INFORMATION TECHNOLOGY

TECH BYTES

Bringing CSUDH Up-to-Date on Information Technology

Business Process Improvement (BPI)

July 22, 2022

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CSUDH | INFORMATION TECHNOLOGY

- ❑ What is Business Process Improvement (BPI)?
- ❑ Value of BPI
- ❑ CSUDH Approach
- ❑ Next Steps

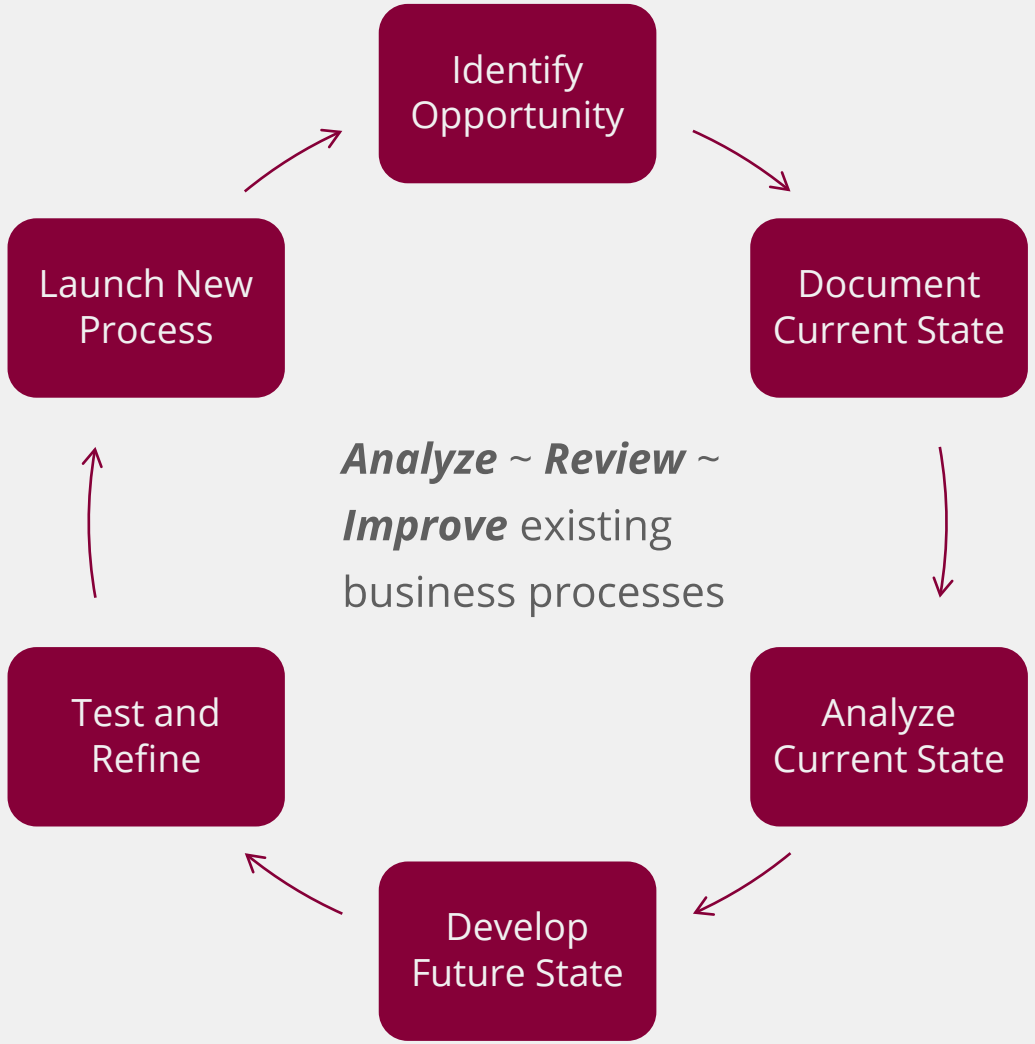
What is Business Process Improvement?

Using technology to automate fundamentally inefficient processes only automates inefficiencies

Business Process Improvement is a methodical approach to transforming business processes

Done by **mapping out the business process**, **identifying inefficiencies**, **redesigning the process, leveraging technology**, & ***moving to future state***

