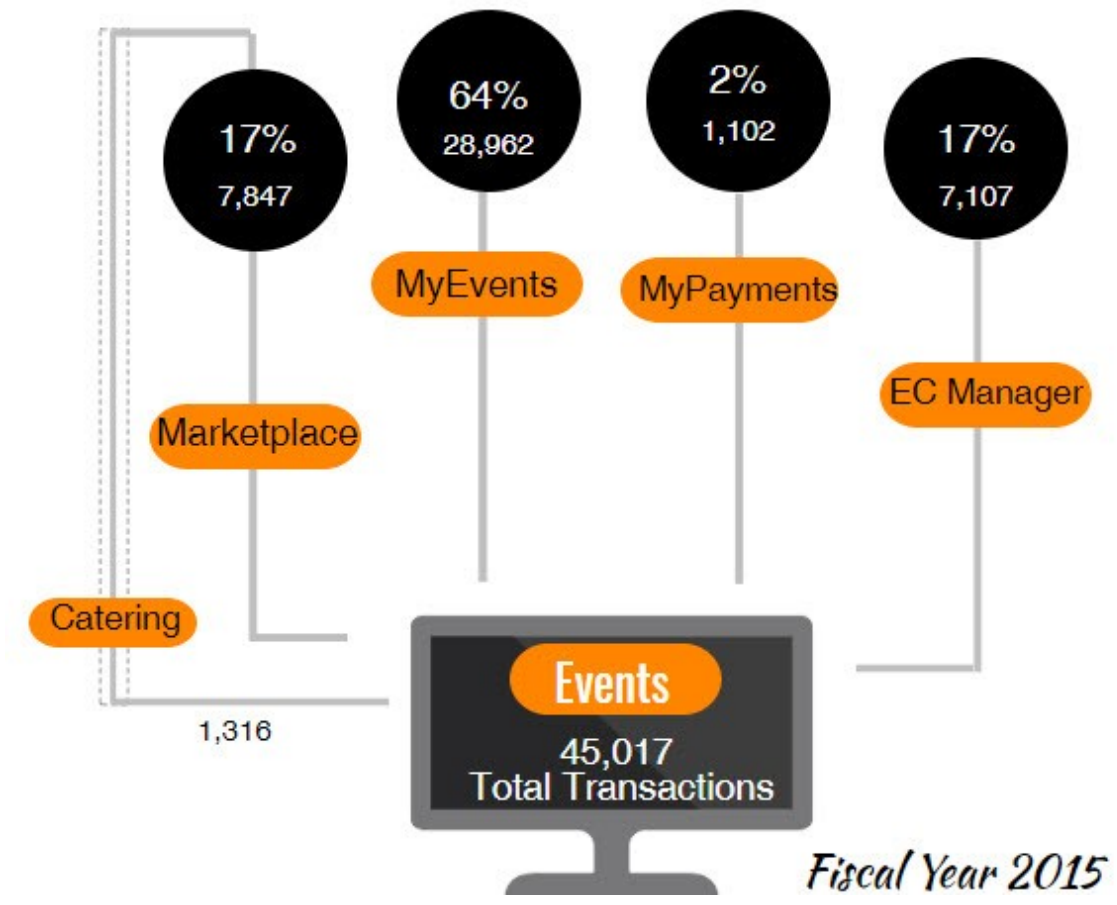


Problem Statement:

UCSD spends over \$40m on events annually. IPPS manages the procurement, payment, and delivery goods and services related to these events. The systems that IPPS offers to campus are not integrated with each other. Sometimes a single transaction lives in multiple systems. The flow, look, feel, and experience all differ from tool to tool.

