4.0 Requisition Review & Assignment

January - March 2017

UNIVERSITY OF ILLINOIS SYSTEM

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Overview

The purpose of the Requisition Review and Assignment process is to begin the procurement processes with a high-level review of the requisition and then assign the requisition to a buyer. The requisition is reviewed for the complexity of the commodity being purchased and the level of experience of the buyer to review the entire requisition and generate a purchase order. The process also provides the department unit with the buyer who will be responsible to work with and place the purchase order. In addition, this process provides the ability to manage the work assignments to all purchasing buyers.

The work tasks within this process include; receiving an approved requisition, reviewing the requisition, determining procurement and approvals if necessary and finally assigning to a buyer for further processing.

Illinois Mandate Symbol -

State mandate – Goods and services excluding Professional & Artistic over $20,000 and construction services over $100,000 require a solicitation.

University Policy Symbol -

Professional Mandate Symbol -

Process Executive Summary

Business Process

The Requisition Review & Assignment process exists as the starting point to procure a good and/or service after a requisition has received approval from University System department and the Grants and Contracts office, if certain grant funds are being used. The approved requisition is reviewed for complexity of the commodity being purchased and the level of experience of the buyer to review the entire requisition and its documentation. Once the requisition has been reviewed at a high level and workload of the purchasing buyers is reviewed the assignment is made. The process also provides the buyer who will be responsible to work the requisition and place the purchase order. In addition, this process provides the ability to manually manage the workload assignment to all purchasing buyers.

Current Process Activities

Receive Approved Requisition → Review Requisition → Determine Procurement → Assignment to Buyer

Approach

The current state process activities were mapped by the Subject Matter Expert, SME, and project process team. A SIPOC diagram was created to capture the tasks executed by the University System departments. The SME project team identified opportunities for improvement and brainstormed potential solutions. The current state was presented, issues were identified, and recommendations were discussed at customer focus group meetings in the University System. The process report was presented to the Source2Pay Director Council where they ranked the proposed recommendations for implementation.

Key Findings

For the majority, the University System departments are not involved in this process and have very little interaction, only if the assigner or buyer has questions about what is submitted.

- Lack of notification to the requisitioner when a buyer is assigned to a requisition

- The amount of time it takes to have a buyer assigned to a requisition

- Lack of system functionality to view specific information on a requisition on a single screen when assigning a requisition to a buyer, must open requisition to review information

- Lack of system functionality to attach documentation to a requisition in the Banner application.

Improvement Recommendations

The process team identified 22 suggested improvements. From the 22 suggested improvements, the team selected six improvements to recommend for implementation. The Director Council reviewed the ten recommendations and ranked the proposed recommendations for implementation.

Listed are the top four recommendations for implementation:

1. Route a requisition containing a radioactive and/or control substance for the appropriate review for proper permits and isotope numbers and receive approval prior to placing the purchase

2. Evaluate the current workload allocation of current staff

3. Review the current system's functionality to return a requisition for documents, without having to route through the approval process again

4. Send a notification to the requisitioner when the requisition is assigned to a buyer

Chapter 1: SIPOC Diagram

Brief description of chapter content.

Process Name	Date
Requisition Review & Assignment	January – March 2017

SUPPLIERS	INPUTS	PROCESS	OUTPUTS	CUSTOMERS
Who provides input to the process	*What* goes into the process	*How* the inputs are transformed to outputs	*What* comes out of the process	*Who* received the outputs of the process
University System departments	University System Department Unit approved requisition Supporting documentation for requested requisition Comments/instructions to the assigner (emails from the department, comments from requisition or in the document text)	Receive department approved requisition Review requisition Determine procurement Assignment to buyer	Comments/Instructions to the purchasing buyer Ability to check the requisition status Assignment of requisition	Purchasing Buyer University System departments

Chapter 2: Suppliers

Suppliers provide input into the research purchase option process.

2.1: University System Department

What they care about: Getting the purchase order done as quickly as possible so we can procure what is needed

When they care: Meeting the needs of who they are procuring the needs and/or services for, while following the state procurement laws

Business Rules

Chapter 3: Inputs

Inputs are information or verification that goes into the research purchase option process.

3.1: Department Approved Requisition

3.2: Supporting documentation

Such as:

- Certificate of Insurance
- Contract Approval Routing Form (CARF)
- Department approval paperwork
- Disclosure form
- Sole Source Exemption form
- Existing agreement
- Financial Disclosure forms
- Group Purchase Approval form
- Lease forms
- Letter of non-conforming
- Quotes
- Small Purchase Waiver form
- Sole Source Justification Form (SSJF)
- Solicitation Information Form (SIF)
- Supplementary emails from vendors
- Terms and Conditions

3.3: Comments/Instructions to the Assigner

Comments within Banner and iBuy applications containing information such as email from purchasing inbox, rush comments, an iCS number

Business Rules

None

Chapter 4: Process

A process is defined as the method for transforming the inputs such as an approved requisition into outputs such as assigned requisition.

4.1: Receive Approved Requisition

The University System department completes and approves a requisition to be processed; if on a grant, funds are being used with either the account code 157, 158, or 163 the requisition is reviewed and receives approval from Grants and Contracts.

4.2: Review Requisition

The approved requisition is routed to a process queue in one of the requisitioning systems, iBuy or Banner. The requisition is reviewed for the following:

- Amount
- Attached documentation
- Chart
- Commodity
- Instructions to the Assigner
- Transaction date

4.3: Determine Procurement & approvals (if needed)

The requisition is reviewed to determine if a solicitation is needed; if the purchase is recurring; and based on the category and the amount, the buyer's workload is reviewed for assignment.

