Welcome to FMS 930 FAMIS for Technicians

Fall 2008

Gary Wojtowicz and Steve Sowa, Facilities Management
Virginia Robbins, Project Café
We will discuss these topics

- What is Project Café?
- What is FAMIS?
- Why are we changing to FAMIS?
- What’s changing, what’s not changing?
What is Project Café?

Project Café (also known as the Financial Management Systems Replacement Initiative) is charged with replacing Northwestern University’s current financial system, CUFS, with the following software:

- **PeopleSoft Financials**
  Chart of Accounts, General Ledger, Post-Award, Supply Chain

- **FAMIS**
  Facilities Management

- **Cognos Reporting**
  Reporting capability for systems

- **SciQuest**
  Shopping Tool

- **InfoEd**
  Grants Pre-Award
What is FAMIS?

FAMIS is a web-based application designed specifically for maintenance management.

- Improve management of work orders from initiation to completion.
- Facilitate communication between customers, customer service, supervisors, and technicians in the field by monitoring and updating work orders.
FAMIS Overview

• Self Service and Forms
  ▪ Any authorized user
• Work orders
  ▪ Streamline management of work orders
• Warehouse inventory
  ▪ Improved process for issuing parts
• Preventive maintenance
  ▪ Standardization of scheduled maintenance
Log In using NU Portal

Go to Sign On page at http://nuportal.northwestern.edu/nuportal/login.html
Work Order Process

Service Request to Work Order process

Customers

NU Admin Staff and CAs enter Service Requests

FM Customer Service

FM Customer Service staff review Service Requests, make updates to information, and generate a Work Order

Shop Supervisors

Shop Supervisors schedule technicians, request parts, update status

Shop Supervisors approve labor and materials and marks WO as closed

FM Administrative Services

Finance Administration enters labor and mileage and marks WO complete

FAMIS/PeopleSoft Billing

WO expenses are processed into journal entries and customer accounts are billed.
What’s changing? What’s not?

- Work orders
- Emergencies
- Warehouse and part process
- Handhelds
All about Work Orders

- How do I get a Work Order (WO)?
  - You get work orders from your Supervisor.
- How do I get a WO on the fly?
  - You can radio in to customer service to get a work order number on the fly.
- How do I roll a WO over to a new day?
  - If you need to roll a work order over to a new day, tell your Supervisor and have the **WO Status updated**.
All about Work Orders-continued

• How do I report completion of a WO, my hours, and my mileage?
  • You report completion of a WO, hours and mileage on your time sheet.

• What does the timesheet look like?
## Sample Timesheet

![Sample Timesheet Image]

### FACILITIES MANAGEMENT-OPERATIONS

<table>
<thead>
<tr>
<th>Crew</th>
<th>ADMIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>SCHAPS LIZABETH</td>
</tr>
<tr>
<td>Emp. ID</td>
<td>65</td>
</tr>
</tbody>
</table>

**TOTAL PAYROLL HOURS**

<table>
<thead>
<tr>
<th>Payroll Hours:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular (R)</td>
<td></td>
</tr>
<tr>
<td>HO/Other (O)</td>
<td></td>
</tr>
<tr>
<td>Premium OT (P)</td>
<td></td>
</tr>
<tr>
<td>Vacation (VPTO)</td>
<td></td>
</tr>
<tr>
<td>Pers. Hol. (H)</td>
<td></td>
</tr>
<tr>
<td>Abs. W/O Pay (A)</td>
<td></td>
</tr>
<tr>
<td>Sick (S)</td>
<td></td>
</tr>
<tr>
<td>Disability (D)</td>
<td></td>
</tr>
</tbody>
</table>

**Outage Class**

- Completed
- In Progress
- Down Time Hold
- Parts Hold

**Employee Signature**

<table>
<thead>
<tr>
<th>Work Order #</th>
<th>Regular Hours</th>
<th>Premium O.T.</th>
<th>Miles Driven</th>
<th>Building Name / Brief Description</th>
<th>Outage</th>
<th>Status (Check one)</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Down Time Hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Parts Hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Down Time Hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Parts Hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Down Time Hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Parts Hold</td>
<td></td>
</tr>
</tbody>
</table>

**Total Hours**

<table>
<thead>
<tr>
<th>Total Hours</th>
<th>Total Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6 MIN = 1 12 MIN = 2 16 MIN = 3 24 MIN = 4 30 MIN = 5 36 MIN = 6 42 MIN = 7 48 MIN = 8 54 MIN = 9 60 MIN = 1.0
Emergencies

- What do I do in case of emergencies?
  - Respond to emergencies first!
  - Call in emergencies to FM Base.
  - Call in status of emergencies.
Warehouse and Parts

- New Warehouse process
  - Formalize accounting for shop inventory
  - Formalize issues and returns of parts to warehouses
Parts

• How and where do I get parts?
  ▪ New process for getting a part started in September and will remain the same after Go-Live.

• What is a technicians’ tote box?
  ▪ Technicians’ tote box process offers part availability of consumable items.

• New part look up report coming on NU portal.
Handhelds

• When do I get my handheld?
  ▪ Mobile communications device still part of the project.
  ▪ First, we will go-live with FAMIS and other systems and get them stabilized.
  ▪ Second, we will begin the development of software for handheld devices.
Let’s see what FAMIS looks like!

- Self Service
- Forms
Questions?

To see FAMIS Self Service, sign up for FMS900 Service Requests

Thank you for coming!
The Help Desk at:

consultant@northwestern.edu

(847) 491-HELP (4357)