**Not Fooling Around with COVID-19 Using Inspections for Compliance**

0:08
Well, hello everyone and thanks for joining us for today's webinar.

0:12
We appreciate you taking time out of your schedules to do so.

0:18
This is the first in what's going to be a series of COVID related webinars and online activities.

0:27
So please keep your eyes open for a additional announcements.

0:33
We'll we'll keep them coming as asset works wants to be sure and, you know, share ideas that we're hearing from customers that have found particular solutions.

0:45
We want to make sure that we're facilitating some mindshare here, which was really the inspiration for this series.

0:56
Couple quick announcements.

0:58
My name is Kevin, by the way.

0:59
I'm helping facilitate this webinar for our presenters pretty shortly here, I'll turn it over to Randy Walsh, who will really kick things off.

1:09
But a couple quick things.

1:10
We have everyone's lines muted for the best sound quality as we are recording this webinar and we'll post it to the customer care portal.

1:21
If you want to watch it again or share it with colleagues, it'll be available there.

1:26
Give us 24 to 48 hours to get it posted there, but we will post the recording.

1:31
And then second item is we're going to hold questions, Q&A for the end of the webinar.

1:39
We have a lot of content we want to get through and make sure we stay on track with that.

1:43
However, feel free to submit questions as they cross your mind.

1:48
Go ahead and use the questions option in your control panel as an attendee to submit questions at any point and then we'll get through as many of them as we can at the end of the webinar.

2:02
And I think without further ado at this point, I'll go ahead and turn things over to Randy.

2:07
Randy, great.

2:09
Thank you, Kevin, and thank, thank you for all those folks that have are participating in this.

2:15
Obviously it's a topic that's I think it would be an understatement to say that it's top mind in in everybody's lives at your institutions, at your cities, counties, states, whatever organization you happen to be representing.

2:33
None of us are are not, are not being impacted in some form or fashion by, you know, by all accounts, at least for our generation and unprecedented worldwide event.

2:47
In addition to myself, obviously we have a, a couple of of of your peers that are going to really do the the lion's share of knowledge sharing about how their campuses are potentially dealing with this crisis, as well as how they're using asset work solutions in in dealing with those those situations.

3:15
And you know, and just, I think everybody can, can watch the the Morning News or go on pretty much any news outlet site and, and see some equivalent information.

3:26
But just to reiterate and reinforce the point that this is a continuing challenge that that's impacting all of us, but personally and in our, in our professional lives and, and we recognize that.

3:43
And here at Asset Works, we've really been kind of watching the news obviously and trying to figure out how would we go about as, as your business partner, how would we go about assisting and helping you during this crisis.

4:01
So the question that we've been asking ourselves as we look at the data, as we look at at what we have to offer, as we we talked to to you, our customers, as we sit on, there's a whole contingent of us that are participating in Atlas town hall meetings on education side on how the education industry it is trying to deal with this from a facilities management perspective.

4:28
We've been asking ourselves the question of, you know, how can we, how can we be your partner?

4:34
How can we help you during this that this crisis?

4:38
So obviously 1 is just straight up knowledge sharing, right?

4:43
You know, we, we watch the listserv, you know, some questions came up about inspections and, and just a tremendous activity spawned off of that particular thread.

4:55
So it was, it was very, very apparent that go inspections and inspection capability.

5:02
What's top of mind in how do we make sure that we're cleaning and preparing our facilities and, and that we're trying to deal with mitigating the effects and providing a safe and healthy environment for, in our facilities for our, our staff, our students, the, the faculty members.

5:22
If you're on the the government side, you have facilities as well that are serving, servicing your, your citizens and your constituents that you need to make sure that are that are safe and that you're in compliance to be bringing people back into a safe working environment.

5:38
So a couple folks that that were already chiming in on the listserv about some of the things that they were doing, I want to make sure that we brought it as broadly as possible.

5:47
Alex Mauer from University of San Francisco as well as Carlos Murphy from Florida State University have graciously agreed to participate in this and share share what they're doing at their institution.

6:00
We also got some, some ideas and some conversations that we've been having with Broward County about how they're using AIM to collect data related to this event.

6:14
You know, Broward being in Florida, they, I don't want to say they have the, the luxury, but they have gone through multiple crisis events, weather related.

