FMSS Product Management

Facilities Management and Security Services

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RONIT JAIN

PROJECTS

Chatbot

SAR User Interviews

GDI CAFM Data Perfection Reports

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CHATBOT

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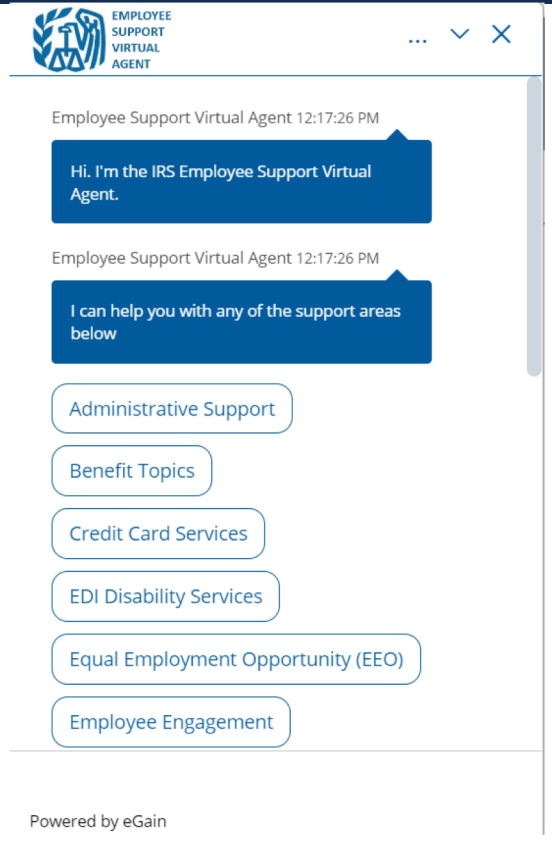
CHATBOT TOOL INTERFACE



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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**

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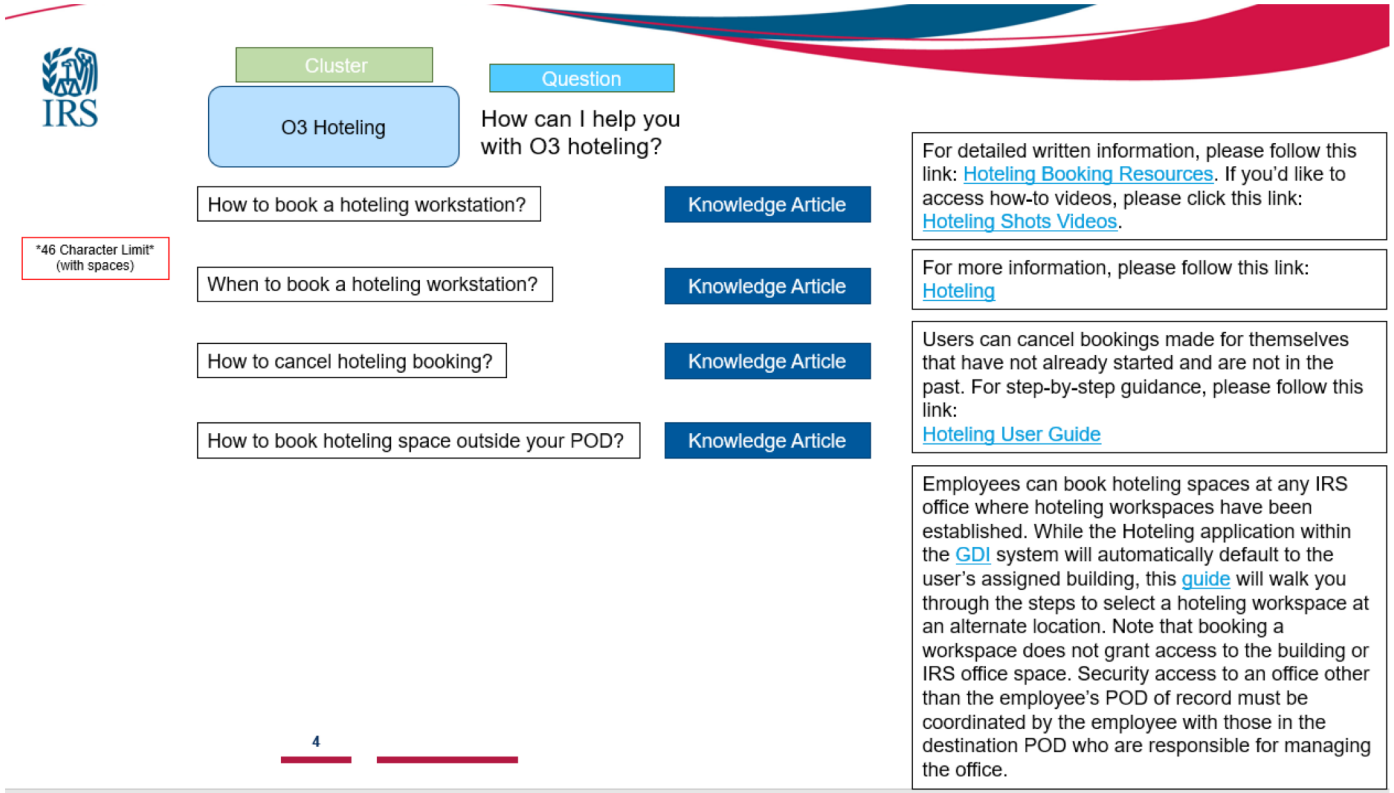
CHATBOT: CLUSTER EXAMPLE



