

POSTDOC POSITION MANAGEMENT

Group 7: JCBSK Consulting Co.

TEAM MEMBERS



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OUR PROCESS

- Postdoc Position Management
- Interviewed Shelley Hooks - ***Associate Vice President for Research***
- Interviewed Shawn Hill - ***Director, Quality & Change Management, VPR's Office***
- Interviewed Jessica Farmer - **Assistant Director, Office of Postdoctoral Affairs**

ACTORS

- Postdoc Candidate
- Hiring Unit
- Human Resources (PDPM)
- Respective College
- Office of Postdoctoral Affairs (OPA)
- Central Human Resources
- Office of Global Engagement
- Assistant Director of Affairs

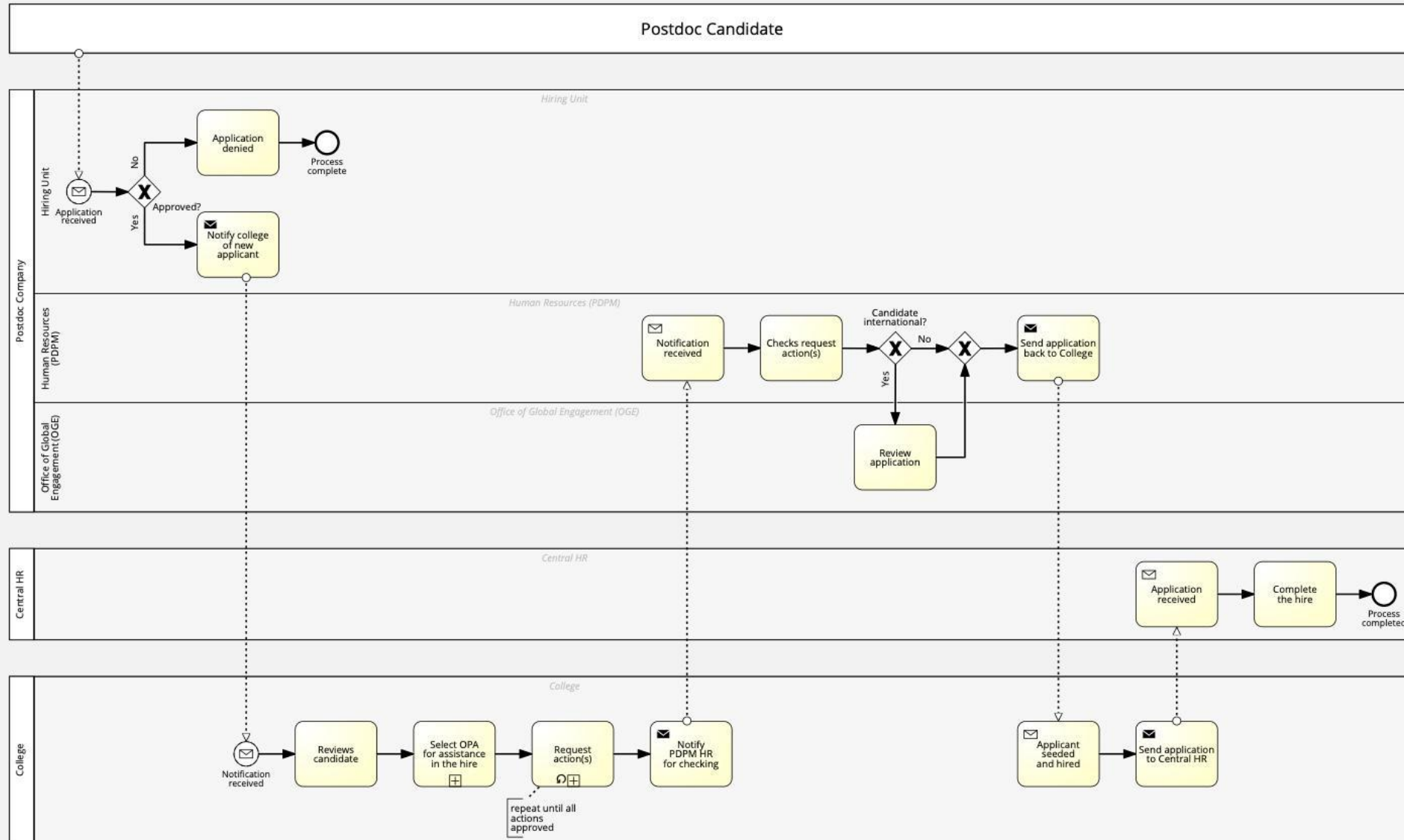
CUSTOMERS AND THEIR VALUE

- Customer: Department Head of Respective College
- Value: Our policy items related to hiring are fulfilled, and postdoc data is requested from outside sources and internally, stored and easily obtained in a database that she built and is responsible for, communication with postdocs on campus and deal with their needs (UGA email, degree information, etc.). Internal needs are fulfilled because training grants need postdoc data.

