Purchasing Process for IT Services & Systems

Kick-off Date: 03/22/18—Completion Date: 07/31/18

Purchasing Process for IT Services & Systems
THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER

DEFINE ▸ MEASURE ▸ ANALYZE ▸ IMPROVE ▸ CONTROL
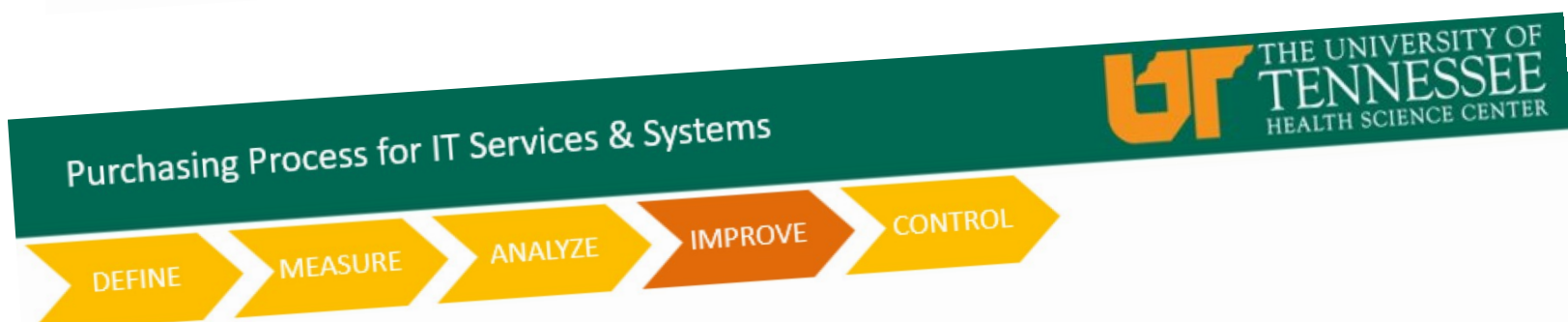
Project Charter

Campus customers do not consistently involve ITS early in the purchase of technology related products and services.

- Technology integration, security concerns, data requirements, etc.
- Additional cost such as licensing, hardware, staffing
- Planning and timing of projects not being addressed, thus ITS becomes reactive
- Examples:
  - *OnBase* – IT not involved in the purchasing process
  - *Navex* – Could not be easily integrated with IT security controls

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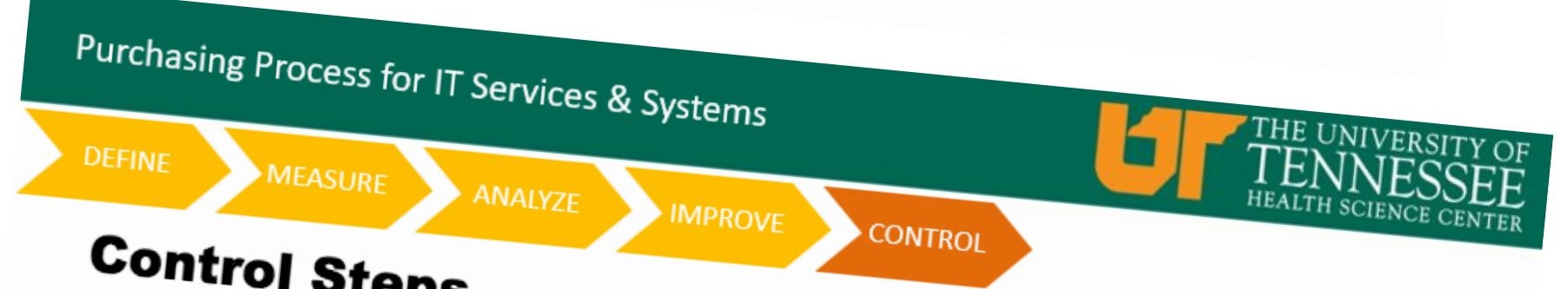DEFINE ▸ MEASURE ▸ ANALYZE ▸ IMPROVE ▸ CONTROL

Voice of the Customer

- No standard process for involving ITS with purchases
  - No single point of contact identified in ITS
  - No easy way to verify if ITS needs to be involved
- Assumed that IT approval has been granted for contracts
- Procurement and Contracts do not necessarily see the same purchases
- No way to electronically track technology-related purchases.
  - Lack of consistent coding of G/L codes in IRIS
  - Cannot determine campus wide IT spending