4.4: Assignment to buyer

The Requisition is assigned to a buyer in one of the requisitioning systems.

Business Rules

If a grant fund is used with either the account code 157, 158, or 163 the requisition is reviewed and receives approval from Grants and Contracts.

This applies to State funds $5,000 and over - Illinois Mandate Symbol -

This applies to Federal funds or Private funds $25,000 and over - Professional Mandate Symbol -

Chapter 5: Outputs

Outputs are the resulting information or entities that are produced as part of the requisition review and assignment process.

5.1: Approved/Assigned requisition

5.2: Comments to the buyer

Such as; instructions to the buyer

5.3: Requisition status

There is the ability to check the Requisition status in each of the applications, Banner and iBuy. The user can see which buyer the requisition is assigned to and the date when the requisition is assigned to the buyer. Also, in the iBuy application, the date and time of the requisition displays in more than one screen, on the Approvals tab, and on the History tab.

Business Rules

Chapter 6: Customers

Customers receive the output of the process.

6.1: Purchasing Buyer

What they want: Proper documentation which includes:

- Certificate of Insurance
- Contract Approval Routing form (CARF)
- Contract in iCS
- Department contacts, including unlisted phone numbers
- Document text
- Exemption form
- Quotes/Multi Quotes
    - Specific information
    - Item text
- Receiving requisition and information timely
- Small Purchase Waiver form
- Sole Source Justification Form (SSJF)
- Terms and conditions, if necessary
- Financial Disclosures

6.2: University System Department

What they want: To know who the buyer is assigned to the requisition.

Business Rules

Chapter 7: Customer - Oversight Roles

Examples: Funders, OBFS, Auditors, Board of Trustees BOT, Legislature, Public

7.1: Assigner/Buyer and Buyer Supervisor

What they want: To make sure the State Procurement Code is being followed when assigning a requisition to a buyer.

Business Rules

None

Chapter 8: Questionnaire for Current State Analysis

1. **Why does the process exist?**

   The Requisition Review and Assignment process exists as the starting point to procure a good and/or service at the University to route from the department and begin the procurement process workflow, and to determine what action is required from a purchasing review.

2. **What is the purpose of the process?**

   The purpose of the Requisition Review and Assignment process is to perform a high-level review of the requisition and then assign the requisition to a buyer. The requisition is reviewed for the complexity of the commodity being purchased and the level of experience of the buyer to review the entire requisition and generate a purchase order. In addition, this process provides the ability to manage the work assignments to all purchasing buyers.

3. **What are the process boundaries**

   The process starts when there is a transmission of a requisition to Purchasing

   The process ends when a requisition is reviewed for completeness and purchase authority has been determined and assigned to a buyer

4. **What are the major activities/steps in the process?**

   See Chapter 4: Process (Ctrl-click to follow links)

5. **What is the expected outcome or output of the process?**

   See Chapter 5: Outputs (Ctrl-click to follow links)

6. **Who uses the output of the process, and why?**

   See Chapter 6: Customers (Ctrl-click to follow links)

7. **Who benefits from the process, and how?**

   Students, vendors, facilities, faculty and staff, to receive the good or service to conduct daily University business and transactions.

8. **What information is necessary for the process?**

   See Chapter 3: Inputs (Ctrl-click to follow links)

9. **Where does that information come from?**

   See Chapter 2: Suppliers (Ctrl-click to follow links)

10. **What effect does that information have on the process and output?**

    Without proper documentation the requisition assignment process can be completed, but the Buyer cannot complete the review and purchase order and the process is considerably slow.

11. **Who is primarily responsible for the process?**

    Purchasing

12. **What other units/organizations participate in or support the process?**

    University System Departments

13. **What Information Technology system(s) support the process?**
    - Adobe
    - Banner
    - BDM
    - Box

- Copy/Scanner/Fax

- Email

- Excel

- Hard copy (paper)

- iBuy

- iCS

- Internet (to look up law)

- IPHEC Bulletin

- Skype

- Phone

- Word

- X1 (file, email search tool)

14. **What policies guide or constrain the process?**
    - OBFS policies & procedures
    - Illinois procurement code
    - Procurement Rules of the Chief Procurement Officer for the Public Institutions for Higher Education

15. **How often does the process get executed?**

    The average of 75 requisitions are assigned to buyers each day across the University System, and this excludes renewal requisitions

16. **What are potential defects with respect to the process?**
    1. System limitation - system limitation to displaying assigned buyers on new and current assigned requisitions
    2. System lacks viewer friendly screens
    3. Multiple systems
    4. iBuy doesn't transfer all information to Banner
    5. Systems don't interface together 'nicely' (iBuy, Banner, iCS)
    6. Turnover staff (training and re-training staff which loses time)
    7. Lack of staff and staff having multiple roles
    8. Lag time between attaching required documentation & purchasing receiving it to review
    9. System limitation – the need to enter chart 1 and chart 9 transactions separately
        a. **How often do they occur?**
           Multiple times every day

17. **What types of challenges have employees who participate in the process raised?**

- Frustration that not all requisitions can be done in iBuy
- Frustration that systems don't interface

- In Banner you have to assign individually vs in iBuy you can assign multiple requisitions to a buyer at the same time

- Having to separate chart 9 requisitions is very time consuming

- Ability to return at the assigner level in iBuy (currently only a Buyer can reject)

- Lack of ability not to be able to return anything in Banner

- iBuy does not include email information of the requisitioner when the requisition is forward within the process.

