URIC

Administrative Meeting

October 16, 2019

Agenda
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TIME	TOPIC	PRESENTER
9:00 – 9:15	Introduction & Updates	Joe Boes
9:15 – 9:30	Facilities Connect	Scott Reiter
9:30 – 10:00	COI Overview	Kate Booth
10:00-10:15	HR Updates	Beth Abbott
10:15-10:30	Staff Engagement: Psychological Safety	Esrea Perez-Bill Jen Zhou
10:30	Closing & Questions	Joe Boes

Updates

- <u>Vice President for Research transition</u>

  - Jay Walsh named as Sr. Advisor to President

  - Milan Mrksich named as Interim VPR

- <u>Website Updates:</u> https://urica.northwestern.edu

  - Look and feel (slight) differences due to move from Drupal platform for all

  - [Staff Contacts](#)

    - SmartSheets list, webform to request updates for your area

  - [Proposals: URIC or Department](#)

  - Coming soon: HR SOP & Onboarding template

  - Please provide input – What would be most helpful to you/your URIC: What functions? What topics/resources? How best to present?

- <u>Events Registration and E-Commerce (credit cards)</u>

  - [Link](#); Use and need amongst the group, show of hands:

    - Currently use event registration or merchant services?

    - Have an immediate need? Foresee a need down the road?

Updates, continued

- <u>Fiscal Year Close and Beginning</u>
  - Projections and Accuracy at 3rd Quarter
  - Projections for 1st Quarter - 12/12/19
  - Budget Packets: distributed, reach out for questions to Alexandra
- <u>Department Tree / Department Naming</u>
  - Reconfigured Department Tree
  - Cross-naming alignment (NUFs, myHR, InfoEd)
- <u>FY19 Sponsored Activity</u>
  - Proposals: 42% ($82.2M) growth in submitted dollars; $279.9M Total; Average $1.15M/proposal
  - Awards: 24% ($13.7M) growth in awarded dollars; $70.4M Total; Average $285k/awards
  - Largest average proposal/award & largest growth rates of major research areas

Facilities Connect

Scott Reiter

[Link to Test Environment](#)

FACILITIES CONNECT OVERVIEW

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

Facilities Operating Tenets

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 RELEASE PLAN

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

Expected Winter Quarter

✓ = *Released*

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

Improved service request management with new progress-based notifications and integrated service request history

Automated dispatch of service request types that do not require approvals, allowing customer approvals to focus where controls are needed

Automated prioritization of work tasks for greater consistency in service delivery, governed by new, transparent service level expectations

Allow for multiple requestors within each department / unit with accurate request routing for any required service approvals

Track and trace service requests, encouraging responsiveness and accountability

REQUESTER EXPERIENCE
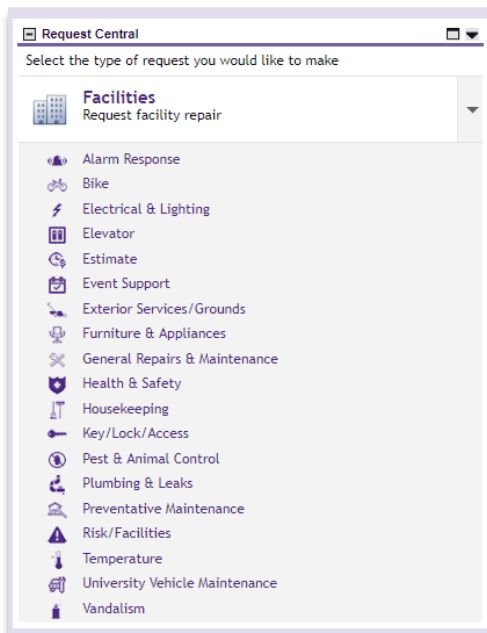
Revamped Request Classes, Improved Terminology, More Intuitive

Summary views with up to date status and important notifications.

APPROVER EXPERIENCE

Dashboard of 'Action Items' awaiting approval.

eMail Push Notification for Items Awaiting Approval

APPROVALS

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)