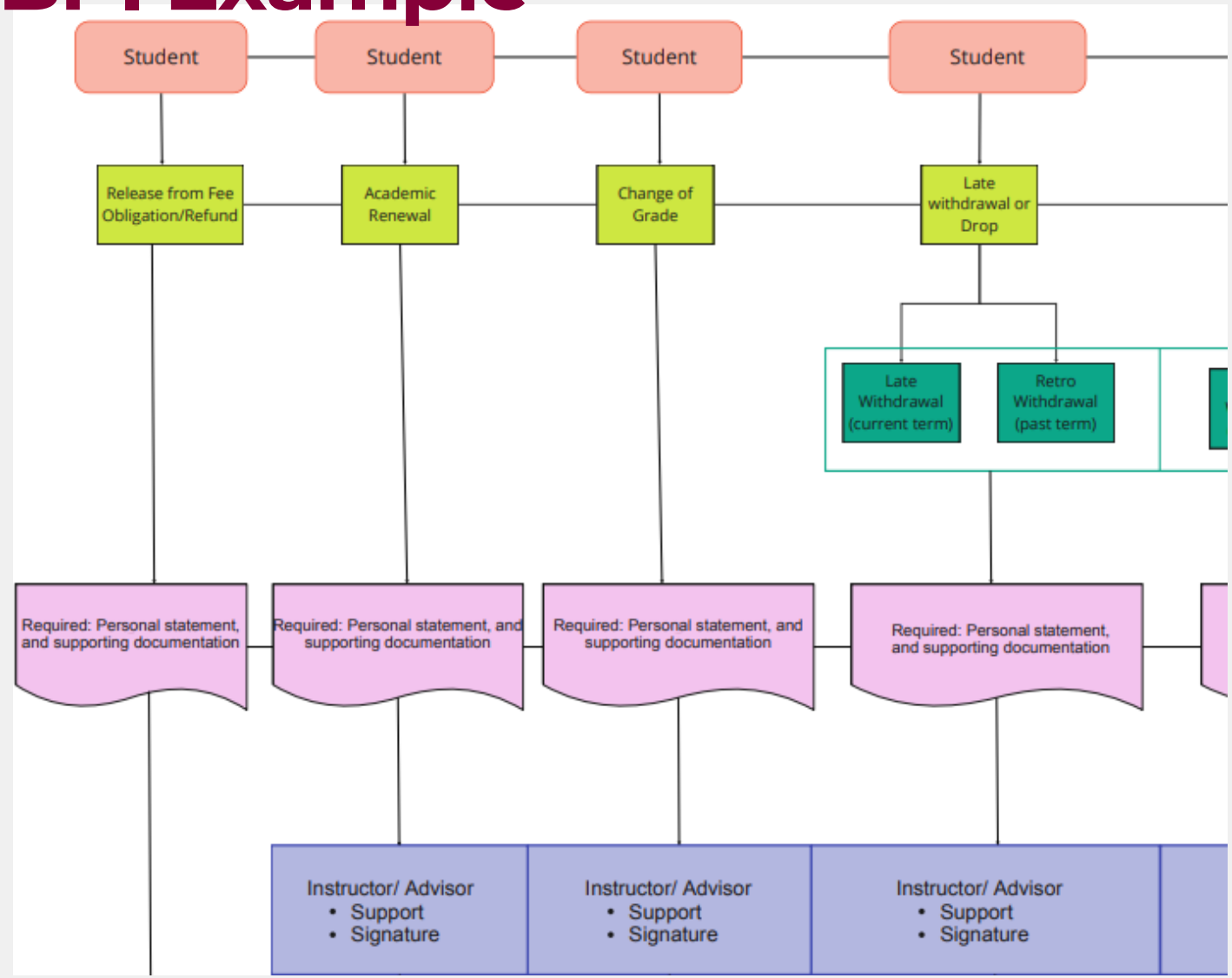
Use systems to automate and eliminate paper



