# Facilities Management System Specifications

1. Vendor Products
   1. TRIRIGA - Asset Management/Work Order System
      1. Hosted in the cloud
      2. Java application. Patches and upgrades are performed by IBM, after approved by FM.
   2. Dynamics SL (DSL) – Project Accounting System
      1. Hosted on premises
      2. MS thick client; .net web services. Patches and upgrades are performed by Admin IT, after approved by FM.
2. System does not contain PII
3. Transaction Types
   1. Purchasing
   2. Recharges
      1. Taxes for special orders are included in item costs (non-inventory).
      2. Taxes for inventory issuances are tracked in a separate line (taxes/freight/markup).
4. System User Authentication
   1. TRIRIGA – Users log in through Shibboleth
   2. DSL - Users log in through AD3 LDAP integration
5. System User Access (Add/Remove/Edit)
6. TRIRIGA –
   1. FM Application Admin creates/removes/edits user account based on email request sent to ServiceNow.
   2. Admin role is held by FM Applications Admin with Admin IT Applications Admin as backfill.
   3. Role assignments approved through FM Asset Manager.
7. DSL –
   1. Admin IT creates/removes/edits user account based on email request sent to ServiceNow.
   2. Business Manager provides/removes/edits access to modules after employee’s Supervisor requests access via email.
   3. Role assignments approved through Business Manager.
8. Orders entries
9. Work Task - TRIRIGA
   1. Labor – entered manually by technicians or sometimes by workflow analysts (via submitted paper worksheets).
   2. Materials – requests are entered manually by technicians, IPE’s or sometimes by admin assistants (via submitted paper materials request forms).
      1. DSL orders sent to SSC to create PO or to FM Purchasers to use PCard.
         1. PCard transactions are completed by FM Purchasers/Admin Assistant and reconciled by FM Accounting Assistants.
   3. Services – requests are entered manually by technicians, IPE’s or sometimes by admin assistants (via submitted paper service request forms/tag job).
10. Inventory Purchases – DSL
    1. Entered by purchasers or admin assistant for inventory replenishment.

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| **Billing Object** | **Billing Name** | **Revenue Object** |
| 7152 | FM: BUILDING MAINTENANCE | 3900, 3918 |
| 7153 | FM: CUSTODIAL SERVICES | 3900, 3918 |
| 7154 | FM: UTILITIES SERVICES | 3900, 3918 |

1. Approvals inside/outside the system
2. All orders flow from TRIRIGA to DSL were they are approved by FM Purchasing Team and then again in KFS by the Fiscal Officer and delegates.
3. Transactions processing for each type
4. Purchases are processed using KFS Requisition Interface.
5. Recharges are processed using GLIB feed.
6. File drop off is [\\ou\arm\FAC\ib\_feed](file:///\\ou\arm\FAC\ib_feed) a [\\ou\arm\FAC\ib\_feed\_test](file:///\\ou\arm\FAC\ib_feed_test) (KFS UAT)
7. Transaction reviews/approvals
8. Fiscal Officers review purchases.
9. FM Business Analysts review DSL billing reports prior to posting.
10. Reconciliations between TRIRIGA and KFS
11. FM Business Analysts review TRIRIGA to KFS Reconciliation Report.
12. FM Business Analysts also review DSL billing report (xls).
    1. Defaulted transactions reconciled to **default clearing (expenditure) account**
       1. Reconcile default account (3-ARMMXMB) against scrubber reports.
       2. Research cause of error resulting in default account being used.
       3. If necessary, reach out to customer to obtain valid account, and update Tririga.
       4. Make corrections to project in DSL to prevent errors from recurring
          1. If defaulted to continuation account due to invalid account or subaccount, correct original, incorrect expense entry using the Project Transaction Transfer screen in DSL which will be sent to KFS with the next billing feed.
          2. If defaulted to continuation account due to invalid object code (usually the case for P-chart expenses), correct Billing code (used to assign object codes) in project maintenance (DSL) and in Work Task Detail (Tririga). Make correction using the Journal Transactions screen, which will be sent to KFS with the next billing cycle.
13. Revenue Accounts
    1. Labor credited to FM Technicians’ department recharge accounts.
    2. Non-stock Materials and Services are credited to 3-ARMPASS
    3. Stock Materials are credited to 3-FMSTOCK
14. System Change Requests
    1. All issues/requests submitted to ServiceNow or added directly to Jira
    2. Jira workflow change management process
       1. UAT and production sign-offs
    3. Developers do not have access to production
15. Customer inquires
    1. FM Customer Support team or FM Application Admin provides customer service resolutions to billing inquiries and routes unanswered issues to the FM Business Analysts.
    2. TRIRIGA system view or customer portal to view billing system details outside of Decision Support

# Scheduled Reviews/Reconciliations

1. Monthly:
   1. FM Business Analysts and/or Billing Data Analyst reviews batch successes and resolves errors.
   2. FM Fiscal Officers perform ledger review.
   3. FM Business Analysts review TRIRIGA to KFS Reconciliation Report.
2. Annually:
   1. FM Application Admin and FM Business Manager reviews employee separations/transfers.
   2. FM Applications Admin (TRIRIGA) and FM Business Manager (DSL) reviews users/roles.
   3. IT Management ensures system access review and communicates to FM.
   4. IT Management ensures server/database access review and communicates to FM.
   5. IT Management ensures developer production access review and communicates to FM.
3. Transaction correction processing:
   1. FM has a bi-weekly billing cycle. Corrections are made within the next billing cycle.