



There's a Template for That

Using ReADY Requests for More than Just Work Orders

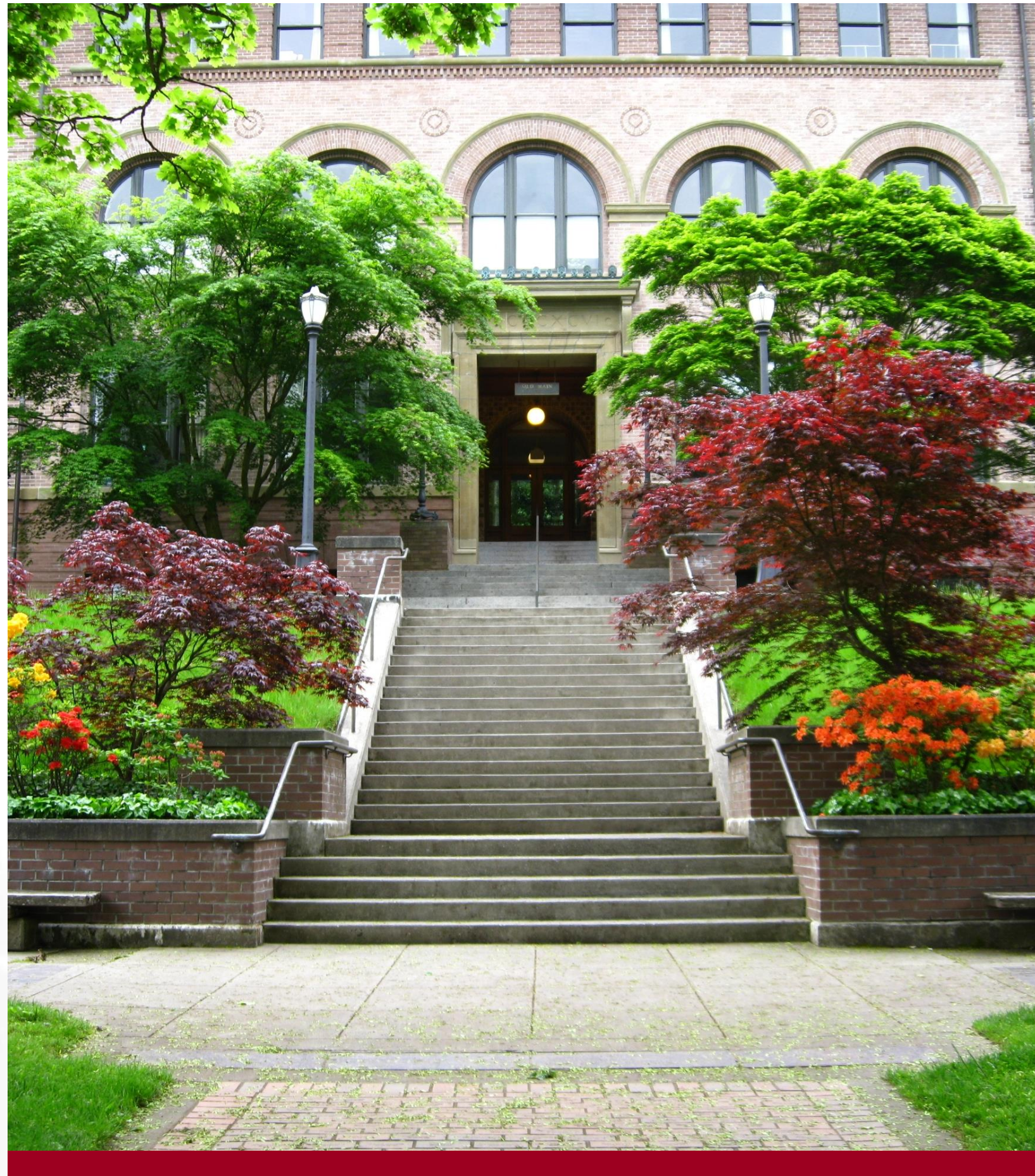
Presented By: Julie Larmore & Ryan Browning

Western Washington University



About Western Washington University

Bellingham, WA | 16,000 students | 2,000 Faculty/Staff | 3,445,000 GSF



i ReADY, AiM, Go Implementation

- *Live since June 30, 2018*
- *21 Live ReADY Templates*
- *79 mobile devices active in the field*
- *AiM timecards only for all tradespersons*
- *20,076 Assets loaded in AiM*
 - *Rooms will soon be loaded as Assets*



Why a Request but no Work Order?



