

FACILITIES CONNECT

OCTOBER 16, 2019

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



Know The Business

Real-time metrics and data updates through integrations with NU Enterprise systems



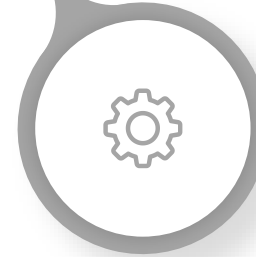
Be Transparent and Open

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
Operating
Tenets


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



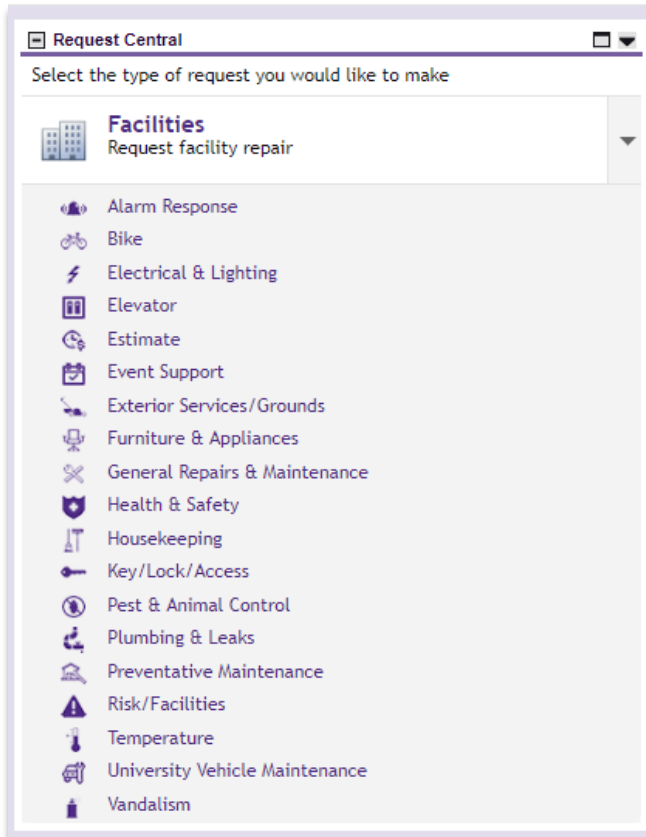
Allow for multiple requestors within each department / unit with accurate request routing for any required service approvals



Track and trace service requests, encouraging responsiveness and accountability



REQUESTER EXPERIENCE



Revamped Request Classes,
Improved Terminology, More
Intuitive

My Active Requests

Request ID	Request Classification	Description	Created Date/Time	Requested For	Requester
SR-1000837	Estimate Request	178:Create an Estimate for a Work Task	08/22/2019 15:47:24	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000833	Fix/Replace Window Blinds	12:Work Task Rejected	08/22/2019 11:16:55	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000829	Furniture & Appliances Other	test	08/21/2019 17:50:34	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000828	Recycling Bin	test	08/21/2019 17:45:46	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000827	Fix/Replace Window Blinds	75:Completes Work (Work Task has multiple Workgroups)	08/21/2019 13:26:14	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000826	Fix/Replace Window Blinds	10: Add Resources (in same workgroup)	08/21/2019 11:49:24	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000825	Fix/Replace Window Blinds	178: Create an Estimate for a Work Task	08/21/2019 10:12:28	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000824	Fix/Replace Window Blinds	178: Create an Estimate for a Work Task	08/21/2019 10:04:30	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000821	Fix/Replace Window Blinds	15: Add Comment/Photo/Document	08/16/2019 11:38:18	cstGeneralRequestor,cstGeneralRequestor	cstGer
SR-1000818	Room Lockout	The door is locked to my office and I do not have a key	08/16/2019 09:56:53	cstGeneralRequestor,cstGeneralRequestor	cstGer

Requests For Someone Else

My Request History

Summary views with up to date status and
important notifications.



