Query Library Group Membership Request

A Case Study

► Process Improved:
A process which used to take 2 weeks, or even 2 months, now only takes 2 days (and sometimes only 2 hours). The UW-Madison Query Library has developed and deployed a new authorization process based on a number of business best practices and technological advances including: authorization based on job duties (e.g. adviser, enrollment manager), well defined collections of information resources, electronic workflow, and secure identification/authentication infrastructure. The new process was made possible by both technology advances, and also the collaboration and hard work of campus-wide committees, such as the Office of Quality Improvement and DoIT.

► Unit:
Office of Quality Improvement
Division of Information Technology

► Problem/Opportunity Statement:
Opportunity to dramatically improve the process by which campus staff are authorized to access information resources contained in the UW-Madison Query Library.

► Customers of the Process and Their Needs:
Campus staff in need of access to Query Library information resources
Supervisors and Deans/Directors who review/approve/deny information resource requests

► Changes Made:
Electronic workflow replaced the physical routing of paper forms
Authorization based on job duties replaced authorization based on data categories
Staff can track the status of their requests

► Results:
New process is:
- Much faster (Process now takes 2 days instead of 2 weeks (or 2 months))
- Much easier to use for everyone involved
- Much more secure
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► **Next Steps:**
   None. We're done.

► **Contacts:**
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