

Center for Organ Recovery and Education (CORE)

Executive Summary

Community Partners

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Student Consulting Team

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Background

The Center for Organ Recovery and Education (CORE) is a non-profit organ procurement organization (OPO). As a team of approximately 190 people with headquarters in Pittsburgh, CORE facilitates the donation and transplantation of organs, tissues, and corneas through a network of 140 hospitals, serving nearly five million people across Pennsylvania, West Virginia, and Chemung County, New York. Additionally, CORE is anticipating an increase in hires by 40% to expand its operations and to keep up with the opening of new sites and facilities.

Project Description

Project Opportunity

CORE is a rapidly growing organization; they have about 190 employees and anticipate hiring 70 more. The current onboarding process is prolonged and manual, mostly done by hand by Executive Assistant and User Administrator Tonya Branch and IT Support Specialist JJ Farringer. They have to create multiple user accounts, assign software and permissions, and send onboarding forms. This process can take almost two hours for each new employee and keeps Tonya and JJ from addressing more important issues.

Project Vision

Our vision is an automated onboarding and offboarding process for user accounts. Our solution entails creating an application that will allow the HR department to enter necessary employee information using a form. The new employee's information will be used to create appropriate accounts and permissions and send the new employee the required forms to complete.

Project Outcomes

Important people, process, and technology outcomes are highlighted below:

- The application automates the creation of Active Directory BTM/TrueNorth accounts, assignment of software and permissions, and distribution of DocuSign forms.
- User administrators and IT support specialists reduce the time spent onboarding and offboarding employees.
- The front-end application allows users to view active employees and monitor the status of their account creation.

Project Deliverables

The project deliverables include the development folder in their testing environment and documentation folder. The development folder includes our front-end and back-end files, as well as testing scripts. The documentation folder includes a user guide and feature-specific documentation.

Recommendations

The main recommendations we propose:

- Continuous updating of the job title schema so that IT staff and user administrators are aware of new job titles, group memberships, managers, etc.
- Automate aspects of the web account deactivation, such as TrueNorth/BTM accounts automatically being deleted.
- Create a feature to inform hospitals of terminated employees via email instead of manually updating the hospitals.
- Automate additional web-based accounts, such as QPulse, to the application functionality to reduce administrative time.

Student Consulting Team

Denise Kaur served as the lead architect and documentation manager. She is a third-year student majoring in Information Systems and Business Administration.

Raymond Luo served as the QA and Risk Manager. He is a third-year student majoring in Information Systems and minoring in Computer Science.

Vania Halim served as the project manager. She is a third-year student majoring in Information Systems and Artificial Intelligence and minoring in Business Analytics & Optimization.