FACILITIES CONNECT:
Advisory Group Meeting #7

OCTOBER 1, 2019
# TODAY’S AGENDA

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<td>Module Updates and Sneak Peek of O&amp;M Features</td>
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Facilities Connect contributes to the delivery of a safe, sustainable, and reliable operating environment. Facilities Connect supports Facilities’ operating tenets:

**Be One Team**
Centralized and integrated platform that tracks and manages workplace information at every stage of the facilities lifecycle.

**Focus on Customers**
Single desktop to view facilities information, perform self-service and validation activities, and access revamped, customer-centric Facilities services for request.

**Always Improve**
Highly-scalable platform that allows for expanded use of capabilities and future integrations with more data sources.

**Know The Business**
Real-time metrics and data updates through integrations with NU Enterprise systems.

**Be Transparent and Open**
Up-to-date financial information for projects and work tasks and direct ownership of non-building charge approvals.

**Meet Commitments**
More reliable and timely services to maintain University assets with improved data capture to perform analysis of metrics and business operations.
Facilities Connect will launch new Operations & Maintenance (O&M) functionality to replace the existing FAMIS work order management system.

2018

- Space Information
- Space Validation
- Project Management (Facilities Only)

2019

- Operations & Maintenance (Building Blocks)
  - Building Assets
  - Vehicles, Tools, Test Equipment
  - Lock Out Tag Out Procedures
- Operations & Maintenance (Core)
  - Corrective Maintenance
  - Preventive Maintenance
  - Inventory Management
  - Key Requests
  - Time Tracking
  - Job Costing
  - Mobile Tools

= Released
• **2019 Space Validation** closed on 9/20. Approximately, 90% was complete.

• Following up with the remaining open areas and cleansing the data.
  - Crucial to quickly complete these open areas

• Goal is to reopen for FY20 by mid November

• Improvements to the Campus Mapping Tool are currently in testing (planned to release with the FY20 launch)
  - View aerial photos for previous years
  - Additional tools and data layers
  - Simplification of maps – combing campuses
  - And more ....
 FACILITIES CONNECT O&M CUSTOMER FEATURES

Facilities Connect O&M module will deliver impactful improvements to the NU Facilities customer experience, including:

- **A centralized, one-stop shop** to access and interact with NU Facilities services and information
- **Automated dispatch** of service request types that do not require approvals, allowing customer approvals to focus where controls are needed
- **Allow for multiple requestors** within each department/unit with accurate request routing for any required service approvals
- **Improved service request management** with new progress-based notifications and integrated service request history
- **Automated prioritization of work tasks** for greater consistency in service delivery, governed by new, transparent service level expectations
- **Track and trace service requests**, encouraging responsiveness and accountability
Revamped Request Classes, Improved Terminology, More Intuitive

Summary views with up to date status and important notifications.
Dashboard of ‘Action Items’ awaiting approval.

eMail Push Notification for Items Awaiting Approval
What needs approving?
- Requests for discretionary services funded by customers/departments
  🤔 *Facilities Connect calls these ‘Non Building Charges’*
- Facilities Connect automatically knows which charges are Non Building based on the request type.
- Non Building charges will require a chart string to be entered.

Why are there approvals?
- Facilities Connect enables any staff/faculty to directly submit Facilities requests
- Provides departments the ability to self-control discretionary spending

What is the role of an approver?
- To approve or deny the work/expenditure
- All non building work must be approved before the system sends it to Facilities
- Single-step approval only (no multiple-step approval steps)
Who is the approver?

- Approver is derived from the chart string entered in the service request
- Departments determine (ahead of time) which level in their chart string department hierarchy to use for approvals for service requests (school, department, etc)
  
  **To reduce the amount of maintenance, Facilities recommends the highest level of the hierarchy (least granular) that is appropriate (e.g. school level)**

- Departments (ahead of time) identify people to be the approvers for the selected level
  
  **To cover absences, multiple people should be identified; first to take action will move the request thru the process**

**TO DO:** Verify/name your approvers for each area

**SEND TO:** FacilitiesConnect@northwestern.edu

**DUE BY:** 10/18
Will I need to attend Facilities Connect training?
• No, you will not have classroom training for the upcoming release of Facilities Connect

What training resources will be available?
• Training materials for the Service Request and Approvals process will be available in the form of detailed job aids (see example from Space on the right)
• Facilities Connect job aids will be organized in collections by FC user group; these materials will provide versatility for both on-demand user training and desktop quick reference
• Training topics will include:
  - Create a New Service Request
  - View an Existing Service Request and Service Request History
  - Cancel an Existing Service Request
  - Review and Approve Service Requests (for Non-Building Charges)

When will I be able to access training resources?
• Training resources will be available approximately 1-2 weeks prior to Facilities Connect O&M module release
• The FC team will send a communication (with link) indicating training resources have been released
Where do I go to access Facilities Connect training resources?

- All training resources will be available on the Facilities Connect website (www.northwestern.edu/fm/connect)
- The Training page (shown on the right) contains a directory of training resources by Facilities Connect module and user group
- Training resources for the upcoming release will be available in the Operations & Maintenance section of the Training page
Who should I contact for ongoing Facilities Connect support?

- Northwestern Information Technology (NUIIT) will provide user support for Facilities Connect on an ongoing basis
- Visit the NUIIT Support Center (it.northwestern.edu/supportcenter) for a variety of contact options, IT service alerts, walk-up locations, and more.
- You can always contact NUIIT Support directly
  - By Phone: (847) 491-4357 (1-Help)
  - By Email: consultant@northwestern.edu
Questions or Feedback? Please email the Facilities Connect team at:
FacilitiesConnect@northwestern.edu

For the latest information, visit the Facilities Connect website (news, training, FAQ, Team List):
www.northwestern.edu/fm/connect