# Agenda
October 16, 2019

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Updates

• Vice President for Research transition
  – Jay Walsh named as Sr. Advisor to President
  – Milan Mrksich named as Interim VPR

• Website Updates: 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?

• Events Registration and E-Commerce (credit cards)
  – 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

• Fiscal Year Close and Beginning
  – Projections and Accuracy at 3rd Quarter
  – Projections for 1st Quarter - 12/12/19
  – Budget Packets: distributed, reach out for questions to Alexandra

• Department Tree / Department Naming
  – Reconfigured Department Tree
  – Cross-naming alignment (NUFs, myHR, InfoEd)

• FY19 Sponsored Activity
  – 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 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 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

✓ = 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
- **Automated dispatch** of service request types that do not require approvals, allowing customer approvals to focus where controls are needed
- **Allow for multiple requestors** within each department/unit with accurate request routing for any required service approvals
- **Improved service request management** with new progress-based notifications and integrated service request history
- **Automated prioritization of work tasks** for greater consistency in service delivery, governed by new, transparent service level expectations
- **Track and trace service requests**, encouraging responsiveness and accountability
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

- Record for 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*

**Sample Chart String Hierarchy**

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

**TO DO:** Verify/name your approvers for each area

**SEND TO:** FacilitiesConnect@northwestern.edu

**DUE BY:** 10/18
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

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](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.
What’s Next?
Psychological Safety, Empowerment, and Autonomy Implementation Team

Our Implementation Team is excited to announce the creation of Five Proposed OR Values. Please help us navigate this important initiative by providing your feedback below.

FIVE PROPOSED OR 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.
- We work to ensure Fairness, building processes and systems that are transparent and equitable, embracing the highest ethical standards.
- We encourage Creativity, seeking innovative solutions and methods in all we do, encouraging responsible risk-taking and autonomy, and supporting each other in the quest for continuous improvement.

We will use your feedback to establish robust, universally applicable training and learning curricula in support of these OR values.

Please Provide Your Feedback!

- Visit Our Website

Access the Short Survey:

Closing & Questions
THANK YOU!!!