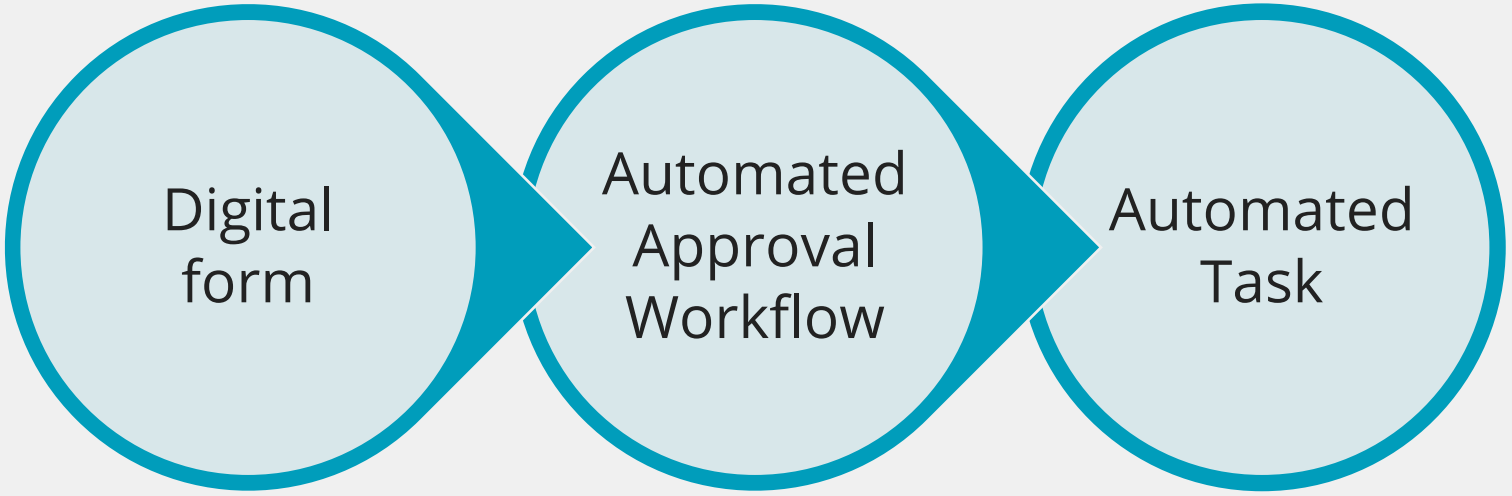
Value of BPI

- ✓ STREAMLINE BUSINESS PROCESS
- ✓ ELIMINATE PDF AND PAPER
- ✓ IMPROVE QUALITY
- ✓ ELIMINATE REDUNDANCIES
- ✓ IMPROVE PRODUCTIVITY
- ✓ ENHANCED USER EXPERIENCE
- ✓ REDUCE COSTS

BPI Example


Student
Student
Student
Student
Release from Fee Obligation/Refund
Academic Renewal
Change of Grade
Late withdrawal or Drop
Late Withdrawal (current term)
Retro Withdrawal (past term)
Required: Personal statement, and supporting documentation
Required: Personal statement, and supporting documentation
Required: Personal statement, and supporting documentation
Required: Personal statement, and supporting documentation
Instructor/ Advisor
• Support
• Signature
Instructor/ Advisor
• Support
• Signature
Instructor/ Advisor
• Support
• Signature

Value of BPI
Digital Transformation



Grade Change Request

Instructor, Dept. Chair, etc.

Perform Grade Change Action

CSUDH Approach

Phase 1

- ✓ Collection of PDF and Paper forms
- ✓ Prepare critical IT Infrastructure

Phase 2

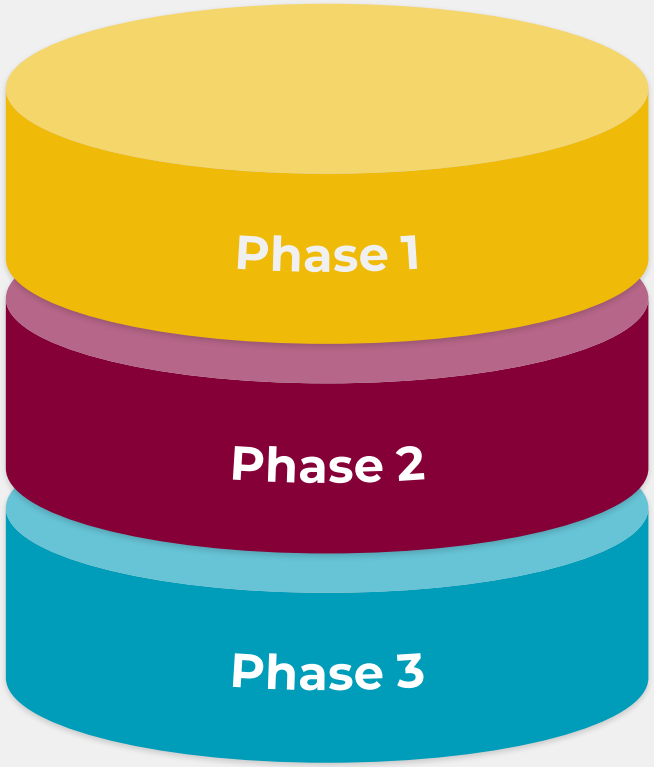
- **Build BPI Training Program**
- **Call for Business Partners**
- Train 3 Cohorts of CSUDH staff on BPI

Phase 3

- Ongoing open call for BPI training
- Train the Trainer

Business Process Improvement (BPI) Training Methodology

I Do, We Do, You Do

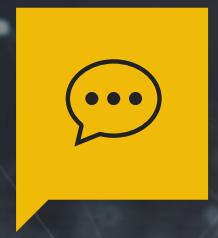


I DO — Trainer performs BPR method against process

WE DO — Change leads partner with BPR trainer

YOU DO — Change leads perform BPI while trainer offers advice

Training Practitioners from areas across campus



Questions?

E-mail Muneca Williams at mxwilliams@csudh.edu to become a Business Process Practitioner