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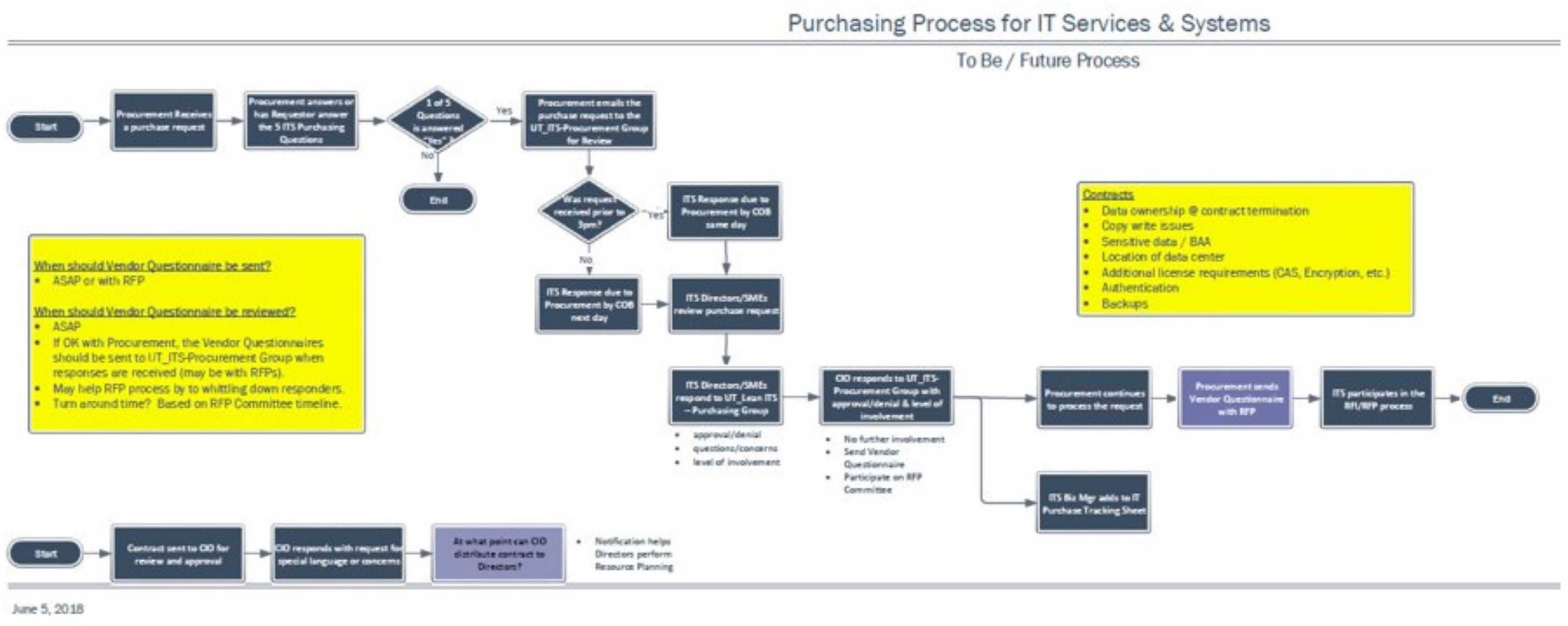DEFINE ▸ MEASURE ▸ ANALYZE ▸ IMPROVE ▸ CONTROL

Improve Steps

- Improved communication process between ITS and Procurement Services
  - ITS developed 5 basic questions to help Procurement determine if a new purchase request should be sent to ITS for review.
  - Established an Email group for Procurement Services to use for notification and discussion of new IT related purchases. ITS Leadership must review and respond within 48 hours.
  - Validated the ITS Vendor Questionnaire and developed a process with Procurement for attaching it during the RFP process.
  - IT related contracts must be approved by the CIO
  - The CIO's Office is now internally tracking all requests received from Procurement or Contracts.
- Communication of the new process with the campus
  - Business Managers
  - Tech Fair
  - ITS Web Site
  - Executive Leadership

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Control Steps

- ITS is more proactively involved with the IT related campus purchases.
- Standardized Processes
  - Documented the visible processes to ensure consistency.
- Institutionalized
  - Updated the website to include instructions
  - Tracking of purchases
  - Quarterly monitoring
  - Periodic communications to Business Managers

Improved Process Map

Purchasing Process for IT Services & Systems
To Be / Future Process

June 5, 2018

Project Team

UTHSC Lean 6 Sigma | ITS