An administrative internal process

*Timecard Adjustments
Travel/Training Requests
Surplus/New Equipment*



A small request that is tracked/billed to overhead

Building Hours Change



A sub process within a template that does generate a work order

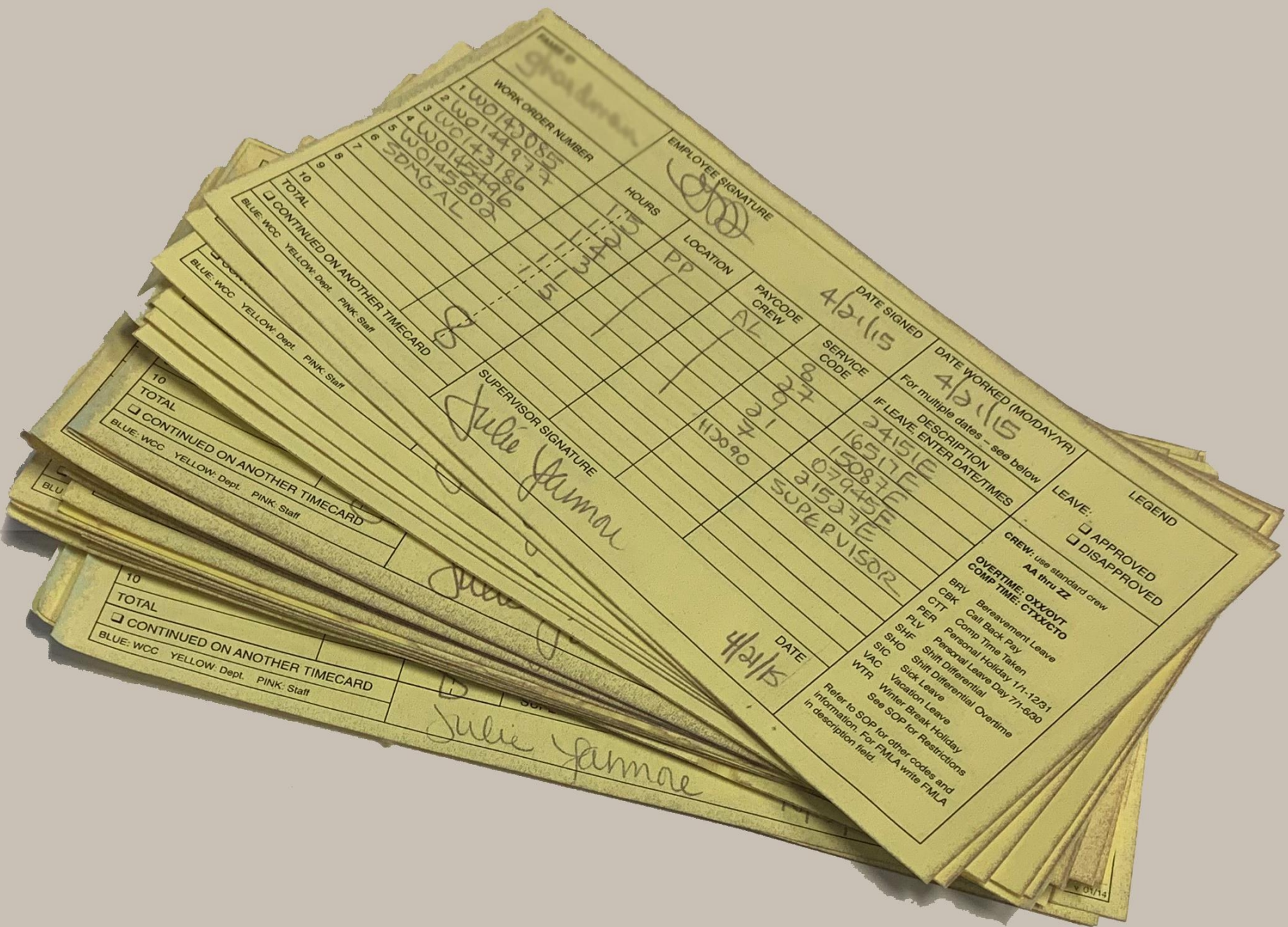
Key Return/Key Re-Release



A common platform for all customer requests

Fuel System Requests

Time Cards at Western



Washington State has a positive time requirement

Employees have to initiate changes certain changes involving their timecard

Supervisors need to approve all changes

Auditable trail

Time Card Adjustments – The Issue

Please acknowledge and approve the HLD by return email. I'll submit a Timesheet Adjustment for him for payment on the next pay period. This is timecard 6520 for 7/13.


Were there any other days affected? If so, please let me know the timecard #s for the adjustments.

Thanks,

Chris

From: Glenn Muschka
Sent: Tuesday, July 24, 2018 11:22 AM
To: Chris Vallejo <Chris.Vallejo@western.edu>
Subject: FW: July 13 Higher level duty pay

Chris, can you check on the HLD for Robert on July 13? This 8 hours was on HLD job.
Thank You.

 **Western** *Active Minds Changing Lives*
Glenn Muschka
Technical Maintenance Supervisor
Facilities Management
(360) 650-3741 (360) 391-1480xell

From: [redacted]
Sent: Friday, July 20, 2018 10:10 AM
To: Glenn Muschka <Glenn.Muschka@western.edu>
Subject: July 13 Higher level duty pay

Hi Glenn, Doesn't look like the higher level duty pay was paid for July 13th when I filled in. My time card shows we used the standing Higher Lvl duty WO for that day. Perhaps just a missing connection somewhere in the AIM system when I enter the time. Hope you can dig into it for me. Please let me know if you need anything from me.

