Capybara

County Asset Positions Yield Better Analytics, Reporting, and Alerts

Project Planning Document Template

Spatially Enabled

IT Asset & Service Management

Using ArcGIS Indoors

This document provides a practical, reusable template for California counties to evaluate, plan, and justify the integration of spatial intelligence into ITAM/ITSM operations. It demonstrates how mapping IT assets within facilities improves service delivery, data accuracy, and decision-making while leveraging existing enterprise systems. The Capybara framework—and this Project Planning Document Template included—is intentionally designed as a flexible blueprint that any county can tailor to its unique facilities, workflows, priorities, and strategic goals.

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Problem Statement

County IT departments manage thousands of physical IT assets across numerous buildings, floors, offices, and shared spaces, yet asset and service management systems often lack precise, intuitive spatial context. This results in slower incident response, inconsistent asset records, inefficient field work, and limited visibility into location-based risks and dependencies.

A spatially enabled ITAM/ITSM solution—integrating ArcGIS Indoors with an existing IT service management platform—addresses these challenges by embedding floorplan-level location intelligence directly into IT workflows. A spatially enabled ITAM/ITSM solution reduces operational blind spots, strengthens accountability, and supports more resilient County IT operations.

Project Proposal

This project proposes the deployment of ArcGIS Indoors and its integration with the County's IT Asset and Service Management (ITAM/ITSM) platform (e.g., ServiceNow, Cherwell, TeamDynamix, etc.). The solution will allow IT staff to visualize assets, incidents, and service requests within interactive indoor maps and floorplans, improving operational efficiency, data accuracy, and decision-making. The project will follow a phased, pilot-first approach and leverage existing GIS, facilities, and ITSM data wherever possible. This project establishes a scalable, location-aware foundation for modern IT service delivery that improves operations today while enabling future capabilities tomorrow.

Executive Summary

County governments operate within complex physical environments that include administrative offices, public-facing facilities, data centers, and specialized operational spaces. While ITAM and ITSM platforms effectively track asset lifecycle and service workflows, they typically represent location as text fields rather than as actionable spatial context. This disconnect creates inefficiencies during incident response, audits, asset validation, and facilities coordination.

This project introduces an integrated ArcGIS Indoors–enabled ITAM/ITSM solution that bridges GIS, facilities data, and IT service workflows. By visualizing IT assets and services on interactive indoor maps and floorplans, the County can reduce mean time to resolution, improve asset inventory accuracy, support audit and compliance needs, and enhance cross-departmental collaboration. The proposed implementation is scalable, reusable across departments and facilities, and aligned with public-sector governance, security, and sustainability requirements.

Detailed Description

County governments manage extensive and diverse physical environments that include administrative offices, public-facing facilities, operational buildings, and specialized spaces such as data centers, courts, and health facilities. At the same time, County IT organizations rely on IT Asset Management (ITAM) and IT Service Management (ITSM) platforms to track asset lifecycles, manage incidents, and deliver services. While these systems are effective at managing workflows and records, they typically represent asset locations as text-based fields (e.g., building names, room numbers) rather than as actionable spatial context. This limitation can make it difficult for IT staff to quickly understand where assets are located, how they relate to one another physically, and how location influences service delivery, risk, and response time.

This project proposes the implementation of a spatially enabled ITAM/ITSM capability by integrating ArcGIS Indoors with the County's existing ITSM platform (such as ServiceNow, Cherwell, or TeamDynamix). ArcGIS Indoors provides interactive indoor maps and floorplans that allow IT staff to visualize assets, incidents, and service requests within their real-world physical context—down to the building, floor, room, or workspace level. By embedding this spatial intelligence directly into IT workflows, the County can significantly improve operational efficiency, reduce time spent locating assets, enhance data accuracy, and support better coordination between IT, Facilities, and other operational stakeholders.

The proposed solution is designed to complement—not replace—existing ITAM/ITSM investments. The ITSM platform remains the system of record for assets, tickets, and workflows, while ArcGIS Indoors serves as a spatial system of engagement that enhances visibility, situational awareness, and decision-making. The project emphasizes a phased, pilot-based approach that leverages existing GIS data, facilities floorplans, and ITSM configurations wherever possible, minimizing risk and cost while delivering measurable value early.

