

FACILITIES SERVICE REQUEST PROCESS IMPROVEMENT

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UNIVERSITY OF
South Carolina

BACKGROUND

- Current System: FAMIS
 - 20+ year old system
 - Lacks capabilities of a modern facilities management software
 - Serves all Facilities information needs including:
 - Work Management
 - Utilities Tracking and Reporting
 - Project Management
 - Space and Building Information and Reporting



ASSET WORKS

- Currently Implementing a new system Asset Works
- Phase 1 (Summer 2024 Go Live) Includes Work Management, Space, and Utilities
- Work Management Includes components in the customer facing READY application as well as the Facilities centered AIM.

The AiM Integrated Workplace Management System

The complete end-to-end facilities management solution for the public sector



PURPOSE

- Rethink the way we receive work request
- Current Process is Limited by the functionality in FAMIS
 - Phone Call or simple Web Based Form
- Goals:
 - Empower our campus customers
 - Provide better clarity to our customers
 - Gather information more efficiently



PEOPLE INVOLVED

- Sponsors: Jason Cone and Jason Lambert

- Project Team Members:
 - Daniel Rabon Director Facilities Business Intelligence
 - Zach Kay Assistant Director for Work Management
 - The work management group – Subject Matter Experts on the Facilities Side

- Customers/End Users: Mike Doty and Gary Bennett

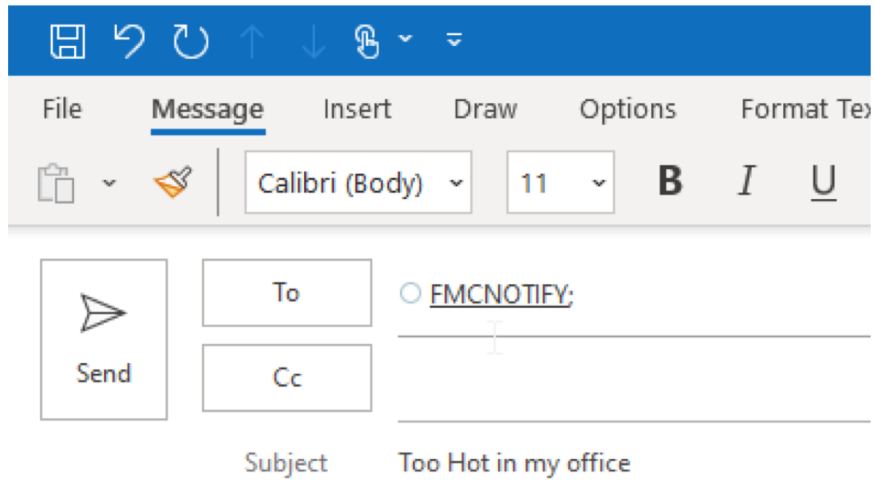


PROJECT PATH

- Review capabilities of READY
- Determine what information we really needed from our customers
- Define a workflow for requests
- Gather feedback from our campus customers regarding changes that will impact the way that they work
- **Build request templates (We are here)**
- Testing
- Training
- Summer 2024 Go Live



CUSTOMER INTERFACE



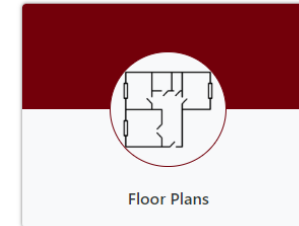
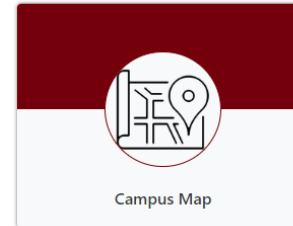
Good Morning,

My office is too hot.

