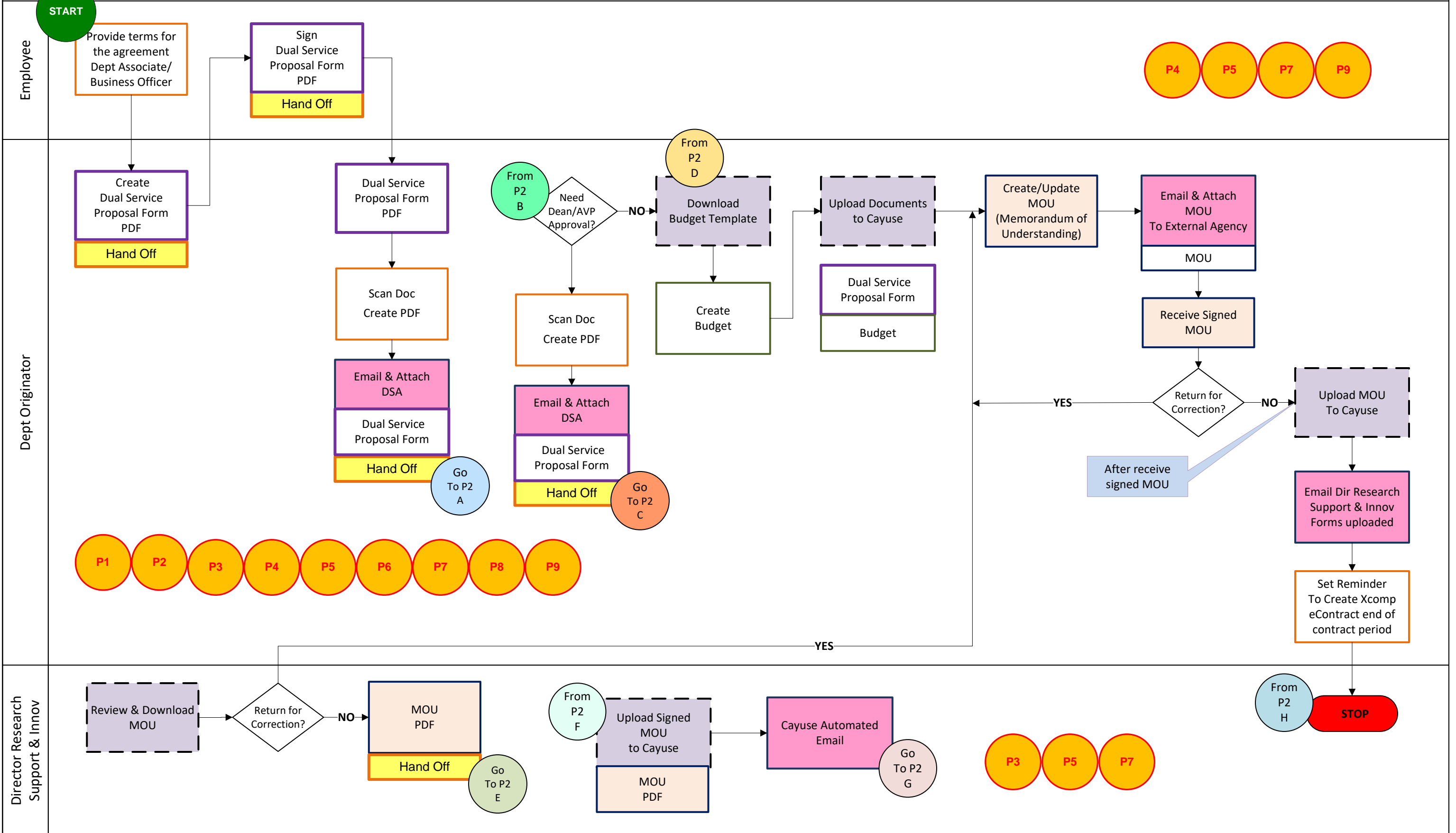


Employee Dual Service Agreements (UofM Employee) – 'AS IS'

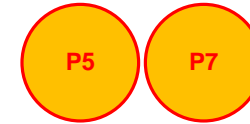
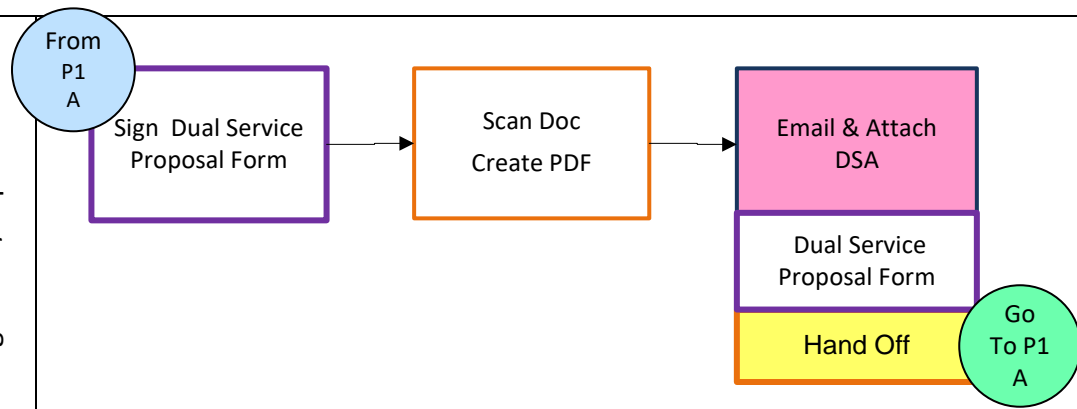
P1 January 19, 2022



