



FACILITIES CONNECT BULLETIN \

FOR O&M TECHNICIANS AND SUPERVISORS

GOODBYE WORK ORDERS, HELLO WORK TASKS

One of the changes coming with Facilities Connect is that work orders will be replaced with work tasks. Beyond a simple change in terminology, Facilities Connect work tasks offer notable improvements to a technician's experience. In this issue of the FC bulletin, we will take a closer look at this exciting change.

TODAY'S TOPIC | What's Changing in Facilities Connect

Facilities Connect Work Tasks will bring two (2) impactful changes to the way we work today:

1. Much more information will be available to technicians
2. Parent/Child tickets will be going away, as multi-shop jobs will share a single work task



What will this look like in Facilities Connect?

- **More information will be available** - Maps/floor plans, assets, parts, maintenance history, work prioritization and customer details will all be viewable in a work task.
- **Multi-shop jobs will share a single work task** and each technician's comments, statuses and photos / documents will be viewable across O&M shops performing the work.



How will this improve our work?

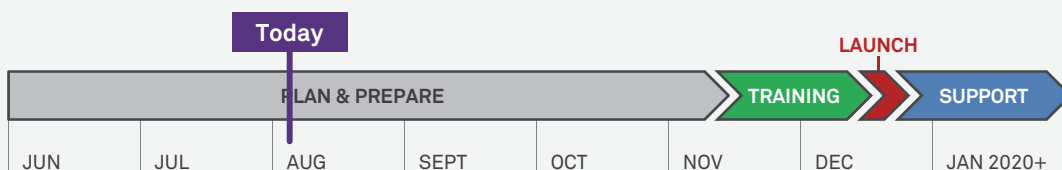
- **Better access** to NU Facilities data
- **Improved communication and information sharing** between O&M shops
- **Fewer work tasks** in the system
- **Better data and clearer reporting** on campus buildings and assets for improved future planning



What will this change mean for me?

- **More resources** will be available at your finger tips, helping simplify your work and decision-making
- **No more searching for child tickets** as all related work information will be visible on your work tasks
- **Better coordination with customers** including preferred access time(s) and whether the customer needs to be onsite during service

PROGRESS AND IMPORTANT DATES



Important Dates

Coming soon.

An Important Message from Jim and Keith:

This bulletin starts to introduce you to not only the new terminology we'll be using, but also some of the more significant changes in how we will accomplish our jobs each day. We're excited that the new platform will put so much additional information at your fingertips – it's one of the reasons iPad's will be an essential tool to carry during your shift.

-Jim and Keith