**Elevate Roundtable Onboarding New Users-20240425\_185855-Meeting Recording**

0:18
Hey, Andrew.

0:20
Hey James.

0:20
I decided to dress the part.

0:23
Ready with the gear, huh?

0:25
I have AI.

0:26
Have a sweater on.

0:29
Caitlyn, do we want cameras on at all times?

0:33
What are you guys thinking?

0:35
I think so.

0:35
Yeah.

0:36
OK, this is like so cumbersome.

0:39
Like I try.

0:39
I like just threw it on and then I was like, that's way too much.

0:43
Let's just go with the Russian looking hat.

0:45
I like it.

0:46
This is all my stuff from back home in New York that usually I'd wear in the winter and no use for in Texas.

0:56
So peace, Gil.

0:58
Justin.

0:59
Hey, here we go.

1:07
Tim, I feel like I might be in the wrong meeting.

1:11
This isn't preventive maintenance, is it?

1:18
Hey, Tim.

1:18
Hey Michael give a few minutes let people come in and we can start chatting.

1:25
Hey Justin it looks like your your camera's on but maybe like your little slides over the camera or something.

1:32
No.

1:33
I've been having this issue where my computer just yeah it won't present my camera.

1:38
I have to restart each time.

1:41
You are not the only one.

1:42
I know Anna Harrison was also having that issue.

1:46
This I've I've talked to a couple of people today that's had like teams won't.

1:50
This says their camera's on, but it's not working.

1:52
Yeah, exactly.

1:54
Let me try to end teams and come back and see if that fixes it.

2:00
Yeah.

2:03
I don't know how long we really want to wait and see how people are still piling in.

2:07
There's Zach.

2:09
I'll keep.

2:10
I'll just keep an eye out and keep.

2:11
I'll like let him in.

2:13
Hey, Zach.

2:13
Are you Ethan?

2:16
Got the Bob Ross.

2:17
OK.

2:18
Yeah, Yeah.

2:21
I guess we just started as people keep piling in, don't want to waste too much time, only have 45 minutes.

2:27
So yeah, I'm Andrew Van Saygh.

2:28
I'm the manager of Customer care.

2:30
I've got James Schrader and Caitlin Eigel with us as well.

2:34
And along with some other folks you probably recognize Gil, Josh, Heath, Kaiker.

2:42
So yeah, I hope everyone's joined the conference so far this this round table is basically a discussion on onboarding new users as well as knowledge transfer within your organization and basically just struggles or successes you've experienced.

2:55
So I'm, I'm really curious if anyone wants to, I'm sure James and Caitlin and others are as well.

3:01
If anyone's would like to share some of the the big hurdles they face with bringing on new team members, bringing them on board.

3:24
Hey, Terry, how are you?

3:26
I've spoke with you.

3:26
I had quite some time.

3:27
I don't know if you Remember Me.

3:28
Andrew, with customer care.

3:30
Oh yeah, good.

3:31
How are you doing?

3:32
All right.

3:33
I'm curious, are there any struggles or hurdles you face with bringing new members on board that you want to share?

3:39
Oh, not really.

3:40
We just getting our feet wet.

3:42
We've been for several weeks now going through things with Christopher.

3:46
He meet with us every Wednesday and we have several sessions already set up.

3:50
I'm gonna be down in Texas probably the 7th through the 11th or 12th.

3:56
I'm gonna meet with a Christian for a while, I'm there, and then he will be out to Wyoming to meet with us starting the week of the 13th.

4:03
But we'll be going through several things.

4:05
So some of the rest of my group from Wyoming here, all two as well.

4:11
So, yeah, we've been doing considering a lot of things behind the scenes already and looking forward to picking up and running with things to where we left off several years ago with Steve Nines.

4:20
So thanks for asking Sir.

4:23
Yeah, are you when you mentioned getting your feet wet or are you all, I know you've been a customer for some time.

4:27
Are you doing like a RE implementation or a health?

4:30
Yeah, we do a RE implementation.

4:32
We're into the, we've been into maintenance, we just recently did a some Wi-Fi technology in for our inmates for so many tablets use in our facilities.

4:45
So we're going to piggyback off of some of that technology.

4:48
We've already bought some output devices where we're going to be using those exclusively for doing field operations and stuff for our maintenance team.

4:57
So Christopher's working with us and our ETS team with that.

5:02
So when he come out doing some reimplementation training and all, we're going to go through that.