18. **What types of challenges or concerns have customers raised?**
    - Transparency of where something is at in the process

    - Know the buyer but have a hard time contacting the buyer

    - Double work in departments when they have to resubmit something in Banner

    - Difficult to know which iBuy form should be used, which has an effect downstream on the item trying to purchase

    - The time it takes when something is over the bid limit

19. **Will the process be changed by another initiative in the near future?**
    - iBuy updates & maintenance

    - Banner updates & maintenance

    - State laws

    - Accepting of Electronic signatures

Chapter 9: Questionnaire for Potential Process Improvement Candidates

1. **How would the process operate differently in the "Perfect Situation?"**

   The University system would have one uniform way to assign a requisition to a buyer.

   Ability to view the status of a requisition outside of the application in a central location with minimal amounts of data

   Support one system with the ability to:

   - Flag standing orders/renewal requisitions
   - View the status of a requisition
   - View requisitions specific to a University and its location versus seeing all requisitions for a chart (i.e. Chart/Org – 9 on UIC, 9 on UIUC, 9 on UIS)
   - Manage assignment workload within the application of requisition/purchase order
     - Include presort assignment based on requirements/business rules
   - Receive an email notifications by the University System department when buyers are assigned to a requisition
   - Have a document required workflow based on type of requisition being submitted
   - Documents attached to a requisition, remain with the requisition/purchase order as it continues through the workflow of the system

2. **What does the team hope to achieve through this improvement?**

   - A single requisition/purchase order system
   - Quicker process to evaluate and assign a requisition to a buyer
   - Savings of labor costs
   - Consistency of delivery of information to purchasing
   - Transparency to departments on assignments

3. **Who would benefit from the desired improvement to the process?**

   - Purchasing
   - University System departments
   - Vendors

   How would we know?

   - Purchase orders will process quickly
   - Fewer complaints
   - Fewer inquiries

4. **What data can be provided with respect to the process performance (e.g. service rating, cycle time, customer survey responses, etc.)?**

   The amount of time between a department approved requisition and the generation of a purchase order. Use the requisition approved date and the date the purchase order is generated

Lower Staff turnover

5. **Who should be included in any improvement discussions for the process?**
   - AITS
   - OBFS – Business Solutions & Support
   - Procurement Services directors
   - Purchasing
   - University System departments

Chapter 10: Current State Metrics

Metrics in three areas is being collected on each process. These metrics will be used to measure success in the future state.

- How long does the process take from Start to finish?

    Hard to determine - could take a few minutes up to several days

    Depending on the solicitation workload of all the buyers, it may take between 2 – 4 months to assign a requisition to a buyer.

- How many touchpoints are there per process?

    There are at least 35 touch points in the process. The total number of touchpoints depends on the type of requisition, the University, and the application the requisition is submitted in.

- How many steps are involved in each process?

    There are twelve steps involved in this process. The total number of steps executed in the process depends on the University.

Chapter 11: Feedback from Customer Focus Groups – Current State

The Current State process was presented to each University's Customer Focus Group on January 24, 25 and 26, 2017. A total of 12 people attended with 4 people in attendance from UIC, 2 people from UIS, and 6 people from UIUC.

Campus Focus Group Summary

During each session the current state process was reviewed and the BPI facilitator requested input from the attendees where there were variances.

The high-level process steps includes
- Receiving an approved requisition
- Reviewing the requisition
- Determine the procurement
- Assignment to Buyer

Key findings

For the majority of the University System department units, they are not involved in this process and have very little if any interaction, only if the assigner or Buyer has questions about what they submitted.

Issues

The most common issues identified were:

- Not being notified when and which Buyer has been assigned to their requisition, especially for Banner requisitions
- Many departments manually have to track their requisitions in separate systems and spreadsheets and update it every time it's been assigned and to which buyer
- Lack the ability to request a specific buyer be assigned, especially based on expertise
- Not knowing who to call or contact, prefer the older process of having buyers assigned by commodity
- Very timely process to get a buyer assigned; can take up to 2 weeks just for the assignment

Campus Focus Group Report

Detailed Results

Issues:
- Not notified when a buyer is assigned
- As soon as I submit a requisition, manually track it, and will get in touch with purchasing before it gets assigned to make a change if needed- usually by phone if needed right away, but also email
- Has more issues doing a Banner requisitions, once approved then it falls into a black hole, don't know where it is, if it's been assigned.
- Several departments leave the Banner requisition on their desk and has to manually check every day in Banner if a PO has been assigned
- Banner requisitions can sometimes sit out there for a week or more and no communication or status - not knowing if it's being assigned
- Some departments email a purchasing officer as soon as they submit the requisition - so they have had better tracking and maintenance - but not all departments have this contact or do this
- The time spent routing calls is wasteful and bad customer services

- Don't understand why assigning request is so complicated, it could be so much easier, used to have someone at the front desk who just assigned everything by commodity - it shouldn't take a buyer to do that
- Buyers don't have all the expertise in all areas
- The number of days it takes to get a requisition assigned is too long, can take up to two weeks, then departments have to send an email to follow up and find out why it hasn't been assigned
- Have submitted requests via iBuy, but then its returned and told to submit it in Banner because there's a contract or it was assigned - causing people to do work twice
- Not being able to specify a specific buyer to be assigned