Employee Dual Service Agreements – 'AS IS'

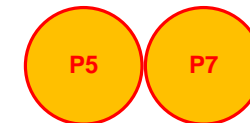
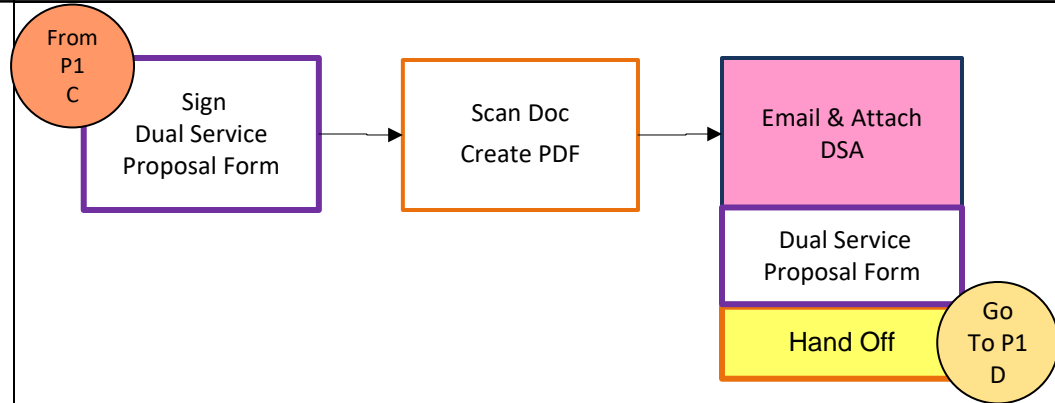
P1 January 19, 2022

College Chair/Supervisor



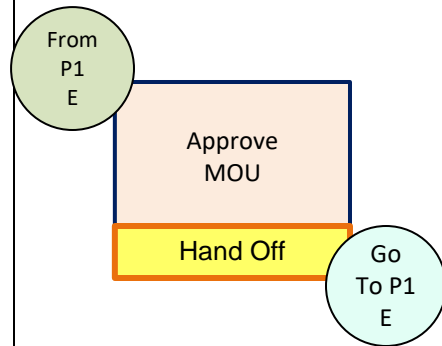
Finance Level 10
Financial Mgr/Designee
Chair/Department Head

College Dean

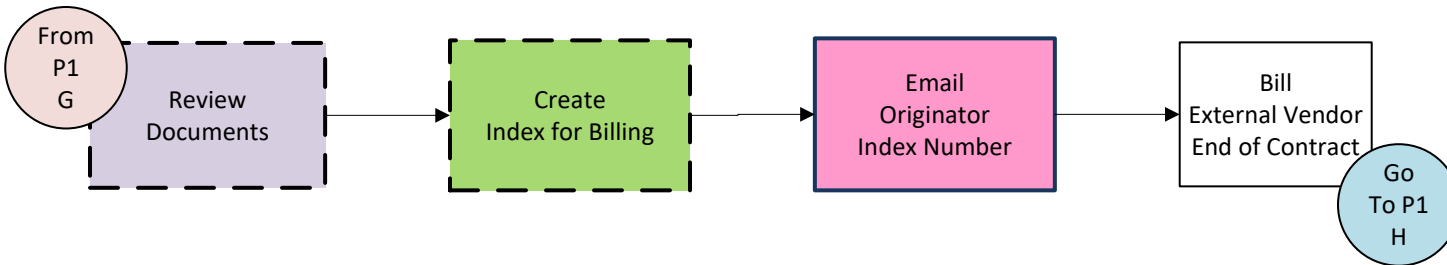


Finance Level 20
Dean/AVP

VP Research Innovation



Grants Accounting



Pains & Issues:

Please Read First: The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by **RCA** prefix.

1. There isn't a MOU template for UofM employees providing a service.

RCA: Procurement has one only for external agencies.

2. Dual Services contract form is not found on UofM web search engine.

RCA: Departments inquire from others how to locate form.

3. MOU not signed by external agency so has to be returned.

RCA: Agency not following directions.

4. Faculty/Staff do not notify department they are providing service for outside state agency.

RCA: May be unaware of the process.

5. Process from originating to billing is a paper process.

RCA: No electronic process has been developed.

6. Procedure is not formally documented.

RCA: Procedures do not exist.

7. Eight handoff of forms during the process.

RCA: An electronic process does not exist.

8. Scanning documents after each signature.

RCA: There isn't electronic process.

9. Remembering creating Xcomp eContract to pay the employee.

RCA: Process today contracts are created after service has been completed.

Analysis of the 'AS IS' process

1. Are all roles essential? What roles could be considered to be eliminated? **Yes**

2. What is the number of hand-offs? **8**

3. Are any steps automated? **No**

4. What steps can be eliminated or automated? **Paper form can be created electronic with approval workflows for the dual service contract and MOU.**

5. What tasks consume the greatest amount of time? **Compiling documents, scanning, emailing, uploading.**

6. Does each task add value? **Yes**

7. What steps/process should be added? **No**

8. Iterations (how many times is process repeated in a timeframe)? **Three times year, based on teaching or monthly for staff.**

9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **10%**

10. % FTE and/or estimate time takes for each key role in the process.

Dept Originator: 2 hours

Signatures:

OSP:

Billing:

11. Metrics – identify measurable outcomes (estimate time for manual steps, making copies, tracking, communications (email & calling), Banner review, walk form dept to dept, approvals, return for corrections). Identify current time spent on task for roles:

Legends