5:07
And then we've upped our ante too to getting heavy into a preventative maintenance side too and putting all of this together and and and using it now.

5:16
So we just got funding reallocated and we're running with it.

5:19
Again, that's the hardest part, right?

5:23
That is always the hardest part.

5:25
Yeah, awesome be in the door.

5:27
So we're trying to implement that and like I say, Christopher will be down and actually we're going to have our first kickoff meeting.

5:33
So I don't know if you're going to be part of it, but Christopher, so we do what we call OAC meetings when all of our projects come up.

5:39
And this is one of our kind of scheduled projects and we're going to kick off one of those big meetings Monday the 29th.

5:47
So we have a Google segment we're going to be doing with Crystal One in some of your other facility for staff and then we're going to hit the road running on site.

5:56
Awesome.

5:57
Yep, Glad to hear it.

6:00
I think Mr.

6:00
John Cole is on here as well.

6:03
I think he was supposed to be on this segment, I heard.

6:06
Anyway, he's at the Torrington facility, our news facility.

6:10
So that's where we're going to set up everything and try our implementation trial run there at his facility before we go viral with other facilities.

6:18
So kind of using his facility as a test markup facility.

6:23
So yeah we're all excited to move forward to this next level that we've been waiting years to jump into.

6:29
Awesome.

6:30
Yeah, yeah, I think I guess with with you re implementing it.

6:34
I I imagine this would be covered, you know, onboarding new users and and knowledge transfer.

6:38
But you know, might be something you bring up once you get to that point because that, you know, if you're not prepared for it, it could be something that is a headache, you know.

6:47
Yeah.

6:48
Understood.

6:48
Yeah.

6:49
But we have some others kind of we got set up a little bit of organizational too within our DOC organization.

6:55
Now who's up taking some of this on too.

6:59
So we will sign some people to help help make it functionality correct this time.

7:04
So OK, Yep, big deal.

7:07
I don't have my office.

7:12
What about knowledge transfer?

7:14
I know something that happens a lot is, you know, people in certain roles move on to other departments or move on to other positions.

7:22
You know, does anyone to discuss want to bring up how they personally handle, you know having someone who may be your admin for you know preventive maintenance something heavy like that that's highly important and and getting that new person that's going to fill that role, how they go about handling that.

7:40
Yeah, so we do, we've set up administrator who's handling that.

7:43
We've already given a list to Christopher how we want that to set up.

7:47
And so that's one of the things we're going to do in our kickoff meeting hopefully have some of our administrators too in on that how this going to look as people transfer and move around.

7:56
And then one of the other key things we're doing and we used to have our other facility WSP, we had a version of this nearly 20 years ago and we're just getting everybody off of that.

8:07
What used to be done, we're all coming under one umbrella, all facilities is going to be the same.

8:14
We're going to have the same format moving forward.

8:16
So we reconfigured a lot of that already.

8:19
And so you're right.

8:20
And then as new people come on or we have people transfer around or whatever, everyone can be quickly updated and keep moving.

8:28
So, yeah, we, we have that too that we didn't have before that.

8:32
Yeah.

8:33
So we're taking a serious approach to it now.

8:36
The new group, now that we got the funding done with this new group, we're going to try to run with it and and make it make it right.

8:43
So they'll continue to fund it.

8:47
Yeah, good deal.

8:52
So what what kind of tools or methods are are you all using to document and share knowledge at the time.

9:01
So right now we have always been using.

9:05
So we've always gone and we do work orders and things like that.

9:07
We've always done that over at WSP.

9:10
Like I say years ago there was a pilot program before I even came to Wyoming and so they was using some of the preventive maintenance tools already.

9:22
But so right now it's set up more than what we want to need.

9:29
Different people can go in and actually, you know, initiate a work order, submit it to certain individuals and back to maintenance and then that's a sign to individuals then to go out and remotely do it, then they come back in.

9:44
So we communicate like that and then close out the work orders and track that.

9:48
However, with these mobile devices and Wi-Fi technology, we're hoping to use these devices so maintenance can go out and actually go to a piece of equipment or something actually work on it, pull up all of the pertinent facts.

10:03
We don't have to rely on the paper trail like we do.

10:06
Come in an office in the morning, download all of your stuff, walk out two way radio communication.

10:11
We can communicate right through those devices while they're right there.

10:16
If they have to pull up some specification sheets and or get with a vendor or something, it's all handy.

