

CMS Baseline Changes – Proposed Process



Process & Knowledge Improvement Team (PIKIT)

March 2009

Overview

- PIKIT Purpose
- Proposed Process
 - Discuss with User Groups and incorporate feedback
- Proof of Concept
- Measures of Success

PIKIT Purpose

- Support the goals and direction defined by the CMS EC
 - Implement best business practices
 - Reduce modifications (reduce duplication of effort)
- Baseline Enhancement: Identify and define process improvements and opportunities
- Collaboration: Improve campus knowledge and development sharing

Objectives of the Process

- Facilitate campus collaboration
 - Future enhancement
 - Leveraging existing campus mods and expertise
- Approved changes to baseline are timely
- Accommodate campuses' requirements
- Effectively & efficiently support common CSU business processes
- Requirements driven by functional users

Proposed Process

1. Campus Identifies need
2. Initiating campus checks with CMS and modification database to determine if solution exists
3. Campus discusses need with user group sub-committees
4. Request goes from campus to others via various channels including CDs
 - Find out if other campuses have similar issue and interest in creating resolution

Proposed Process – Cont.

5. Determine if campus collaboration is the correct venue to develop solution
 - Project team formed
6. Project team will define problem and high level requirements. CMS Staff will provide input
7. Solution information routed to “Right Committee” for approval for inclusion in baseline

Proposed Process – Cont.

8. Project team creates detailed specification
9. Proposed specification discussed with all campuses for input
10. Solution created & tested by project team/CMS Baseline and then incorporated in baseline
11. PARTY!!!

New Process - Proof of Concept

- Proof of Concept to further develop and refine process
- Proof of Concept Project Selection
 - Select from known business needs/gaps
 - Modifications that have been made at multiple campuses
 - Select from existing user group modification enhancement list

POC Measures of Success

- Did the end result resolve the business need
- Length of time it took to get in baseline
- Project team evaluation of communication issues
- Level of difficulty in getting campus development into baseline
- Amount of overhead to manage effort
- Consistency of commitment to process

Discussion Items

- What do you consider timely?
- Who do we think is the “Right Committee”?
- Feedback on proposed process
- Ideas for Proof of Concept

Send us Your Feedback

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Reference Material

PIKIT Team Background

- Established in May 2008 from a Campus Director's Meeting
- Met in person and via conference call over past several months to discuss current state & create new process
- Have strong cross campus participation

PIKIT Representation

- Campus Directors
 - San Luis Obispo
 - San Marcos
 - Chico
 - Long Beach
 - Sonoma
- User Groups
 - SAUG Chair
 - FUG Chair
 - HUG Chair
- CMS Central
 - Campus Liaisons
 - PMO Office
 - Application Team Representatives



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