6:26
So they're taking some of those same practices that they've had to deal with, with weather related type of catastrophic events.

6:34
And, and they're trying to apply those to their business plans on how they're going to deal with the costs that are related to this COVID-19 pandemic.

6:42
And they'll utilize that in, in relation to going back to try and get recovery from the, the state and federal level.

6:51
So I think that'll be a really impactful knowledge sharing opportunity as well.

6:56
So those are all great things that that we can share information on.

7:01
But asset work, we really wanted to to do more than just share information.

7:06
So what we decided that that we wanted to do is, is for anybody that doesn't already have the advantage of having Go Asset Management and doesn't have that inspection utility, we wanted to make that available to to the entire user base during this during this particular event.

7:28
So we're going to be offering a free site license, 90 day temporary use for Go Asset Management as well as we think to be able to get data in there quickly, potentially to be able to also allow you to use asset sync if you wanted to set up PMS.

7:50
And we'll talk about that during the training webinars and how to set that up and utilize that.

7:55
As well as a lot of the questions have been when we have an inspection and we fail a line item, how do we get it all the way to an actionable work order.

8:04
So a lot of folks like like Alex and Carlos have built their own action codes, but Assetworks actually has an off the shelf one that specifically does the function of converting a, a follow up remedial action all the way into a work order.

8:20
So we'll also provide access to that, that off the shelf action code.

8:26
And obviously, this package is 1 unlike a lot of AIM and, and other pieces of \*\*\* works portfolio solution that requires a very minimal amount of training to be able to put it into place, because we know that we need to be able to, to help you to respond quickly in, in this given situation.

8:49
So these are our items that you can put into place very, very quickly as well as then we're going to provide a training webinar series so that you know how to set up the so you know how to set up the system so you can self set it up yourself so that you can get maximum use during, you know, this, this heavy activity point.

9:06
Hopefully after 90 days, obviously we're, we're past the, the crunch and you can decide at that point if this is something that you would want to continue the use of and we can continue that dialogue.

9:20
So with that said, and I'll talk more about it at the end, but I, I wanted to make, make you aware of what we're doing on the asset work side.

9:28
And at this point, I'm going to go ahead and turn it over to Alex and let him talk about what they're doing at University of San Francisco.

9:35
And after Alex and Carlos talk, I'll circle back talk a little bit more about this program that that we're going to be offering right now, as well as the the schedule for the training webinar.

9:48
So whether you already own it or whether you're, you're going to consider using the temporary use that, that you'll have access to all those webinars, all that information, or if you don't have asset sync or you don't have the action code, we can, we can provide those, those pieces if you already have go inspection, go asset management inspection capability.

10:10
So with that, I'll, I'll, I'll turn it over to Alex and Carlos, and then I'll circle back when we wrap up here in a little bit.

10:17
Kevin, can you go ahead and make Alex the presenter?

10:22
I have and Alex, you should be set.

10:26
All right.

10:27
Thanks, Randy.

10:28
Thanks, Kevin.

10:29
Welcome, everybody.

10:30
I hope everyone's healthy and safe and families are sheltering in place, successfully so at the University of San Francisco.

10:44
What we have started to put in place essentially a custodial and rental hall refresh inspection.

11:01
So we were fortunate in San Francisco in the Bay Area, our government agencies took the step to shut down pretty much everything early.

11:16
So I think the order came through on March 17th.

11:21
We had at the university, we shifted into distance learning in about 3 days.

11:30
I think the week of the 9th, our law school had already made the decision to go to distance learning, and then the university followed suit pretty quickly thereafter around the 14th.

11:46
And then we also had the added benefit of being on spring break, so we didn't have anybody at the university anyways.

11:57
And so we had a little bit of time to sort of think our way through this and and come up with some responses.

12:07
So we shut the university down and we asked everyone to move out of the dorms and finished that process up on the 21st.

12:17
So at this point we are now in the process of waiting out the rooms.

12:25
We made the decision to allow some time based on some of the science certainly around the cruise ships.

12:39
And so we essentially gotten ourselves to a 15 day.

12:43
Where the rooms have all sat untouched, you know, since the the move out.

12:53
And so we're now at the place where we're going to start moving into those rooms.