10:21
They don't have to come back and forth in and out losing time, maybe going through checkpoint in and out a new assignment come up, it can be immediately transferred to them through that mobile device.

10:33
Also we got the feature on that device with the camera attachment and infrared imaging and things.

10:40
So then if we do run into the issue of problem, we need to collaborate with a professional, with a design team or someone we can do that in real time and collaborate.

10:48
So we're really excited about moving with all of those type of tools just to make it, yes, I'm not going to say customer friendly, but maintenance friendly for us to achieve our tasks and goals.

11:03
And like I say, we just waste a lot of time right now just the lack of better communication once there's those teams out in the field back and forth, back and forth and then maybe relying on one source back, we'll pull up something on Internet or something while we out here.

11:22
So we plan on building off of that and seeing can we we got already on state construction database and I see you see JJ, we call him, he's on these all of the time.

11:33
So they got a good database on their setup of our facilities, plans, FDA scores and assessments we did back in 20/15/2018.

11:44
So we want to make sure we get all that transporter over to our portals too, so they'll have that right on hand.

11:49
So we use it right now back and forth across the board.

11:53
We got to load and dump all of that into our system too and get updates what I'd looked into and it's set up.

11:59
So we have new projects come on board and have built into the contracts with the contractors that they can help us with new equipment, replace the equipment and stuff like that immediately uploaded in the system once we get it.

12:13
So it ain't just sitting there waiting for someone else to go back out later, capture that information, build that into the projects as part of the close up portion.

12:23
But we're just trying to better navigate and use this system and then anybody can come on, come aboard, they can pick up one other and one of the things that we're trying to make critical, we're going to disallow each facility trying to do their own theme version.

12:38
We're definitely going to unify it all.

12:40
So a lot of times we have maintenance staff or whatever you have to go and help another facility or whatever.

12:47
Everyone's on the same page.

12:49
It's just logistically now for security reasons within the prison these devices, are they going to be self assigned to one individual or how we going to do that component right now.

13:00
So if we do cross, does that individual take that device with them and other bring it.

13:05
So we're just trying to work out some of those logistical things.

13:08
Hopefully we'll have all that iron out before Christopher's on site with us the week of May 13th.

13:14
So we want to do a little mock up on that and see how that works too in real time.

13:18
So yeah, yeah I was trying to think in in preparation for this round table you know what kind of little nugget I can bring to the table.

13:29
And I I always remember, you know I don't see many customers use it but there is a feature it's believe it's called the help manager and system setup.

13:41
Yeah help manager and I'm not sure if many folks are aware of it but you can basically take your own custom say you have your own documentation you can you know when you go to the online help it you come to a segmented screen that can kind of hyperlink you to certain modules in the online help to get there quicker instead of having to scroll through and you can you can land your own documentation in that that screen that's segmented in those sections.

14:11
And I thought, I always thought it'd be a good idea to, you know, if you already have this documentation for onboarding or just knowledge base in general, you know, if you put it there that way, you know, you can inform your new users, hey, you hit that online help, there's an online help that's canned that's there for you obviously.

14:29
But then we also have our particular documentation that's based on our standard operating procedures, you know, within those segmented links.

14:39
I'm not sure if user people or everyone here is already utilizing that, but I always thought that was a really cool feature just to kind of give it a a home base for that's those custom documents for your organization.

15:06
Steve was.

15:06
I had some other questions here that I was curious about.

15:15
Has anyone here noticed any patterns or reoccurring issues during the onboarding process that you'd like to address?

15:36
Oh, let's see what other questions I have.

15:38
I think I brought up the tools one already.

15:42
Anything where I can click on 2.

15:48
Let's see, Are there any particular areas or topics where you find it challenging to transfer knowledge effectively?

15:54
I guess you could also say modules, particularly I would, I would imagine preventive maintenance.

16:01
That's one that you got to be sharp AT and I would imagine would be difficult.

16:07
You know that's definitely an area you would want to document in my opinion how your organization is is utilizing that module.

16:16
I know some customers will generate out monthly all templates.

16:21
Some will do it in a longer span.

16:33
Looks like we got a question from Mike going right.

16:36
Yeah.

16:36
Yeah.

16:36
Yeah.

16:36
Go ahead.

16:38
Say, Andrew.

16:40
Yes, Sir.

16:41
One second.

16:42
I have one of our their other maintenance staffers.

