Bonitasoft

Old Dominion

Streamlining account requests at Old Dominion University

Old Dominion University (ODU) has been a public research university in Norfolk, Virginia for over 80 years, and is one of the nation's largest providers of online distance learning courses.

It comprises over 24,000 students and over 1,200 teachers. Old Dominion University offers 70 bachelors, 60 masters and 36 doctoral degree programs and 2 educational specialist degrees.

Bonita at Old Dominion

From a 3-day to a 1-day turnaround: account request processes now run 3 times faster

" Given our positive experience with the Bonita platform, we plan to extend our use of this BPM solution to other areas and for other purposes. "

Nathalie Metzger

Middleware Developer, Old Dominion University

Objectives

The project goal was to automate all account requests via a fully electronic online system to eliminate the need for manual, paper-based processing.

Challenges

- User data comes from different systems throughout the university
- Accounts include access to services like email, LAN, UNIX accounts, file shares and other sensitive data
- Need to extend existing identity management system, Monarch Identification and Authorization System (MIDAS), and connect to existing database
- Perform eligibility checks on each request

Outcomes

Streamlining the account request process means that the university and its account users are less reliant on manual paper-based work.
The IT team achieved its goal of having an electronic, online account request process.

Benefits

- ODU created a workflow with five different sub-processes that handle all the approval and account creation tasks
- In addition to the request process, a separate process sends out reminders every morning to all users that have an open task in their inbox
- After deploying the automated processes, the University has seen a significant increase in the speed of account request handling (three times as fast)
- About 15% of ODU's daily account requests are processed online, and this percentage is constantly growing
- Reduced turnaround time from three days to one day for requests completed online
- ODU also automated their audit process, which now runs much smoother
- BPM processes are currently connected to over 300,000 audit "rights" stored in their ERP on which decisions are based