CAMP TECHNOLOGY: CONNECTING PROCESSES

Psst! S'more Info on Re:Event

Presented by Ana Portlock, Erika Morris, & Jenn Glassman

PC West: Red Shoe Room | 1:30 – 2:15
RE:EVENT

Agenda

• Background
• Vision
  • What we know
  • What we discovered
• Where we are headed
• Questions
The project is about improving the processes around purchasing, paying, and accounting for on and off campus event services. The goal is to reduce time and cost, while limiting liability and risk.
Verbally: sounds like *re-* + *invent*

Reinvent
: to make major changes or improvements to (something)
: to present (something) in a different or new way

Re:
/rə, rē/
regarding
: about; concerning

Event
\i-ˈvent\ 
: a planned occasion or activity
(such as a social gathering)
The vision is to design and launch a dynamic full services platform using process and technology to enable our clients to seamlessly identify and engage with supplier partners, process owners, and others that are deemed necessary to meet their event needs.
There is an opportunity to improve the client experience for procure-to-pay transactions of event-related goods and services

- We have good stand-alone tools, but they function in silos.
- These tools handle parts of the event process.
BEFORE WE JUMP INTO DESIGNING AND DEVELOPING A SOLUTION, WE SET OUT TO EXPLORE THE COMPLEX WORLD OF EVENT PLANNING
What we discovered

Client Meetings
School of Medicine
Student Life
Special Events & Protocol
Health Sciences & Advancement
Alumni Affairs
University Communications
& Public Affairs

IdeaWave
38 ideas
113 posted comments
183 votes

Output:
9 Quick wins
13 concepts

Business Process Review
MyEvents
MyPayments
MyTravel
HDH/Catering
Marketplace

...we put our ourselves in your shoes and “hiked the trails”
YOU CAN'T BUILD A GREAT BUILDING ON A WEAK FOUNDATION. YOU MUST HAVE A SOLID FOUNDATION IF YOU'RE GOING TO HAVE A STRONG SUPERSTRUCTURE.

- GORDON B. HINCKLEY
These are opportunities that we have identified as having the biggest impact...

- Maximize technology to simplify the process and elevate the level of service we are providing
- Integrate existing applications and workflow steps
Feedback
• I think I’m using the right tool, and then I find out that I’m not, and I have to start over
• I’m uncertain when policies & procedures are changing, and feel like I can’t keep up

Ideas
• Way to connect all transactions to one event
• Visibility of transactions in one place
• Add payee column to MyEvents
• And other ideas related to integrating and standardizing the process
Evaluate the concept of:

1) Integrating all event related activity into one tool
2) Sending information between tools
Feedback

• For every catering order, I have to go to Marketplace and MyEvents – two systems for one order
• I have to enter the same information in more than one system
• The process is the same regardless of the size of my event, seems like a lot of work to order cookies

Ideas

• CN# transfer to MyEvents
• Eliminate iRequests for catering based on $
• Make a short form for mini events
• Event certification to help facilitate the process
Catering

• Incorporate the agreement/contract and approval steps into one application

• Remove the requirement for competitive quotes for orders <10k and add a post transaction review step for the professional buyer to compare pricing as a value added service

• Partner with Catering Services on the evaluation of order deadline, food options, and delivery minimum

• Add local campus catering options
Feedback

- We have to go to BFSupport to request a deposit or expedite a payment
- We have to alert many different people in IPPS that a payment is due or late (it’s been in the queue for a while)

Ideas

- Better process for event deposits
- Pay vendors in a timely manner by increasing staff
- Allow all vendors to submit final invoices via a PDF thru a website instead of USPS
Invoice Process

• Develop a method that integrates ‘payment expediting and scheduled payment request’ into the process

Additional enhancements

• Reduce the number of transactions that stop for review and implement random post audits (MyEvents)
• Transition all supplier’s to electronic invoice options and update terms (Marketplace)
As a result...
- Reduce the number of touchpoints
- Standardize the process
- Accelerate the workflow
- Leverage existing/ newer design elements and technology

Improve the client’s experience!
PHASE 1: INTEGRATION
WILL PROVIDE THE FOUNDATION FOR
PHASE 2: VALUE ADDED TECHNOLOGY AND SERVICES
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Don’t forget to stop by and visit us in the Price Center East Ballroom.