16:45
He's coming in right now a dollar Barnes from our.

16:49
Yeah, he wanted to definitely get in on this round table.

16:52
So I just want to let you know, Chad, you see him, he's trying to get in with us right now.

16:56
Dollar Barnes.

16:57
Oh, OK All right.

16:59
Thank you.

17:00
Yeah.

17:01
Michael, do you have your hand up, I believe, yeah, I was just from Vermont.

17:06
One of the things as far as transfer of knowledge we found is that has been helpful is we've started videotaping particularly owner trainings on our different assets and then going through in our older facilities and videoing the the preventative maintenance procedures and then putting a link to those videos on that particular asset.

17:29
So that when someone goes in scans the asset tag, you know a video of the PM being performed will pop up.

17:38
Because we're finding especially with our younger, newer force they they tend to learn better through that method than than reading an O&M manual.

17:48
But that's one way that we've been trying to transfer knowledge as well is just using our devices, recording the, the senior mechanics, doing the work and providing a link to that.

18:00
Well, that's cool.

18:01
Can you expand on that a little bit?

18:03
When you're scanning that asset, are you using the Perform apps?

18:06
Yeah, yeah, we have.

18:08
And then in under, I can't think of where it's, it's not under related documents, but there'll be a link there that they can go to a SharePoint site where we'll have the video there for them to watch as they're as they're going through a PM.

18:26
That's cool.

18:27
I've never heard of that being done.

18:28
I like that team.

18:30
Yeah.

18:33
Seems very valuable.

18:39
I like that a lot because I think it does give, like you said, maybe the younger or newer people a different way instead of a user manual.

18:49
And so I do know a lot of the younger generation was raised on computers and a lot of people have started to learn off of that better.

18:59
You know, some.

18:59
Some people don't even know how to find information in a book anymore.

19:03
So that does give another option.

19:05
Yeah, we did.

19:06
We, we have found that the younger, the younger employees, the younger staff definitely use the mobile app more than than desktop, for sure.

19:19
Yeah, I would think that's a good saving of time as well.

19:23
Video.

19:23
Just get to the meat and potatoes of it.

19:26
Yeah.

19:28
Not to defend the the younger crowd, but I know through life, you know that you go through a lot of instruction manuals and a lot of times you're like, does that mean this or does it mean that?

19:39
And if you have that video there, it's like, oh, well, obviously this is exactly what they're talking about.

19:45
Yeah.

19:45
Especially a lot of our O&M manuals can be pretty vague.

19:48
It's yeah, you know, if you have Model 5, this is what you do.

19:52
If you have Model 6, this is what you do and you don't know which model you've got.

19:56
And yeah.

19:58
Or you have Model 7 and you're like, yeah, this one's not in here.

20:03
Yeah, yeah.

20:04
That's what I was gonna say is you could see it like, right in front of your face and like, visually, just, yeah, it probably cuts out a lot of that.

20:11
Yeah, that's cool.

20:15
Cool.

20:15
I'm gonna have to try and set that up in our local instance.

20:18
And I might use that relay that to other customers.

20:24
Yeah.

20:24
Caitlin, knowing that you came from the state of Alaska, did you all have a similar approach to Michael's organization in Vermont as far as like recording videos or was it more of owner manuals?

20:37
I think it was more owner manual.

20:39
A lot of our guys in Alaska were much older.

20:47
Let's just say one of them.

20:48
We had to reset his password almost every single time because he like refused to use the system.

20:57
So definitely more more book based or manual based.

21:02
I I think it you they're not saying that like the older generation doesn't like using cell phones or stuff, but I definitely think the younger generation having grown up with it just takes to it faster whereas some of the older generation they just they don't think about it.

21:19
And so, yeah, I we definitely, we struggled, we struggled a little bit more in Alaska.

21:27
Do you think that there is any gaps with having more owner manuals compared to other sources of gaining knowledge or transferring knowledge, What do you mean?

21:43
Can you repeat the question?

21:44
Yeah.

21:44
Was there any like knowledge gap since there was only like one source of knowledge being shared or one source of viewing that information being shared.

21:54
Maybe we were pretty lucky at least in the building that I worked most in from my start with the state to my end with the state, we had the same people, like we didn't have any turnover, which was kind of nice.

22:08
So there there could have potentially been as far as like bringing a lot of people on that we didn't bring a ton of people on or or train a lot of new users because we had the same guys.

22:20
So I think, I think.

