

# IRIS Standards and Guidelines

Kick-off Date: 12/12/18—Completion Date: 07/25/19

IRIS Standards and Guidelines

DEFINE MEASURE ANALYZE IMPROVE CONTROL

## Project Charter

Charter Element	Description
<b>Background &amp; Purpose</b>	The purpose of this project is to develop guidelines for employees to update IRIS data and processes to ensure data remains current. IRIS is the system of record for employee data. All applications that require employee data are populated by IRIS data. Inaccurate or outdated data in IRIS results in: <ul style="list-style-type: none"> <li>Some work data, such as office location and phone number in IRIS is inaccurate (causes problems for systems like UTHSC Alert, FootPrints, Facilities Archibus).                             <ul style="list-style-type: none"> <li>This results in craftspeople and IT technicians being sent to the wrong location, which in turn causes rework and delays.</li> </ul> </li> <li>Some personal data, such as address and cell phone, in IRIS is inaccurate (causes problems for agencies mailing insurance info, retirement services, tax info, UTHSC Alert).</li> </ul> <b>More than 50% of faculty and staff don't have their cell numbers in IRIS.</b>
<b>Mission Statement</b>	The mission is to minimize errors initially entered in IRIS and implement mandatory processes to ensure employees update information periodically.
<b>Scope</b>	<b>In scope:</b> employees <b>Out of scope:</b> students, alumni, and the New Hire Process

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## Voice of the Customer

11 Different Updated Methods Reported by 117 Survey Respondents

Method	Percentage
Download Personal Data Form from the Human Resources website	18%
Go to Human Resources to fill out a paper Personal Data Form	7%
Email Human Resources	5%
Call Human Resources	7%
Go to Payroll to fill out a paper Personal Data Form	5%
Email Payroll	2%
Call Payroll	2%
Call the Helpdesk	2%
MyUT	32%
UTHSC Directory Check website	14%
Through your business manager	6%

**Employees are confused as how to update info...so they don't!**

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## CTQ Analysis/Tree

Important to employees!

**Employees want an easy, online, self-service way to update information.**

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## Improvement: What We Had Hoped For

**One Way to Update**

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## Improvement: What We Got

UTK will not allow editing of the Work Address field in MyUT due to past insurance disqualification.

An **online form** has been created to update work address.

**Empowers employee, less data entry for Payroll**

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## Action/Communication Plan

<p><b>Review Current Info as Part of Yearly Performance Evaluation</b></p> <p>Spring</p> <p>The University of Tennessee Performance Review Detail Form</p> <p>Employee Name: _____ Department: _____ Position Number: _____ Position Title: _____ Review Period: _____</p> <p>Review Completed By: _____</p> <p>Complete this form as a back-up documentation to assist you in completing the Summary Sheet. The responses are grouped to match the categories in the Summary Sheet. For each item, choose the response that most closely describes your view of the employee's performance.</p>	<p><b>Remove UTHSC Directory Check Website</b></p> <p><del>Directory Check Website</del></p>
<p><b>Digital Media Campaign to Check/Update Your Work and Personal Info (Every Aug and Sep)</b></p> <p>Fall</p> <p>Help UTHSC Serve You Better</p> <p>Written by: Wiles, Nic (Nic) / April 18, 2019</p> <p>The purpose of this anonymous survey is to measure which methods you use to update your UTHSC business and personal information. This ensures we serve your campus needs and you receive communications in a timely manner (e.g., tax and benefits documents). Your confidential responses will be part of a Lean Six Sigma Project about IRIS data standards and guidelines.</p>	<p><b>Informative Page on both HR and Payroll Websites</b></p> <p>Updating Your Work and Personal Information</p> <p>Why Update?</p> <p>Did you know if you don't regularly update your work and personal information...</p> <p>Work address: _____</p> <p>Home address: _____</p> <p>Phone number: _____</p> <p>Emergency contact: _____</p> <p>MyUT: _____</p> <p>Payroll: _____</p>

## Project Team

