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CU I&E Submission: Facilities Hub Intranet [1]

Category

Communication
Technology

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Project Description

The Facilities Management Hub is a SharePoint site consisting of sub-sites for each workgroup within the Department of Facilities Management. This intranet provides a centralized, secure location to share operational information. Our hub is home to document libraries, lists, links, and web apps allowing employees to find information quickly. The Hub hosts cloud flows so automations run without users logged into PCs. PowerApps have been developed enabling users to access Hub list information easily on their mobile devices, making key operational information easily available. This has made our critical emergency response information available over redundant data connections so the Facilities Management Team can resolve issues promptly and offer the highest level of service to all campus users under any circumstance. Not only does this allow us to make better use of time but it also enables us to provide better service too.

Project Efficiency

This project has improved our efficiency through improved data access. Information is easier to access with the Hub acting much like an index allowing users to quickly find content. Automatic document versioning means only one live SOP file is maintained. Integrated cloud processes automate permit issuance, notifications, and approval processing eliminating repetitive, error-prone data entry, and follow-up messaging. By utilizing our existing Microsoft toolset, we experience these advantages at no additional cost. We estimate that each team member saves about fifteen minutes a week, totaling 3,125 hours/ year. (15 minutes x 250 people x 50 weeks / 60 minutes)

Project Inspiration

This project's inspiration came from my previous experience using SharePoint to support a nationwide quality assurance program with 75 locations across the US. After implementing a similar solution, I noticed an improvement in customer service, staff retention, and communication. After hearing Facilities Management staff comments on how challenging, it can be to find information within Facilities Management, I was inspired to implement a similar solution to help our teams better communicate and collaborate.

What Makes You Happiest about this Project?

What makes me happiest is that this project has shifted our focus towards continuous improvement. As we have centralized data and procedures and made information more accessible our team has been very enthusiastic about finding other opportunities to implement these same techniques, finding a better process. As we focus on processes, we automate and streamline, putting people to their highest and best possible use. Although the time saved is great, I'm even more excited to see a shift in our team's attitude towards continuous improvement as that will yield ongoing dividends as we build a culture of improvement.

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