

Date: April 10, 2012

Project/Point-Event: OSP Post Award Change Management Identification and Prioritization

Team Leader/Dept: Kelly Morgan/OSP **Process Owner/Dept:** Polly Knutson/OSP

Business Need: Current documentation of the Post Award processes is not sufficient to identify and assign priority for areas of improvement.

Summary of Event:

The team identified three themes common in most of the Post Award processes: handling of email, information flow, and system issues

Email was identified as having the greatest potential impact

Results:

A prioritized list of the first five point projects to run concerning email: standardize incoming email handling, improve efficiency of emails out, improve response time, improve method of document sending, and post-completion email tracking and retrieval.

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