FACILITIES CONNECT UPDATE

JULY 30, 2019

FACILITIES CONNECT OVERVIEW

Facilities Connect is a new web-based platform that simplifies and streamlines access to Facilities information and services

Why?

Facilities Connect offers the following benefits:

Enhance Service Delivery

An integrated platform streamlines and centralizes Facilities processes

Clarify Processes

Refined processes to offer more clarity in roles and responsibilities

Increase Transparency

Real-time metrics and reporting to encourage responsiveness and accountability

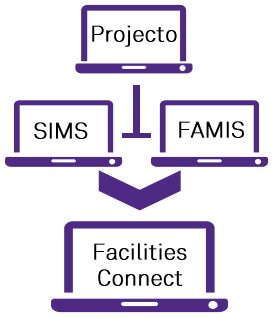
Improve Access

Customer portal provides easier access to services and better information

How?

To ensure Facilities Connect is successfully implemented and adopted, Facilities and Northwestern IT will:

- Collaborate with the Northwestern community to design a system meeting the needs and expectations of users
- Strategically replace three legacy tools with one platform, seamlessly integrated with other University enterprise systems for real-time information sharing
- Train Facilities Connect users on the new system to drive user adoption



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)

✓ = *Released*

2019

✓

Operations & Maintenance (Building Blocks)

- Building Assets
- Vehicles, Tools, Test Equipment
- Lock Out Tag Out Procedures
- Key Templates

Operations & Maintenance (Core)

- Corrective Maintenance
- Preventive Maintenance
- Inventory Management
- Key Requests
- Time Tracking
- Job Costing
- Mobile Tools

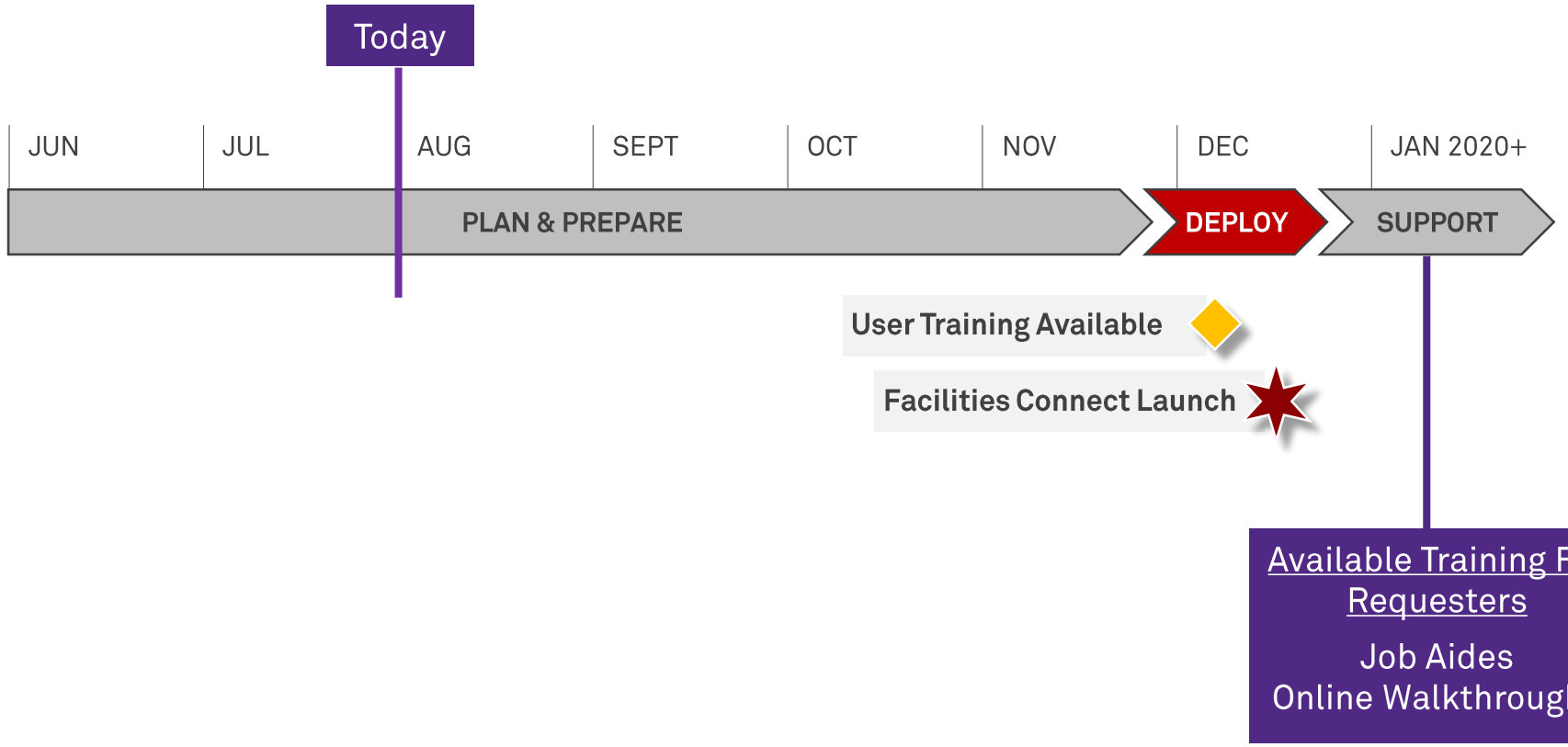
Expected December 2019

Project Management (Campus)