Recommendations:
- Would be nice to get notification of when that requisition gets to the buyer or overall kept us up to date in the process
- Would be nice if the notes section in iBuy is more bold
- Would like to request which buyer to assign it to
- Like it better when buyers were assigned by commodities and we knew who to contact - they should go back to having a focus and having a backup buyer
- Be nice to add an attachment in Banner with the requisition instead of sending it to a separate email box - sometimes buyers are asking for attachments twice

Other:
- Sometimes receive an email from the UIS Buyer that the requisition is approved, so we know if we have to submit via Banner
- Prefers and likes to use iBuy and likes how fast it is for assigning buyers
- Not really that much interaction, only if there is an issue or if it sits there for a while - checks in Banner, will then follow up
- Likes how iBuy is set up because you can see where it's at, have not had any major issues getting purchasing

Out of Scope for this process:
- Would be nice to get a notification that Purchasing has received a vendor form and its being processed or would be nice to have the vendors email purchasing and we get a notification - we never know where that vendor information form is at in the process
- Sometimes iBuy can be too fast and it creates a purchase order before the contract is signed which results in a non-conforming purchase order and have to resubmit - this is especially true if using iCS systems - you have to relate the requisition and purchase order number in iCS
- Not knowing what's possible with Banner - no history of steps already taken

Chapter 12: Opportunities for Improvements

The following opportunities for improvement were identified through team discussions, with Customer Focus Groups, Director Council, and the process project SME team. Issues were categorized into six categories, covering Communications, Documentation, Policy/Procedures, Resources, Technology, and Training.

Communications – Issues related to providing information	
C1.1	Knows who the buyer is, but has a hard time contacting the buyer
C1.2	Manually checking each day to see if the buyer is assigned to a requisition in Banner

Documentation – Issues related to lack of documentation	
D2.1	Manually tracking to get in touch with purchasing before the requisition is assigned to make a change, if needed.
D2.2	Number of days to assign a requisition, which as the department following up to determine the delay.

Policy/Procedures – Issues related to Procurement Policies and Procedures	
P3.1	Not able to specify a specific buyer to be assigned to a requisition

Resources (Financial, Human) – Issues related to lack of sufficient staff or funding	
R4.1	Turnover in Staff (Training, retraining)
R4.2	Lack of Staff
R4.3	Staff performing in multiple roles
R4.4	Knows who the buyer is, but has a hard time contacting the buyer
R4.5	Banner requisitions can sometimes sit out for a week or more with no communication or status, not knowing if it's being assigned
R4.6	Number of days to assign a requisition, which has the department following up to determine the delay.

Technology – Issues related to system's lack of functionality to support the process	
T5.1	System Limitation, lack of an easy way to view assigned buyers on new and current assigned requisitions, system as functionality but need to drill into requisition to find the buyer's name
T5.2	System Lacks viewer friendly screens
T5.3	Multiple systems
T5.4	iBuy doesn't transfer all information into Banner
T5.5	Systems don't interface 'nicely' together (iBuy, Banner, iCS)

Technology – Issues related to system's lack of functionality to support the process	
T5.6	System Limitation the need to enter Chart 1, Chart 2, Chart 4, and Chart 9 transactions separately in Banner
T5.7	System Limitation - Lack of functionality to assign multiple requisitions to a buyer at one time in Banner
T5.8	System Limitation - Lack of ability to return a requisition in either the Banner and iBuy applications
T5.9	System Limitation - iBuy doesn't include the email information of the requisitioner when the requisition is forwarded within the process
T5.10	System Limitation - unable to know where the requisition is at in the process
T5.11	Double work for a department when the requisition was originally submitted in iBuy and need to be cancelled and entered into Banner, this also causes the purchasing department to assign a requisition twice.
T5.12	Not notified when a buyer is assigned
T5.13	Manually tracking to get in touch with purchasing before it gets assigned to make a change if needed
T5.14	Manually checking each day to see if the buyer is assigned to a requisition in Banner
T5.15	Banner requisitions can sometimes sit out for a week or more with no communication or status, not knowing if it's being assigned
T5.16	Number of days to assign a requisition, and the department has to follow up to determine the delay
T5.17	Lacks the ability to view the Chart number must open the requisition to do so (iBuy)
T5.18	Lack the ability to view if a contract number exists prior to opening the requisition (iBuy)
T5.19	Lack a defined field for the contract number (iBuy)
T5.20	Lacks the ability to know the number of days since the requisition was approved, number of days received by purchasing
T5.21	More than one location for the documentations that need to be attached to one requisition
T5.22	Field to enter comments for solicitation information and contract information is too small (Banner)
T5.23	Lack the ability for the requisitioner to indicate the type of requisition being submitted, iCS, SS, RFP, RFI
T5.24	Lacks ability to drop and drag data into iBuy
T5.25	Lack ability to reject due to missing documentation, quotes on small dollars requisitions in iBuy and Banner the assigner cannot reject, only the buyer.
T5.26	Needs the ability to route Radioactive and controlled substance for approval prior to being submitted as an approved requisition
T5.27	lacks the ability to send a notification when requisitions are assigned to a buyer

Technology – Issues related to system's lack of functionality to support the process	
T5.28	Needs the ability to add fields into the Banner screen FPAABUY (the assigning function in Banner) The only data to display is the requisition number, must open the requisition each time to review information.
T5.29	Lag time between attaching required documentations and purchasing receiving it to review in Banner

