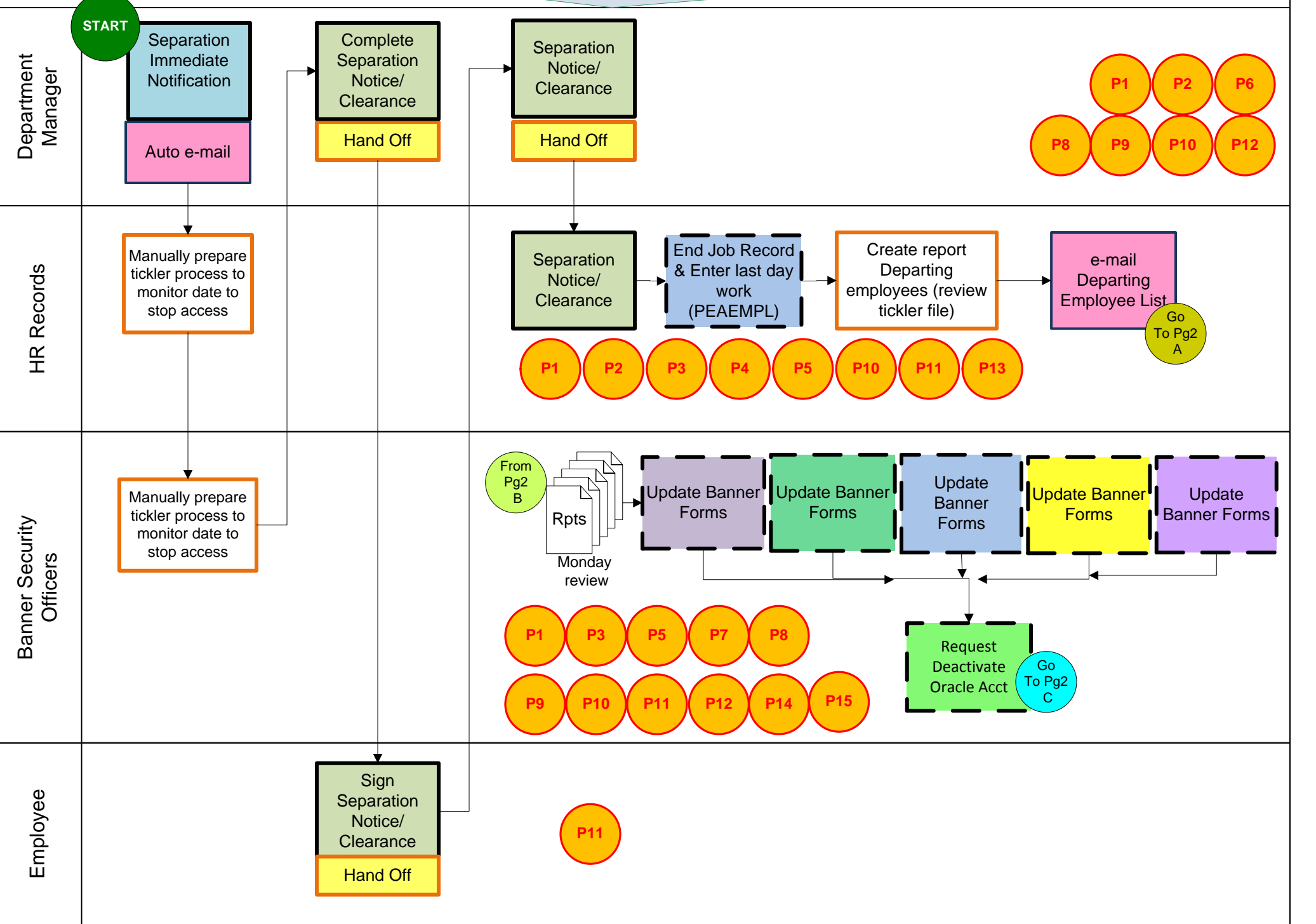
