Update: Delegated CIA Request Process

IT Governance Presentation

Past

32 Average Issues per Month

1. 38% Incomplete or inaccurate forms
2. 53% Inaccurate information from PeopleSoft
3. 6 days for MPP approval

Issues - Then & Now

	THEN	NOW
Incomplete or inaccurate	12 average / mo.	1 Total
Inaccurate info from PeopleSoft	17 average / mo.	2 Total
MPP Approval	6 Days / mo.	2 Days

Delegate Survey Comments

IMPACT ON WORK

70%

little to no impact

More to be Done

1. More instructions
2. More information
3. Better form functionality

Thank You