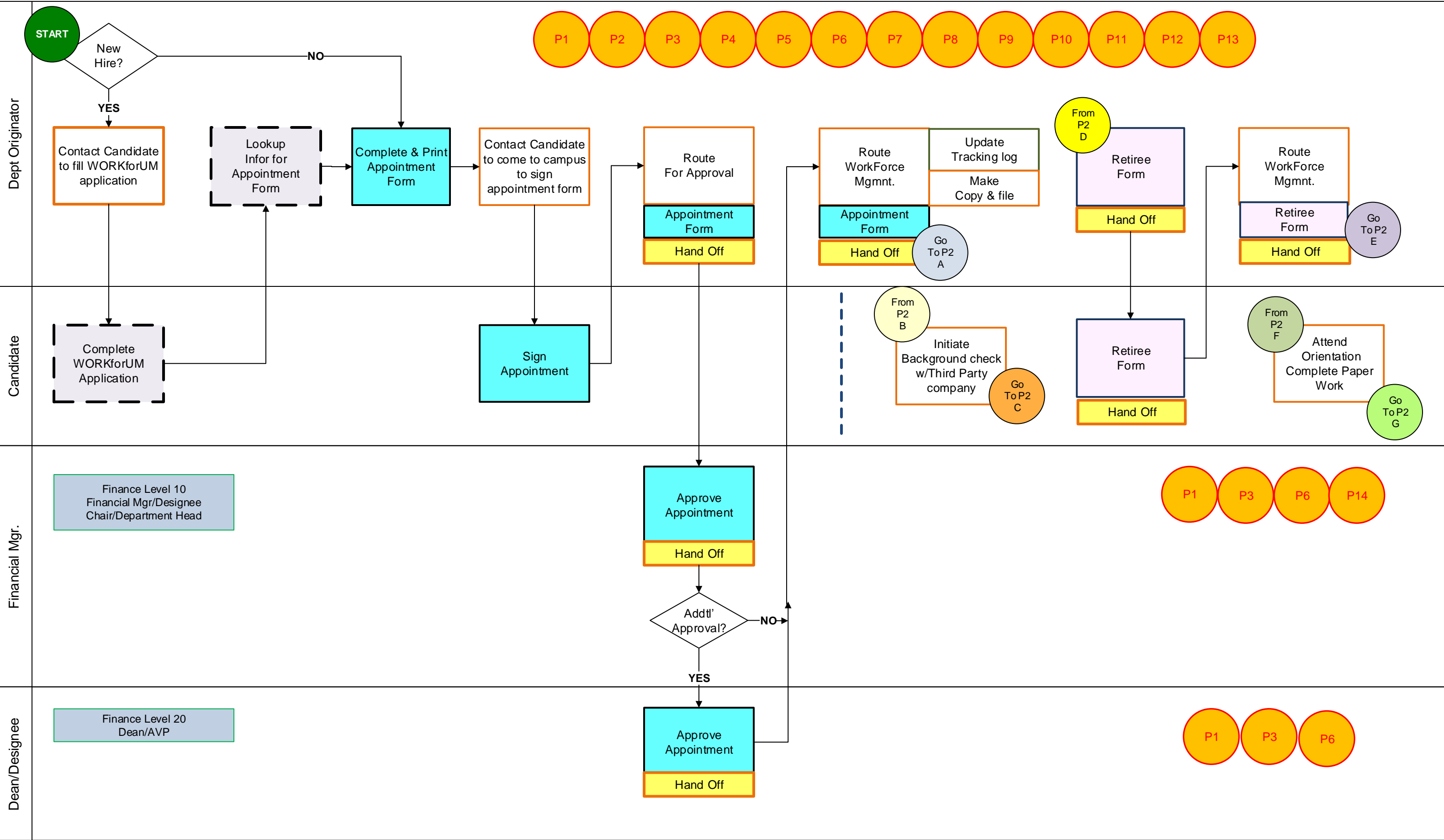


Temporary Staff Appointment – “AS IS”