12:59
We're going to do an inventory of the rooms to make sure that, you know, we know which rooms were abandoned, which rooms have students in place.

13:11
I think we have about 150 students left on campus who are, you know, for whatever reason, can't go home.

13:19
They're international students and they're sheltering in place at the university.

13:26
There are a lot of rooms that were abandoned.

13:29
And, you know, the kids just didn't come back from spring break.

13:32
And so we know that they're full of their possessions and, and we're sorting out a move order in order to box their possessions up and ship them out to them.

13:44
And that's in the process of figuring out exactly how that's going to happen and getting waivers.

13:52
Right now we're leaving those rooms closed and not touching those possessions.

13:58
And So what our asset work approach using the system is to was to create an inspection which I have currently in my test environment and is heading into production probably today.

14:16
And this is kind of a retooling of our our maintenance checklist, which we do anyways, which is a this is our summer residential refresh inspection.

14:33
And so the idea with this inspection in its original concept was we hire a summer crew, temporary maintenance engineers, and their job solely is to just go through all the residence halls, assess what's going on in there, and then fix whatever is damaged or needs to be replaced and then have that those rooms ready to go for the fall.

15:08
And so the way that we designed this inspection initially was we didn't want to have any work orders.

15:14
We wanted them to be able to just get into a building, get onto a floor and start at one end and finish to the other end, however long that would take, but then also be able to capture that data.

15:26
In the past, we had pieces of paper that would get printed with a checklist of everything that they needed to look at and ensure was in good shape or fix if it wasn't.

15:40
And that would get taped onto every every door.

15:43
And this is essentially this sheet, except it's in a digital format.

15:49
The way that we do it is using asset sync.

15:54
We added all our locations into the asset table as an asset gives us the ability to barcode scan at the door to quickly get each inspection going.

16:12
And so you can walk up to a a residence room, scan a barcode, select the inspection you want to do and you're up and running and it takes about 10 seconds or so to get that inspection going.

16:28
So it's the same concept here.

16:30
We've added a couple extra lines.

16:32
The plan is once we have gotten past the 15 day waiting period, we're going to then run through and do an inventory.

16:45
So we're going to go see which rooms are open, which rooms have people in it.

16:50
For the most part, we know that because that information is coming from our, our residential group.

16:59
And then which rooms have stuff left in it.

17:03
In some cases that's not totally clear.

17:06
And so we're, we're finding that as we go, part of what we're gonna do with the locations that have stuff in it is, you know, obviously open the door, take a picture of it, which we're going to capture here, try and do some inventory potentially that's still up in the air.

17:30
And then close that door up and wait until we understand how we're going to be moving that or shipping that stuff to the student.

17:41
And, and then from there, whichever rooms are open and ready and able for cleaning, then we're going to send in our custodial group to do an initial deep clean of all hard surfaces.

17:53
So they're going to go in and manually and everything.

17:57
And then once that phase is done, then we're going to go in and do a big disinfecting treatment where they have this something, some kind of spritzer machine where they go in and they just kind of spray down everything.

18:13
So I haven't actually seen that device.

18:15
I don't know exactly how it works.

18:18
And then once they go through the Phase 3, then they're going to go into kind of the regular process.

18:29
So the idea here is that we're not going to hire any summer crew this year, that we're going to keep our regular staff running.

18:39
Obviously everybody is being impacted where it comes to staff and we're figuring out ways to keep our current crew working and you know, able to come in.

18:54
We have shifted our work shifts into 410 hour shifts.

19:01
We are flirting with some ideas of potentially running a 24 hour clock and and having small crews waiting to hear if that's going to happen.

19:16
But the idea is that especially yesterday San Francisco, San Francisco came out with some more strict rules on social distancing and what is essential.

19:30
And so that's going to impact, you know, how we run our crews.

19:36
We really need to keep everyone away from each other.

19:41
You know, we, you know, we're going to have, you know, it's one person per vehicle.

19:47
We're spreading out lunches, making sure our engineering staff is, you know, not sitting around each other.

19:56
We're staggering computers in different locations so that they can purchase their own equipment.

20:04
Their own material.

20:06
Traditionally, we've kept all our phones on campus, but we're allowing them to carry their own phones with them so that they don't have to go into the central locker system to put their phones away.