Ultimately, this initiative establishes a scalable foundation for location-aware IT service delivery. In the near term, it improves day-to-day operations such as incident response, asset validation, and technician dispatch. Over time, it positions the County to support more advanced capabilities, including space-aware planning, risk visualization, and integration with emerging technologies such as indoor positioning, IoT sensors, and digital twins. This framework is intentionally structured to be reusable across counties, allowing organizations of varying size and maturity to adopt a practical, governance-aligned approach to spatially enabled IT service management.

Project Objectives

Project objectives define the specific outcomes the County seeks by adding spatial context to IT asset and service management. They focus on improving efficiency, accuracy, and coordination while maintaining existing ITSM systems and governance. These objectives guide implementation priorities and set clear expectations for success.

Talking Points

- "Our IT systems know what assets we have, but not where they really are."
- "This doesn't replace ITAM/ITSM — it makes it smarter."
- "We start small, prove value, and scale only if it works."
- "This is about faster response, better data, and fewer blind spots."

- Improve the speed and accuracy with which IT staff locate physical assets during incidents and service requests
- Enhance IT asset inventory accuracy through spatial validation
- Integrate GIS and ITSM systems while preserving existing workflows and systems of record
- Support audit, compliance, and risk management through location traceability
- Establish a scalable framework reusable across multiple County facilities

Key Results (Measures of Success)

Key Results define how the County will measure whether the project delivers meaningful value. They focus on observable improvements in service delivery, data quality, and user adoption rather than technical completion alone. Establishing these measures upfront ensures accountability and a shared understanding of success.

- Reduction in average time to physically locate an asset
- Improvement in asset location data accuracy (pre- vs post-implementation)
- Increased technician adoption of spatial tools within ITSM workflows
- Successful completion of pilot deployment within scope, schedule, and budget
- Stakeholder satisfaction with usability and operational value

Definition of Done

The project will be considered complete when stakeholder alignment is confirmed at project initiation; ArcGIS Indoors and the ITAM/ITSM integration are deployed and validated for the approved scope; users are trained and operational; documentation and support ownership are in place; and formal acceptance and sign-off are provided by County IT leadership.

Project Scope

Inclusions

- Deployment of ArcGIS Indoors for approved pilot facilities
- Configuration of indoor maps including buildings, floors, rooms, and key spaces
- Integration between ArcGIS Indoors and the County's ITAM/ITSM platform (e.g., ServiceNow, Cherwell, TeamDynamix)
- Visualization of IT assets and service records within indoor maps and floorplans
- Use of existing GIS, facilities, and ITSM data wherever feasible
- Definition and implementation of location identifiers linking ITSM records to indoor spatial features
- Role-based access to indoor maps for IT staff and approved users
- Support for core IT operational use cases (incident response, asset validation, MAC activities)
- Pilot-based implementation approach with defined entry and exit criteria
- User validation and acceptance testing for agreed workflows
- Training for IT, GIS, and related operational staff
- Development of technical and operational documentation
- Establishment of data ownership and maintenance responsibilities
- Performance and success metric definition and baseline measurement
- Knowledge transfer to County staff for ongoing support

Exclusions

- County-wide rollout beyond approved pilot facilities
- Replacement or re-platforming of the existing ITAM/ITSM system
- Full facilities space management or real estate planning functions
- Real-time indoor positioning or asset tracking unless explicitly approved
- Major remediation or re-creation of CAD/BIM floorplans
- Enterprise network redesign or hardware refresh activities
- Automation of ITSM workflows beyond minimal configuration changes
- Integration with non-IT operational systems outside approved scope
- Public-facing indoor maps or applications
- Advanced analytics, AI, or predictive modeling beyond pilot objectives
- 24×7 operational support beyond existing IT support models
- Custom application development not required for core integration
- Organization-wide change management beyond pilot participants
- Customization of vendor source code or unsupported modifications to ArcGIS or ITSM platforms
- Long-term data stewardship, floorplan updates, or operational staffing beyond defined handoff and ownership agreements

Project Budget Worksheet

This worksheet summarizes estimated costs for software, licensing, personnel, and other resources needed for the ArcGIS Indoors and ITAM/ITSM integration. It provides leadership with a clear view of financial requirements and supports planning and funding decisions.