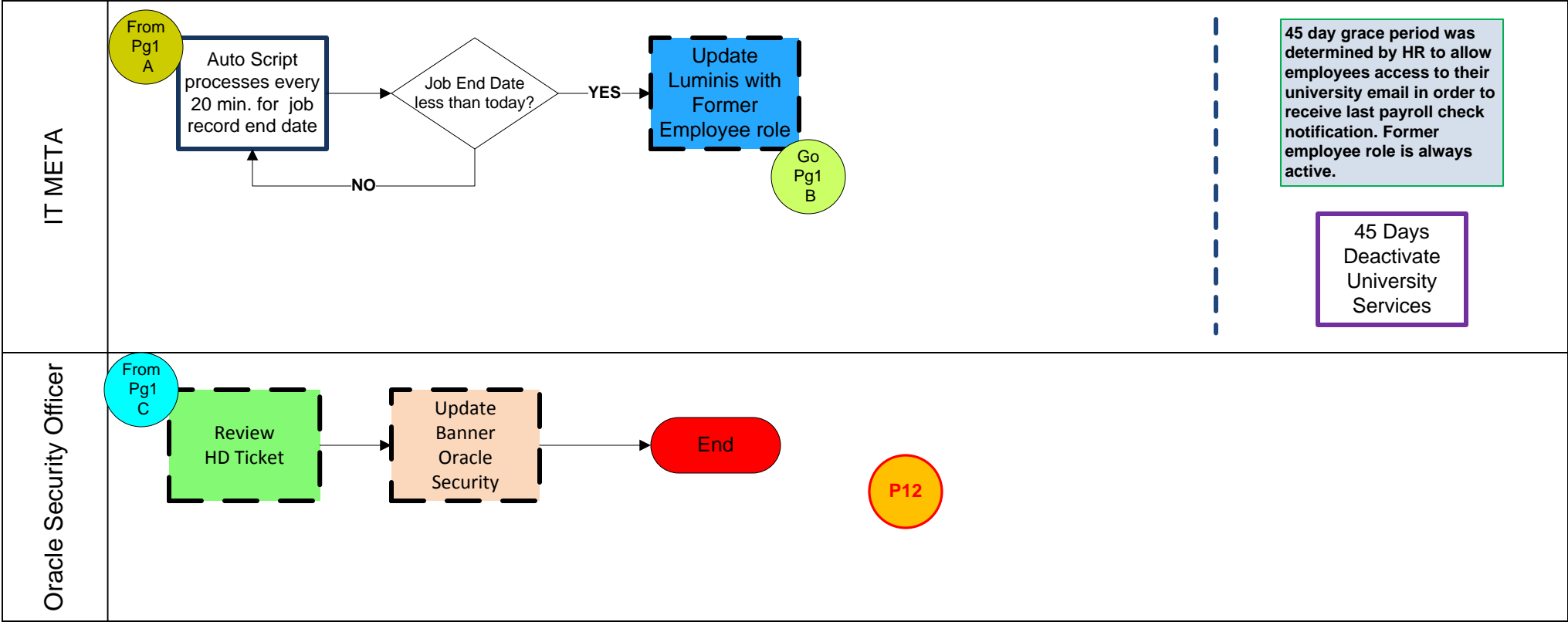