Examples of Items Requiring Approval

Requests for Furniture & Appliances

Hanging Bulletins/ Whiteboards/ TVs

Painting

Shelving & Pictures Hanging

Additional Housekeeping Services

Flooring Replacement

Interior Signage

Portable Lamp Maintenance

Key Requests

Bike Removal/ Bike Lock Cutting

Bike Repair Station Maintenance
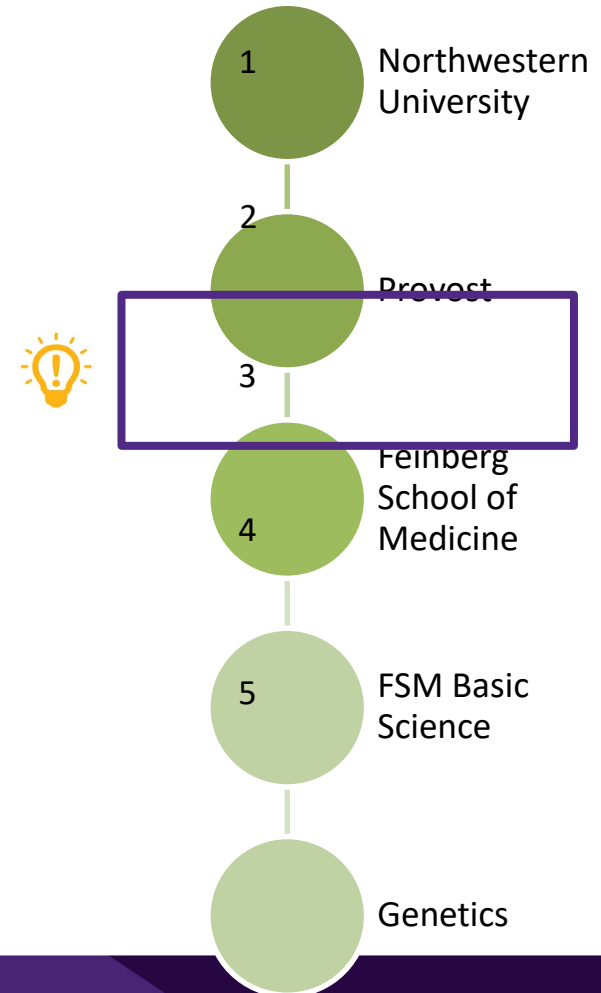
Etc.

APPROVALS

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

Sample Chart String Hierarchy

1. Northwestern University
2. Provost
3.
4. Feinberg School of Medicine
5. FSM Basic Science

Genetics

Q & A

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

COI Overview

Kate Booth

HR Updates

Beth Abbott

HR Updates
Salary History Ban

- Effective 9/29/19 prohibits employers from:
  - Soliciting information regarding wage, salary and benefit history from job applicants, or their previous employers
  - Considering wage, salary or benefit history in compensation and hiring decisions, if voluntarily provided by an applicant
  - Requiring employees to sign a contract or waiver prohibiting them from discussing compensation with other employees

- Employers Can:
  - Share information with an applicant about the wage, salary or benefits being offered for a position
  - Discuss an applicant's expectations with respect to wage, salary or benefit information

Updates, continued

- Don't ask:
  - What were you earning in your last position?
  - What is included in your current benefit package?

- Do ask:
  - What are your salary expectations for this role? Or, at this point in your career, what are your salary expectations?
  - What compensation and benefits are you seeking?

Updates, continued

Temp Hiring Update

- Request process is moving to OnBase for sourced and direct temps. Will roll this out slowly with Institutes and Centers.

- Direct Temps:
  – I-9 sections 1 and 2 must be completed by candidate prior to submitting request
  – Personal Data form information must be complete and correct
  – Non-student direct temp checklist: https://www.northwestern.edu/hr/documents/for-managers/temphirechecklist-nonstudent.pdf

Staff Engagement: Psychological Safety

Esrea Perez-Bill
Jen Zhou

Office for Research

Proposed Values

Psychological Safety, Autonomy, and Empowerment OR Implementation Team (PSAE)