Category	Description	Estimated Cost
Software Licensing	ArcGIS Online *or* ArcGIS Enterprise	$_____
Software Licensing	ArcGIS Indoors	$_____
Software Licensing	ITAM/ITSM Platform (if incremental)	$_____
Infrastructure	Hosting / Servers / Cloud	$_____
Labor – Installation	Person-hours × rate	$_____
Labor – Configuration	Person-hours × rate	$_____
Labor – Integration	Person-hours × rate	$_____
Labor – Testing & QA	Person-hours × rate	$_____
Labor – Training	Person-hours × rate	$_____
Contingency	% of total	$_____
Total Estimated Budget		$_____

Governance

Effective governance ensures clear decision-making, accountability, and alignment across all County departments involved in the ArcGIS Indoors and ITAM/ITSM integration. It defines who has authority, who provides input, and how responsibilities are assigned, enabling timely approvals, risk management, and oversight throughout the project lifecycle. Governance also establishes a foundation for sustainable operations and stakeholder confidence.

Stakeholders

- **County IT Leadership** [IT] – strategic oversight, budget approval, executive sign-off
- **GIS Program / Enterprise GIS** [EGIS] – spatial data stewardship, floorplan readiness, Indoors configuration guidance
- **IT Asset Management Team** [ITAM] – authoritative system-of-record input, asset lifecycle guidance
- **IT Service Desk / Field Technicians** [ITSM] – operational workflows, validation of asset locations, feedback on usability
- **Facilities / Real Property Management** [EFac] – floorplan accuracy, building/floor access coordination
- **Information Security** [IS] – data access, role-based permissions, sensitive asset handling
- **Internal Audit / Risk Management** [Risk] – compliance, process oversight, quality assurance

Project Team Roles

- **Executive Sponsor** [ES] – champions project, secures resources, approves milestones
- **Project Manager** [PM] – overall coordination, schedule tracking, issue resolution
- **GIS Lead / Indoors Administrator** [GIS] – manages indoor map setup, data integration, GIS quality
- **ITAM/ITSM Platform Administrator** [ITAM/SM] – manages configuration, workflows, and platform integration
- **Integration Developer / Technical Lead** [Tech Lead] – implements and validates ITSM–GIS connections
- **Facilities Data Steward** [Facilities] – ensures floorplans and spatial data are accurate and updated
- **Change Management / Training Lead** [Change] – plans and delivers end-user training, adoption support
- **QA / Testing Lead** [QA] – oversees testing, validates data accuracy, and confirms workflows

[Abbreviations] are referenced in the **RACI Matrix** on the next page and the **Risk Register** on page 12

RACI Matrix

	Task	Responsible	Accountable	Consulted	Informed
Stakeholders	**Project Initiation & Charter**	-	[IT]	[EGIS] [IS] [EFac] [ITAM]	[Risk] [ITSM]
	Data Assessment & Readiness	-	-	[IT] [EGIS] [IS] [EFac] [ITAM] [ITSM]	[Risk]
	ArcGIS Indoors Configuration	-	-	[IT] [EGIS] [ITAM]	[IS] [EFac] [ITSM]
	ITAM/SM Integration	-	[IT]	[EGIS] [IS] [EFac] [ITAM]	[Risk] [ITSM]
	Testing & QA	-	-	[IT] [EGIS] [IS] [ITAM] [ITSM]	[EFac]
	Training & Change Mgmt.	-	-	[IT] [EGIS] [ITSM]	[EFac] [IS] [ITAM]
	Pilot Deployment	-	[IT]	[EGIS] [IS] [EFac] [ITAM] [ITSM]	[Risk]
	Project Close & Handoff	-	[IT]	[EGIS] [IS] [EFac]	[Risk] [ITSM]
Project Team	**Project Initiation & Charter**	[PM]	[ES]	[GIS] [ITAM/SM] [Facilities]	[Change] [QA]
	Data Assessment & Readiness	[GIS] [ITAM/SM]	[PM]	[Facilities] [Change]	[ES] [QA]
	ArcGIS Indoors Configuration	[GIS]	[PM]	[ITAM/SM] [Facilities]	[ES] [Change]
	ITAM/SM Integration	Integration Lead	[PM]	[GIS] [ITAM/SM]	[ES] [Change]
	Testing & QA	[QA]	[PM]	[GIS] [ITAM/SM] [Change]	[ES] [Facilities]
	Training & Change Mgmt.	[Change]	[PM]	[GIS] [ITAM/SM]	[ES] [Facilities]
	Pilot Deployment	[PM] [GIS] [ITAM/SM]	[ES]	[Change] [QA]	[Facilities]
	Project Close & Handoff	[PM]	[ES]	[GIS] [ITAM/SM] [Change] [QA]	[Facilities]

Communication Plan

Effective communication ensures that stakeholders, project team members, and leadership remain aligned throughout the ArcGIS Indoors and ITAM/ITSM integration. This plan outlines how project status, risks, milestones, and decisions will be shared, providing transparency, accountability, and timely input at each stage. Structured communication supports adoption, minimizes misunderstandings, and facilitates decision-making across IT, GIS, Facilities, and leadership teams.

