

Annual Report 1993-1994
Linda A. Chiappe

93-94 Accomplishments

Total Quality at ITD

- * Martha Talbott was hired as a senior facilitator to supplement the total quality effort.
- * Several quality improvement teams were formed over such issues as improving the ITD billing process, software support, and supporting local area networks on campus.
- * The first "skunkworks" self-directed work team was formed to develop a technical architecture for Emory. They presented their report in January.
- * The second phase of the technical architecture project is now underway with one full-time staff person and others from the original team working part-time on this phase.
- * Peter Day and Linda Chiappe served as Quality Advisors to a team in the Human Resources Department whose charge was to improve the Emory orientation process for new employees. A short term and long term proposal was submitted and the short term proposal was implemented.
- * Peter Day, Martha Talbott and Linda Chiappe attended GOAL/QPC national quality organization conference in Boston.
- * Martha Talbott and Linda Chiappe were certified as trainers for the forming and storming stages of IBM's TeamPac team training.
- * Three ICA facilitation methods training was attended by 90 mostly ITD staff members as well as a few individuals from other areas of the campus.
- * 33 members of ITD attended a three-day strategic planning training workshop presented by ICA.
- * The Facilitator Guild began meeting on a monthly basis. Some of the members assisted in facilitating for the Service Portfolio work unit workshops.

Service Portfolio

- * From strategic planning training, came a plan to create an ITD

service portfolio and reorganize ITD to best provide the services. This effort began in early March and should be complete in the early fall.

* The first step was to define the criteria by which the services will be measured. This was done through an open invitation workshop in which some 40 ITD staff participated. The criteria was further refined by team members.

* The next step was to gather information through a series of workshops on all possible services that should be considered for our portfolio. The services were gathered from the perspective of customer needs, current reality and blue sky or blank sheet.

* All of the services information from the workshop was consolidated and related to the criteria. This step help build the foundation for recommending services to be included in ITD's portfolio.

* The reorganization recommendations from this effort will be made in the 94-95 fiscal year.

Integrated Student Information Systems (ISIS) Task Force

* The Task Force's first task was to get an understanding of operations in selected school's admissions offices as well as operations in the central Admission, Financial Aid, Registrar, and Bursar's offices. This was done through a series of presentations from each of the offices.

* Next the team had a series of discussions centered on information from the presentations.

* Martha Talbot then lead a series of workshops for the group to assimilate all of the information and come up with recommendations.

* The report was presented to Deans and Directors and then to the Budget Committee who approved all of the recommendations.

* The project was divided into sub-teams to accomplish each of the main objectives with an oversight executive committee.

Human Resources Learning and Development Sessions

* Two hour presentation on ITD services has been included in the agenda for Emory Policies and Programs Administration and is presented each quarter by ITD staff.

* Linda Chiappe presented a half-day session on "What's Happening with Total Quality at Emory". The session was well received.

Cox Hall Gala

* ITD hosted a very successful Gala for the grand opening of our new Cox Hall facilities on September 22 and 23.

* The event included a symposium, a technology fair of over 30 demonstrations, mini-courses and tours, and a reception for "Friends of Computing".

* Event were coordinated by volunteer staff committees on exhibits for the Technology Fair by internal and external campus groups, logistics, hospitality, promotion and PR, and meta (steering).

Anticipations for 93-94

Total Quality at ITD

* All ITD staff will have opportunity to participate on Quality Improvement Teams

* Teams will participate in Team Training

* Leadership training will be developed and offered to all ITD staff.

Emory Excellence

* Workshops will be offered for interested Emory departments.

* Quality Improvement Teams will be initiated in selected departments around campus with Quality Advisors from ITD.

* Other departments will want to participate based on successes at ITD and with pilot campus teams.

* ITD will develop and present additional total quality seminars to the campus via HR Learning and Development series.

Service Portfolio

* ITD Service Portfolio will be decided and published.

* Alternatives for services ITD will not longer offer will be published.

* ITD will present a plan for reorganization and then implement that plan.

Training

* ITD will develop an extensive training plan for its employees.

* ITD will find opportunities to extend the total quality efforts beyond our own organization to the entire campus.

General Concerns

* A much greater emphasis needs to be placed on training in ITD. This includes technical as well as total quality, team, etc. training.

* Professional trainers may become a necessary resource.

* More emphasis needs to be placed on training for our customers so that they can become more self-sufficient thus allowing ITD to concentrate on what it needs to be doing.