22:23
I do think that's a benefit.

22:24
I think having both though, is important.

22:27
Having both learning styles anytime, and I say this all the time, I love knowing stuff.

22:35
I hate learning stuff.

22:37
Yeah, but the only way to know stuff is to learn stuff.

22:41
And so the learning process can be such a challenging one.

22:44
Especially if it's something you've never done, if it's a software you've never worked in or you're not.

22:49
I mean, maybe you're just not even familiar with scanning QR codes.

22:53
I mean, when COVID happened, everyone went to QR menus.

22:57
Oh my gosh, I wanted to throw my phone.

23:00
I was like, just give me a physical menu.

23:02
I don't want to have to scan this QR code, right?

23:05
So I definitely think there's some, just it's just a process.

23:26
Yeah.

23:26
I think it's also good to have, you know that central source, you know, I think a lot of situations stuff spread out.

23:34
I get this over here, I'll go find this specific thing over there.

23:37
But that's why I kind of like that help manager idea I mentioned earlier.

23:42
If you can kind of house those documents there and it's all helpful, might as well put it over here with the online help area and as long as people know it's there, yeah, I think the the video's in the SharePoint, that's a great idea.

23:57
I think that's a yeah, that's an awesome way to do it for sure.

24:01
As well as the the help area as well.

24:06
Yeah, I'm still curious on that, Michael.

24:09
I'm assuming it's a link to the SharePoint and then you're just sharing, storing that link somewhere on the asset.

24:15
You're just not sure right now where it's at.

24:18
Yeah, we've tried storing the video directly in the system, but but it didn't really work out.

24:26
So.

24:27
So we just provide and of course then the downside is being in Vermont, there's cell services pretty limited in a lot of areas and a lot of our mechanical spaces were in basements until last July's flood.

24:42
And then we've we've been moving things above ground, but getting Wi-Fi access as well so that they can utilize the all of the the functions of the app has been a little bit of a challenge in, in some of the areas.

24:59
Have you been utilizing the offline mode at all?

25:04
Yeah, we we've been trying it.

25:07
We've just started kind of piloting it.

25:11
We started out just like using I guess old cell phones basically and telling people OK you know use this just for the for the app.

25:25
But we found that that didn't work out so well.

25:29
So we're we're we're investing in iPads for a lot of our maintenance staff that'll have kind of the capability of of storing that that data offline so they can they can use it.

25:43
Yeah.

25:46
I was going to say also you you'd mentioned Michael that it was primarily with the PMS, is that correct?

25:52
Yeah, yeah.

25:54
Is there other, is there other portions of the the system that you intend to put those like recorded procedures in or is there anything else anywhere you could see it being helpful?

26:10
Not sure yet, actually.

26:13
I haven't really given that much thought.

26:15
More for the PMS, you know.

26:20
I guess if it's linked to the asset itself, then you know, maybe even doing a a routine check, you know a a troubleshooting guide, so to speak.

26:33
Troubleshooting guide recording or something like that too could be helpful.

26:39
Like a like a video representation of like a decision tree type of thing.

26:43
Like if, Yeah, yeah, yeah, it's kind of it kind of went off of.

26:50
I coached high school baseball for a few years and and we were told that the younger, younger people now, they really respond to video rather than just talking to, you know, talking to them about things or or having them read something that the more you can incorporate video technology, the better, the more it'll hold their attention.

27:13
And.

27:14
And yeah, so that's what we've been trying to do because we're kind of in that that spot where a lot of our most of our workforce is, you know, within three to five years of retiring.

27:29
And so we're getting a lot of turnover now that is really tough.

27:37
Yeah, especially when you've got really good guys that you don't want to lose.

27:42
For the state of Alaska, we had our, our, like main basically the guy that was over everything.

27:48
He did our building automation.

27:49
He was the head mechanic for like everything.

27:51
He was about two years out from retirement when I left, and he technically could retire within a year.

27:56
But he said he was going to stay too.

27:58
And it's just like I knew when he left it would not be pretty.

28:05
It's hard when you lose those key people that are so reliable and just know so much.

28:11
I mean Johnny's been with the building for 20 plus years.

28:15
I mean when you have that kind of knowledge base, that's hard to lose.

28:20
Yeah.

28:20
And we're we're finding that now with with our Technical Support and of things with the state of Vermont because we started, let's see, I think it was 2021 when we started working with facility force and then we went live with our O&M module in 2022.