Pre-Initiation Planning

- Confirm key stakeholders, roles, and responsibilities
- Establish communication channels and preferred formats (email, Teams, dashboards)
- Define reporting cadence and templates for status, risk, and budget updates
- Identify approval authorities for project milestones and scope changes

Weekly Project Team Check-ins

- Review progress on tasks, milestones, and deliverables
- Address risks, dependencies, and blockers in real time
- Document decisions, action items, and owners
- Adjust upcoming work based on team feedback

Monthly Executive Updates

- Summarize progress against objectives and key results
- Highlight key risks, issues, and mitigation strategies
- Report budget status and resource usage
- Provide a clear view of pilot readiness, upcoming milestones, and decision points

Post-Mortem / Project Close Review

- Evaluate project outcomes versus objectives and key results
- Capture lessons learned and improvement opportunities
- Confirm operational handoff and ongoing responsibilities
- Document stakeholder feedback for future deployments

Continuous Updates to Leadership

- Ad-hoc updates for urgent risks or decision needs
- Periodic dashboards or visual summaries of adoption and operational metrics
- Alerts for critical integration issues or data discrepancies
- Updates on planned enhancements or technology upgrades

Project Context

This project operates within defined realities, limits, and dependencies. Assumptions establish what we expect to hold true, constraints set the boundaries we cannot exceed, and dependencies identify critical factors outside our direct control that must be managed for success.

Assumptions

- Existing GIS and ITSM platforms are supported and maintained
- Facilities floorplans are available for pilot locations
- Stakeholders are available for review and validation
- Pilot facilities represent typical County environments

Constraints

- Budget and staffing availability
- Data quality and floorplan readiness
- Security and access control requirements
- Competing IT priorities

Dependencies

- Access to facilities floorplans
- Availability of ITSM APIs or integration tools
- Timely stakeholder approvals
- Licensing procurement timelines

Talking Points

- **Alignment with Reality:** The project assumes existing data and platform support, but success depends on timely access and stakeholder participation.
- **Managed Limitations:** Scope, budget, staffing, and security constraints are clearly defined to reduce risk of overreach or delays.
- **Critical Connections:** Dependencies on Facilities, GIS, ITSM, and licensing must be managed proactively to maintain schedule and deliverables.

Notes

Each county operates within a unique organizational, technical, and regulatory environment. Jurisdictions should review and augment them based on local context. Further suggestions include:

- Existing GIS maturity
- ITSM customization level
- Technical debt exposure
- Facilities data quality
- Cybersecurity posture
- Capital planning cycles
- Staffing and capacity
- Training readiness
- Leadership sponsorship

Risks & Opportunities

The Risk Register identifies potential events or conditions that could affect the success of the ArcGIS Indoors and ITAM/ITSM integration. Each risk is described along with its likelihood, potential impact, mitigation strategies, and responsible owner. Maintaining and updating this register ensures proactive management and supports transparent decision-making throughout the project lifecycle.

Risk Register

ID	Description	Category	Likelihood (L/M/H)	Impact (L/M/H)	Priority (L×I)	Mitigation / Action Plan	Owner
R 1	Inaccurate or outdated floorplans leading to mapping errors	Data / GIS	**M**	**H**	**MH**	Validate floorplans prior to pilot; update GIS repository; involve Facilities early	[GIS]
R 2	ITSM API or integration failures prevent data synch-ronization	Technical	**M**	**H**	**MH**	Perform test integration early; have fallback manual process; engage ITSM vendor support	[Tech Lead]
R 3	Stakeholder unavailability delays approvals or testing	Govern-ance / Schedule	**M**	**M**	**M**	Schedule approvals early; maintain a stakeholder communication plan; assign alternates	[PM]
R 4	Insufficient licensing or procurement delays deployment	Procure-ment / Budget	**L**	**H**	**M**	Confirm licensing needs upfront; submit purchase requests early; track approvals	[PM] [ITAM/SM]
R 5	End-user adoption is low due to unfamiliarity or resistance	Change Manage-ment	**M**	**M**	**M**	Provide hands-on training; communicate benefits; solicit feedback; adjust rollout	[Change]

