

eMerge Strategic Planning Framework Summary

A plan to evaluate, design, and improve Illinois State University business processes.

Vision

**Campus resource for continuous improvement of business processes that align with Illinois State University strategic goals.
Creating value through the use of organizational change management and training to promote a more process-centric culture.**

Values

- *Collaboration*
- *Transformation*
- *Visibility*
- *Agility*
- *Excellence*

Strategic Goals

Facilitate collaboration and joint responsibility among all process owners in developing, implementing and optimizing business processes

Create transformation through education, growth and automation

Provide visibility into university processes and a common understanding of cross-functional activities for all participants

Design agile business processes to dynamically adapt to new conditions and opportunities

Demonstrate excellence using best practice methodologies that ensure consistency and quality results

Strategic Initiatives

1. Provide tools and techniques for cross functional teams to identify current processes and opportunities for continuous improvement
2. Increase communication and interaction among functional units and divisions to ensure transparency
3. Foster interaction across the University by utilizing information gathering techniques to establish desired outcomes
4. Align initiatives with University values and strategic priorities through communication and collaboration
5. Unify functional and IT constituents to promote process-centric consensus

1. Provide training in process methods, organizational change management, project management and administrative applications
2. Establish web-based training options for faculty, staff and students
3. Initiate organizational change management protocol that enhances communication throughout the campus
4. Increase productivity by automating and improving key processes that deliver value faster
5. Identify the toolset and methodology of process management that best aligns with the University culture

1. Document existing processes with a focus on identifying redundancy, rework, and non value added activities
2. Increase process awareness and gain end to end visibility through workflow documentation and design
3. Provide real-time cross functional view into operational processes
4. Develop a marketing plan that promotes our unique services and value to the University
5. Design eMerge website that communicates the value of change and keeps the campus community informed of current activities and services offered

1. Streamline business processes to increase efficiency and responsiveness
2. Optimize processes for improved resource management
3. Develop process components that can be implemented in multiple environments
4. Review documented processes on a regular basis to verify they still meet the needs of stakeholders and utilize best current practice
5. Perform organizational readiness assessment to determine the level of understanding and commitment to process orientation

1. Establish a mechanism to systematically review University processes and practices to ensure accessible and seamless user support services
2. Establish methods to identify stakeholder needs across functional areas to develop processes that deliver measurable results
3. Improve productivity of business operations and position the University for business practice innovation
4. Instill a focus on delivering customer value through best practices and performance optimization
5. Identify eMerge team member competencies needed for successful delivery of services
6. Create professional development plan and training for each eMerge team member