Facilities Management – Facilities Information Systems

EDA Housekeeping Workgroup Meeting
Location: FM & Police Bldg Room 119
September 7, 2010

Purpose of Meeting: This meeting is being held to ensure that the requirements for EDA use in accordance with Facilities Management Housekeeping AAPPA criteria and established processes are clarified and documented before the implementation of the new product. Documentation of these requirements will ensure that all processes and procedures are satisfactorily captured according to the originally stated expected outcomes.

Facilitator: Ray Dinello, FIS
Coordinator Pamela Duff. FIS

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Attendees</th>
<th>Facilitators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30 PM</td>
<td>Introduction</td>
<td></td>
<td>RD</td>
</tr>
<tr>
<td></td>
<td>• Agenda Overview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:45 PM</td>
<td>Overview of EDA Objectives</td>
<td></td>
<td>RD</td>
</tr>
<tr>
<td></td>
<td>• Motorola EDA device-MCSS Enterprise Digital Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Review of device features/functionality via video</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Device focuses upon field use: durable device/multifunctional use</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Device was chosen since we needed a reliable device with a camera and ability for multifunctional processes. e.g. email access</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Has Windows ME, word, excel, view of attachments</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Outlook email access and Archibus Mobile access</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Auto sync capabilities or manual when needed: ability to push update info without any action on CF (sync and application data push)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Device Benefits: Improved customer service; real time info; verification of WR Completion</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Will begin with basics at first and then add additional processes later: e.g. tracking storage closet/product use</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ray discussed overview of device and anticipated use of EDA
• Goals/Objectives
  o Will be able to pull info from Strategic Planning
Barcode printer vendor will be coming to FM to provide an overview of software and device
EQ will have a barcode and will also have barcode on door (above 3rd hinge)
Barcode will identify location: 0055-2-231-1 (bldg-floor-room-door#)
Will follow rules for identification/doors/labeling
- Overview of Software—Syclo is name of company
  - Mobile Application software: can be flexible as long as follow general rules
  - UNCC FM: customer for EDA work order process
  - Diverse Customer Community: software currently used in multiple ways
  - Issue Wi-Fi access: ITS has committed to providing Wi-Fi in all bldgs
- Discuss User Testing /Schedule/Expectations
  Will have to determine work flow and provide best work flow possible: that will enable WR information to best advantage: Will need to change workflow for EDA use
  Process enable can provide higher level of info
  - Will begin from scratch to determine the new EDA Workflow

2:00 PM
Review of Project Objectives & Processes
- Hskpg will have inspections APPA with EDA use
- EDA element will change the workflow of WR process—will change how Hskpg supervisor will manage WRs
- Will now have CF actually be responsible for directly updating WR.
- Will need to complete dual system process for EDA and then current system process
- Will be onsite process
- Begin with 3 supervisors: based upon Beta test: will determine how many to buy.
- Each supervisor have one for 3rd shift
- Best process: Best route is to use same process currently and then use EDA process for those who will use EDA

2:10 PM
Current process will remain in effect for those who do not have EDA device.
Will need to determine prioritization, statuses and other details associated with EDA use
How to set up PM and EQ codes
Bar code use will be used and will need to determine details for areas concerned.

2:20 PM
Housekeeping Assignments for Pilot
- Suggestion to bring those who will be using the EDA device into future meetings
  1. Mike Harris
  2. Arzella McCain
  3. Essie Spears
  4. Terrell Patton
  5. Bonnie Peoples
- Request that future meetings be scheduled in early mornings to accommodate 3rd shift supervisors

EQ: Update old and upload new: working on getting info 100%
- Few corrections still to be completed
- Label maker has been labeled: lab safety supply: vinyl tape
- After completed, will get equipment into Archibus
- Then will get bar coding completed

Meeting Wrap Up
- Review Next Steps: Plan work flows and Mgmt of WRs for Supervisors
- Goal: less steps and more info: make it easy to use
- Automation: get WR to the right device and right Supervisor for action
• Ray suggests Utilizing zones for auto routing of Hskpg: route automatically to shift supervisor; Secondary automatic routing for Emergency WR at specific time until action / response or completed
• What info is needed? Hours or just completed status
• Specific areas have different info needed: hours to complete; on site status, customer info feedback/email notifications
• For those that do not need hours (PM), can just automate to complete status
• Can force action on Supervisor in order to complete wr and obtain info
  o Will need to determine PMs and work requests for Hskpg: complexities will need to be determined. E.g.: what to automate
  o Need to determine how to deal with space identification (outside of rooms): consistency will be needed but do not want to make it complicated
• Review Action Item Assignments, if applicable
  o Add Hskpg attendees to Bar Code Scanner review meeting
  o Email info link on Syclo: http://www.syclo.com/videos/smart-wm.html
  o Add Assigned Supervisor to future meetings: Send all info to attendees
  o Schedule morning sessions: 8:00 am: update to Bi-Monthly meetings (every 2 weeks)
• Next Meeting, Sept 30, 2010 from 8:00 am to 9:00 am  FM 119