Opportunities

- **Improved operational efficiency:** Spatially aware ITAM/ITSM workflows can reduce time spent locating assets or resolving incidents.
- **Enhanced data accuracy:** Integration with ArcGIS Indoors can improve asset location and floorplan data quality.
- **Cross-department collaboration:** Facilitates coordination between IT, Facilities, and other operational units.
- **Pilot for broader adoption:** Provides a foundation for scaling to additional buildings, departments, or technologies (e.g., indoor positioning, IoT sensors).
- **Proactive risk management:** Enables early identification of potential issues by visualizing dependencies and physical asset locations.
- **Support for strategic planning:** Insights from the pilot can inform space utilization, asset lifecycle, and IT resource allocation decisions.

Talking Points

The primary risks center on data readiness, stakeholder adoption, and integration complexity. These risks are mitigated through phased deployment, early stakeholder engagement, and reuse of proven GIS and ITSM integration patterns. Overall project risk is considered manageable and appropriate for a pilot initiative.

Risk Analysis

The project carries typical risks associated with data accuracy, system integration, stakeholder availability, and adoption. By identifying these risks upfront and assigning clear owners, the County can proactively mitigate their impact. High-likelihood or high-impact risks, such as inaccurate floorplans or ITSM integration failures, are addressed with early validation, testing, and fallback procedures.

At the same time, the integration presents tangible opportunities to improve efficiency, accuracy, and cross-department collaboration. Balancing risks with these benefits ensures that the pilot is both controlled and value-driven. Ongoing monitoring, combined with structured communication and governance, will help the County capture these opportunities while minimizing exposure, ultimately enabling informed decision-making and a foundation for future enhancements.

Success Indicators & KPI Metrics

Success indicators define how the County will measure whether the ArcGIS Indoors and ITAM/ITSM integration delivers its intended value. These KPIs focus on tangible outcomes such as operational efficiency, data accuracy, user adoption, and service responsiveness. Establishing these metrics upfront ensures transparency, accountability, and the ability to demonstrate clear return on investment.

Example Success Indicators & KPIs

Objective / Outcome	Success Indicator	KPI / Metric	Target / Benchmark
Improve asset location visibility	Accuracy of asset mapping	% of IT assets correctly located in indoor maps	≥ 95%
Reduce incident response time	Time from ticket creation to on-site resolution	Average response time (hours)	≤ 2 hours for priority incidents
Enhance IT workflow efficiency	Number of tasks requiring manual location lookup	% reduction in manual lookups	≥ 50% reduction
Increase end-user adoption	Active use of spatial tools	% of IT staff using maps regularly	≥ 80%
Improve cross-department collaboration	Number of coordinated IT-Facilities actions	% of requests involving multiple departments successfully completed	≥ 90%
Data quality improvement	Timely updates to floorplans and asset records	% of floorplans updated within review cycle	100% for pilot sites
Training effectiveness	Staff confidence & proficiency	Average post-training survey score	≥ 4 out of 5

Notes

- KPIs are aligned to objectives and key results for easy reporting.
- Targets can be adjusted based on County size, pilot scope, and resource availability.
- This table can feed dashboards, executive reports, and project reviews.

Project Lifecycle

The Project Lifecycle outlines the key phases, activities, and milestones for deploying ArcGIS Indoors and integrating it with the County's ITAM/ITSM system. It provides leadership with a clear roadmap, ensures alignment across stakeholders, and supports monitoring of progress, risks, and deliverables throughout the project. Each phase is designed to be iterative, scalable, and aligned with governance and success metrics.

