

A photograph of an elderly man with a white beard and glasses, wearing a blue work uniform, sweeping a warehouse floor with a red-handled broom. The background shows stacks of cardboard boxes and a high ceiling with industrial lighting. The image is overlaid with a semi-transparent red banner at the bottom containing text.

AssetWORKS

2023

**CUSTODIAL SPECIAL  
INTEREST GROUP (SIG)**

Revolutionizing Custodial Management in Higher  
Education



Facilities professionals in higher education need innovative solutions to manage their campuses efficiently and effectively. The management of custodial functions often suffers from outdated and inefficient management systems, a lack of real-time communication, poor inventory control, and a lack of actionable data. These challenges lead to increased costs, wasted resources, and reduced overall efficiency for higher education institutions.

At AssetWorks, we understand these pain points and are excited to announce our new initiative: the Custodial Special Interest Group (SIG). This initiative aims to address these challenges by providing a custodial module within AiM. By incorporating this module, facility and custodial supervisors will gain the tools needed to manage staff schedules, track work orders, and monitor inventory levels more efficiently.



### **What is a SIG?**

A SIG, or Special Interest Group, is a collaborative effort with select customers who invest in an opportunity to shape and develop a new product. Members contribute ideas, feedback, and insights to create a custodial management module that meets industry needs. They also have exclusive access to early versions for testing and shaping the final product.

### **Custodial Module Design Intent**

The custodial module within AiM would be designed to incorporate key features that allow facilities and custodial teams to adhere to APPA standards and CDC guidelines. By streamlining custodial operations, the module will work to improve efficiency, ensure a clean and safe environment for occupants, reduce costs and promote sustainability.

Additionally, what would a custodial module be without interactive floor plans to help visualize custodial space and improve operations? By providing real-time information on custodial needs and cleaning progress, interactive floor plans, at minimum, can help custodial staff make more informed decisions about allocating resources and prioritizing tasks.

# Process + Timeline

The SIG requires a commitment of time that is not specifically defined, indicating a flexible involvement level. The below timeline is a proposed and estimated timeline for the SIG commitment. **We understand your time is valuable and we appreciate your participation.**

Q4  
2023

## Kick-Off Meeting

60-minute Microsoft Teams Meeting, introductions, timeline review, and discuss the discovery process.

Q1  
2024

## Discovery

Participate in a one-day on-site discovery visit with the AssetWorks initiative team and your primary stakeholders to better understand your organization's issues and requirements.

Q1-Q2  
2024

## Mockup Review

As the initial design is being developed, attend regular meetings for approximately 2 hours/week to help prioritize requirements and review preliminary mockups. This cadence is flexible and negotiable. Following the review process, a meeting will be scheduled to finalize the mockups.

Q2  
2024

## Development

AssetWorks Developers will execute on the architectural and design plan submitted by the SIG and initiative team, ensuring all requirements are tested and fulfilled. Brief meetings with SIG members may be scheduled to discuss questions and progress.

Q3  
2024

## Beta

SIG members will test the beta version in real-life scenarios to identify bugs, glitches, and usability issues. Feedback will be relayed to development, and enhancements will be planned, prioritized, and tested again. We anticipate SIG members to test the beta for an approximate average of 2-4 hours per week to ensure it meets the intended design.

Q4  
2024

## Launch

Launch the module for production use, in alignment with SIG goals.

# SIG Member Responsibilities

## Commitment

- Understand project purpose and objectives.
- Prioritize the project in schedule and gather necessary tools, materials, and equipment.
- Actively participate in group meetings, discussions, and activities.
- Take ownership of assigned tasks and complete them on time and to the best of your ability.
- Maintain open communication with the SIG for progress updates.

## Participation & Engagement

- Actively participate in SIG meetings for idea exchange, goal setting, activity planning, and decision-making as a team.
- Engage in discussions, share your perspectives and listen attentively to others.

## Beta Site Evaluation

- Thoroughly explore the beta version, focusing on functionality, features, user interface, and performance.
- Test the beta version in real-life scenarios to identify bugs, glitches, and usability issues.
- Provide specific and descriptive feedback to assist developers in understanding the problems.



# Frequently Asked Questions (FAQ)



## **What is the time commitment?**

See the Process and Timeline page above.

## **How long does the SIG run for?**

The time commitment for a SIG is often flexible, and members can choose their level of involvement based on their availability. The estimated timeline for the Custodial SIG is approximately 1 year.

## **Are there travel requirements?**

There are possible travel requirements. AssetWorks will travel to each customer site for the initial kick-offs, however, there may be possible future travel for SIG members to connect in person.

## **How many people from my organization can participate?**

Each customer should have 1 point of contact for communication. The point of contact can invite other stakeholders to meetings and reviews, but the point of contact shares the information with the SIG and AssetWorks product team

## **Who should participate in the SIG from my organization?**

To ensure success, we will need participation from those with working AiM knowledge (system administrators) as well as those with specific knowledge or interest in Custodial operations at various stages of requirements gathering and design.

## **Why is there a cost associated with participation in the SIG?**

Your organization pays to participate in exchange for a discount on licensing for the final product. We have found that having only committed Members participate magnifies your voice and makes your input even more valuable.

## **What is the cost to participate in the SIG?**

Please connect with the AssetWorks Facilities Sales Team to discuss pricing – [facilitysales@assetworks.com](mailto:facilitysales@assetworks.com).



# INTERESTED?

Interested in learning more? Connect with us to discuss the next steps, additional questions, and more!



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