

**UT-Austin**  
**ProCard Project Team Meeting Notes**

<b>Project Team:</b> <b>Date:</b> <b>Start/End Time:</b> <b>Location:</b>	ProCard Policy and Process Team March 26, 2019 9 am to 1 pm UTA 3.306
<b>Team Members:</b>	Susie Brown, McCombs School of Business (unable to attend) Dorothy Gillette, College of Pharmacy Theresa Kelly, Integrative Biology, College of Natural Science Julie Lake, Jackson School of Geosciences Sandy Jansen, Internal Audit (unable to attend) Erica Moreno, Athletics Sara Palacios, Cockrell School of Engineering Cheryl Pyle, Office of Student Affairs Andy Spiegel, College of Liberal Arts (Team Leader) Ellis Trinh, Dell Medical School Echo Uribe, Briscoe Center (unable to attend)
<b>Staff Resources:</b>	Felix Alvarez, Process Owner Matt Burns, Administrative Support Kendyl Cervenka, Subject Matter Expert (in attendance) Olga Finneran, Communications Ed Horowitz, FIS Natalie Kendrick, Subject Matter Expert (in attendance) Terri Shrode, Subject Matter Expert (in attendance) Alice Gustafson, Project Manager (in attendance)
<b>Guests:</b>	Carol Lee, Information Technology Service (in attendance)
<b>Objectives:</b>	Complete procard purpose and policy statements. Identify guidance and procedures. Review sections of final report. Prep for root cause.

----- **AGENDA** -----

TOPICS	WHO	TIME
• Welcome back and check-in	Andy, All	5 min
• Agenda review	Andy	5 min
• Procard purpose statement and draft policy/guidelines	All	90 min
• Break	All	10 min

<ul style="list-style-type: none"> <li>• Review and edit final report sections <ul style="list-style-type: none"> <li>○ Background</li> <li>○ Methodology</li> <li>○ Findings</li> </ul> </li> </ul>	All	90 min
<ul style="list-style-type: none"> <li>• Confirm process performance measures for root cause <ul style="list-style-type: none"> <li>○ Reducing the # of application send backs and rework</li> <li>○ Reducing the % of late VP7s</li> <li>○ Reducing timeframe for closing accounts for lost or stolen cards</li> <li>○ Reducing the # of cards associated with employees who have left the university</li> <li>○ Reducing the % of 1<sup>st</sup>, 2<sup>nd</sup>, final offense and removal of cardholder privileges</li> </ul> </li> </ul>	All	30 min
<ul style="list-style-type: none"> <li>• Review of completed work items, next steps, and prep for next meeting on root cause</li> </ul>	Andy	10 min
<ul style="list-style-type: none"> <li>• Close meeting</li> </ul>	Andy	5 min

Remaining timeline:

April 5 – complete root cause for process areas; begin brainstorming solutions

April 16 – finalize solutions and draft recommendations (changed meeting date to 4.23)

April 30 – review final report; prep power point for sponsor presentation

TBD – sponsor presentation

Meeting Notes:

1. Andy opened the meeting at 9 am and reviewed the agenda. The team agreed to move the April 16 meeting to April 23.
2. The team reviewed and agreed to the purpose statement after discussion of each of the elements
3. The team supported the policy statement and three of the four key policy elements but could not reach agreement around card sharing.
4. The team reviewed and edited the background, methodology and findings sections of the draft final report.
5. The team confirmed the performance measures to be used in root cause analysis at the April 5 meeting.
6. Andy closed the meeting a little before 1 pm.

<b>ACTION ITEMS (from Previous Meeting)</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
Reconcile three purpose statements	Andy and Alice	3.26.19

<b>ACTION ITEMS (from Today's Meeting)</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
Update final report draft	Alice	3.29.19
Capture card sharing discussion	Alice and Andy	3.29.19