PROCESS LIFECYCLE

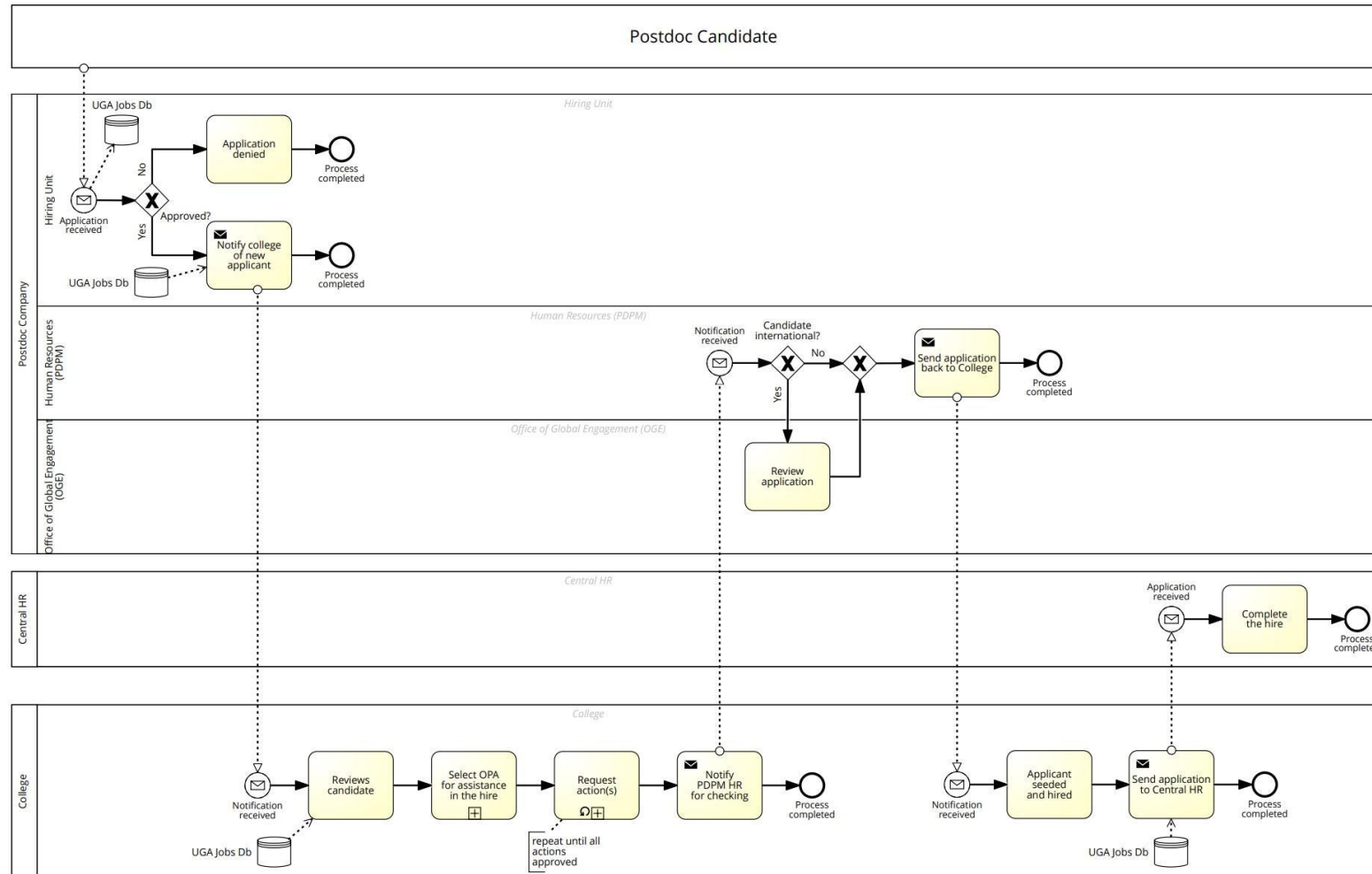
- The process begins with the candidate applying for an existing position in UGA Jobs.
- The hiring unit then approves the candidate and notifies the college of the new applicant. The College reviews the candidate against their own standards, which varies from college to college and is up to them to make their own standards.
- The college is then prompted to manually select the OPA for assistance in the hire.
- The Post Doc Position Management within the OPA then checks the candidate through written standards and manually communicates with the college through appointment documents.
- The college will manually request an action, where the Assistant Director of Affairs will approve and then send back.
- If the hiree is international the application is sent to the Office of Global Engagement who reviews it (can be before or after HR approval).
- After all these steps have taken place, the applicant gets seeded by the college and hired.
- Finally, the application is sent to Central HR who then completes the hire.

