

## **Project: Improve Customer Satisfaction and Wait Time for Banner INB Account requests for Enterprise Systems and Services Department**

**Description of Problem:** The average number of days that it took to grant Banner INB Account requests from Jan-May of 2007 was 25 days. A team in the area was formed to review the process and make immediate improvement. The team was also charged with forming a long term process improvement plan.

**Team Members:** Champion: Elizabeth Starnes

1. Team Leader: Donna Golder
2. Tanya Sootes
3. Jeanine Heming
4. Mike Roberts

**Metrics:** Baseline data was collected on the average number of days that it took to grant a Banner INB account request. A process flow diagram indicated several improvement opportunities. A survey was prepared and sent to Banner INB account requestors.

**Process Improvements:** The team developed the following process improvements:

1. Rearranged the work assignments.
2. Immediately revised internal process
3. Increased awareness of Banner INB application through communication and survey questionnaire to requestors.
4. Created long term process improvement plan for Phase II

**Results:** Implemented improvements reduced the average number of days to grant a Banner INB account to 9 days from over 25 days (282% improvement with a 56% increase in work requests)

Phase II process improvements include adding an additional security form (for auditing purposes) and improving/changing the request process so that request forms are completed by requestors and signed off by supervisors before Track-it tickets are submitted. The purpose of the new form is to improve/ensure:

- Process of granting appropriate access to Student Information
- Security of Student Information
- Confidentiality of Student Information
- Appropriate use of Banner Data that is stored, maintained or transmitted on KSU computer systems and networks