Phases & Key Activities

Phase	Key Activities
Phase 1 — Initiation (Week 1-2 / Month 1)	Define project charter, objectives, and scope; confirm stakeholders and project team; establish governance and communication plans; procure software licenses.
Phase 2 — Planning & Design (Week 3-4 / Month 1-2)	Assess existing GIS and ITSM data; validate floorplans; define integration architecture; create detailed project plan and risk register; finalize KPIs and success criteria.
Phase 3 — Configuration & Integration (Week 5-8 / Month 2-3)	Configure ArcGIS Indoors; integrate ITAM/ITSM platform; map asset locations to indoor maps; implement security and access controls; conduct initial testing.
Phase 4 — Testing & Validation (Week 9-10 / Month 3-4)	Execute QA and user acceptance testing; validate data accuracy and workflows; resolve integration issues; confirm readiness for pilot deployment.
Phase 5 — Pilot Deployment (Week 11-12 / Month 4-5)	Deploy solution in pilot facilities; monitor system performance; provide user training; gather feedback; adjust processes and documentation as needed.
Phase 6 — Project Close & Handoff (Week 13-14 / Month 5-6)	Finalize documentation; conduct lessons learned session; confirm operational ownership; obtain formal leadership sign-off; plan for broader rollout or future enhancements.

Key Milestones

Milestone	Estimated	Milestone	Estimated
Project Charter Approval	End Week 2	**QA & User Acceptance Testing**	End Week 10
Data & Floorplan Validation	End Week 4	**Pilot Deployment Launch**	End Week 11
ArcGIS Indoors Configured	End Week 8	**Pilot Feedback Collected**	End Week 12
Integration with ITSM Platform	End Week 8	**Project Close & Leadership Sign-off**	End Week 14

Sustainability Plan

A robust Sustainability Plan ensures that the ArcGIS Indoors and ITAM/ITSM integration continues to deliver value after pilot deployment. It covers ongoing maintenance, monitoring, upgrades, data governance, and long-term operational ownership. The plan supports continuous improvement, ensures alignment with County policies, and prepares the solution for future technological enhancements.

- **Operational Ownership:** Assign clear responsibility for system administration, data updates, and user support within IT and GIS teams.
- **Data Maintenance:** Establish periodic audits and updates for floorplans, asset records, and integration links to ensure accuracy and reliability.
- **Monitoring & Performance:** Implement dashboards and KPIs to track system health, adoption rates, and workflow efficiency.
- **Training & Knowledge Transfer:** Provide refresher training for staff and maintain documentation for new hires or changing roles.
- **Upgrades & Technology Refresh:** Schedule regular software updates, evaluate new ArcGIS Indoors features, and integrate ITSM enhancements as appropriate.
- **Change Management:** Maintain structured processes for approving enhancements, adding new assets, or modifying workflows.
- **Decommissioning & Exit Planning:** Define end-of-life procedures for systems or integrations, ensuring data preservation and controlled transition.

Notes

The solution will be supported through defined ownership for GIS, ITSM, and facilities data. Ongoing maintenance will include floorplan updates, asset lifecycle synchronization, performance monitoring, and periodic audits. The framework allows for incremental enhancements such as indoor positioning, IoT integration, and future platform upgrades. Decommissioning procedures will ensure data retention and system transitions are handled in compliance with County policies.

- Emphasizes responsibility, monitoring, and adaptability to avoid system decay.
- Links maintenance activities to KPIs from the Success Indicators section for measurable sustainability.
- Ensures leadership confidence that this is not just a pilot but a long-term operational capability.

Conclusion

A spatially enabled ITAM/ITSM solution represents a practical, scalable investment that enhances operational efficiency, data quality, and decision-making for County IT organizations.

The ArcGIS Indoors and ITAM/ITSM integration project provides a spatially empowered, operationally efficient, and future-ready approach to managing IT assets across County facilities. By combining visual asset mapping, integrated workflows, and governance-driven processes, this initiative enhances service delivery, improves data accuracy, and supports informed decision-making. With structured planning, clear success metrics, and a sustainability plan in place, the County is positioned to realize measurable benefits now and scale the solution for broader adoption in the future.

This project provides a low-risk, high-value opportunity to modernize IT service delivery while leveraging existing GIS and ITSM investments.

Key Takeaways for Leadership

- **Spatially Empowered IT Operations:** Visualizing IT assets within buildings and floors improves efficiency, response time, and accuracy.
- **Measurable Outcomes:** Success metrics and KPIs allow leadership to track performance, adoption, and ROI.
- **Governed & Sustainable:** Defined roles, responsibilities, and a sustainability plan ensure operational continuity and accountability.
- **Scalable Foundation:** The pilot provides a blueprint for expansion to additional facilities, departments, or future technologies.

Talking Points

- Improves IT operational efficiency and responsiveness
- Enhances asset accuracy and audit readiness
- Leverages existing platforms and data
- Scales incrementally with manageable risk