20:22
And there's, you know, a bunch of other ideas, but essentially we're just trying to keep everyone as distant as possible.

20:29
And then we're going to be moving one or, you know, lighter crews through each building and kind of separating crews by floors so that there's less people working around each other and that they're, you know, they're getting assigned a floor per person or a floor per, you know, two person team kind of idea.

20:58
But so we're, you know, we're hoping to have clear documentation, transparent information about, you know, when rooms are getting cleaned, how you know, how long they've been sitting, who's in there, what kind of stuff is in there.

21:15
And, you know, just getting a jump on our normal summer work ahead of time.

21:21
Part of what I'm the way I set this up is if you haven't seen inspections, the inspection itself is you know what you call it.

21:31
And then the line items are the is essentially the kind of work that you want to accomplish or the items that you want to inspect.

21:39
In my case, I'm instructing our group what to look at and what to fix.

21:47
And in this case with the COVID related lines at the at the top, I've made this a, a date response.

22:01
So I want to know when this room was inventoried, when it was cleaned, when it was disinfected.

22:11
And then if there's any reason why this couldn't be done, then we have remedial action in place that allows us to understand what's going on with this room.

22:25
This all then comes out on the back end with an AIM IQ report that's going to get compiled into a dashboard that's going to let everyone see, OK, these are rooms that have someone sheltering in place.

22:41
These are rooms that have abandoned residential possessions in them.

22:46
And you know, I have these little tags right here, if you can see this, which triggers my own action codes.

22:56
So this, you know, if this is a shelter in place, this is going to trigger an action code that will go to our custodial so that they know they have to clean this later on after the semester is officially over and people have moved out or after the shelter in place order has been lifted.

23:17
Same thing down here with the with the ARP tag.

23:24
This will trigger an action code that will send a work order to our labor group to know that they need to create a move and everything that goes into that move.

23:38
And what this does essentially is allow the supervisors to then do daily scheduling because the work order exists and they can schedule as they need to on a daily basis to say, you know, go this, go here, do this, move this stuff as those orders come in.

23:59
So that's kind of how I'm using the system to automate the process a little bit.

24:07
You know, like I said, I, I have all my locations in here as assets.

24:13
And so there is no centralized administrative overhead with this inspection.

24:24
Whoever is in the building, if they have a phone and they have access to the inspection, they can scan the barcode and start the inspection and depending on how they use the remedial action, send this information throughout the system.

24:44
The another, you know, after this initial inspection is done, we're going to go into more of a preventative maintenance workload where you know, as we start finishing the cleaning, the refreshes of the of the residential rooms, we'll then go into more preventive maintenance work.

25:09
And then our engineers have kind of a generic inspection tool that is used for building inspections.

25:20
And this one's designed pretty simply just to allow outside of regular preventative maintenance that is scheduled and assigned.

25:29
They can go through and pull one of these lines, anything that they find in the building that needs work or something's wrong or it's broken, they can pull one of these lines and it's just text entry and they basically just record or take pictures of whatever the issue is.

25:50
And then that goes directly into the work order system that gets assigned by our engineer improvisors.

25:58
So these two inspections are designed to handle the initial COVID response and then in addition to preventive maintenance, allow our staff to have the ability to go through the buildings and, you know, get the arcane.

26:21
You know, it's a kind of a unique opportunity to not have anybody here to be able to go through and, and really make good assessments and start working on the stuff that isn't always able, they're not always able to get to because of the other corrective work that shows up on a daily basis.

26:44
So that's how we're using it.

26:45
I'm happy to assist anyone in, you know, understanding more how the action codes work and to help set up.

26:56
One thing I will say is I did create a because I'm hosted.

27:04
The University of San Francisco is hosted.

27:06
I don't have direct access to my database, so I can't just create my own scripts.

27:12
I have to do everything through the support desk.

27:16
And so I've created, you know, my own tool to create scripts.

27:20
So essentially this is a full inspection creation tool where I can start it there and name it, and then everything will filter down and we'll create the scripts that I used to insert everything into into the inspection.

27:42
So you can see the various elements inspection create all in one fell swoop.

27:53
And I'm happy to share this.

27:57
There's been a little bit of tweak into it today, but it's good to go now.

28:01
And essentially, I end up with all of my my insert scripts and can pretty quickly have an inspection up and running.

