

## FACILITIES CONNECT PROJECT TEAM

Provides information on the FC Project Team and examples of issues each role handles. You can reach out the main Facilities Connect email address with any and all issues: [facilities.connect@northwestern.edu](mailto:facilities.connect@northwestern.edu)



### Scott Reiter Assistant Director, Facilities Products

Scott's role is to guide the success of Facilities' digital products and lead the cross-functional team that is responsible for improving it. He will set the strategy, roadmap and feature definition for the Facilities product line (such as Facilities Connect, Facilities Reporting Platform, etc.).

Email Scott at [scott.reiter@northwestern.edu](mailto:scott.reiter@northwestern.edu) for:

- Feedback of the Products
- Requesting new or changed features
- Discuss priorities and the roadmap

### CJ Marshall Training and Support Specialist

CJ's role is to provide training and communications on Facilities systems, processes and supporting technologies. They will plan, design and deliver training curriculums. They also provides functional support for digital products thru 1 on 1 and group support sessions. In addition, CJ maintains key product documentation.

Email CJ at [cj.marshall@northwestern.edu](mailto:cj.marshall@northwestern.edu) for:

- “How to” or “How do I?” questions
- Investigations as to why the system or people are doing what they are doing
- Designing a training curriculum for processes or systems



### Nasreen Rajani Data and Reporting Analyst

Nasreen is responsible for analyzing Facilities data and collaboratively developing analytic and data visual tools for improving performance. She will conduct data investigations, perform data mining/ analysis and provide reporting and interpretation of performance metrics for stakeholders. Nasreen facilitates the maintenance and reporting of benchmarks and performance metrics.

Email Nasreen at [nasreen.rajani@northwestern.edu](mailto:nasreen.rajani@northwestern.edu) for:

- Data to answer business questions
- Reporting questions and needs
- Insights on performance



**Facilities Management IT (FMIT):** if you experience hardware or general computer issues, please reach out to the FMIT Helpdesk at [FMITHelpdesk@northwestern.edu](mailto:FMITHelpdesk@northwestern.edu).

**Northwestern IT (NIT):** NIT is a FC Project Team Partner in the ongoing development and updates of Facilities Connect and the OTG application.