

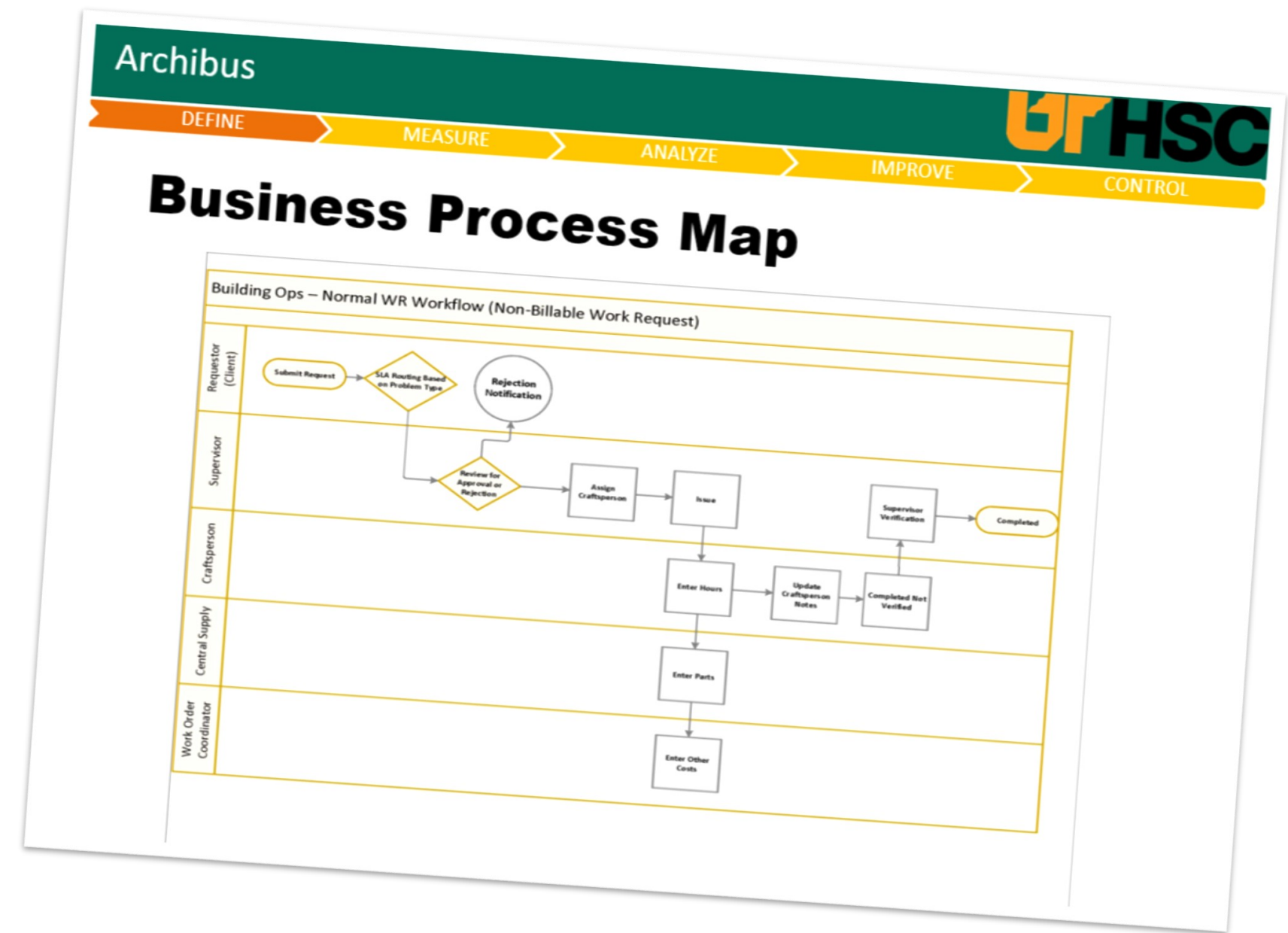
Archibus Process

Kick-off Date: 08/14/18—Completion Date: 10/11/18

Archibus
DEFINE MEASURE ANALYZE IMPROVE CONTROL

Project Charter

Charter Element	Description
Background & Purpose	Archibus went live on 11/07/2016, during this time there was no consistency in the Business Office to guide the project for the benefit of facilities. Since the initial implementation, UTHSC continues to have Archibus functionality that is not fully utilized, skillset challenges, and gaps between old job card system and Archibus.
Mission Statement	To provide synchronized Archibus usage across campus, to ensure ease of use for Facilities staff and campus customers, to recognize pluses and deltas for the different crafts on campus, and to better utilize the functionality in the tool.
Scope	In scope: Workflow for Archibus Out of scope: Inventory, equipment (iPads/computers), mobile app and billing process, account assignment
Business Case Summary	Currently, UTHSC is experiencing billing issues, loss of revenue, an inability to recapture insurance costs, project delays, customer service issues, and a lack of communication between craftspeople.



Archibus
DEFINE MEASURE ANALYZE IMPROVE CONTROL

Data Collection & Analysis Plan

- While Archibus has a vast amount of data available, project focus was on identifying and prioritizing pain points, and identifying next steps.
- Quick Hits, Workouts & subsequent projects were identified.
- As a result, no data was collected during this project.
- However, Pain Points were summarized and affinitized using Brainstorming techniques. Multi-voting was used to narrow the scope to the top 10 Pain Points.

