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*Many Traditions One Alaska*

To: Beth Behner, Chief HR Officer  
From: Vickie Gilligan, Director of HR Operations  
Date: January 16, 2008  
Subject: Banner HR Process Improvement Assessment

In November, UA Statewide and campus HR staff participated in a Process Improvement Assessment (PIA) conducted by SunGard Higher Education, an external consultant that has a high level of expertise in Banner functionality. Kathy Ray, SunGard's Banner HR Team Leader, worked extensively with UA in collecting and analyzing data for the PIA. The purpose of the review was to evaluate UA's system-wide utilization of Banner HR ten years after implementation. The PIA process was intended to ensure the University is making efficient and effective use of current Banner features as well as to identify possible improvements to UA's current HR business processes. Following SunGard's submission of its report, UA's Application Team ("A Team") reviewed the report and provided responses to its content and recommendations.

SunGard's 23 page report included 20 recommendations. Of these, ten recommendations previously had been identified by SWHR as priorities and are on our project list. These ten suggested modifications are either in progress or are awaiting resource availability to start implementation. Three recommendations were new ideas that the A-Team agrees will be helpful in improving efficiency. These recommendations will require minimal system changes and the implementation processes have already started. Four recommendations have been referred to the appropriate Workteam (e.g. Personnel, Payroll, Budget Workteams or the A Team) for further analysis of the associated costs and benefits. Two recommendations by SunGard were simply comments affirming current UA practices. Two other recommendations were duplicates of or closely tied to other SunGard recommendations. For more details, please see the final SunGard PIA Report and the A-Team's Response to SunGard's Recommendations, which may be accessed at [www.alaska.edu/HR/hractivities/pia/](http://www.alaska.edu/HR/hractivities/pia/).

SunGard's recommendation with the most significant impact on UA's HR productivity and efficiency is the addition of Banner Electronic Approvals (*See PIA recommendation #20, page 19*). Electronic Approvals will simplify and decentralize job form data entry, increase data accuracy and reduce processing time. During the review of the PIA Report with the A Team, Kathy Ray expressed her opinion that instituting electronic approvals would provide UA the "biggest bang for the buck" compared to other Banner process improvements. Implementing Electronic Approvals (EPAFs) has been an SWHR automation priority for some time but has moved forward

slowly due to competing priorities such as mandatory Benefit implementation projects. We have a small window of opportunity in CY08 to implement electronic approvals since there are no Benefit implementations planned for CY08. SWHR will hire SunGard to provide IT support for this project, to assist with an efficient implementation. Our first meeting with SunGard to plan the next steps for this project is scheduled for March 2008.

The PIA was a positive and worthwhile process. Kathy Ray complimented UA's ongoing internal review and coordination of Banner HR by the A Team and the Personnel, Payroll and Budget Workteams. She stated that UA's level of on-going review and coordination structure related to Banner HR has placed us far ahead of other universities' HR departments with which she works. Kathy Ray wrapped up the PIA Report review by stating that the University of Alaska is using Banner HR in efficient, well-designed ways that meet our unique needs.

Our UA Workteams will continue to review and implement report recommendations as well as look for new system enhancements that will support the continued improvement of UA's HR business processes. I would like to thank members of the A-Team, with representation from Payroll, Personnel, HR systems, Budget, and IT for their significant contributions to the PIA process.

Please let me know if you have any questions about the contents of SunGard's PIA Report or the A Team's comments and responses.

cc: A Team  
Human Resources Council  
Business Council