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CU I&E Submission: Faster InfoEd Access Through Smart Automation [1]

Category

Customer Service
Technology

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Project Description

The eRA Provisioning & Authorization (P&A) project automated how students and affiliated personnel obtain access to the InfoEd research administration system. It replaced a heavily manual, multi-step provisioning approach with a self-service OnBase access request form and an automated workflow that coordinates across OnBase, PeopleSoft HCM (POI creation/updates), and InfoEd profile creation. Built-in quality checks validate key inputs against multiple systems and route exceptions for rapid resolution, while operational logging and metrics provide visibility for troubleshooting and continuous improvement. As a result, access can be delivered far faster—often within minutes and up to one business day—improving customer experience for research users and reducing administrative burden for campus and UIS teams.

Project Efficiency

The innovation is an end-to-end automated provisioning pipeline with quality gates: a single

OnBase entry point, automated HCM POI processing, automated InfoEd profile creation, and clear exception handling with logging/metrics. This reduced turnaround from days/weeks to minutes–one business day in many cases, while decreasing rework and errors caused by duplicate or incomplete data. The solution also improves supportability by providing visibility into volumes, processing outcomes, and failure points, enabling faster troubleshooting and targeted fixes.

Project Inspiration

Campus partners and UIS teams needed a faster, more reliable way to provision InfoEd access for high-volume populations (students and affiliates) without repeated manual steps across multiple systems. The existing process was time-consuming to manage and maintain and created delays during critical research cycles. P&A was inspired by a simple goal: make access predictable, self-service where possible, and verifiably correct through automated validation—so researchers can begin work sooner and administrators can focus on higher-value support.

What Makes You Happiest about this Project?

What we are happiest about is the measurable improvement in the researcher and administrator experience: fewer steps, faster access, clearer communications, and a repeatable process that scales across campuses. The solution is also maintainable—instrumented with logs/metrics and designed with well-defined integrations—so issues can be detected and resolved quickly. Finally, the project exemplified cross-team collaboration (delivery, strategy, OnBase, and HCM integration) to deliver an outcome with long-term benefit for InfoEd users.

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