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 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

Expected Winter Quarter
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.
Dashboard of ‘Action Items’ awaiting 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.
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:

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