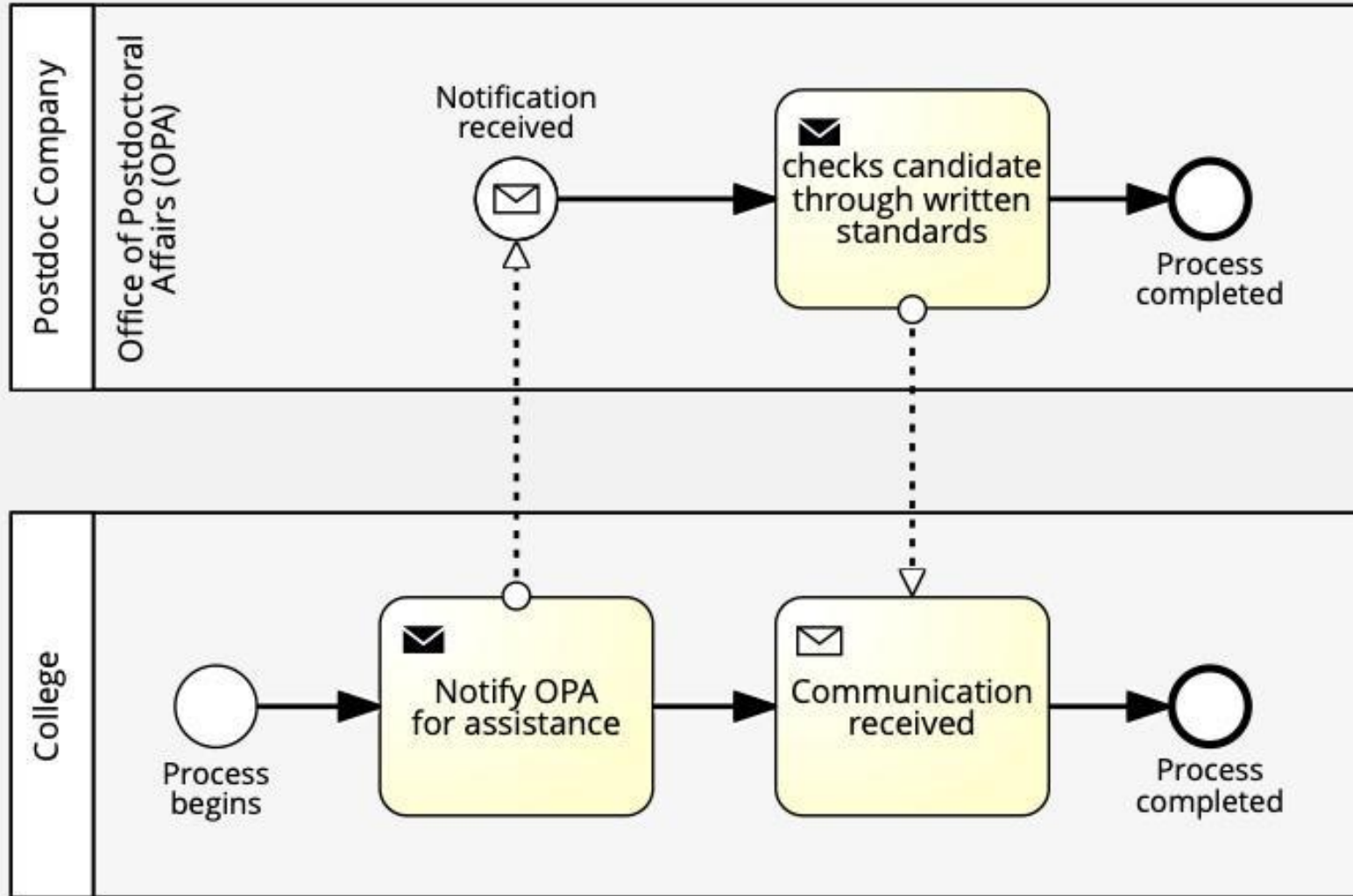
AS IS BPMN

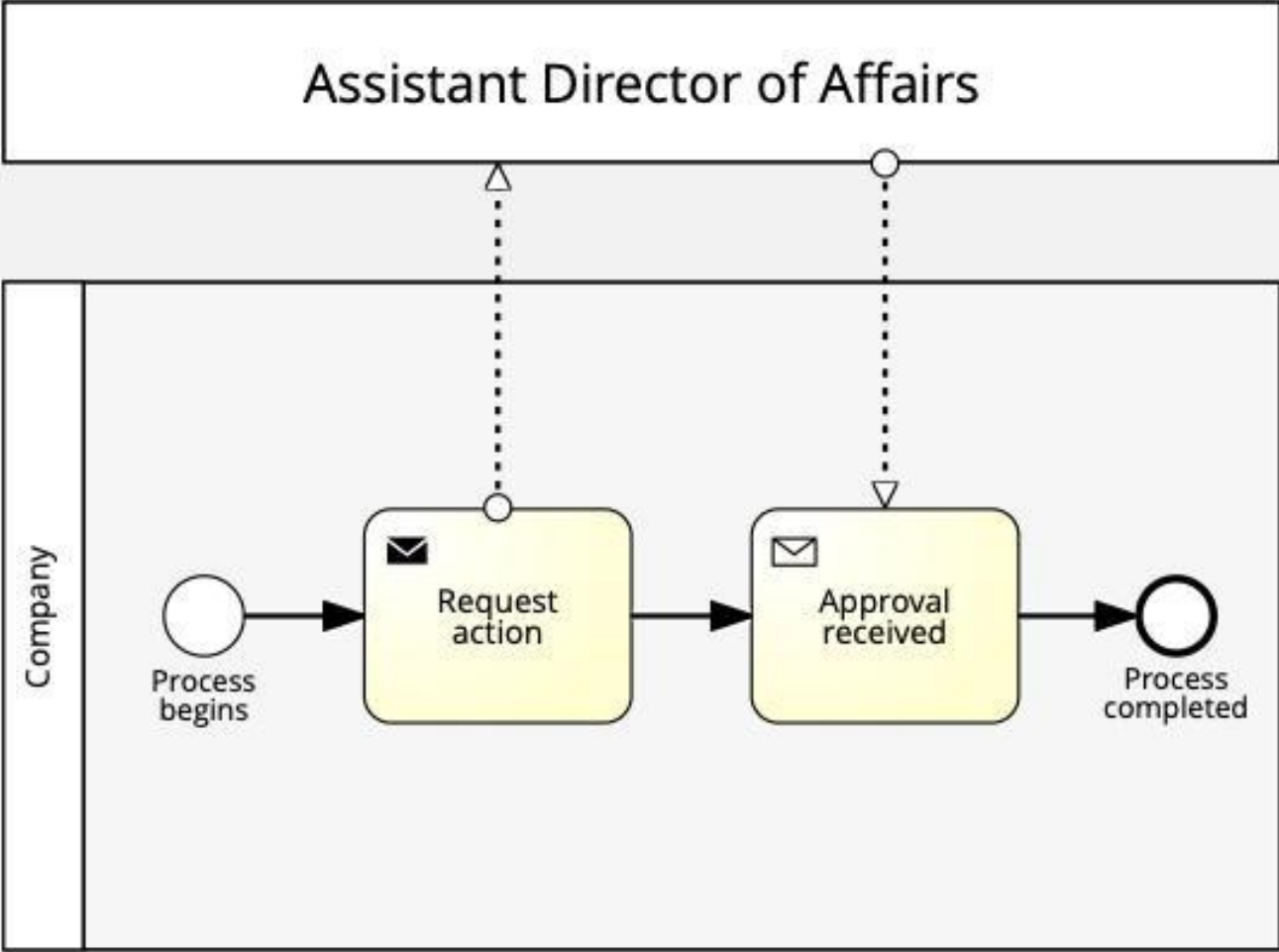


UPDATED "TO BE" BPM

Group 7 Postdoc Company Business Process







CURRENT ISSUES

- Issue is workflow is not hardwired into UGA postdocs, requires appointment documents for hiring, goes through postdoc office, manually choose where an action goes, sometimes she has to approve an action 3 or 4 times and wastes lots of time and energy.
- No performance metrics other than it needs to be start to finish as soon as possible- average time on her level from 0-24 hours: usually staying in the same workday,
- Activities don't have a set order which wastes time.
- HR don't look in the history tab to see if she has approved an action, sometimes sends it back just in case even if she has reviewed and approved, problematic especially on weekends
- People often don't follow sent instructions.

RECOMMENDED SOLUTIONS

- Implementing technology and improving communication between the actors.
- Customizing the UGA Jobs system. This would mean that the workflow would be hardwired into a set system and could provide valuable performance metrics. It also could alleviate some of the confusion about the order of the activities in the business process.
- Increase communication between the actors. We could do that through the UGA Jobs system and have a notification whenever one person is done with their respective activities. This could lead to an overall smoother and faster business process that can not be repetitive and could help efficiency.

QUESTIONS?