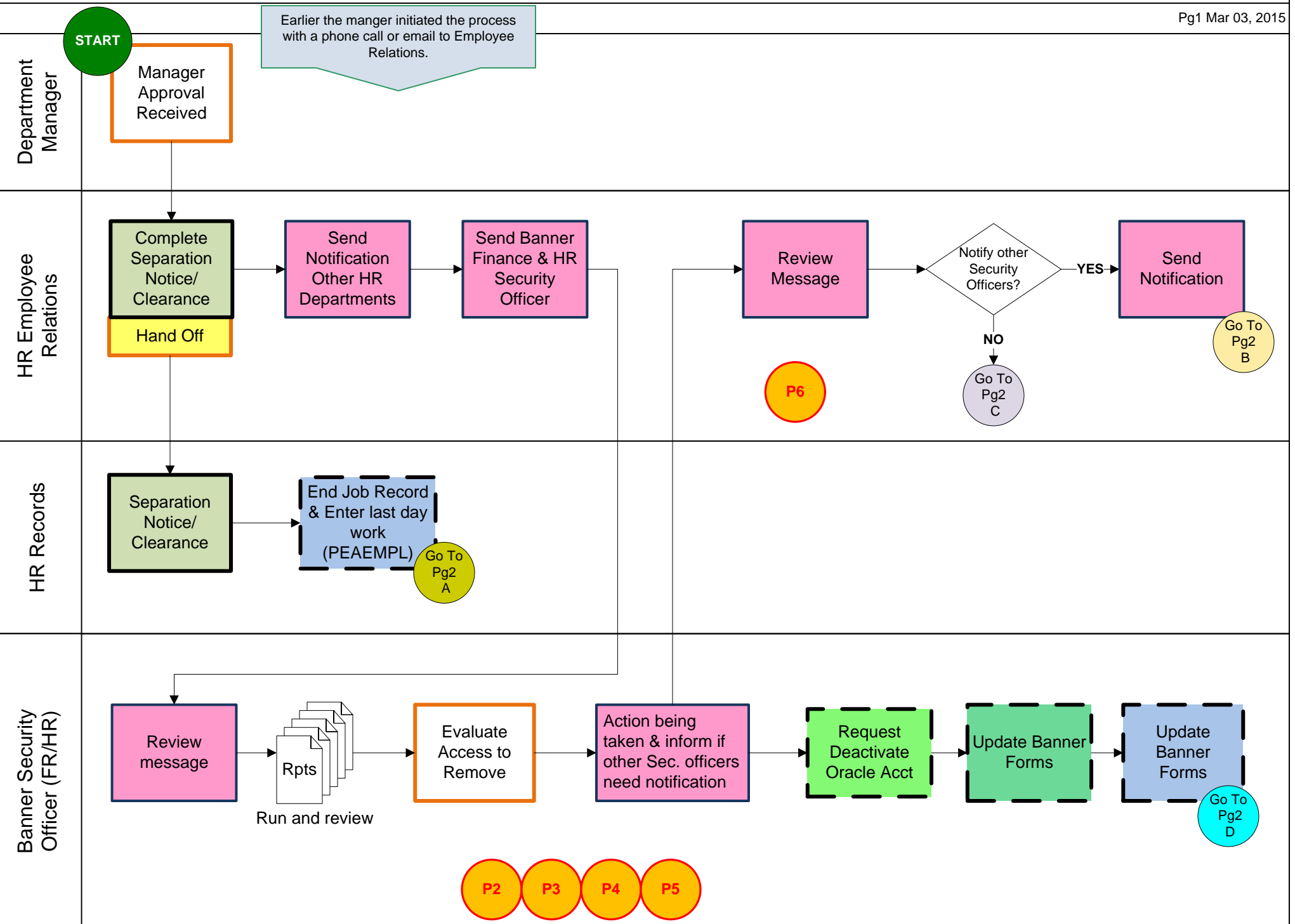
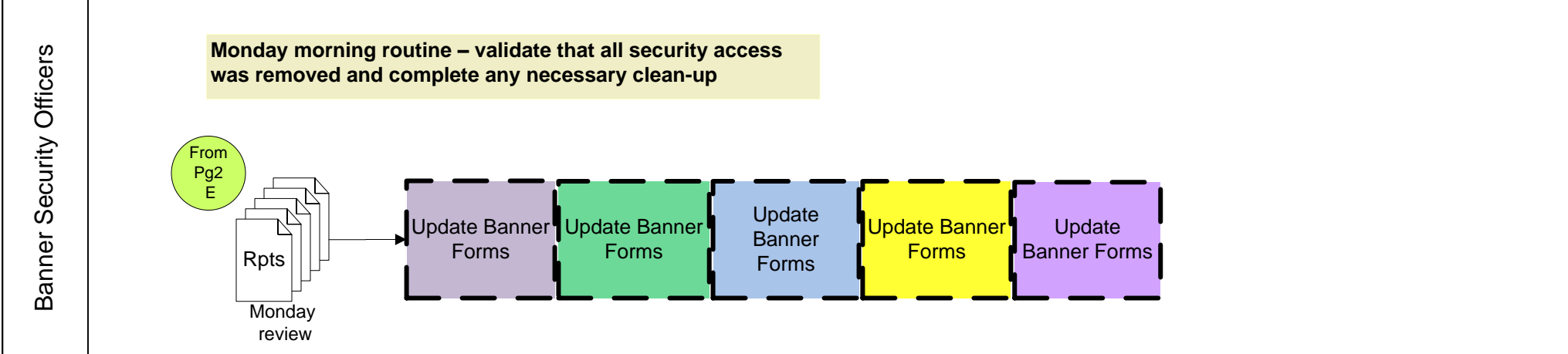
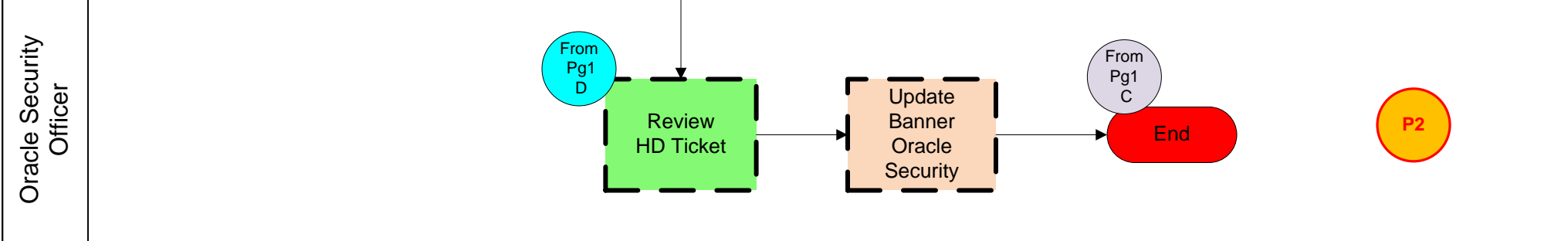
