



## **AiM - Software Implementation Update**

Office for Capital Facilities

Editor: Daniel Burgan

Issue 4 - July 2019

### **AiM - Update**

Since the last newsletter, the Office for Capital Facilities has been working on collecting executed PIA's in order to purchase ReADY Request and GO Asset Management. All but 3 PIA's have been returned, providing enough participation to allow SUNY to move forward with the purchase. Capital Facilities is currently going through the process of installing the software and going through internal training.

Based on the feedback received, Capital Facilities decided to include GO Asset Management in the PIA and make it part of this recent purchase. This product allows the user to perform different types of inspections on a mobile device and if an item in an inspection fails, in most cases, it will create a work order. If there is not enough information from the inspection to generate a work order, it will send a request to customer service so that someone can fill in the gaps and create a work order.

Due to how long the PIA process took, the timeline of the O&M project plan was directly impacted, including basic subject matter and workload. The implementation of EH&S, Keys, and Motor Pool will start when O&M is finished. The other obvious component is the additional cost mentioned in the PIA, for which campuses will receive an amazing value.

### **What is changing and why?**

#### **ReADY Request**

This past fall it became evident that the most important requirement from campuses was a front end web portal to enter work requests into AiM O & M ... one that is simple, powerful, and easy to use. The decision was made by the pilot campuses and system administration to purchase ReADY Request, an AiM product that will meet this need and enhance the overall implementation of AiM O & M dramatically. This change will push the O & M implementation schedule out several months. (details on page 2)

#### **ReADY Space (Not Purchased Yet, but covered in your PIA)**

OCF opted to take part in a Special Interest Group (SIG) for the purpose of assisting in the shaping and development of a new product called ReADY Space, which will dramatically impact how SUNY uses the Property and Space modules. One of the main goals of SUNY's involvement is to enhance the process for updating organizational occupancy and usage (space surveys) ... especially for those campuses that have to manage indirect cost recovery for grant related activities. (Timeline - Calendar 2020)

#### **GO Asset Management**

Again, based on the feedback received, we have decided to go forward and purchase GO Asset Management. This product allows for the user, on a mobile device, to perform different types of inspections and when an item in an inspection fails, in most cases it will create a work order. If there is not enough information from the inspection, it will generate a customer request, in which a customer service person can fill in the gaps and create the work order.

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### How Does it Impact Us? What is the Plan?

As mentioned earlier, 20+ SUNY campuses opted into the initial implementation of AiM O&M. Of these campuses, six offered to take part as pilots, which means that they are willing to share every detail of how they do business, discuss lessons learned over the years, and ultimately invest many hours over the course of 2018-19 to develop a common configuration for SUNY to be rolled out to the other campuses.

Due to how long the PIA's took to be returned, the schedule below has changes. Below is the impact to the timeline of the O&M project plan, including basic subject matter and workload. The implementation of EH&S, Keys, and Motor Pool will start when O&M is finished. The other obvious component is the additional cost mentioned in the PIA, for which campuses will receive an amazing value.

A brief explanation of each of these subject matters can be found on page 3 of this newsletter. Please note this timeline is dynamic and, therefore, subject to change. Any change in project scope or campus participation will have a direct impact on the ability to meet the goals established above.

	19-May	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec
1 - PIA's	█							
2 - Purchase ReADY Request	█	█						
3 - Create & Finalize Work Flows			█	█				
4 - Data Scrubbing	█	█	█	█	█	█		
5 - Technical Coordinator Training & Final Data Collection					█	█		
6 - Final Data Load				█	█	█	█	
7 - End User Training & Go LIVE !					█	█	█	█

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### ***Overall Project Steps***

#### **1- PIA's**

Enough have been executed to move forward.

#### **2 - Purchase ReADY Request**

SUNY has made the purchase.

#### **3 - Create and Finalize Workflows**

OCF is in the process of engaging active O &M campuses to discuss the change in workflows from what was originally decided. During this time, the group will finalize the workflows and SUCF / OCF will begin setting up the system.

#### **4 - Data Scrubbing**

Data received from campuses will be loaded into test and the process workflows will be tweaked as needed.

#### **5 - Technical Coordinator Training & Final Data Collection**

OCF and AssetWORKS will repeat the Technical Coordinator Training in order to refresh what was reviewed last December, in addition to training on Ready Request.

#### **6 - Final Data Load**

Data loading will be staggered as new campuses are trained and brought on-board

#### **7 - End User Training & Go LIVE !**

Final end user training at various regional locations ... then GO LIVE!

Link to view ReADY Request Demo

<https://assetworks-1.wistia.com/medias/mt5flg8t6r>

If you would like more information on Ready Request, AssetWORKS has more detailed webinars that can be provided for your viewing pleasure.



### **Questions, Comments, or Feedback?**

If you have any questions, comments, or feedback related to the AiM O&M Implementation, please reach out to Daniel Burgan at (518)320-1472 or [daniel.burgan@suny.edu](mailto:daniel.burgan@suny.edu).