Purpose:

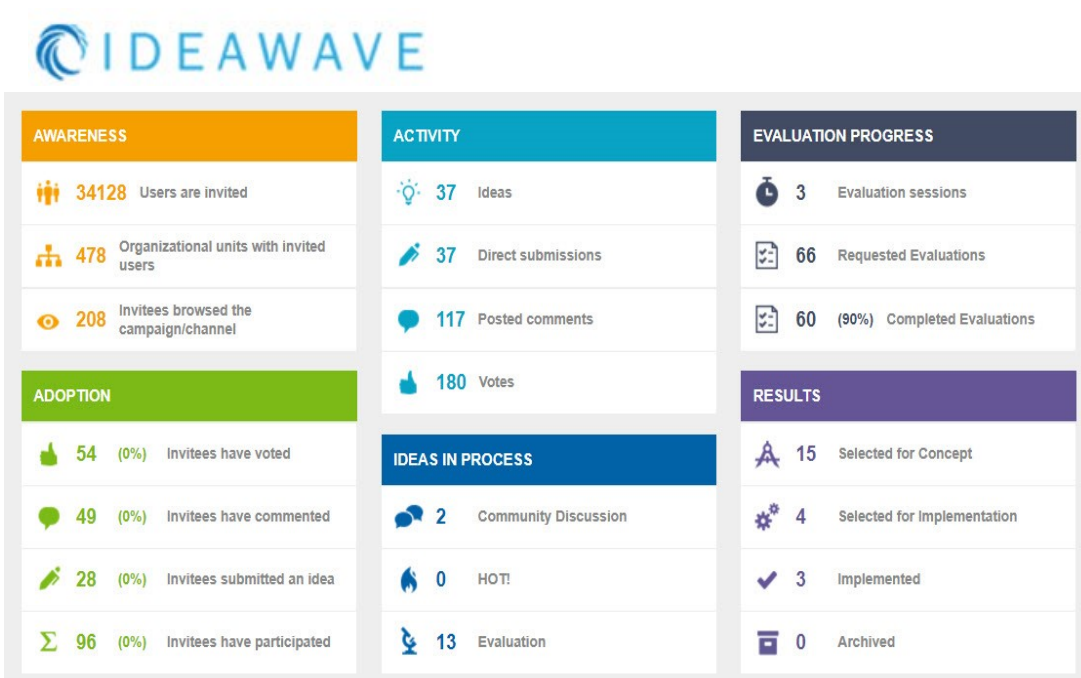
To simplify our existing network of systems and improve campus' experience around planning, paying, and receiving services, as well as reconciling expenses in order to make the event services process more accessible, efficient and cost-effective.



The Team:

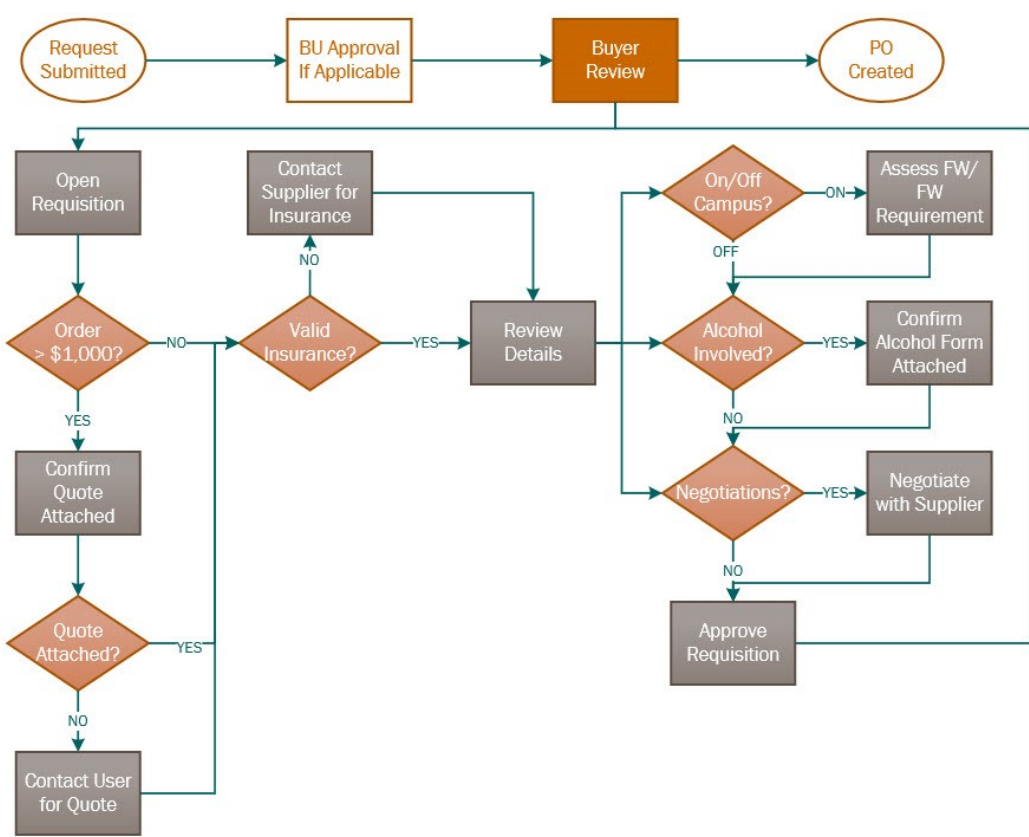
- Program Manager: Jenn Glassman
- Project Lead: Ana Portlock
- Solutions Design Analyst: Erika Szewczyk
- ITS Developers: Tim Morse, Doug Shieh