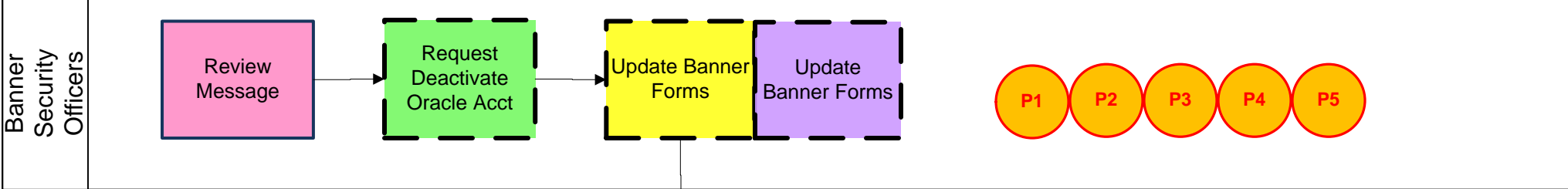
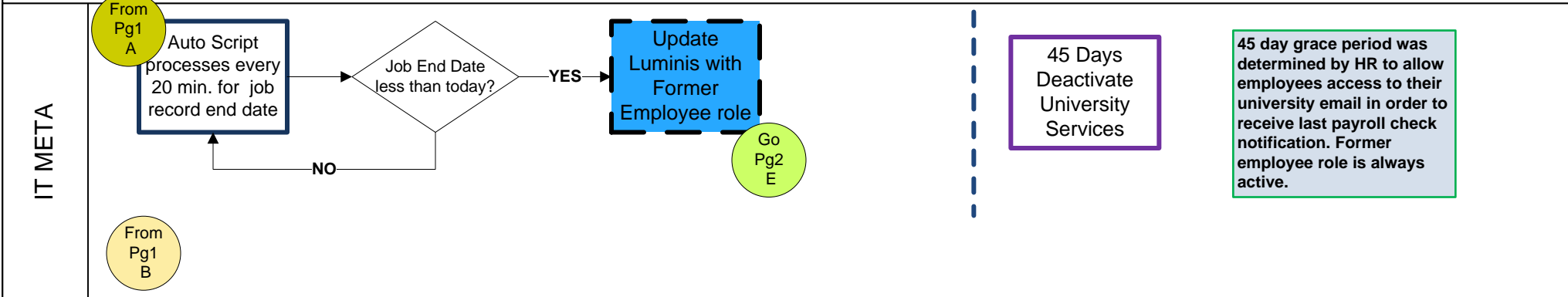


