

# FACILITIES MANAGEMENT, DESIGN AND CONSTRUCTION (FMDC) WORK ORDER TICKETING SYSTEM

## THE PROBLEM

The existing work order system through Archibus is not used in a standardized way across all regions, and preventive maintenance (PM) tickets (80% of workload) are cumbersome to address due to system limitations and paper processes. FMDC would like to purchase updated software to track work orders, but must first identify the features required for a replacement system.

## THE RECOMMENDATIONS

Any new system purchased needs to gather all the information currently captured in Archibus, but also needs to offer additional ticketing functionality that will allow tenants to submit tickets, and then receive automatic updates as the ticket status changes.

## THE APPROACH

Our team mapped the current state of preventive maintenance work orders in the central region, and explored existing data gathered in Archibus to identify gaps. After realizing the existing review of open work orders was being done in Excel spreadsheets, we brought in a data visualization expert to connect Archibus to Tableau to be able to display the data in a more understandable way.

## INTERIM SOLUTION

While FMDC is still pursuing a new ticketing system based on the information gathered during this project and their own internal initiative, they now have a Tableau dashboard to help track and identify problems and allow Leadership to make data-driven decisions.

## THE TEAM

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## THE DATA