28:39
But trying to build that bench for the people that built the system for us in house because you know they're they're coming up on retirement in the next couple of years.

28:50
And and we need to be able to to have some people that can kinda like you say pick up the pick up where they left off.

28:58
Yeah, yeah.

28:59
And it's hard to get all that knowledge from those before they retire, how to just properly make sure you kind of have everything you can, you know, all the knowledge, the Nuggets that they have, right?

29:10
And then to pass them to other people.

29:11
That's hard.

29:12
Yeah.

29:17
That makes me think though also maybe like the the need for that transfer of knowledge will facilitate like the more digital recording of it if the newer employees are more receptive to that and then it'll be there like forever digitally, you know because some a lot of things come out of necessity, right.

29:40
You know it's, it would be a task but it would be helpful.

29:46
And I mean we have, we have a lot of resources like Andrew is mentioning to, I mean not with the IT side obviously, but with our product that that they can dig into and you can kind of just like point them in that that direction and then you can say hey that's, that's where it is.

30:03
And then when they start digging they'll find there's like there's a lot of stuff in there in the customer Resource Center.

30:10
Well, I think detailed notes is always super beneficial and I what I find with a lot of maintenance guys is they don't want to type out notes.

30:18
They they want to do it, they want to move on like right, like the next problem because there's always problems happening.

30:24
And so when you when you ask someone to slow down and take notes, they just you'd ask if you'd get you know, you're asking for a kidney basically they just don't, they don't want to do it.

30:38
But the more detailed notes you have and especially when you can refer back to to those notes, it's so helpful.

30:45
It's just so, so helpful.

30:47
When I worked for TxDOT and we'd have, you know, site managers go out in detail where you know where the project currently is.

30:55
They'd be like it's on schedule like well, that's nice.

30:58
Can you tell me anything besides, you know, did did we end up actually laying concrete?

31:04
Has the concrete been tested, you know, things like that.

31:07
And I think that's applicable to any, any field you're in.

31:11
The more notes that people can put down the, the better off you are.

31:21
Yeah.

31:21
I think that voice to text from that chain was showing earlier is helpful for the guys in the field too, probably.

31:31
Yeah, I'm.

31:32
Yeah, I bet that helps a lot.

31:37
Yeah.

31:37
I was thinking my brain's just kind of turning on this And you know, it sounds like, you know those, you mentioned the recordings, Michael, you're housing them in SharePoint.

31:48
And you know, if you could have, you know, for instance, like Caitlin was saying about you have these, you know, people that are really great at in that role that may be moving on.

31:59
You know, we're getting them to record maybe their screen, say it's AI, keep referencing PMS just because I know that's a very specific tool that has a lot of configure ability.

32:11
And once a process is in place, that's the way it should go.

32:14
And there's a lot of ways you could handle that process.

32:17
So getting someone like, you know, maybe the person that's in charge of that to do, you know, a recording of themselves like we do sometimes on teams when we're like showing a developer how to do a recreate a bug or something, but getting them on recording their screen.

32:33
This is how I do our monthly PMS every Monday of the month screen recording it and then maybe having like a a a a channel and the on the old work desk or like a a a widget with external links that go to that SharePoint recording.

32:51
And you know, you could maybe make a dashboard for new users or really just any a a mass amount of people.

33:00
And then that way they have this, you know, almost like a hyperlink library of like what do I need to do to get better AT.

33:08
And then you've got those links that'll take them over to those recordings.

33:11
And then that way you know they're doing it the way you, you know, it needs to be done.

33:17
Yeah.

33:17
That would be it's kind of like bringing your.

33:21
Yeah, bringing what you're doing already in the mobile app in to operate for those users as well, I think would be a cool idea.

33:29
Yeah.

33:30
Yeah, definitely.

33:32
A key part to that would also be organization, like how you're organizing the links.

33:36
Because one of the downsides, especially when you start something new, if you get like 30 hyperlinks you almost check out, you're like, Oh my gosh, yeah, this is just too much.

33:47
I don't, I don't want to like, where do I even start?

33:50
So I think a key thing would really be that organization, how you like leveling things or not leveling, naming things.

33:59
You know, like, OK, if you're brand new, start with these five videos And then if, you know, just kind of really that organization of of how everything's put together because nothing's more stressful than logging on and you're like, wow, I have 800 training videos and you know, you you almost instantly check out.

34:18
Yeah, for sure.

