



## FACT SHEET \

### FOR CHANGE ADVISORY GROUP MEMBERS

#### 01. OVERVIEW

Later this year, Facilities Connect will launch new Operations & Maintenance (O&M) functionality to replace the existing FAMIS work order management system.

Facilities Connect is already home to Northwestern University's Space, Portfolio, and Asset Management functions. The upcoming addition of Facilities Connect O&M will create an integrated facilities management platform, which will simplify, streamline, and expand access to NU Facilities information and services.

#### 02. KEY IMPROVEMENTS

Facilities Connect will deliver exciting and 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



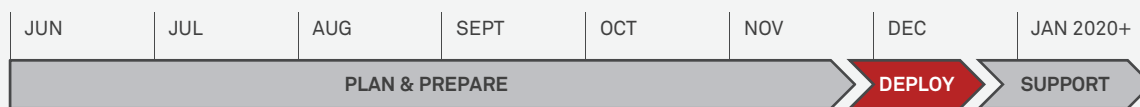
**Allow for multiple requestors** within each department / unit with accurate request routing for any required service approvals




**Track and trace service requests**, encouraging responsiveness and accountability

#### 03. ROLLOUT PLAN

The Facilities Connect implementation team established a coordinated rollout plan supported by change management, training, and communications



User Training Available 

Facilities Connect Launch 

#### Upcoming Communications

Jul	Kickoff Communication
Aug	August Advisory Group Bulletin
Sept	September Advisory Group Bulletin
Dec	Pre-Launch and Training Materials Available
Dec	Launch Communication