Training – Issues related to lack of understanding the process	
N6.1	System Limitation to display assigned buyers on new and current assigned requisitions
N6.2	Lag time between attaching required documentations and purchasing receiving it to review
N6.3	Manually tracking to get in touch with purchasing before it gets assigned to make a change if needed

Chapter 13: Suggested Improvements

The following recommendations came from discussion with the process team, the project Director Council, and customer focus group sessions. Not all improvements were selected by the process team. The selected improvements, in bold, were presented to the customer focus groups for feedback, and are recommended for review by the Director Council. (Further discussed in Chapter 15: Recommendations for Improvements)

Number	Change Category	Suggested Improvement
1	Communications	**Email sent to buyer generated by system to requisitioner when the requisition is assigned**
2	Communications	Call main line at purchasing
3	Communications	Central communication space that has notes and status based on Org and requisition owner's home department
4	Communications	Having more availability to talk with departments
5	Documentation	Ability to edit or add documentation, central communications space, status updates, missing information, Over $80K, Special processing, notes
6	Resources	**More staff or better allocation of current staff**
7	Recourses	Hire more staff
8	Technology	**Add a box for contract number and solicitation in the iBuy applications**
9	Technology	**Notification sent to requisitioner**
10	Technology	**Add a check box or drop down to help identify the type of requisition, (e.g. Sole Source, CFS, RFP)**
11	Technology	**Attach documents to requisition**
12	Technology	**Flag to not allow a requisition to be submitted without documentation**
13	Technology	**Forms that are routed to the Division of Research Safety (DRS) for review and approval with permits and Isotope number for all radioactive and controlled substance purchase**
14	Technology	**More information when viewing requisitions in Banner for assignment, Chart, Vendor, Department**
15	Technology	**Add the chart number to the first screen in iBuy**
16	Technology	**Add the email field in iBuy requisitioner information**
17	Technology	**Central Communications area**
18	Technology	**Additional Comment field added**
19	Technology	Banner assignment boxes with number of days since arrived in purchasing

Number	Change Category	Suggested Improvement
20	Technology	**Banner expanded comments field for solicitations and contract information**
21	Training	Training
22	Training	More training procedures on attaching required documentations and when purchasing receives the information to review

Chapter 14: Feedback from Customer Focus Groups – Future State

The Future State process was presented to each University's Customer Focus Group on Tuesday, February 28, 2017, Wednesday, March 1, 2017, and Thursday, March 2, 2017. A total of 12 people attended with 3 people in attendance from UIC, 4 people from UIS, and 5 people from UIUC.

Campus Focus Group Summary

Each recommendations was presented to each University, after each recommendation was discussed, it was agreed upon. Below are some main thoughts the Universities expressed:

- The Universities expressed concerns if workload is to be reallocated, will there be enough staff for the workload, and would the service time be increased to what it is currently being received today. The current workload time to respond should not slow down.

- The Universities expressed a concern if documentation is required, how would a requisition that doesn't require documentation be accepted to be processed.

- When returning a requisition for attachment, make sure no additional edits are applied to the approved requisition.

- What depth of involvement would the University departments be in a working group to create the functionality to design the notifications of a requisition assigned to a buyer. The Universities feel this in important and the functionality is greatly needed, and wants to make sure by involving departments the process of design, develop, and implement doesn't get slowed down.

- When creating a new tool, don't add more work to the process.

Campus Focus Group Report

Recommendations

More staff or better allocations of current staff

- Feel process is pretty quick, but only have one person to wait on at our University
- Never dealt with Strategic procurement, just make sure it doesn't slow down the service
- Never had to deal with university wide contracts at UIUC
- Would Strategic Procurement have the staff to split up the workload?
- Good idea, see how it would help buyers workload, especially when dealing with legal department
- Would be nice to report off the workload to be able to see why something is not being processed

Working with Existing system vendors to enhance functional capabilities until a new system can be implemented.

- Agree with recommendation
- Feels the functionality long overdue
- It would help to let them know in advance what type of requisition it is for
- Questions on how the functionality would work:
    - The flags in iBuy - how would iBuy know what documents are required for the requisition?
    - What happens when you don't need attached documentation?
    - Will it let you go through?
    - Where would we be Adding a chart number?
- Didn't realized your PO was created - make sure the PO is created after the contract is approved to eliminate non-conforming

- Some type of trigger that lets you know that a contract is not executed or have attachments
- The flagging is a good idea but have the ability to override that especially for renewal season, because sometimes the attachments haven't arrived at the time the requisition is created and routed for approval.

Send a notification to the requisitioner when the requisition is assigned to a buyer

- Should be a priority, this would be helpful
- It would be wonderful if you can do it - especially in Banner
- What about the number of emails - might be too much?
- It's still an issue to know when and why things are rejected or canceled
- It's helpful but don't involve or limit the Departments involved because this will delay this recommendation, this should be very simple and minimal amount of discussion - too many people can delay this process and this shouldn't take months of meetings
- Don't feel it's wrong to include the department, at least one person to provide some feedback
- Only the person that created the requisition needs to be notified

Attach documents to a requisition
- Like the flag idea because sometimes forget to include attachment(s)
- As long as there is a way to submit something that doesn't need an attachment so it doesn't hold up the process
- Don't like returning a requisition to provide more information, should just be able to go in and add it, and should just ask for the attachment to be emailed to them.

