

Best Practices Summary

Date: May 21-22, 2012

Project/Point-Event: ITS Meeting Room Request Process

Team Leader/Dept: Brian Borchers/ITS-MIS

Process Owner/Dept: Margo Holthaus, Assistant to the CIO, ITS

Business Need: Currently, there is no formal process for tracking requests to the ITS Front Office for meeting space. This has led to unfulfilled room requests and processing inefficiencies for Front Office staff.

Summary of Event: The team documented the process as it currently exists and identified steps that either lack adequate information or result in delays. Once the process gaps were identified, the team evaluated several different approaches to addressing those limitations. They determined that a tool was needed for tracking requests and that some form of documentation was needed for both the Front Office staff and for requestors.

Results: The team selected FootPrints for tracking meeting room requests. They developed and documented a new procedure for using this tool to ensure all requests are completed. They also created an instruction guide for ITS staff to easily submit their requests with the information needed for efficient processing.

Team Members: Margo Holthaus, Heather Flynn, Ben Kirchmeier, and Brian Jemes

