

August 31,
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FACILITIES MANAGEMENT

AT COLORADO STATE UNIVERSITY

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Issue 73

Good morning FM Team,

Two months have elapsed since the 'go live' date of our new integrated workplace management system, AiM, and by all objective measures the implementation has been judged a success. The AiM implementation resulted from several years of planning, preparations, testing, and training by many among our Facilities Management team. The following FM team members were recognized by their peers as 'AiM Champions' for making significant contributions to the AiM success. This will be a two-part series with more highlights coming out tomorrow.



Tom Satterly, P.E.
Associate Vice President for Facilities Management

Work Controls/Key Desk

Lori Meyers – Lori helped to develop business processes for AiM and to identify needs such as asset tracking and costs, work codes, maintenance types, and services. She coordinated with partners (Housing & Dining Services, Rec Center, and Lory Student Center), each which had their own wish list of features for AiM. She and her team help input lock information into AiM, a manual process that requires verifying existing records and typing each lock ID into AiM. The process will take several months to complete. By the time she and her crew are done, there will be tens of thousands of records in AiM.

Wes Scoggins & Danny Vlosich – Wes started in AiM well before it went live, helping product test the system. He led the effort to re-create shop standing work orders used in FAMIS. About every shop in Facilities uses some type of standing work order—Grounds alone has over 100! Wes has become the subject matter expert and go-to person for all work order related questions and training, and willingly helps employees create work order queries in AiM. Danny works alongside Wes in the Work Control Center, which processes

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over 60 work orders each day. New to FM, Danny quickly learned to create work orders and helped to product test the system. He is creating most of the maintenance work orders and processes a portion of the outage requests since AiM went live.

Christina Miller, Amy Ouska, Jae Stevenson – At the Key and Information Desk, Christina and Amy process key requests, act as back-up to Work Control, and are on the Engagement & Recognition Committee supporting the SPARK program. Jae started as a student hourly and after graduation continued at the desk as a non-student hourly. For many months, the three have been verifying and entering lock information for each lock for CSU buildings. This information is necessary before individual keys can be uploaded into the system. Jae figured out a quicker way to look up data resulting in smoother and faster data entry, benefiting everyone working on this project.

Finance

Monica Roth – Monica, an indispensable member of the IWMS Communications Committee, has been involved with the implementation of AiM from the very beginning, starting with the RFP (Request For Proposals). Once the vendor was chosen, she spent months in meetings developing business process maps and helping create standards and metrics for the new system. The accounting information was one of the last pieces to go into AiM and the timing for this fell right at fiscal year-end, when Monica was extremely busy with year-end reports and journal entries, while still developing FY21 budgets and charge rates. Monica spent several weekends and nights working late, ensuring the accounting configurations and charge rates were entered correctly in AiM. She has made this implementation a priority from the get-go, all while balancing competing priorities.

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