From: Gary Hodge
Sent: Thursday, June 7, 2018 3:49 PM
To: Julie Larmore <Julie.Larmore@western.edu>
Cc: Inese Adams <Inese.Adams@western.edu>
Subject: FW: time card addition needed for June 4

I approve this time card adjustment from [redacted]

From: [redacted]
Sent: Thursday, June 7, 2018 3:36 PM
To: Gary Hodge <Gary.Hodge@western.edu>
Subject: time card addition needed for June 4

Hi

Here is the information:
June 4, 2018
Timecard # 2347
WOM 18-001628 Phase 001
Please add 1.5 regular pest control hours
Please add 0.5 OT pest control hours


Thank!

[redacted]

Sent: Thursday, May 24, 2018 10:27 AM
To: Devin Sweeney <Devin.Sweeney@western.edu>; James Yates <james.yates@western.edu>; Julie Larmore <Julie.Larmore@western.edu>
Subject: FW: Aim Revision - Katy MacCoy

Changes Approved!

Wayne Galloway, III RBSM | Manager of Custodial Operations
Western Washington University
College Hall 141
Facilities Management | Academic Custodial Services
Voice 360-650-3602 | Mobile 360-510-4027
Wayne.Galloway@western.edu

 **Western** *Active Minds Changing Lives*

From: Michael Smith
Sent: Thursday, May 24, 2018 5:46 AM
To: Wayne Galloway <Wayne.Galloway@western.edu>
Subject: FW: Aim Revision

FW - is this all the information needed? Date is for 5/23/19 - Mike

From: [redacted]
Sent: Thursday, May 24, 2018 5:44 AM
To: Michael Smith <Michael.Smith@western.edu>
Subject: Re: question

Hi Mike,

I think the timecard transaction # is 1552.
Only the labor class needs to be changed from Custodian to HLD Custodian. The time type is still REG. The work order numbers remain for BI (18-001082) and PH (18-001062). The hours are still 7 for BI and 1 for PH.

Let me know if I can be of anymore help.

