What is this role?

Process owners act as the authority on a process, ensuring that the process supports the University’s mission of teaching, research, and service. Process owners promote the value of the process as part of the Service Management Program and work with the Service Management Office to continually monitor process health and maturity.

General Responsibilities

- Act as point of contact for a process
- Act as the authority for a process at the University level
- Coordinate a process across the University
- Champion policies, processes, roles, and responsibilities across the University
- Maintain shared policy, process, and procedure documentation
- Monitor key performance indicators (KPIs) and critical success factors (CSFs)
- Facilitate quarterly process reviews
- Facilitate annual process audits
- Ensure continual process improvement
- Take corrective action when needed
Additional duties during a revision to the service management system

• Work with the development team to create enterprise-wide requirements
• Gather unit-specific requirements from process managers
• Assist in writing stories and acceptance criteria
• Determine timing of releases
• Assist in creating user acceptance testing
• Facilitate user acceptance testing
• Assist in evaluating training needs and logistics