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SPACE AVAILABILITY REPORT (SAR)

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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

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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 became 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?

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GDI CAFM DATA PERFECTION REPORTS

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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

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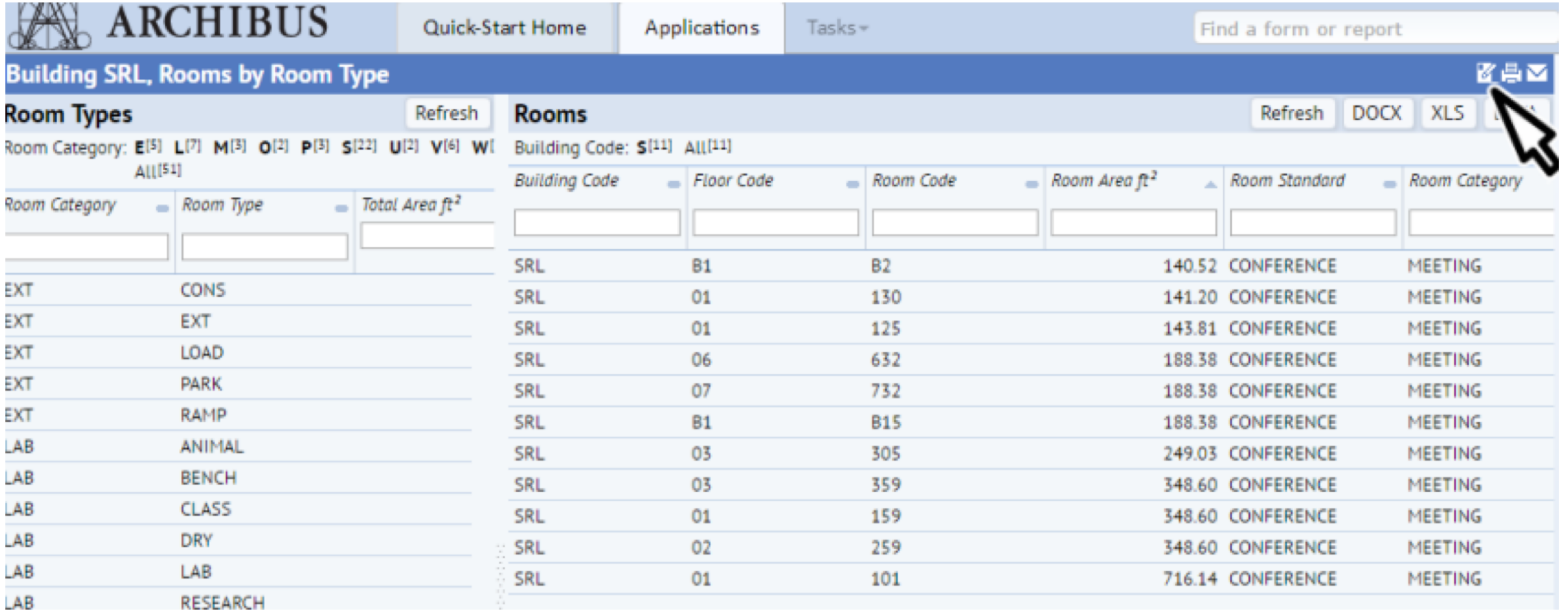
GDI REPORTS: EXAMPLE



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THANK YOU!

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