Subject: Three Timecard Transactions to be moved to a different WO

Chris,

Would you move the following Shift Off entries to WO 18-003689? They aren't posted so you should be able to go in and just change the Work Order v

Time Period	Original Hours	Original Cost	Adjusted Cost
Week Dates: 06/11/2018 - 06/17/2018	8.00	\$0.00	\$0.00
Week Dates: 06/11/2018 - 06/17/2018	8.00	\$0.00	\$0.00
Week Dates: 06/11/2018 - 06/17/2018	8.00	\$0.00	\$0.00

Line Items

Line Item	Description	Hours	Rate	Amount
1	Shift Off	8.00	\$0.00	\$0.00

Week Dates: 06/11/2018 - 06/17/2018

Time Period	Original Hours	Original Cost	Adjusted Cost
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Line Items

Line Item	Description	Hours	Rate	Amount
1	Shift Off	8.00	\$0.00	\$0.00

Week Dates: 06/11/2018 - 06/17/2018

Good afternoon AIM team,

I hope that you are doing well. [redacted] had overtime for this time card and has not been able to add this to this time card. I have added Chris V as the following:

18-001250-001 [redacted] OVT 1 hour

Please let know that you have received this and entered it. I have added [redacted] to this email so she can provide confirmation of this request if needed.

Thanks for your assistance!

