



FACILITIES CONNECT BULLETIN \

FOR O&M TECHNICIANS AND SUPERVISORS

WELCOME TO IMPROVED WORK TASK MANAGEMENT

In our last FC Bulletin, we introduced Facilities Connect work tasks and highlighted some new improvements to the technician work experience. In this edition, we'll review how Facilities Connect will further enhance your daily experience by simplifying work task management.

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

Facilities Connect will improve work task management in the following ways:

1. NU Facilities work tasks will now be visible across all shops
2. New menus and filters will categorize work tasks by priority / due date
3. New functionality will identify and combine duplicate service requests



What will this look like in Facilities Connect?

- **Each work task will have a clearly indicated priority level** based on the work task type and nature of the request
- **New Filter Menus** will provide work task visibility and access by priority (e.g. emergency, important, urgent, routine, overdue, etc.)
- **Duplicate Service Requests** will be automatically flagged and consolidated by Customer Service



How will this improve our work?

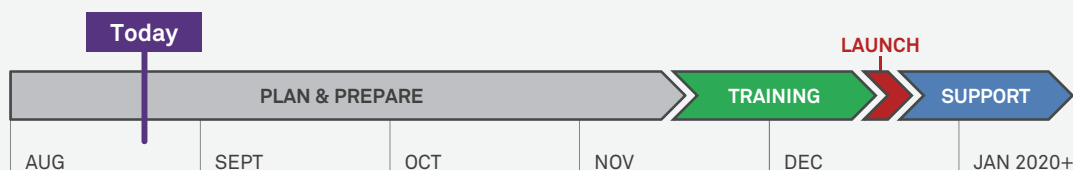
- **Better distribution of work** across shop resources
- **Greater visibility and balancing** of high priority and overdue work for shop completion
- **Improved service expectations** for both shops and customers



What will this change mean for me?

- **Built-in, easy work task filtering** to quickly locate tasks by type, status and priority
- **Visibility of all NU Facilities work tasks** as well as those work tasks assigned to your shop
- **Less over-dispatching, confusion, and lost time** resulting from duplicate service requests

PROGRESS AND IMPORTANT DATES



Important Dates

Coming soon.

An Important Message from Jim and Keith:

While designing Facilities Connect, we spent a lot of time reviewing the types of service requests we receive and naming / organizing them as clearly as possible. This will make it easier for customers to enter requests consistently, allow the system to quickly identify duplicate requests, and enables our team to identify priorities and typical response times. We expect all of enhancements will help organize our work and streamline our efforts.

-Jim and Keith