PIP – Termination of Banner Users' Access – Involuntary Terminations – “AS IS”





## 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. Employee Relations department sends email notification to the Banner HR & Finance security officer only, prevents immediate action from other officers.

**RCA: Process has not been reviewed to determine if this is efficient.**

2. Department make direct phone calls to IT management to remove terminating employee's access, bypassing the process.

**RCA: Department do not follow documented procedures.**

3. Banner access clean-up, to validate all access has been removed.

**RCA: Automated process does not exists.**

4. Monday reports include involuntary terminated employees, even though their access has been removed.

**RCA: Reports have not been reviewed for improvements by the Banner security officers as a group.**

5. Auditing reports do not exist that would identify employees who have not been paid for two pay cycles.

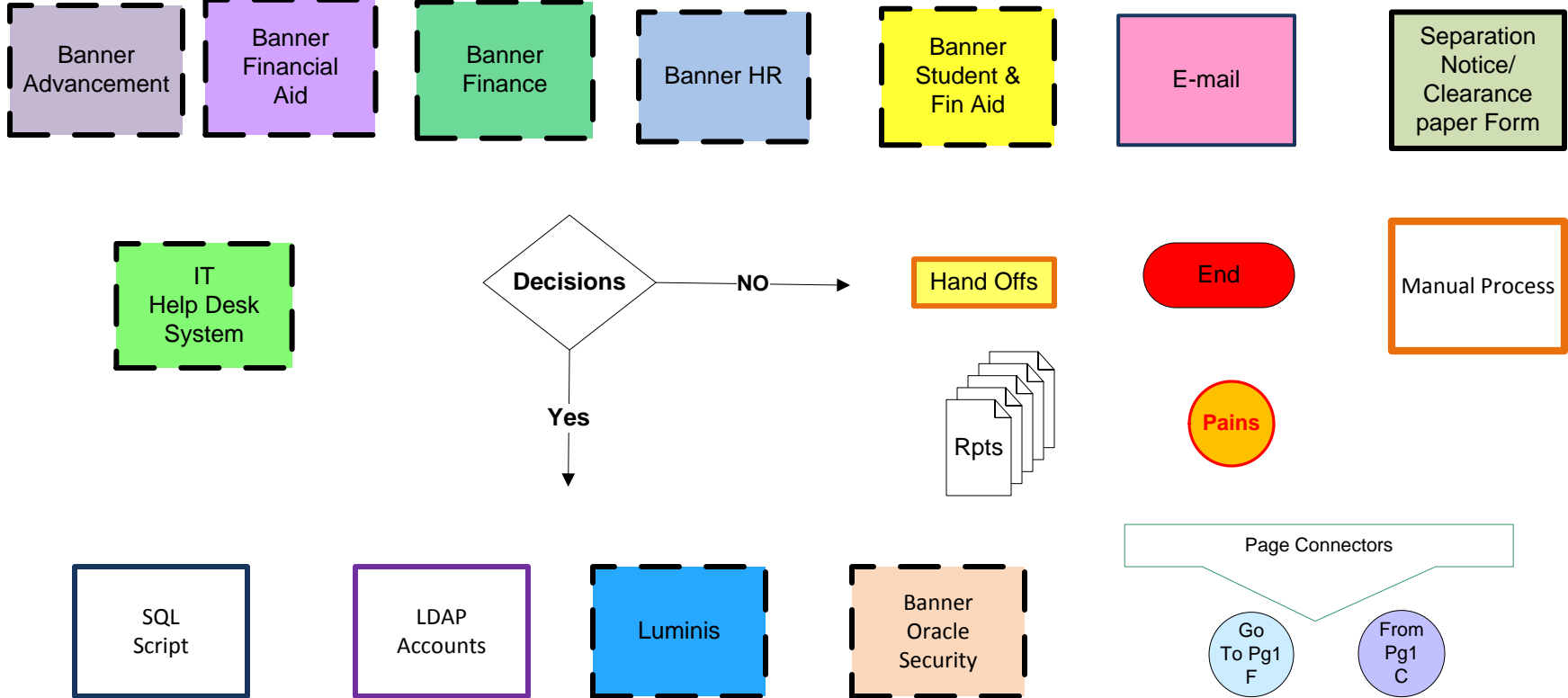
**RCA: Report has not been requested.**

6. LDAP group does not exist for Banner security officers to receive immediate notifications.

**RCA: HR determined in the past the information should not be broadcasted to large group immediately.**

# Legends

START



## Analysis of the 'AS IS' process

1. Are all roles essential? **Yes**
2. What is the number of hand-offs? **1**
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)? **3-5 a month**
5. What tasks consume the greatest amount of time? **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.**
8. What steps should be added? **None**
9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.). **0%**
10. % FTE or estimate time takes for each key role in the process = **100 minutes/ 1 hour 40 minutes**  
Answers based on time to process 1 normal termination  
Managers = 5 min  
HR Employee Relations: 15 min  
HR Records = 10 min  
Banner Security officer = 30 min  
Banner Security officer = 30 min  
Oracle Security officer = 10 min