SOP was to email timecard adjustments

Inconsistent information

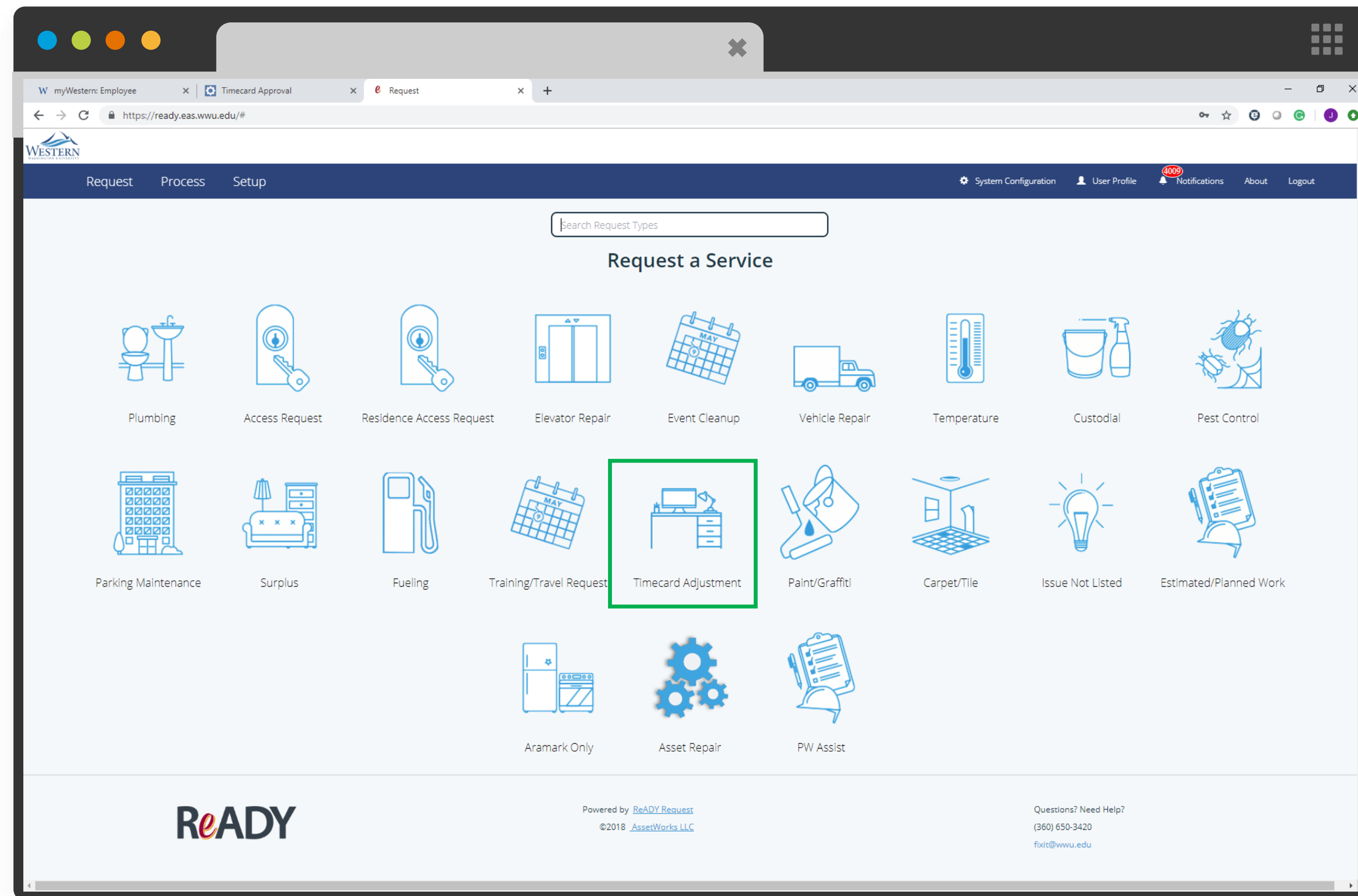
Inconsistent approvals

Inconsistent originators

Inconsistent recipients



ReADY Time Card Adjustment



i Only visible to FM staff

Access Requests at Western




Many types of access requests

Some end in work orders others do not

Approvals and risk reviews needed

Auditable trail

Access Requests – The Issue



Lockshop
Maintenance/Repair and Key Request
CS 106 * 650-3687 * MS-9130

Document#
V1158114

OLD FORM do not use. Visit [ReADY](#) for service requests

Use one form for up to 20 people or 20 keys.

- ▶ **Electronic Device Requests** - Please fill out a [Lockshop Prox Template Form](#) and attach at the bottom of this form.
- ▶ The Lockshop will assign a job number and lock this form. You will receive an email stating this form is complete. This only means the form is complete not the work. ***Please do not assume this means the keys or electronic devices are ready.* Please be patient.**
- ▶ The Lockshop **will make notifications** when keys or electronic devices are **ready**. Please do not call requesting a time frame of when the work is complete.

Keys or electronic devices must be signed for at pickup time with proper I.D. Campus mail is not an option. Keys and electronic devices will be held for a period of 30 days.

REQUESTOR INFORMATION

Theresa Tripp	Geology 9080	3582	3/10/17
Name	Department and Mail Stop	Phone	Date

Details of Request: (Please Note: Lines DO NOT WRAP, please tab at the end of each line)

We need (4) Faculty Master keys for check out. hook 104K

We need (4) Grad Master keys for check out. hook 105K

Space Admin - Please attach W numbers to the keys requested and we will approve the request.

104K 21 + 4 =25 total checkout keys

105K 94 + 4=98 total checkout keys

BUDGET AUTHORITY USE ONLY

Check One: ☐ ESTIMATE REQUIRED ☒ PROCEED WITHOUT ESTATE

Charge To: FBGEOL

chart	index	fund	orgn	prog	acct	actv	loc
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LOCKSHOP USE ONLY

Physical Plant Job Number (if appropriate) _____ Date _____

Material: <div style="border: 1px solid black; height: 100px;"></div>	Labor: <div style="border: 1px solid black; height: 100px;"></div>
---------------------------------------------------------------------------------	------------------------------------------------------------------------------

DATE RECEIVED:	LOC CODE:	LOCKSHOP JOB NUMBER:
11/6/2017	ES	W0204106

KEYS REQUESTED - One Key Per Line					LOCKSHOP USE ONLY		
Name	WWU ID	Bldg	Room No.		Hook No.	Unique Number	Date Returned
1. Theresa Tripp	A24-03-1000	ES	Faculty				
2. Theresa Tripp	A24-03-1000	ES	Faculty				
3. Theresa Tripp	A24-03-1000	ES	Faculty				
4. Theresa Tripp	A24-03-1000	ES	Faculty				
5. Theresa Tripp	A24-03-1000	ES	Grad Iv				
6. Theresa Tripp	A24-03-1000	ES	Grad Iv				
7. Theresa Tripp	A24-03-1000	ES	Grad Iv				
8. Theresa Tripp	A24-03-1000	ES	Grad Iv				