OPERATIONS & MAINTENANCE MODULE

PROJECT SCHEDULE

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



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

KEY IMPROVEMENTS FOR REQUESTERS

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

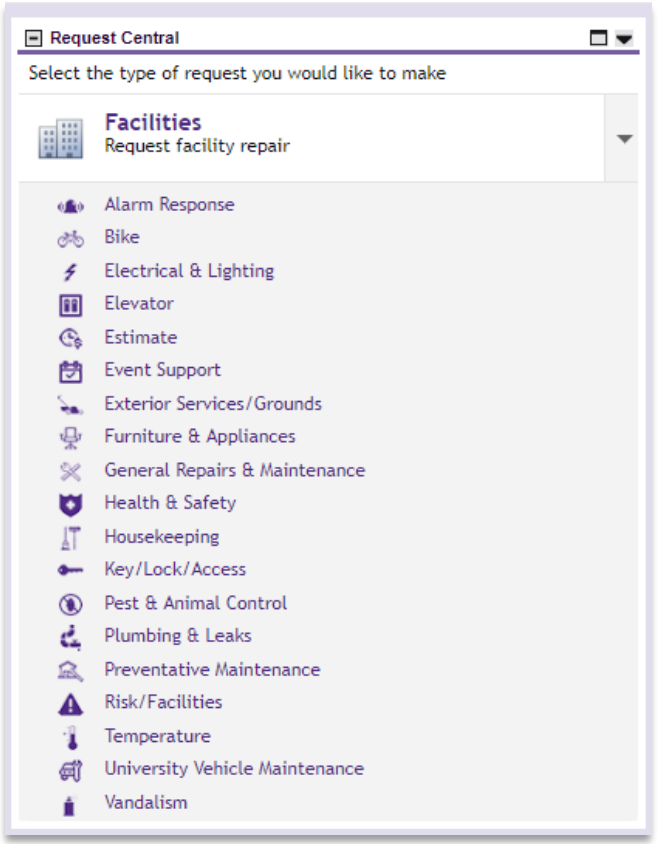
Automated dispatch of service request types that do not require approvals, allowing customer approvals to focus where controls are needed

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

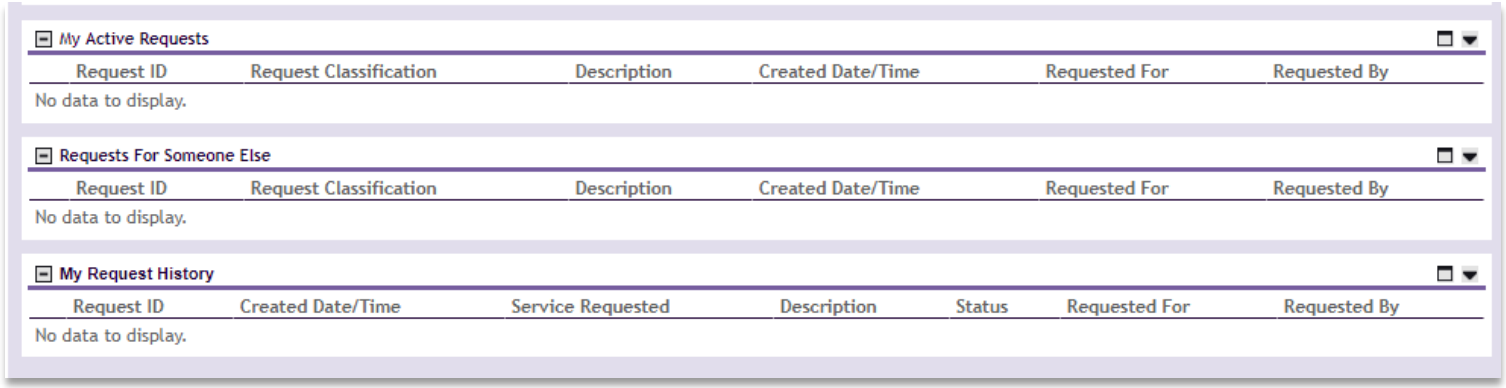
Allow for multiple requestors within each department / unit with accurate request routing for any required service approvals

Track and trace service requests, encouraging responsiveness and accountability

REQUESTER EXPERIENCE



Revamped Request Classes, Improved Terminology, More Intuitive



Dashboard housing active and historical requests with up to date status and important notifications.

YOUR ROLE

Determine who in your organization will approve facilities services.

Determine who in your organization will request and monitor facilities services.

Ask questions, seek to understand

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