- Would be nice to just be able to attach a document without having to return a requisition
- Want to make sure this is only adding an attachment and not changing anything - otherwise it has to go back through the process
- Also want it to be assigned to a buyer and be notified when there is missing documents and this won't be processed further unless you get the in the attachments (don't hold up the assigning process just waiting for documents)
- Assigner assigns to the Purchasing Agent, maybe keep it in the Purchasing Agent queue and notify the department for missing info
- Lot of things get lost between the time we send it and it gets assigned to the buyer
- Doesn't matter on our end if it's assigned before all is attached
- The assigner is having to make that determination and it may be different based on commodities, so even the buyer may not know if it's not their specialty
- Best to send to buyer first then ask for the additional documentation simultaneously

Route a requisition containing a radioactive and/or controlled substance for the appropriate review for proper permits and isotope numbers and receive approval prior to placing the purchase

- Only have helium and some chemicals for balloons that would fall under this, science labs
- The Health and Safety Officer from UIS should be involved in this group
- Currently don't work with these types of purchases, it would be nice if there is a need to have a link to the process to know where to start
- Recommend talking to the business managers who place these orders
- Have a confirmation of the address of where these things are being delivered
- Does this include drugs for medicine?
- This is a good idea, it is labor intense for purchasing
- What one person thinks is a controlled substance may not be the same as another person

Central communications area to upload requisition documentation and provide comments
- This would make it easier on and helpful to have everything in one spot
- Would it be like a guide and a communication place - there is a link or guide table but this is only at UIS - why is this only at one campus

- Concern this would might be another system we would have to use, would have to see it, it might add more work
- Would this work with the email notification?
- Would this involve just Banner?
- As long as it doesn't have to be in one format
- Alright with this, just make sure we aren't adding another system
- Make it as integrated as possible, so our emails get loaded into the system instead of using a separate email system
- Avoid the use of having to scan, and then send something - just email it

Other feedback

- How would we receive the notification? It would depend on the system we select; would like it to email me because I don't log into each system each day.
- It's clear on our end, but it's hard to understand what Purchasing has to go through just to assign, it's hard to know what they see
- If it's already been assigned, type in the Buyers name and send attachments directly to them
- Ability to track buyers but also add metrics for see how long each stage of the process is taking, why is something sitting for so long
- If they have to create some sort of form, make sure what they are questioning is the information that is required important and is it really needed at all
- Is there anything in the works to use electronic signatures? We do have adobe, but what happens if we don't have someone with electronic access

Chapter 15: Recommendations for Improvements

Within the process Requisition Review and Assignment, six recommendations have been identified for improvement. Three different categories were identified for the improvements, and each improvement received a level of implementation. The categories include Communication, Resources, and Technology. There are two levels of implementation: "short-term" indicates improvements suggested for the current system and process prior to the development of an RFP, and "long-term" indicates improvement to the process with an RFP for a new system. The recommendations are in order to make the Requisition Review and Assignment process better, help the users understand the process, and make sure the process works.

Number	Describe Potential Solutions	Category	Implementation Level	Related Issue(s)
1	**Evaluate the current workload allocation of current staff** We are recommending the Procurement Services departments; Purchasing and Strategic Procurement review the allocated workload for current staff. This includes determining which area to purchase contracts to vendors where the service is used by the entire University System (E.g. Health insurances, Legal Services, Benefit Packages)	Resources	Short Term	R4.1, R4.2, R4.3, R4.5

2	**Enhance the existing system functional capabilities until a new system can be implemented**
	
	We are recommending the following system enhancements in the iBuy and/or Banner applications:
	
	• Add a field to enter the contract number in the iBuy application.
	
	• Add a field to enter the solicitation number in the iBuy application.
	
	  The contract number and solicitation number need to display on the Assigner screen, to provide the ability for the assigner to see if the requisition should be assigned to a buyer who may already be working on an existing contract/requisition.
	
	• Add a check box or a dropdown to help identify the type of requisition (E.g. Sole Source, CFS, RFP), iBuy and Banner
	
	  The type of requisition would need to display on the assigner screen to help determine who to assign the requisition to
	
	• Checkbox for the requisitioner to acknowledge they have attached documentation or documentation is not attached/or include a display on the screen to ask the requisitioner if all documentation has been attached. This would be added to both applications, iBuy and Banner
		Technology	Short Term	T5.1, T5.9. T5.17, T5.18 T5.19, T5.22, T5.23, T5.28

Num ber	Describe Potential Solutions	Category	Imple ment ation Level	Related Issue(s)

	• Include the information Chart, Department, and Vendor when displaying to the assigner for assignment of a requisition in Banner
	
	    This would reduce the amount of time to assign to a requisition to a buyer by knowing the information without having to review the details within the requisition.
	
	• Add the Chart number to the unassigned approval screen in iBuy
	
	• Add the email field in the requisitioner's information to be included when displaying the requisition in iBuy and Banner
	
	    This provides the information to the assigner in the event there is a question and would eliminate the assigner having to look up the email address
	
	• Add additional comment fields in Banner
	
	• Expand the display of the comment fields on a requisition in Banner for the solicitations information and the contract information.
	
	    Currently in the viewing screen in Banner only displays 10 characters, would be better to display at least 30 characters, or show the full comment.			