Inconsistent workflows for some requests

Inconsistent information

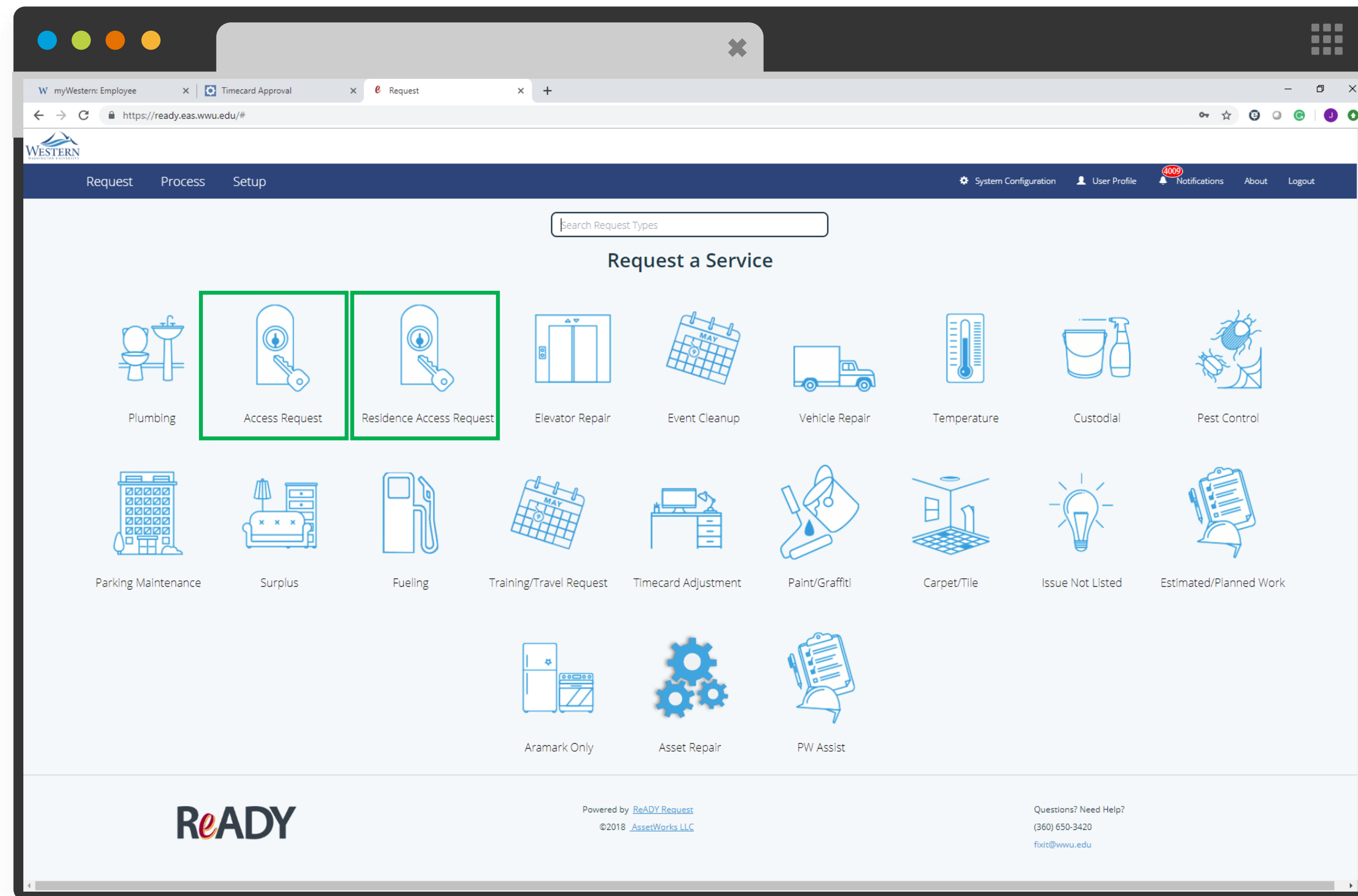
Inconsistent approvals

Inconsistent originators

Inconsistent risk reviews

Access Requests Sub Processes

Key Return/Key Release & Building Hours Change



i Access Request is visible to all faculty & staff

i Residence Request is visible to all URES staff only

Fuel System Requests at Western



Requests from customers with vehicles

Requests for fuel cards

Requires billing information and authorized users

Status tracking

Fuel System Requests– The Issue