34:27
Terry, did your user ever get in the the room?

34:30
You said they had some questions.

34:36
Mute.

34:38
I'm assuming that Terry was talking about me.

34:42
OK, 'cause I clicked on the new user training and it took me to preventative maintenance and then it got confusing.

34:48
So I just stayed in there.

34:49
And yeah, something, something happened there cause a couple of our other employees were in here and they, they were messaging me and they're like, why aren't we talking about preventive maintenance?

34:58
And I was like, 'cause this isn't preventive maintenance.

35:01
I went, I went to the calendar, you know, in my calendar, I didn't use the link, so but yeah.

35:07
Do you, do you have any questions or anything you want to speak on as far as successes and or or maybe struggles with onboarding or knowledge transfer?

35:16
Well, so The thing is, and here I can turn my face on here too.

35:20
So we are in, we are in the very beginning baby stages of our re implementation.

35:31
We have 5 facilities.

35:33
I'm with Wyoming Department of Corrections.

35:36
So we have 5 facilities that we are getting off the ground and bringing back into the AIM system and rebuilding it literally from ground up from our buildings to our property profiles to our asset management to all of the in betweens.

35:54
So it's a fire hydrant and a garden hose at this moment in time.

36:00
But we're we're managing we have Chris, he's phenomenal.

36:04
He's been a great Rep with you guys and and super knowledgeable and helpful with us.

36:08
So kudos to him 100%.

36:12
Right now we're in again, you know the baby stages of of getting our request, the even just figuring out the difference between what's the requester who needs what role employee profile versus the HR management versus the system and admin and the user security like it's it's intense just on that platform alone.

36:35
So I have been the one to take on the lead of everything so that I can take that information back to the other four facilities and be like, OK, so here's the dummy version and here's the, you know, simplified what are we doing.

36:53
So having like all of the available, the the checklists, the the documents, your guys's PowerPoints, all of that is super helpful for me to go back on.

37:03
Because even just loading the first three data field or data sheets, I find myself going back and around like OK, wait, yes this information is needed for the requester, but then this information is needed for employee profile, but they don't need this information.

37:23
So it's it's a little bit of working out what is needed where because then I go in to load a user and then I get super confused.

37:32
I'm like well wait, which out of the three things do I need to start with to load them to get the end result.

37:38
So it's I think gonna be a little bit of a learning curve really of just doing it over and over again.

37:45
But we are so in the new stages of it that it's it's a lot to understand that's good.

37:52
I mean I I think it's definitely really important that while you're going through this, you're you're obviously documenting all these things so that you have that material for all the people that come in behind you and go through that same experience, you know.

38:09
So yeah we've we've mentioned some things that were new to me from Michael who's with state of Vermont sounds like you know does why don't DOC have the mobile apps.

38:23
Yes we are gonna have those implemented.

38:25
OK.

38:26
So he's mentioning that they utilize basically a hyperlink on each asset that takes them.

38:32
And this is, sorry, this may not be exactly what you were just talking about, but just some ideas for users.

38:39
But they have a hyperlink to a SharePoint video that basically shows, you know how the, the, the inspection or the PM is executed.

38:48
So they can come up with the app, they scan it and then within the the the profile that pulls up, they have a link in there that takes them to it so that they can see instead of, you know, reading through a a guide per SE.

39:01
I was mentioning something earlier as well.

39:04
There is a module in Systems Administration, it's called the Help Manager.

39:11
Basically it lets you manage when you go the online help, you probably see that there's a a segmentation of the sections of the online help menu.

39:20
So basically you can go straight to asset management instead of going to the the the top of the online help and scrolling through it.

39:28
And with that help help manager, you can put documentation in there.

39:33
So when you help or select the online help button you can have basically hyperlinked your own items in there hyperlink so you can put your own.

39:44
If you have a documentation for the standard operating procedure you put in place for preventive maintenance, you can plop that in there.

39:51
So if someone down the line you know gets that that responsibility and they need help in certain certain way, they can always find that document there in the online help.

40:04
It's just something I thought of before this call that I don't see used a lot and I just kind of wanted to bring something to the table that I thought would be handy.

40:13
Especially like being packaged in there with the online help links and and just knowing it's always going to be there.

40:19
Because I I try to think of another way off the top of my head where you could store some documentation in this way.

40:25
I couldn't really think of any in any other areas because it would have to be on a work order or a contract and that just doesn't make sense.