3	**Send a notification to the requisitioner when the requisition is assigned to a buyer** When an approved requisition is assigned to a buyer either in the iBuy application or the Banner application notify the requistioner with the following information: • Buyer's name (must have) • Requisition number (must have) • Date when it was assigned • Vendor For the Banner application consider sending one email, either to the requisitioner or to an Org, with a report listing all requisitions assigned on a business day. We are recommending defining the process, creating the notification, and communicating the notification within the University System.	Communications /Technology	Short Term	C1.1, C1.2, D2.1, T5.1, T5.12, T5.13, T5.14, T5.15, T5.16, T5.27, N6.3

Num ber	Describe Potential Solutions	Category	Imple ment ation Level	Related Issue(s)
	Note from Director Council: Communicate how to find a buyer in the iBuy and the Banner applications			
4	**Review the current system's functionality to return a requisition for documents, without having to route through the approval process again** We are recommending creating a working group consisting of members from AITS, OBFS Business Solutions & Support, Purchasing from each University, and Departments from each University. The group will be charged with reviewing the approval queues to determine the workflow to return a requisition to have documentation included, and exclude any edits to the requisition content. The goal is to return an approved requisition for additional documentation without the need to reroute through the approval process again. • The iBuy application would need to have the approval workflow reviewed to return a requisition for additional documentation, receive the documentation and route to purchasing without going through approval once it has been obtained. • The Banner application would need to have the approval workflow reviewed for the ability to have purchasing return a requisition for additional documentation and then route to purchasing without going through the approval process again. • Include a list of required documentation, this would incorporate the feature to "Flag" a requisition that doesn't have documentation Having the required supporting documentation with a requisition will help reduce the lag time in assigning a requisition to a buyer.	Technology	Short Term	R4.5, R4.6, T5.8, T5.15, T5.16, T5.21, T5.26, T5.29, N6.2
5	**Route a requisition containing a radioactive and/or controlled substance for the appropriate review for proper permits and isotope numbers and receive approval prior to placing the purchase** Due to safety issues and the need for oversight, the goal of this recommendation is to be able to obtain approval prior to the purchase of a radioactive and/or controlled substance and identify at each University the specific location where these types of purchases can be safely delivered and received.	Technology	Short Term	T5.15, T5.16, T5.25, T5.26, T5.29

Number	Describe Potential Solutions	Category	Implementation Level	Related Issue(s)

	We are recommending a working group be created with members from Division of Research Safety (DRS) (UIUC), Environmental Health Safety Office (EHSO) (UIC), Health Safety Office (UIS), Purchasing from each University, AITS, OBFS Business Solutions & Support, and departments from each University. The group will be charged with:
	
	• Reviewing the current approval workflow
	
	• Review locations identified for safely receiving radioactive and/or controlled substance
	
	• Make recommendations for improvements
	
	   o Obtaining approvals prior to purchase
	
	   o Obtain delivery and receiving specifications for each purchase
	
	   o System changes in iBuy and Banner to identify products that need to be routed for approval
	
	   o Communicate to the University System
	
	Note from Director Council: Began working on without a working group.			

6	**Create a central communications area to upload requisition documentation and provide area for comments for requisitions created in Banner, until a new system can be implemented** This recommendation is a secondary recommendation if the functionality does not exist to attach documentation to a requisition in Banner. We are recommending creating a web based solution to: • Upload documentation for a requisition • Ability to receive in multiple formats • Display the requisition number • Interface with BDM • Interface with Banner • Dashboard to provide information on what documentation is required on a requisition • Ability to generate notification to purchasing when documentation has been received • Provide the ability to communicate to the requisitoner, the purchasing assigner, and the buyer o Comment area for each requisition	Communications /Technology	Short Term	C1.1. D2.1, T5.21, T5.25, T5.29, N6.2, N6.3

Chapter 16: Solutions Prioritization Matrix

The recommendation for improvements were reviewed and the potential solutions were prioritized by the Director Council. The below matrix contains the potential solutions and each ranked score.

		Solution Prioritization Matrix: Requisition Review & Assignment						
		There are two levels of implementation						
		'Short Term' notes improvements on the current system and processes prior to the RFP for a new system						
		'Long Term' notes improvement to the process with a RFP for a new system.						
	Describe Potential Solutions	**Category**	**Ease of Implementation:** **1 (very difficult) - 5 (very easy)** **Avg of attribute from each participant)**	**Permanence of the Solution:** **1 (temporary) - 5 (permanent)** **Avg of attribute from each participant)**	**Impact of the Solution:** **1 (low) - 5 (high)** **Avg of attribute from each participant)**	**Cost of the Solution:** **1 (high) - 5 (low)** **Avg of attribute from each participant)**	**Total Score (Average of The total product from each participant):**	**Ranking**
1	Evaluate the current workload allocation of current staff	Resources	2.86	3.29	2.71	3.57	112.86	2
2	Enhance the existing system functional capabilities until a new system can be implemented	Technology	2.43	2.86	3.71	2.43	69	5
3	Send a notification to the requisitioner when the requisition is assigned to a buyer	Communications/ Technology	3.14	2.71	3	2.86	90.86	4
4	Review the current system's functionality to return a requisition for documents, without having to route through the approval process again	Technology	2.57	3.71	3.86	2.57	110.86	3

5	Route a requisition containing a radioactive and/or control substance for the appropriate review for proper permits and isotope numbers and receive approval prior to placing the purchase	Technology		3.57	4.43	4.57	3.57	268.71	1
6	Create a central communications area to upload requisition documentation and provide area for comments, until a new system can be implemented	Communications/ Technology		2.71	1.86	2.71	2.14	35.86	6

