

Project Startup Report

Project Name: UND AiM Implementation Project

Agency: University of North Dakota

Business Unit/Program Area: Facilities

Project Sponsor: Jed Shivers

Project Manager: Laura Thoreson / Nicole Alonzo

Project Description

The AssetWorks product will replace all the functionality offered by FAMIS Classic, in addition to integration with Jaggaer (procurement) and Ad Astra (room scheduler), and the functionality to manage large capital projects augmenting data integrity, data security, and efficiencies. The scope of work includes the installation, configuration, customization, and implementation of the AssetWorks AiM IWMS modules. Additionally, the scope includes cloud-based hosting of the solution, data connectors, custom interfaces, user authentication, training, testing and go-live support.

Business Needs and Problems

The AssetWorks AiM IWMS system will meet the following business needs:

- Delivery of Customer Service Excellence
- Operational Efficiency Improvements
- A System to Manage Large Capital Projects

Key Metrics

Project Start Date	Project End Date	Original Baseline Budget
8/31/2020	11/30/2022	\$2,158,272

Objectives

Project Objectives	Measurement Description
Engage the Community to Improve Customer Experience	The deployment of ReADY Request, a user-friendly, integrated facility self-service request solution that improves communication across the campus and speeds up request to resolution. Reduce the number of service tickets logged directly by Service Analysts by 10% within 6 months of go-live.
Automation of Manual Business Processes	The delivery of the new system with custom integrations with PeopleSoft and Ad Astra. Twenty five purchases will flow through Central Purchasing to PeopleSoft within 60 days of go-live. The automation of the upload of space record changes to Ad Astra within 60 days of production deployment of the new system.
Improved Management of Capital Projects	The Capital Projects module is delivered and the system is being used to manage projects. Five projects will be managed in the system within 1 year of go-live.

Cost/Benefit Analysis

Anticipated benefits:

1	Overall cost reduction and increased customer satisfaction for Facilities Management as the new system allows for better cost controls, reporting and ease of use.
2	New custom integrations with Jaggaer and Ad Astra.
3	Better alignment with educational and goals and objectives.
4	Increased efficiency and data accuracy.
5	Improved operational controls and oversight.

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Key Constraints or Risks

Risks of performing the project:

- 1) The escalation of project costs due to scope creep.
- 2) The risk that activities will take longer than planned to result in delivering the solution later than expected.
- 3) The project will fail to produce results consistent with project specifications.