

UT-Austin
ProCard Project Team Agenda

Project Team: Date: Start/End Time: Location:	ProCard Policy and Process Team January 22, 2019 9 am to 12 noon UTA 7.532 Conference Room		
Team Members:	All team members in attendance: Susie Brown, McCombs School of Business Dorothy Gillette, College of Pharmacy Theresa Kelly, Integrative Biology, College of Natural Science Julie Lake, Jackson School of Geosciences Cynthia Martin-Hajmasy, Internal Audit Erica Moreno, Athletics Sara Palacios, Cockrell School of Engineering Cheryl Pyle, Office of the Dean of Students Amy Ramirez, College of Fine Arts Andy Spiegel, College of Liberal Arts (Team Leader) Ellis Trinh, Dell Medical School Echo Uribe, Briscoe Center		
Staff Resources:	Felix Alvarez, Process Owner Matt Burns, Administrative Support Kendyl Cervenka, Subject Matter Expert (in attendance) Olga Finneran, Communications (in attendance) Ed Horowitz, FIS Natalie Kendrick, Subject Matter Expert (by phone) Terri Shrode, Subject Matter Expert (in attendance) Alice Gustafson, Project Manager (by phone)		
Guests:	Darrell Bazzell, SVP and CFO (in attendance) Carol Lee, Information Technology Services		
Objectives:	Leadership message; initial review of change management and communication plan, including website; walking the process preparation and data collection plan		
----- AGENDA -----			
	TOPICS	WHO	
	TIME		
1.	Welcome back and check-in	Andy, All	5 min
2.	Agenda review	Andy	5 min

3. Leadership perspective on project	Darrell Bazzell	15 min
4. Change management and Communication Plan <ul style="list-style-type: none"> Website 	Olga, Alice	15 min
5. Process Maps <ul style="list-style-type: none"> Changes based on VOC interviews Review Issuance map Identify units for Walking the Process 	All	60 min
6. Break		10 min
7. Walking the Process preparation	Alice	20 min
8. Data Collection Plan	Alice, All	40 min
9. Review of completed work items, next steps, and plan March meeting dates	Andy	5 min
10. Close meeting	Andy	5 min

ACTION ITEMS (from Previous Meeting)	RESPONSIBLE	DEADLINE
VOC to CTQ document	Alice	12.14.18
Update Project Plan	Alice	1.22.19
Pull data from logs and Citibank reports	Natalie and Andy	1.22.19
Gate review with Darrell Bazzell	Felix and Andy	12.18.18

Meeting Notes:

1. Andy opened the meeting and reviewed the agenda.
2. Darrell addressed the team and took questions.
3. Olga walked the team through her draft communication plan and asked for feedback. Team members suggested including a more specific list of stakeholders such as cardholders, etc., to focus less on team formation and more on work products, to include background information on why the team is doing the work and some on internal controls, to explain the history of the ProCard, and to be transparent about the fraud situation.
4. Team members indicated they did not have any additions to the process maps from their VOC interviews. Alice walked everyone through the changes in the issuance map and how it related to adjusting maps from information gathered from process workers through waking the process.
5. Alice then explained the Walking the Process tool kit and the team members identified the units they wanted to visit. It was agreed the subteams would try to complete the process walks by no later than the 2.19.19 meeting. Andy will try to join as many as he can.

College, School, Unit (CSU)	Interview Team
Athletics	Theresa / Echo
College of Fine Arts	Theresa / Echo
McDonald Observatory	Julie / Dorothy
ARL	Cheryl / Cynthia
Student Affairs	Cheryl / Cynthia
College of Natural Sciences	Sarah / Erica
College of Engineering	Ellis / Amy

6. The team reviewed the logs/spreadsheets prepared by Natalie. She described each data set to the team. It was agreed that Natalie, Susie, Cynthia and Kendyl would form a sub team to work on distilling information and reports from these data. Andy will sit in on the meetings as well.

The meeting closed at noon.

ACTION ITEMS (from Today's Meeting)	RESPONSIBLE	DEADLINE
Capture notes from Darrell's message	Alice	1.25.19
Send email to team with Walk the Process materials	Andy	1.23.19
Build website for team review	Olga	2.5.19
Walk the Process exercise	Team	2.19.19
Distill information/reports from logs	Natalie, Susie, Cynthia, Kendyl	2.19.19
CUBO presentation materials	Olga, Andy, Alice	2.14.19