Chapter 17: Future State SIPOC Diagram

Process Name	Date
Requisition Review & Assignment – Future State	March 2017

SUPPLIERS	**I**NPUTS	**P**ROCESS	**O**UTPUTS	**C**USTOMERS
Who provides input to the process	**_What_** goes into the process	**_How_** the inputs are transformed to outputs	**_What_** comes out of the process	**_Who_** received the outputs of the process
University System departments	University System Department Unit approved requisition Supporting documentation for requested requisition Comments/instructions to the assigner (emails from the department, comments from requisition or in the document text)	Receive department approved requisition Review requisition Determine procurement Assignment to buyer	Comments/Instructions to the purchasing buyer Ability to check the requisition status Assignment of requisition	Purchasing Buyer University System departments

Chapter 18: Future State Requirements

This is a comprehensive list of functional requirements and technical requirements for the future state of the Requisition Review & Assignment process. Excluded from this list are any requirements for functionality outside of the scope of this specific process, such as security, accessibility, etc, which will be handled in a different process.

- The ability to track workload of buyer assignment
- The ability to have defined level requisition assignment, e.g. Requisition type – Solicitation, RFI, RFP, dollar amount)
- The ability to return a requisition to the requisitioner
- The ability to have documents attached to the requisition, and remain associated to the requisition as it progresses through the workflow
- The ability to view main information on a requisition without having to view the entire requisition, information including; Chart/Org, department, vendor, dollar amount
- The ability to define a renewal frequency to a requisition, e.g. standing order
- The ability to define a type of requisition, renewal, standing order
- The ability to allow for data integration between system applications
- The ability to have a wizard type of application to guide the user when creating a requisition, define the type, and prompt for attachments of required documentation
- The ability to view the attached documentation
- The ability to base approvals on the type of commodity being purchased, e.g. Radioactive, controlled substance needs approval prior to routing requisition to purchasing
- The ability to send an email notification at defined steps/statuses within a workflow, assigning a requisition to a buyer
- The ability to assign multiple requisitions easily, drag and drop functionality
- The ability to attach documents by different roles; requisitoner, buyer
- The ability to have an assigner screen display:
  - Requisition amount
  - Requisitioner information – e.g. Name, email address, phone number
  - Requisition type – Sole Source, CFS, RFP, IFB
  - Attached documentation
- The ability to return a requisition for additional information to the requisitioner once approval has been obtained, without having to route through the approval process again
- The ability to include internal and external notes
- The ability to view a workflow in the format of a dashboard
- The ability to set specific approval queues, specific commodities
- The ability to define the assignment to a buyer based on predefined data being met
- Ability to reassign a requisition from a buyer to another buyer using the role of assigner.

Chapter 19: Subject Matter Expert Team

The following individuals participated on the Subject Matter Expert Team of the BPI requisition review and assignment project:

Name	University/Department	Title
Rocio Bueno	UIC Institution for Heath Research and Policy	Manager of Research Operations
Lauria Grift	UIUC Political Science	Assistant to the Head
Karen Hartman	UIUC Supercomputing Applications	SR FIN MGMT COORD
Michael Long	UIUC OBFS Business Solutions & Support	SR APP SPEC, OBFS
Cody Mayfield	UIUC Sch Lit, Cultures, Ling Adm	Account Technician II
Teri Merrell	UIUC OBFS - UIUC Purchasing	Business/Admin Associate
Michael Nevill	AITS	ASST DIR TAM, Admin Info Technology Services -- University Administration
Jana Sage	UIUC Intercollegiate Athletics	Administrative Aide
Arlene Shorter	UIC OBFS Purchasing	ASST Director Purchasing

Chapter 20: Campus Focus Group Participants

The following list of individual participated in a Campus Focus Group meeting either during the current state and/or the future state of the BPI Research Purchase Options process project.

Name	University
Sarah Basrawi	UIC
Jennie Black	UIUC
Penny Brenner	UIUC
Ann Cole	UIS
Beverly Curtis	UIUC
Jim Fricke	UIC
Wendy Gochanour	UIS
Toni Langdon	UIS
Denise Lee	UIC
Andrea Lile	UIUI
Jason McArthur	UIUC
Lynette Riddle	UIS
Myra Sully	UIUC
Mary Umbarger	UIS
Karina Vazque	UIC

Appendix A: Business Glossary

Solicitation level or Bid limit

Requisition with a dollar value greater than $80,000, and excludes Professional & Artistic over $19,999.99

Small Dollar

Requisitions with a dollar value less than $80,000 and Professional & Artistic less than $20,000.00

Looper
A looper is a simple quote on a requisition which includes a commodity code, without any terms and conditions to be reviewed and only one signature.

Contract for Services (CFS)
Ex. Professional Consultant or Artist
Contracts for anything under $10,000, If requires multiple payments then this is done in iBuy and the CFS attached and assigned to the buyer

Group Purchasing Organization (GPO)
Organizations who provide group purchasing agreements, example Vizient

Solicitation Information Form (SIF)

Information gathering form of the desired purchase. Information includes, price, no additional terms, includes specification of purchase and not signature

Invitation for Bid (IFB)

Requesting vendors to provide a pricing bid for a specific good/service

Request for Proposal (RFP)

Requesting vendors to submit a proposal for a specific good/service

Request for Information (RFI)

Requesting vendors to submit information for a specific good/service

Illinois Contract System (iCS)
Application used for contract repository - The Illinois contract system