



FACILITIES CONNECT BULLETIN \

FOR O&M TECHNICIANS AND SUPERVISORS

WORK TASK COMPLETION AND RESOLUTION

One of the ways that Facilities Connect will help improve NU Facilities services is through better data and analytics. In today's Bulletin, we'll review Facilities Connect work task completion and resolution activities, and how newly captured data will provide for better analytics and decision-making by NU Facilities Operations.

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

Facilities Connect will impact work task completion in the following ways:

1. At work task completion, technicians will complete a new step documenting the root cause and resolution for the given work task



What will this look like in Facilities Connect?

- Each work task will include a **Resolution menu** with four (4) dropdown options to classify the problem and fix for the issue at-hand
- **New Resolution Description field** will clearly distinguish the issue resolution from all other comments and information on a work task



How will this improve our work?

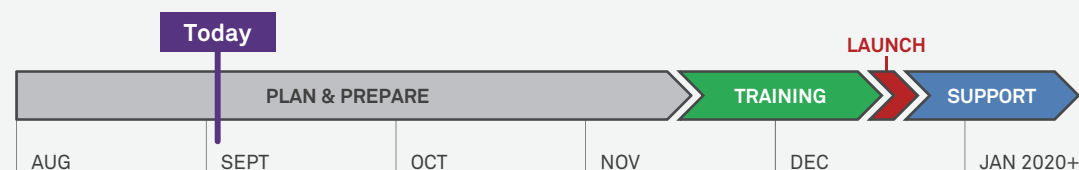
- **Creates a detailed and reliable service history** of assets and spaces across campus
- **Improved visibility of root cause(s) of issues encountered** with deeper data to support the preventive maintenance program
- **Better insights, cost details, and analytics support** in repair / replace decision-making
- **Influence design and construction standards** used by NU Facilities



What will this change mean for me?

- **As a Technician, you will need to perform a brief resolution step** at the completion of each work task

PROGRESS AND IMPORTANT DATES



Important Dates

Coming soon.

An Important Message from Jim and Keith:

An additional change in Facilities Connect is that Technicians will "Complete" work tasks, instead of "Close" work orders. For Technicians this is little more than a change in terminology. Supervisors, however, will now have the responsibility to verify work is fully completed and "Close" the work task. Work Tasks can't be reopened once flipped to "Closed".

Thanks for all your efforts in this past fiscal year. Have a happy and safe FY20!

-Jim and Keith