



# Policy Management Rollout at Des Moines University

POLICYSTAT FOR HIGHER EDUCATION

**Presented by:**

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# About Us

- Graduate Health Sciences University founded in 1898
  - 3 Colleges: College of Health Sciences, College of Podiatric Medicine and Surgery, College of Osteopathic Medicine
  - More than 1,500 students pursuing graduate degrees in 8 programs
  - 320 employees, plus adjuncts and standardized patients
  - Includes multi-specialty clinic on campus



# DMU's Implementation Team

- Business Sponsor – Erika Linden, Chief Compliance Officer
- ITS Sponsor – Keith Grey, Associate CIO
- ITS Project Lead – Andrew Violet, Senior Security Analyst
- Other team members:
  - Linda Kading, CCO Administrative Assistant
  - Kyle Jacobsen, Business Analyst

# Policy Management Legacy Process

- 296 University and Clinic Policies & Procedures
- Manual, labor intensive process
  - Approved policies published to intranet SharePoint site
  - Review and approvals managed through manual process of emails and Word documents by CCO Admin
  - Policy archive – 15 linear feet of paper files!
  - Ownership and review status tracked on Excel spreadsheet by CCO Admin
  - Lack of accountability for timely review and updates by policy owners
  - User frustration at inadequate search functionality and difficulty finding current policies

# Business Case for Reform

Issue	Detail
No fully functional process for managing policy document through its entire lifecycle	Manual process, performed by few individuals; simple tasks become overwhelming in number and time to complete
Current platform not designed or optimized for policy management	Lifecycle management limited by functionality available in Word, Excel and SharePoint
Difficulty in enforcing biennial review policy – more than 100 policies were chronically late for review and update	Manual process for prompting owners and content specialists to review and update policies
Lack of accountability	Culture tolerated low prioritization of policy work because of cumbersome processes


# Search Criteria & Process

- Des Moines University explored 3 vendors based on business requirements that had been collected.
  - PolicyStat – Cloud based policy solution
  - NavexGlobal's PolicyTech – Cloud based policy solution or on premises option
  - Convergepoint – Runs on SharePoint




# Why PolicyStat?

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- PolicyStat met most of our 37 requirements identified in the BRD.
  - Other solutions required additional infrastructure to either be in place, or built out adding to overall cost
  - Cloud option was an ideal solution to reduce infrastructure needs and cost
  - Single Sign On was supported
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# PolicyStat Implementation

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- PolicyStat team's well-oiled process provided great guidance and support
  - Any delays in implementation were solely due to DMU staff time limitations and competing priorities
  - DMU's team benefited from having a leadership sponsor as well as a technical resource actively working on implementation.
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# Timeline

- 1/2017 Internal approval for project and business requirements
- 2/2017 Evaluated 3 vendors
- 3/2017 Selected PolicyStat
- 5/2017 Kick off meeting with PolicyStat
- 6/2017 Preparation and planning meetings
- 7/2017 Policy upload and conversion
- 12/2017 DMU roll-out to campus community
- *Delay between conversion and roll-out due to internal DMU personnel resource limitations*

# Documents Under Management

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- At implementation
  - 296 active policies in 18 areas
  - 49 ancillary documents attached to policies
- Since implementation
  - 275 active policies
  - 102 reviewed and updated
  - 28 retired
  - 7 new policies created



# Along the Way

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- Changed to 3-year review cycle for most policies
- Extremely positive feedback from the university community
- Excitement from departments who want to move workflows and documents to PolicyStat
- Developing governance to create consistency and order to the platform



# Implementation Challenges

- Orphan or broken links to policies at old system URLs
- Tested the CCO's willingness to share "control" over process through decentralization
- Time! DMU created delays in implementation due to other priorities for key team members
- Identifying "stub" policies
- Training users with manage and edits responsibilities on using templates and edit functionality

# Criteria for Success

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- Reduce overall workload associated with managing and maintaining policy documentation
- Enhance capabilities through expanded tools and reporting
- Ensure compliance with review cycle
- Simplify policy consumers' experience
- Automate policy retention and archiving



# Impact of New System

- Users appreciate the ease of use and robust search features
- Review, editing & approval significantly streamlined
- Helped address the challenge of timely review and update of policies by streamlining the process
  - In the first 10 weeks following implementation, 58 policies were reviewed and updated or retired through PolicyStat, compared to 67 policies over the previous 11 months
  - While we still have a backlog of policies overdue for review, we are confident that new system will foster more timely and efficient policy management

# Next Steps & The Future

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- Expansion to allow departments to use PolicyStat for departmental policies and procedures
  - Creating internal governance process
  - Standardize departmental workflows
  - Implement DMU policy “style guide”
- Begin using acknowledgement functionality





*Thank you!*