Ask the Client



- IdeaWave
- Current State Process Mapping
- Interviews
- Campus User Meeting

Design



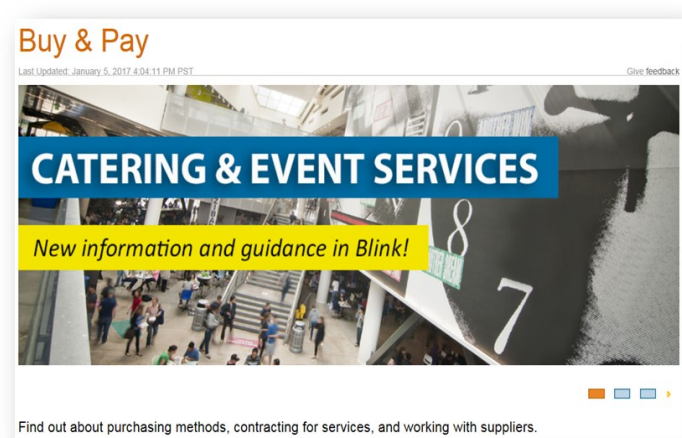
- Review Policy (Entertainment)
- Business requirements
- Technical requirements
- Internal controls

Build



- Add workflow to address policy requirements (Entertainment & Alcohol)
- Focus groups to test functionality
- Survey to gather additional enhancements
- Internal testing

Deliver



- Implement the solution
- Provide process owner training
- Provide client training



- Conduct an assessment (stakeholders)
- Pinpoint opportunities (by level of influence)
- Align change vision & strategy
- Clarify roles and prioritize action
- Establish Measurement (KPI's)
- Develop an Implementation Plan
- Develop a Communication Plan (schedule and track activities)
- Over Communicate (in-person, how-to documents, access to help, webinars, through leadership)
- Coach and Facilitate the results
- Identify and resolve gaps and resistance
- Evaluate & closeout (hand off to process owners)

Results & Impact 2017:

(Phase 1 & 2 combined)

\$54,250

in time savings

\$60,100

in discounts and revenue

\$114,350

Total actual savings

The IPPS culture

<p>Collaborate</p> <p>Recognize the power and strength of collective solutions</p>	<p>Be a selfless leader</p> <p>Ensure personal and professional fulfillment amongst team members</p>	<p>Break barriers, build bridges</p> <p>Connect administrative processes with the goals and objectives of our clients</p>	<p>Push the envelope</p> <p>Honor curiosity and challenge norms</p>	<p>Encourage feedback</p> <p>Ask, listen, and make improvements to serve clients, employees, and stakeholders</p>	<p>Demonstrate quantifiable value</p> <p>Be innovative. Simplicity is elegance.</p>	<p>Communicate honestly</p> <p>Promote trust in a productive and cohesive environment</p>	<p>Hire, maintain and reward exceptional employees</p> <p>Explore and challenge capabilities</p>
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