PIP – Termination of Banner Users’ Access - “AS IS”

Process begins when employee gives Manager notice





## 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. Department staff does not always submit the Immediate Notification clearance form.

**RCA: Department does not follow procedures, and a lack of communication between employee and department management.**

2. Department staff do not complete the paper Separation Clearance form and submit to HR Records in a timely manner.

**RCA: Department does not follow procedures.**

3. Too many complex dates in Banner in order to determine employee last day worked.

**RCA: Banner has several personnel related dates.**

4. Full time faculty job record end dates is August 31, last work day on PEAEMPL is end of spring term (May) and access is available for those not returning.

**RCA: Assignment end dates has to be August in order for faculty to receive their deferred payments in the summer.**

5. Not all employee types have a 'last work day' entered on the PEAEMPL form.

**RCA: Not all employee types are required to have a separation form completed, so information is not provided to HR Records.**

6. Retirees have the option to have their payroll payments extended past their last day worked (annual leave), job records have a future date, access is available.

**RCA: TBR retirement option.**

7. Action is not taken by the Banner Security officers until they receive the weekly Monday reports of employees with a job end date, access is available for a period of time after employee has left employment.

**RCA: Established procedure.**

8. Departing Employee final email notification from HR Records is not sent in a timely manner, usually after the last payroll check has been processed.

**RCA: Current established procedures.**

9. Current processes to identify terminating employees and remove access is based on the job end date, not the last day worked.

**RCA: Current established procedures.**

10. Break in service is not noted in the system due to assumptions that employee will return to work after a specific time (ex: part-time faculty, GA's or temporaries), access is available during this time.

**RCA: Current established procedures in order to reduce paper work.**

11. Employee employment ended prior to the job end date and departments do not submit separation paper work to HR Records.

**RCA: Department does not follow procedures.**

12. Termination date exist in system and employee is re-hired and system access is delayed in being activated.

**RCA: Activating PEAEMPL status and the creation of new job records are not always created the day HR records receives paper work, causing a delay.**

13. HR Records email notifications to departments and responsible persons in charge of system access controls, is a manual process.

**RCA: An automated process has not been developed.**

14. Too many Sunday night security reports that require reconciling to Banner.

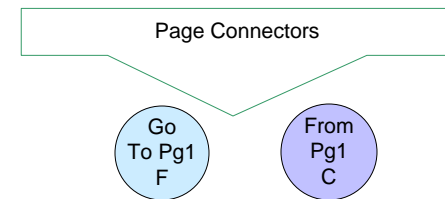
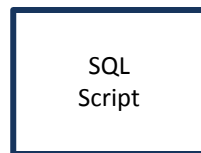
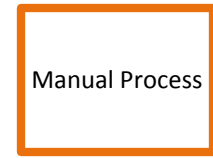
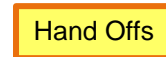
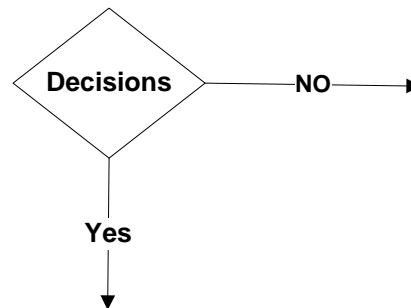
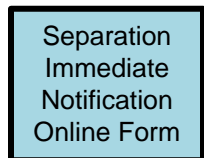
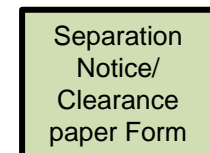
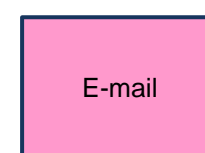
RCA: Business process that has evolved.

15. Banner Security officers for Admissions, Advancement, Financial Aid, Foundation and Student system do not receive all the email notifications.

RCA: There isn't LDAP that includes all the Banner Security officers. .

# Legends

START



## Analysis of the 'AS IS' process

1. Are all roles essential? **Yes**
2. What is the number of hand-offs? **2**
3. Are any steps automated? **Meta's script that reads Banner for employees with a job end date of today and sets triggers in LDAP. Termination reports are scheduled for processing, to run.**
4. Iterations (how many times is process repeated in a timeframe)? **Daily**
5. What tasks consume the greatest amount of time? **Reviewing the weekly termination reports, the manual process to remove Banner access through the forms.**
6. Does the task add value? **Yes**
7. What steps can be eliminated or automated? **Scripts can be written that would automate the removal Banner form access, to deactivate the oracle account, and automate the HR Records email notifications.**
8. What steps should be added? **None**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.). **2%**
10. % FTE or estimate time takes for each key role in the process = **186 minutes/ 3 hours 10 minutes**  
Answers based on time to process 1 normal termination  
Managers = 20 min (includes notification, complete form and handoff to HR Records)  
HR Records = 50 min      1<sup>st</sup> review - 5 min   2<sup>nd</sup> – terminate employee records 35 min   email report – 15 min  
Employee = 1 min  
Banner Security officer = 40 min   1<sup>st</sup> review – 10 minute,   2<sup>nd</sup> – terminate Banner access - 30 min  
Banner Security officer = 70 min   1<sup>st</sup> review – 10 minute   2<sup>nd</sup> – terminate Banner access - 1 hour  
Oracle Security officer = 10 min