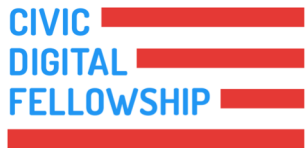


FMSS Product Management

Facilities Management and Security Services

Supervised by Bonnie Green & Morgan Johnson



RONIT JAIN

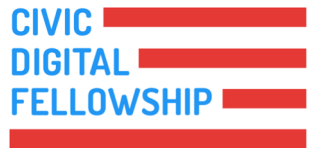
PROJECTS

Chatbot

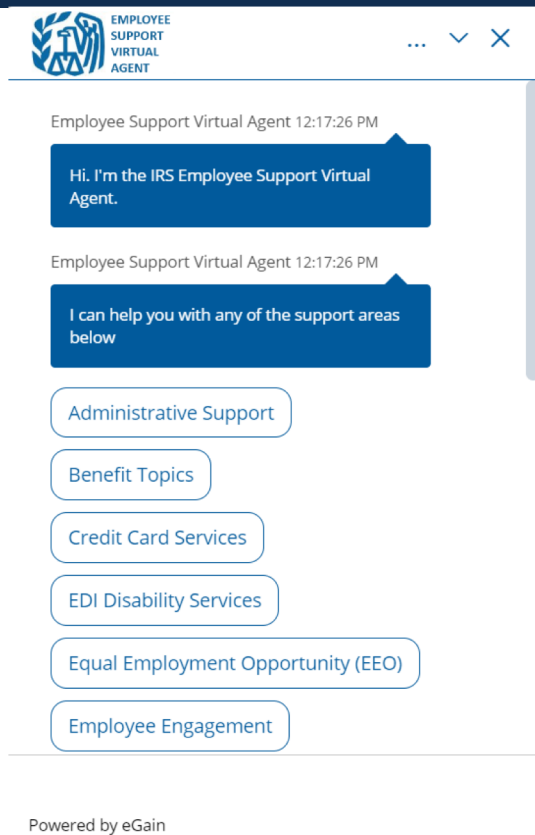
SAR User
Interviews

GDI CAFM
Data Perfection
Reports

CHATBOT



CHATBOT TOOL INTERFACE



CHATBOT: PROJECT WORKFLOW

Identify departments from which materials (i.e. articles, documentation, manuals) needed to be solicited



Set up meetings with department point of contact to provide briefing on Chatbot project and request materials



Once materials are received, begin to **organize material** into hierarchies (clusters)



Push cluster out for **production**

CHATBOT: CLUSTER EXAMPLE



Cluster

O3 Hoteling

Question

How can I help you with O3 hoteling?

How to book a hoteling workstation?

Knowledge Article

When to book a hoteling workstation?

Knowledge Article

How to cancel hoteling booking?

Knowledge Article

How to book hoteling space outside your POD?

Knowledge Article

46 Character Limit
(with spaces)

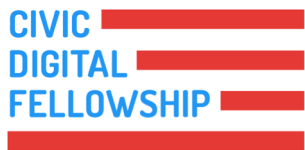
For detailed written information, please follow this link: [Hoteling Booking Resources](#). If you'd like to access how-to videos, please click this link: [Hoteling Shots Videos](#).

For more information, please follow this link: [Hoteling](#)

Users can cancel bookings made for themselves that have not already started and are not in the past. For step-by-step guidance, please follow this link: [Hoteling User Guide](#)

Employees can book hoteling spaces at any IRS office where hoteling workspaces have been established. While the Hoteling application within the [GDI](#) system will automatically default to the user's assigned building, this [guide](#) will walk you through the steps to select a hoteling workspace at an alternate location. Note that booking a workspace does not grant access to the building or IRS office space. Security access to an office other than the employee's POD of record must be coordinated by the employee with those in the destination POD who are responsible for managing the office.

SPACE AVAILABILITY REPORT (SAR)



SAR WORKFLOW

Current SAR tool displays inaccurate workstation information to BOD hiring officials seeking to hire/move employees



A new tool (SAR 2.0) is under development but more information on user needs/pain points needs to be aggregated



Conducted user interviews and wrote reports detailing user feedback on existing system

SAR: EXAMPLE FOCUS GROUP QUESTIONS

FMSS Focus Interview Questions

Referring to question 1. Can you tell me little more about the number of employees you hire per fiscal year?

Referring to question 2. I see that you visit the FMSS Hiring Information SharePoint about weekly, is that correct?

When did you first hear about the FMSS Hiring Information SharePoint?

About how far out in the future do you use either the SAR or the WFT to help you make the decisions for the new hires?

Referring to question 3. I see that you visited the Space Availability Report (SAR) contained in the FMSS Space and Hiring Information SharePoint about 1-2 times per week, is that correct?

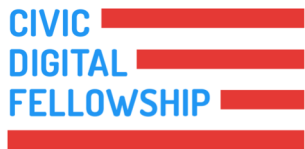
Referring to question 3.4. We are particularly interested in your suggestions to improve the accuracy of the data in the SAR. Can you please elaborate on why you made that recommendation?

About how long ago did you first become aware about the existence of the Space Availability Report (SAR)?

Has your perspective of the report changed over the years? If so, how?

Referring to question 4. I see that you visit the Workspace Forecast Tool (WFT) contained in the FMSS Space and Hiring Information SharePoint about 1-3 times per month, is that correct?

GDI CAFM DATA PERFECTION REPORTS




GDI REPORT PROCESS

Reports are created to aid CAFM Program Managers in identifying discrepancies in resource management

Attended tri-weekly meetings with the team to determine what reports needed to be created

Used specifications to generate reports via View Definition Wizard which were then published to GDI

GDI REPORTS: EXAMPLE

 ARCHIBUS

Quick-Start HomeApplicationsTasks

Find a form or report

Building SRL, Rooms by Room Type

Room Types

Refresh

Rooms

RefreshDOCXXLS

Room Category: E[5] L[7] M[3] O[2] P[3] S[22] U[2] V[6] W[1] All[51]

Building Code: S[11] All[11]

Room Category	Room Type	Total Area ft ²
EXT	CONS	
EXT	EXT	
EXT	LOAD	
EXT	PARK	
EXT	RAMP	
LAB	ANIMAL	
LAB	BENCH	
LAB	CLASS	
LAB	DRY	
LAB	LAB	
LAB	RESEARCH	

Building Code	Floor Code	Room Code	Room Area ft ²	Room Standard	Room Category
SRL	B1	B2	140.52	CONFERENCE	MEETING
SRL	01	130	141.20	CONFERENCE	MEETING
SRL	01	125	143.81	CONFERENCE	MEETING
SRL	06	632	188.38	CONFERENCE	MEETING
SRL	07	732	188.38	CONFERENCE	MEETING
SRL	B1	B15	188.38	CONFERENCE	MEETING
SRL	03	305	249.03	CONFERENCE	MEETING
SRL	03	359	348.60	CONFERENCE	MEETING
SRL	01	159	348.60	CONFERENCE	MEETING
SRL	02	259	348.60	CONFERENCE	MEETING
SRL	01	101	716.14	CONFERENCE	MEETING

THANK YOU!

