

UT-Austin
ProCard Project Team Agenda/Notes

Project Team:	ProCard Policy and Process Team
Date:	April 5, 2019
Start/End Time:	9 am to 1 pm
Location:	UTA 3.306 - Delco Training Room
Team Members:	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 Sandy Jansen, Internal Audit 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
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 (in attendance) Terri Shrode, Subject Matter Expert Alice Gustafson, Consultant and Project Manager (by phone) (in attendance) Scott Converse, Consultant and Instructor (in attendance)
Guests:	Carol Lee, Information Technology Service
Objectives:	Root Cause Analysis

----- AGENDA -----

TOPICS	WHO	TIME
• Welcome back and check-in	Andy, All	5 min
• Agenda review	Andy	5 min
• Confirm memo is ready to be sent to Darrell Bazzell	Andy, All	5 min
• Confirm process performance measures for root cause <ul style="list-style-type: none"> ○ Reducing the # of application send backs and rework ○ Reducing the % of late VP7s 	Scott, All	10 min

<ul style="list-style-type: none"> ○ Reducing timeframe for closing accounts for lost or stolen cards ○ Reducing the # of cards associated with employees who have left the university ○ Reducing the % of 1st, 2nd, final offense and removal of cardholder privileges 		
• Review of application and issuance process maps and data	Scott, All	10 min
• Root cause analysis: application and issuance	Scott, All	30 min
• Break	All	10 min
• Review of usage and control observations (no maps) and requirements for successful VP7 submission	Scott, All	10min
• Root cause analysis: usage and control	Scott, All	45 min
• Break	All	10 min
• Review of cancellation and termination process maps and data	Scott, All	10 min
• Root cause analysis: cancellation and termination	Scott, All	45 min
• Break	All	10 min
• Cross reference root causes to data and observations	Scott, All	10 min
• Cross reference root causes to possible solutions list	Scott, All	30 min
• Review of completed work items and next steps	Andy	10 min
• Close meeting	Andy	5 min

Remaining timeline:

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

April 23 – finalize solutions and draft recommendations

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

TBD – sponsor presentation

ACTION ITEMS (from Previous Meeting)	RESPONSIBLE	DEADLINE
Update final report draft	Alice	3.29.19
Capture card sharing discussion	Alice and Andy	3.29.19

ACTION ITEMS (from Today's Meeting)	RESPONSIBLE	DEADLINE
Send policy email to SVP Bazzell	Andy	4.8.19

Meeting notes:

1. Andy welcomed everyone back and confirmed that the policy email will be sent to Darrell Bazzell on Monday.
2. Scott Converse refreshed the team on the approach the team is using for solving a complex business problem; that understanding the current state before throwing out solutions is an important step but also a balancing act. It requires using both qualitative and quantitative data, as well as increasing your knowledge about the whole system. He then introduced 5 Whys, one of the tools used in root cause analysis.

3. Four root causes were identified in the time allotted on the agenda:
 - a. No clearly stated minimum requirements for signatures needed for Procard application (applicant supervisor, CUBO representative)
 - b. No explicit statement stating that when finished with form it should be sent to the CUBO rep for final routing.
 - c. Procard Admin window for processing VP7's too narrow (one day prior to payment date) and should be increased by at least 1 day.
 - d. Reconcilers have no view of past Procard purchases other than the VP7
4. Several additional solutions were identified and added to the potential solutions list.
5. Andy closed the meeting, reminding the team the next meeting will be April 23 at which time we will complete root cause and begin to brainstorm solutions.