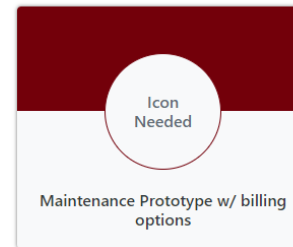
1206 Flora St. 211A



Space Self-Service

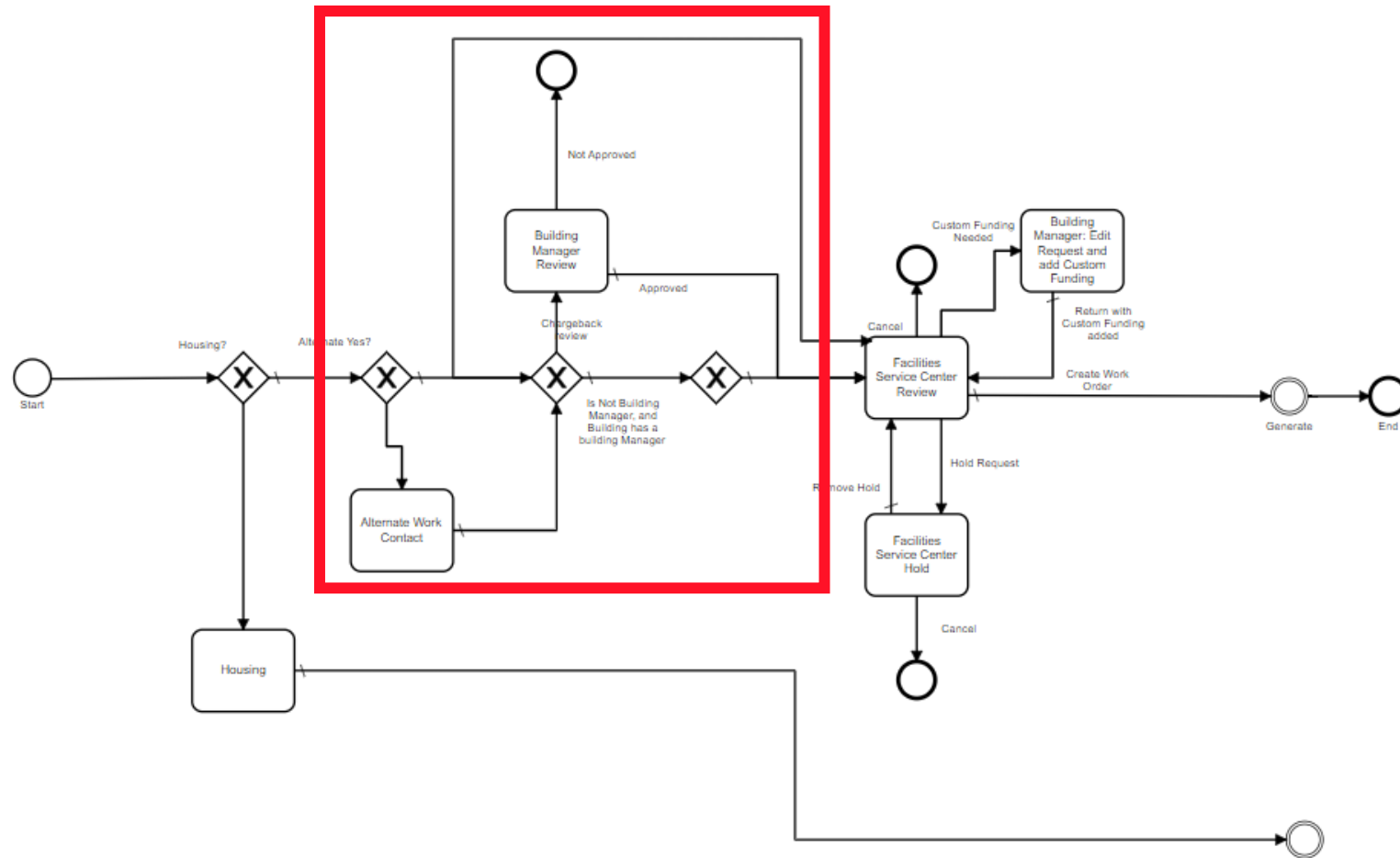


Facilities Request



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PROCESS MAP



TARGETED IMPROVEMENTS

- Gather necessary information from the start
- Empower our campus customers
 - Allow Review and approval of service requests at the department level
 - Turn our customers into campus partners
- Provide better clarity to our customers
 - Information about the timing and status of work requests will be in the hands of our customers.



NEXT STEPS

- Finalize our Request Templates
- Testing
- Training
- Go Live



REFLECTIONS

Biggest Takeaway:

- Projects like this one can provide an overwhelming number of opportunities. I think its important to carefully prioritize them.

Moving Forward

- We have a lot of changes ahead of us in facilities with Asset Works, the tools and techniques from this program will prove useful as we navigate through this implementation.



THANKS!

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