P1 Sept 10, 2018

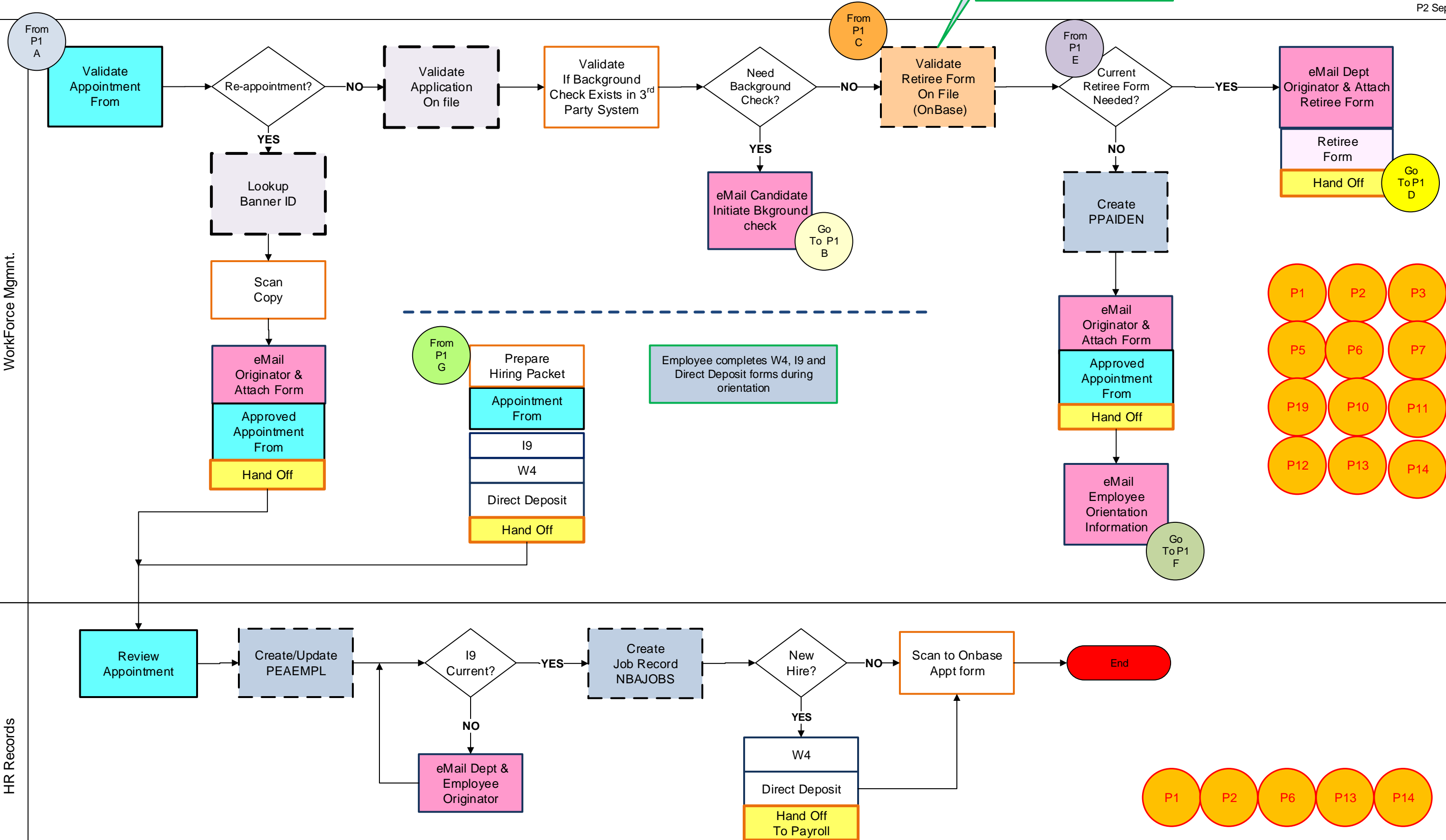


Temporary Staff Appointment – “AS IS”

P2 Sept 10, 2018

WorkForce Mgmnt.

HR Records



*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. Process is paper  
RCA: No electronic form or electronic signature process
- 2. Review/validating the appointment forms  
RCA: Task is time consuming for WorkForce Management and HR Records
- 3. Paper forms lost, therefore process has to start from the beginning  
RCA: There isn't tracking process in place for departments to know the last office that had possession
- 4. Form routed to incorrect department for approvals, slowing down the process  
RCA: Departmental users sends or delivers to wrong department
- 5. Appointment form has incorrect position number  
RCA: Form is paper so there aren't any system validations
- 6. One Time Pay appointments  
RCA: Paper process and treated as temporary employment which requires candidate to produce all required documents to be employed
- 7. Staff can have several active appointments from multiple departments. Manual monitoring by departments needed.  
RCA: Person can be hired by different departments could cause situation for insurance eligibility. .
- 98. Several handoff  
RCA: Paper process
- 109. Departments unaware location of the appointment form  
RCA: There isn't tracking process in place
- 10. TN retirees do not always indicate correctly on the appointment form.  
RCA: Error in completing the form.
- 11. Financial managers signatures are obtained after the candidate signs.  
RCA: Contract is binding once candidate signs contract.
- 12. Appointment form is missing official acceptance of the terms of agreement for the candidate .  
RCA: Form does not have acceptance statement.
- 13. Candidates starts prior to approval dates on contract.  
RCA: Department do not wait for official notification ready to work, we are now out of compliance
- 14. Candidate does not attend orientation.  
RCA: They do not attend.

**Analysis of the ‘AS IS’ process**

- 1. Are all roles essential? What roles could be considered to be eliminated? **All roles are essential, none should be eliminated.**
- 2. What is the number of hand-offs? **12**
- 3. Are any steps automated? **No**
- 4. What steps can be eliminated or automated? **Developing an online eContract process would eliminate manual signatures, create workflows, eliminate paper the handoffs, manual tracking and document storing.**
- 5. What tasks consume the greatest amount of time? **Validating the forms, collecting signatures, waiting for notification process complete.**
- 6. Does each task add value? **Yes**
- 7. What steps/process should be added? Notifications to the departments student ready to work. **Extending HR hours to accommodate those who have other responsibilities that prevent them coming on campus during normal working hours.**
- 8. Iterations (how many times is process repeated in a timeframe)? **Weekly**
- 9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) **30%**
- 10. % FTE and/or estimate time takes for each key role in the process.
- 11. Metrics – identify measurable outcomes (time, manual steps, paper, manual communications, unnecessary reviews & approvals). Identify current time spent on task for roles: **1,213 forms processed 2017 = 65 minutes \* 1213 = estimated 1,315 staff hours annually**

Originator – 10 min complete form 20 min walk over and back to deliver to Admin Bld = 30 minutes  
Fin Mgr/Dean Approval – 5 min  
HR Workforce Mgmnt. 25 min  
HR Records - 5 minutes

# Legends

START

Banner  
HR

WORKforUM

Appointment  
Form  
PDF.

Manual  
Process

Excel

Form / PDF

E-mail

Matrix  
(OnBase)



End

Go  
To P1  
A

From  
P1  
A

Pains  
P1

text

Text box

Text box

Decison

YES

NO