Archibus
DEFINE MEASURE ANALYZE IMPROVE CONTROL

Pain Points

Team brainstormed issues

Archibus
DEFINE MEASURE ANALYZE IMPROVE CONTROL

Pain Points

1. UTHSC version of Archibus is outdated.
2. Additional training necessary to ensure consistent use of Archibus
3. No Archibus Owner or oversight
4. Supervisor / Director Approvals not done in a timely manner.
5. Central Supply has inadequate controls, and inventory is inaccurate within Archibus
6. Vendor controls are weak
7. Craftspeople are not updating Archibus.
8. Campus Departments may not have an Archibus SME
9. Lack of computer access
10. No consequences for not using Archibus

Archibus
DEFINE MEASURE ANALYZE IMPROVE CONTROL

Improve Steps

Quick Hits

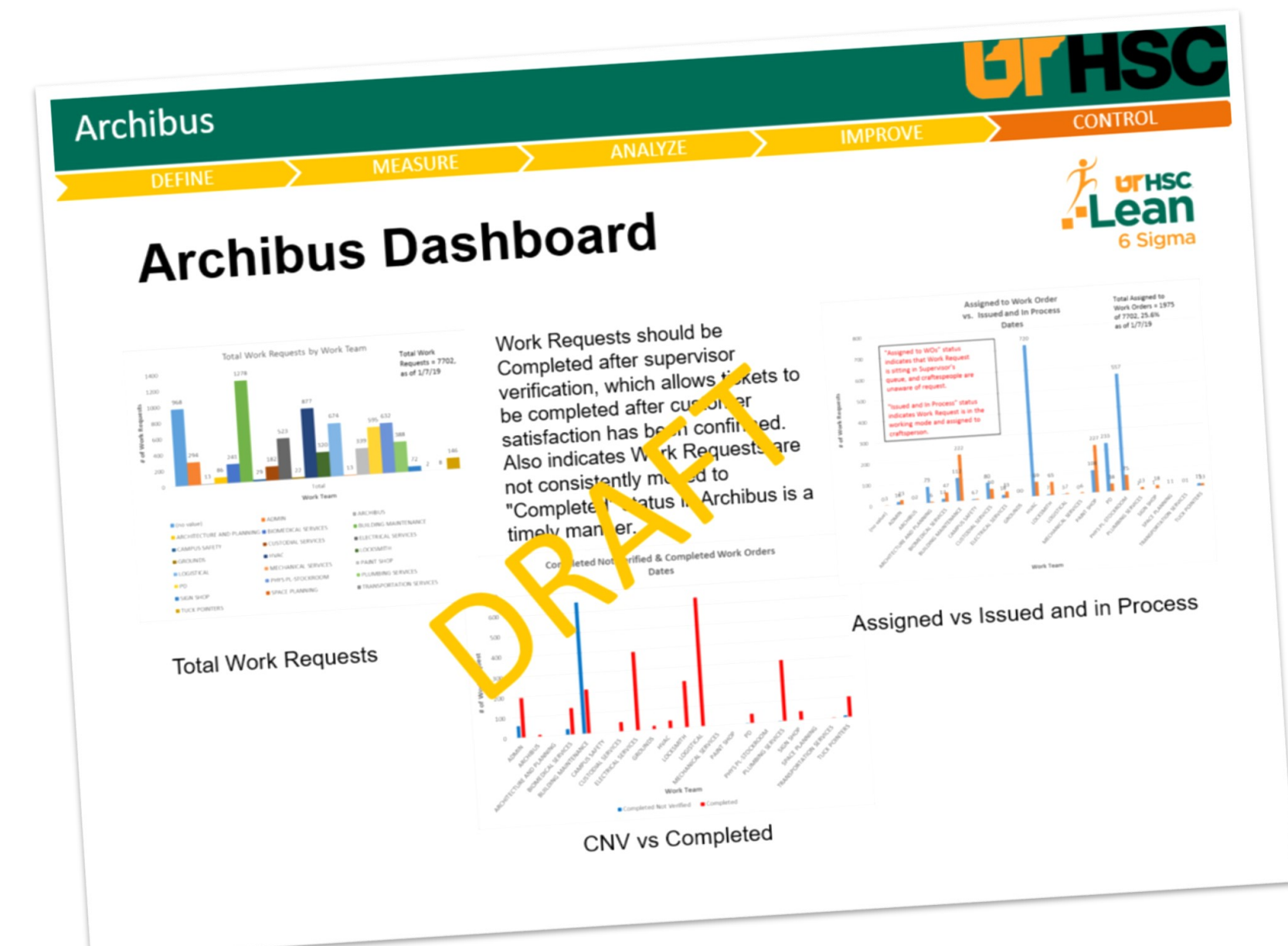
- Distributed Director Approval → Superintendents
- Identified Archibus Administrator as Process Owner
- Improve Construction documentation: Dr. Brown agrees to pay for construction, but not furniture or equipment

Lean UTHSC Projects

- Central Supply - Kicked off February 14
- Vendors Controls - Kicked off February 12

Other Improvements

- Upgrade software - contract
- Basic Computer Training for iPads
- Work with Business Managers to identify Archibus SMEs



Project Team