Psychological Safety, Autonomy, and Empowerment

Implementation Team

- Beth Irwin
- Claire Landis
- Esrea Perez-Bill
- Jen Zhou
- Julie Cowan
- Matthew Herrera
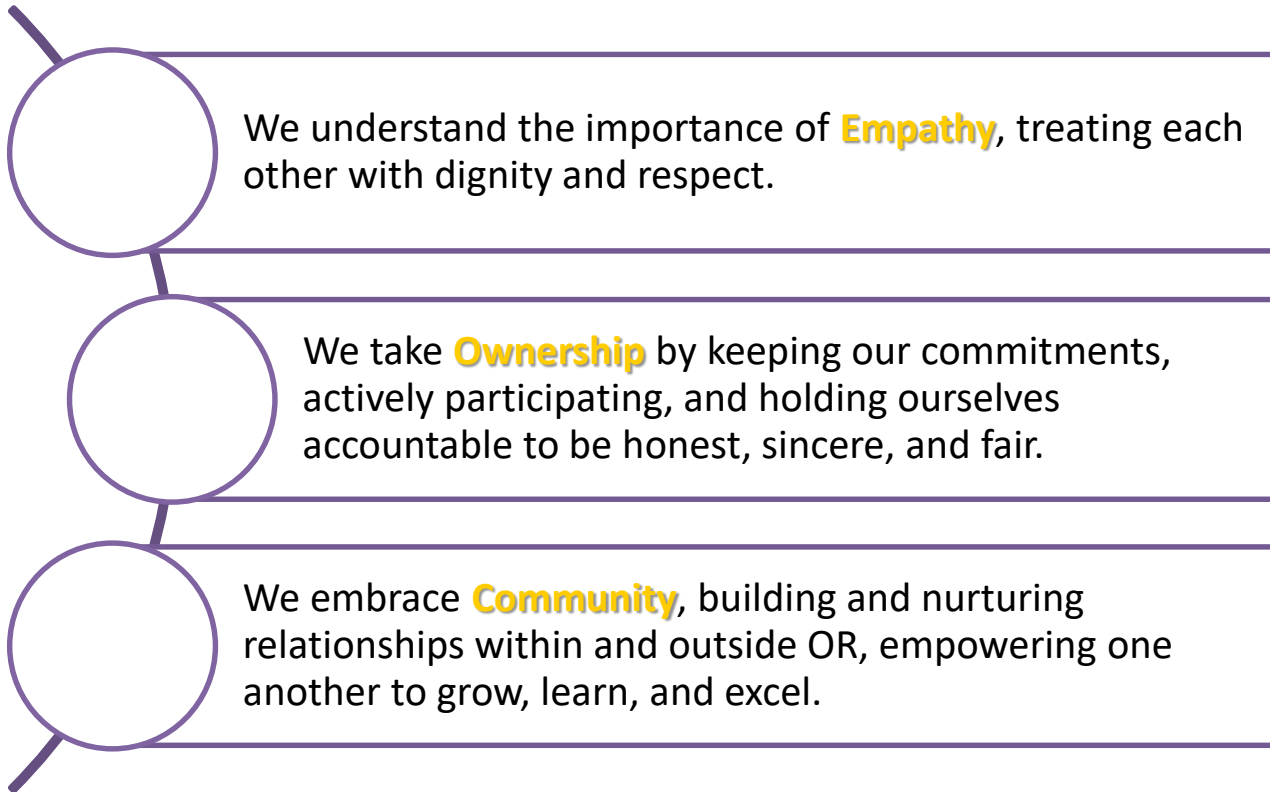- Nathalia Henry
- Sean Perry
- Theo Downs

Leadership Champions
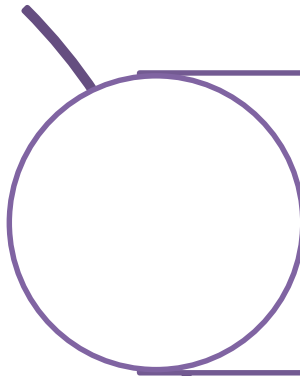
- Ann Adams

- Rex Chisholm

- Rich D'Aquila

- Fruma Yehiely

Background

The Implementation team was formed to establish values to address the Action Team's **Key Findings**

1. High Tolerance for Poor Behaviors and Lack of **Accountability**
2. Lack of System or Requirements to Ensure **Training** of Management and Staff
3. Issues with the **Hierarchical Structure** of Office for Research

Proposed Values

We understand the importance of **Empathy**, treating each other with dignity and respect.

We take **Ownership** by keeping our commitments, actively participating, and holding ourselves accountable to be honest, sincere, and fair.

We embrace **Community**, building and nurturing relationships within and outside OR, empowering one another to grow, learn, and excel.

Proposed Values

We work to ensure **Fairness**, building processes and systems that are transparent and equitable, embracing the highest ethical standards.
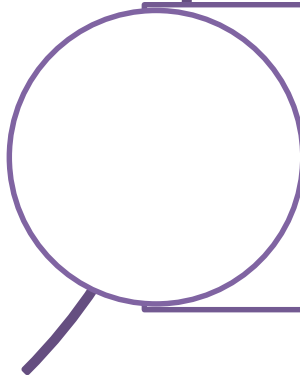
We encourage **Creativity**, empowering innovative solutions, and promoting responsible risk-taking and autonomy.

Northwestern

What's Next?

Values

Feedback

Learning

Collaboration

Accountability

Please Provide Your Feedback!

- Visit Our Website

Access the Short Survey:

- https://bit.ly/336kV9E

Closing & Questions

THANK YOU!!!