40:31
But that feature, putting it over there with the online help I think is just the best spot for it.

40:38
But yeah, I mentioned to Terry earlier, I think with y'all going through a reimplementation, this is the best time to like make sure you're ironing out and documenting your, your procedures.

40:48
Because I get, you know, they'll be turnover and I'll get tickets in our portal and they'll say, you know, how do we do generate preventive maintenance PMS.

40:59
And you know, I'll say, well, I'll, I could tell you how to do it, but I don't know if your organization is currently doing it that way.

41:06
There's so many ways you can do it.

41:08
So we'll need to take a look at that and and make sure what I'm telling you isn't the polar opposite.

41:14
You know, yeah, you could have been doing them weekly and the person before then could have been doing it monthly and it could really confuse a lot of people, especially when you're generating a high number of PMS.

41:26
So yeah, I would definitely be documenting that, especially when you have APMI believe you said Chris is working with you when he's on hand, you know, he can really help.

41:35
They have a better idea.

41:36
They, they deal that, they deal with customers at that level much deeper than customer care regularly.

41:43
So they have an idea of, you know, what they see a lot of and what's worked best.

41:50
So I would definitely be, you know, taking advantage of Chris at this point and making sure having him help you iron out those processes and what he thinks is best for sure.

41:59
Yeah.

42:00
And and that's kind of where we're going with it.

42:01
And even because like I said, we're starting with just getting the users in the system and being able to identify, OK, what does the requester need on their dashboards.

42:15
So are we going to build them a dashboard?

42:16
Are we going to build them queries?

42:19
Are they what are we going to do?

42:21
You know, because if we're going to do the system, we need to do it right and we need to make it like to the best of our ability to make it user friendly and so that everybody does understand how to go in and and request a work order.

42:35
And that way there's just cohesiveness between our staff and our maintenance technicians that can.

42:42
Yeah, just have a good relationship.

42:45
Yeah.

42:46
So imagine through this reimplementation, Y'all are starting are y'all starting off with the new work desk, I'm that will be the thing.

42:54
Yes, I know there's just a lot.

42:58
OK.

42:59
I know there's a lot of you know I guess frustrations would be the word when you're trying to you know you want this person to have this query or this information.

43:09
So I feel like this the new the work desk, that's the biggest thing to me is just being able to be over here and build this and like just push it out and then when they log in they just see it and it's done.

43:22
And that's exactly how and I am an OCD control freak.

43:26
I come by nature it it's fine.

43:29
So having that control from the beginning, because the system has been so broken previously on the older system, you know the wrong people have way wrong access is and then they go in and change something and it just completely breaks the entire system for everybody.

43:50
And so we're trying to just avoid that.

43:52
We're really starting from a fresh, empty system because it's gotten just so out of control over the years.

44:00
So I think that's where we're gonna have a lot of difficulty.

44:04
Having the dashboards, I think is going to be a massive deal.

44:09
And you can push those out to specific groups, correct?

44:13
Yeah, that's what I was going to say next.

44:14
Yeah, dashboards, the widgets.

44:20
So I could, I could push out a dashboard shared with a group of people and then I can exclude, say it has a handful of widgets on it and I don't want you to see one of the four widgets on it.

44:31
So I could still share that dashboard with you but not put you in the group that the widget I don't want you to see is on it.

44:36
So you can really, you know, yeah, pluck and and pull.

44:40
And it's also you know with the the different styles of the widgets I think are awesome because it it you know like if you're looking for counts or something you just get that square with the number and you're just you just get the info that matters most right from the start.

44:53
And you know the latest enhancements we've had where you can drill into that stuff, see the browse results of that query.

45:01
But really what what I was talking about earlier is just that distribution just it's you have a lot more better grip on all that.

45:09
And you know before if you had a query you wanted to share with someone if you shared it with them, they would have to manually go in and and and include that on a channel.

45:21
And it was just, it was the capability was there.

45:25
It was just clunky, you know.

45:27
OK.

45:27
Yeah.

45:28
And I'll.

45:28
I'll look into the group some more, but it looks like we need to get that over.

45:32
Definitely.

45:32
Oh, yeah.

45:33
We gotta jump back.

45:33
All right.

45:35
Thanks everybody.

45:35
It's been pleasure talking.

45:36
Learned a lot from Y'all.

45:38
Thank you.

45:38
Thanks.

45:39
Bye.

45:40
Reach out if you need us.