One man shop

Inconsistent information

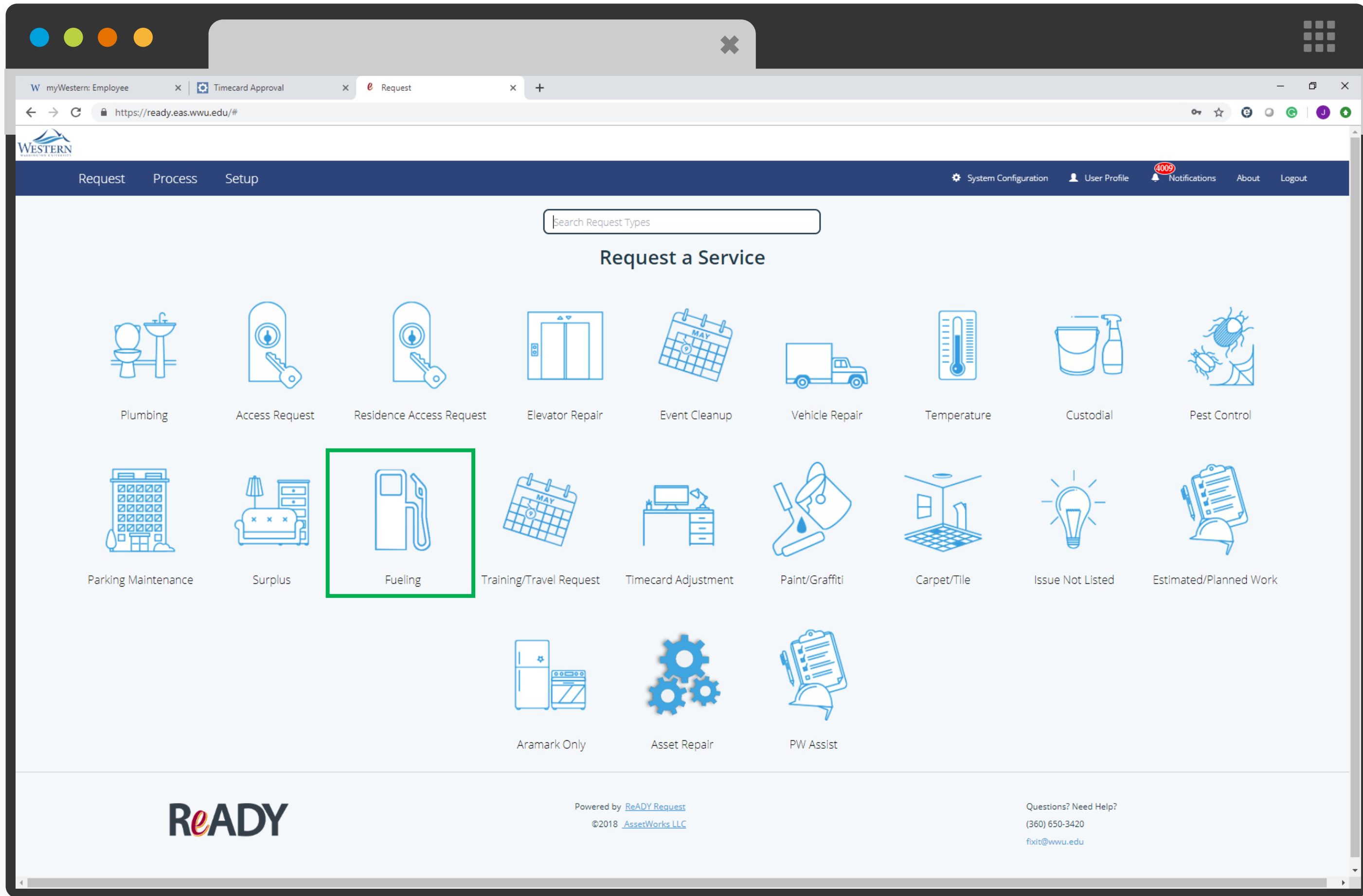
Inconsistent approvals

Inconsistent originators

Extra administrative time

Access Requests Sub Processes

Key Return/Key Release & Building Hours Change



i Fueling is visible to all faculty & staff



Questions?





Thank You!

Julie Larmore

Assistant Director, Facilities
Financial & Business Services

Western Washington University
julie.larmore@wwu.edu

Ryan Browning

Technology Operations Manager

Western Washington University
ryan.browning@wwu.edu

