

Assetworks Frequently Asked Questions (FAQ)

What is the difference between Assetworks, AiM, and GO?

Assetworks is the company name of the software vendor. This software suite includes multiple pieces, including AiM, the core database software (Integrated Work Management Software) software and GO, the mobile module for use on iPhones.

What process was used to select this software?

The University went through a comprehensive Request for Proposal (RFP) selection process and Assetworks was selected from approximately five finalists. The committee consisted of a cross section of our customers as well as representatives from across FP&M, DoIT, and AIMS.

What other universities use this program?

More than 75 major universities use Assetworks, including Michigan, Indiana, George Washington, Caltech, University of Illinois, Notre Dame, and Iowa.

Who can I contact if I have questions?

- Your supervisor.

- Matt Gracz

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(608)-206-5108

- Chou Yang

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(608)-516-1340

What are the benefits of using Assetworks?

This software will be easy to use and will allow the majority of facilities-related information to be collected and included in a single system. Historical information will be maintained in the system and readily available for reference. It will track real-time information for charges and work order activity and improve coordination, such as ordering of parts. It will also enhance the scheduling and routing of work.

Will I still be able to access old work orders?

All the old data will be archived and available via the system administrator, and available through system reports.

Is it possible to receive a tablet instead of a phone and use Skype for calls?

The standard issue device for Assetworks will be an iPhone. In certain situations, an iPad can be substituted. If you want to use an iPad, discuss the requirement with your supervisor.

How should travel time be recorded?

Travel time between jobs should be recorded against the job you are travelling to. The clock should start when you leave for each job. If uncertain about how time should be recorded, check with your supervisor.

How should break times be recorded?

The time for lunch will not be recorded in Assetworks. The two 15-minute rest breaks should be incorporated and accounted as part of the standard 8-hour workday.

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How do I enter a work order when helping someone if it is not assigned to me?

The additional technician will have to be added to the work-order before work begins. This helps ensure labor is dedicated to the highest priority work each day. True emergencies are always an exception.

What will be considered an asset and who will create each one?

Assets are facility equipment or components tracked for the purpose of:

- Maintaining /tracking facility condition
- Conducting preventive maintenance
- Recurring inspections

- Training inventory and location

The Asset Manager (Martin Russell) is responsible for coordinating the completeness of these records. Good data will require the effort of the entire team.

How will QR codes work? Are codes replaced with a new one or the same one when the asset is upgraded/replaced?

QR Codes are like a barcode. They will be printed on labels affixed to each trackable asset. They allow a user to scan the label using a phone camera and link directly to the asset information. The QR code is related to the tracking of the asset history. Asset replacement requires a new QR code/label. Asset upgrades (part replacement) maintains the current QR-code.

What should we do when an asset is not tagged with a QR code?

If an asset is not tagged with a QR code, you should notify the Asset Manager (Martin Russell). A decision will be made about whether the asset should then be tagged.

Is there data from similar sized institutions that demonstrate a payback?

This software implementation is not about payback. We are focusing on operational effectiveness, communication, and coordination of work.

Why did so many apps download when we updated to accommodate Assetworks?

The Assetworks GO software consists of six separate apps, each tailored to a particular function/task within FP&M. Most GO users will only work within one or two of the downloaded apps. The unused cannot be deleted, but can be concealed in a folder or on a separate screen on your mobile device. Contact your supervisor if you need help doing this.

Will the ADA process change?

Generally, the ADA workflow and objectives remain unchanged.

Will we be tracking people for discipline?

Assetworks software is not designed to track the locations of

people.

The intelligent app requires us to allow tracking (geo-location). What is this app doing?

This mobile app was loaded for the sole purpose of keeping the Assetworks Go apps in-sync with the current version of the central database. We are not using any geolocation services.

Can you see a history of work orders for an asset when on the job?

Yes, work order history for an asset is accessible through the mobile device while on the job.

How will Assetworks impact the material process?

For controlled “warehouse” material: When getting material from a warehouse, it will need to be released to a work order prior to the materials leaving the warehouse. The existing paper system will be discontinued.

For open stock/shop stock: Chargeable items will be identified at the discretion of shop supervisors. These items will be charged to the job via the Go app.

Can contractor’s efforts (including PMs) be tracked in Assetworks?

Yes! Work done by contractors will be tracked in Assetworks software based on the nature of the contract. We can develop processes that require contractors to submit data that can be uploaded.

If I am assigned to a work order, but am unexpectedly sick/unavailable, how will that be handled?

One of the reasons for supervisors to maintain visibility of assignments is so they can reassign time-critical work when needed.

Sometimes Maintenance Mechanics track the entire job and follow up to ensure things are working. When should they close their phase?

All technicians should complete their phase after they complete the work related to that phase. An initial site inspection or investigation should be a separate phase from a final inspection phase.

Will there be automatic communications from Stores, indicating my special order parts are available?

Yes, when requesting parts from the warehouse, there is an option to be notified when the requested parts are available for pick-up.

Can you see who else is assigned a phase and the status of the phase?

Yes, through the mobile device, all additional work order phases and assignments can be viewed and tracked.

Can you add comments for other people assigned on a work order?

Comments can be added to a phase and viewed by anyone with access to the phase. When entered, the username and current date are captured for each comment.