APPROVER EXPERIENCE

Reminders - Request Central

- 1 - Action Items
- 10 - Notifications
- 0 - My Pending Surveys

Dashboard of 'Action Items' awaiting approval.

Home > Requests > Action Items
[Open In New Window](#)
[Add to Bookmarks](#)
[My Bookmarks](#)

Action Items Accept

Action	Record Name	Type	Due	Status	From	
<input type="checkbox"/>	Required Review	1295816 - Service Request-SR-1000615-0-1295816	Approval	09/25/2019 15:45:18	ASSIGNED	GeneralRequestor, Training - 5004520

From: wasadmin@x00192.cds.tririga.com <wasadmin@x00192.cds.tririga.com>
Sent: Wednesday, September 25, 2019 3:45 PM
To: Gail R L Renfrow <g-renfrow@northwestern.edu>
Subject: Facilities Connect Action Item - Required Review (1295816 - Service Request-SR-1000615-0-1295816)

You have been assigned an Action Item in Facilities Connect.

Action Item: Required Review
 Record: 1295816 - Service Request-SR-1000615-0-1295816 (triApproval)
 Assigned at: 09/25/2019 15:45:18
 Assigned By: GeneralRequestor, Training - 5004520

[Approve](#) [Return](#)

Links

- [Record for 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?

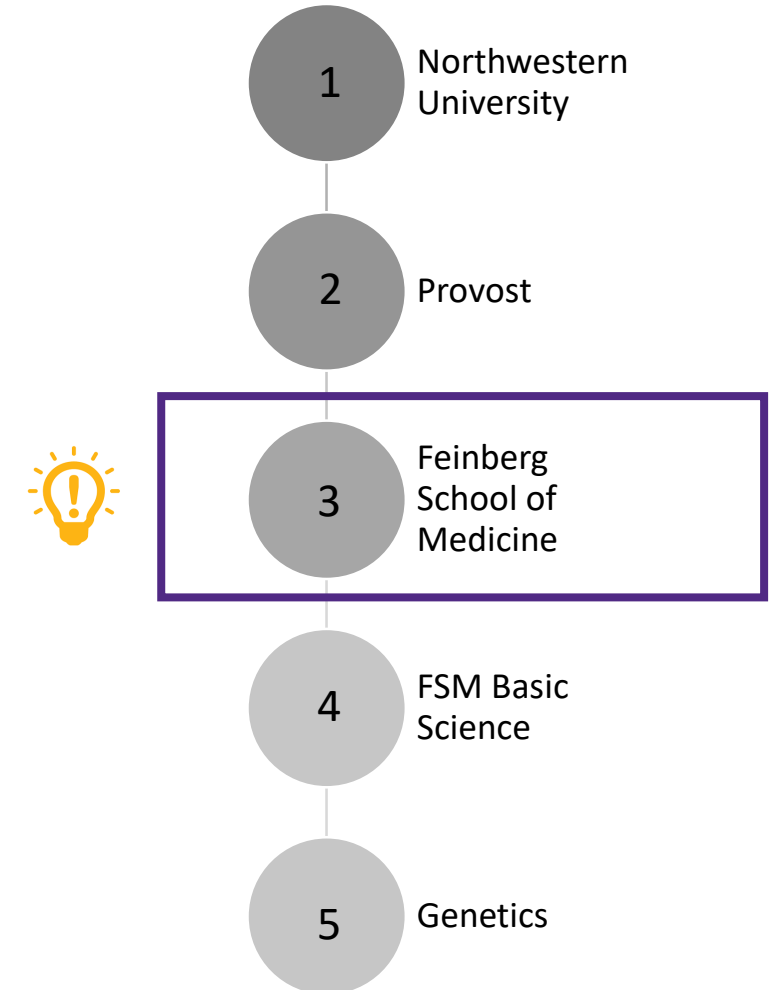
- Approver is derived from the chart string entered in the service request
- Departments determine (ahead of time) which level in their chart string department hierarchy to use for approvals for service requests (school, department, etc)
 -  *To reduce the amount of maintenance, Facilities recommends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



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