

PROJECT CHARTER

Process Mapping: Systematic
Documenting of Key Processes



LINCOLN LAND COMMUNITY COLLEGE

SPRINGFIELD, ILLINOIS

APRIL 2013

Section 1. Project Overview

1.1 Problem Statement

Although processes are a major component of an organization, many of Lincoln Land Community College's processes are not formally documented.

1.2 Rationale and Opportunity

Development of the College's first systems portfolio has made us aware that many of the College's processes exist only by word of mouth and, as a result, are somewhat ambiguous. Some process owners struggle to communicate processes because they are not clearly defined, documented or widely understood. Furthermore, an increasing number of employees are retiring, many of whom possess a vast amount of 'institutional knowledge'. We must be able to rely on quality written documentation to disseminate information regarding our processes. Establishment of a systematic mapping of processes will (a) ensure that current operations are effective, efficient, and transparent and (b) allow for a smooth continuity of operations at LLCC.

1.3 Strategic Alignment

Process mapping supports LLCC Goal 6 – Operational Strength: LLCC will develop a work environment that promotes growth development and open communication.

The project will strengthen processes documented across all categories described in the LLCC AQIP Systems Portfolio.

Process mapping and management is enhanced by continuous process improvement techniques, which have been promoted in a recent action project.

1.4 Goals and Objectives

- Research various process mapping model methodologies
- Determine the level of detail for documentation
- Identify a process mapping model suitable for replication college-wide
- Implement the process mapping model in the Institutional Research department
- Evaluate the process mapping model utility and effectiveness
- Make revisions to the process mapping model per project team recommendations
- Present a final process mapping model template along with completed IR department mapping model and documentation
- Provide recommendations for a systemic approach to employing the process mapping model throughout the College

1.5 Project Scope

The project team will identify the most suitable process mapping methodology and tools for the College and will apply those concepts to produce written procedural documentation for the department of Institutional Research. An assessment of the department staff's ease or difficulty in producing the desired documentation will provide for further enhancements to the endorsed mapping model. The project team will offer recommendations for a systematic method of employing the process mapping model throughout the College.

1.6 Critical Success Factors and Risks

- A process-oriented environment is essential for project success
- Departmental staff must buy-in to the project
- Staff time must be allotted for proper documentation
- Staff is knowledgeable about and has consistent understanding of departmental processes
- As needs for process improvement become evident, staff must keep focus on the documentation initiative; process revisions will be addressed at a later time.

1.7 Assumptions

- A process mapping methodology that is applicable college-wide is available
- Only value-creating activities will be mapped/documented
- A designated process can be identified for each work activity
- Microsoft Visio, currently under license at LLCC, will prove to be an effective tool for flow-charting

1.8 Constraints

- Staff time
- Staff learning curve

Section 2. Milestones/Timeline and Budget

2.1 Major Milestones and Timeline

June 2013:

- Team assembles to review project charge
- Begin discussions on process mapping, process management and documentation
- Review project management resources and distribute responsibility for assessment of various methodologies and tools

July 2013:

- Team communicates to review and discuss favored methods and tools
- Team assembles to select preferred model
- Team concurs on level of detail desired for documentation
- Research team designates an action plan for a systematic and thorough identification of IR processes to be mapped and documented

August 2013 – March 2013:

- Team leader prepares a process map template to guide staff through process
- Research staff begin to flow chart and document IR processes
- Team leader consults with IR staff bi-weekly to monitor progress
- Team meets bi-monthly to keep non-IR staff in the loop and to solicit feedback on development

April 2014:

- Team assembles and evaluates utility of process mapping method and completeness of documentation
- Research staff make suggested improvements to documentation and process
- Team evaluates best practices for disseminating a recommended process

May 2014:

- Team assembles to review modified process mapping and documentation for endorsement
- Team presents completed IR documentation to the project sponsor and AQIP steering team and recommends a project mapping model for use college-wide
- Team provides a recommendation for disseminating the model across the institution

2.2 Budget

It is anticipated that no funds will be required for this project, unless the team determines that the available flow charting software (Microsoft Visio) does not meet project needs. If so and institutional funds are not available, sufficient funds can be made available through the Institutional Research and Planning computer software budget line.

Section 3. Project Organization

3.1 Project Oversight

The Project Team will consult with and update the AQIP Steering Team. The final products, IR process documentation and an endorsed mapping model, will be delivered to the AQIP Steering Team upon completion. The Vice President of Student Services will serve as the sponsor of this project.

3.2 Project Team

Susan Simpson, Director of Institutional Research (Team Leader)

Carmen Allen, Professor, Computer Programming

Sharon Beler, Director, Student Rights & Responsibilities

Bobbi Dunn, Assistant Director of Institutional Research

Marianne Klein, Research Assistant

Section 4. Revision History

Section 4.1 Revisions to Project

Revisions include any changes to the document that have occurred since initial approval. Consult with your project sponsor when completing this section. Revisions may result from road blocks, resource constraints, research findings, new ideas, etc.