28:11
So that's kind of what I'm doing at a high level.

28:16
If there's any questions, I'm happy to take them at the end.

28:20
Alex, were you able to show what it might that inspection might look like on the mobile device?

28:26
Oh, yeah.

28:26
Let me jump in there just.

28:39
All right.

28:40
So if I were to do this on had it running, Yeah, You should just be able to go to your mobile device and then mirror to it I think.

29:12
Because I'm on the trial version of this thing, I wasn't able to buy it just yet.

29:18
It's occasionally it'll work in a second, hopefully.

29:49
There we go.

30:00
All right.

30:02
Can everyone see?

30:05
Here we go.

30:05
All right, so.

30:17
All right, so if you haven't seen inspection before, you're not a customer on this product yet.

30:23
Basically you come into your go AM and you can get to your assets and scan them, go to property.

30:32
You can also get to your inspections.

30:34
So you can see I have a lot of inspections already ready to go on my dashboard.

30:39
But if I want to do a new COVID, I'm going to come in here and the first thing I'm going to do is I'm going to scan a barcode, which is going to get my inspection up and running.

30:53
So you see, all of this information is required information to get an inspection going.

31:00
I'll just add the room number for ease, sorry.

31:10
And then I will add the type of inspection I want.

31:17
So I'll do my COVID checklist and then I'm going to open this up, hit save and done.

31:28
And then you can see over on the dashboard I've got 2C19 checklist inspections already set up.

31:38
418 is the one I once I get in here, I have all of my line items that I was showing you on the other screen.

31:47
The first 3 phases are the the inspect are the the inventory and cleaning lines and then the rest is going to have to do with the refresh.

31:58
So if I were to come in to the first line to do my inspection, I'm going to give it a value of today's date.

32:14
And then if I wanted to, you know, take a picture of it, I can use my phone's camera.

32:29
And if I want to fail this and say there's someone in here, I'll hit fail and it'll ask me.

32:41
Oh wait, I'm in the wrong one.

32:49
I want to fail the first one.

32:52
I'll fail the first one and say yes to remedial action.

32:57
And then I have, I have a couple of remedial actions that I can choose from.

33:06
So if I'm failing the inspection because there's someone in there, I'm going to choose SSP.

33:12
If I'm going to fail it because the stuff is abandoned, I'm going to use AARP because I don't want to touch their possessions yet.

33:20
Only after we figure out how we're going to get their possessions back to them and we have a waiver from the student will we go in and actually touch it.

33:28
But let's just say SSP for now.

33:31
I'll hit save and then once I save this inspection for the last time, that work order will go into the system and be ready for our our custodial supervisors to know that they've got a room to clean once the shelter in place is over.

33:55
And that will compile a list and allow them to move to the next thing.

34:00
So then if I hit next, I can get into the deep clean.

34:04
So if I get through the inspection and I want to send it to my custodial group, that group can go through and know that it's ready to go.

34:15
They have phones, they can scan the room and and pick up the inspection.

34:22
Anybody that's entering the building that has access to this inspection type will be able to scan the barcode on the room and find that inspection or look on their dashboard for the particular room and look in there and they'll be able to come in here and say, OK, first one is failed.

34:44
So someone's in the room.

34:48
If this were a pass, they could come into that inspection and go, OK, that's a pass.

35:01
I'm going to start the deep clean because they're going to know that the the room is clear.

35:09
So that's kind of how we're expecting to use this.

35:13
And this is going to allow movement throughout all the buildings without any sort of straight of overhead.

35:20
There doesn't need to be a work order here necessarily.

35:24
The work order that they're going to get is to go into the building and they're going to capture their time to that.

35:31
But all the work that they find they're going to do through the inspection.

35:35
And again, anytime you move through this inspection and save and pass and fail and what have you, you're stamping it with the edit clerk of the person who signed in.

35:50
So that's kind of how we're using it.

35:53
We'll move all the way through.

35:54
I do have a built in different kinds of statuses, so if we really want to be strict about it, I can do a phase one complete or a phase two complete and move through that way.

36:14
I added it in just so we had it there.

36:16
I'm not sure if that's necessary, if we can just keep it open, but what I ideally what I would want to do is have a supervisor inspection for the close and have them close it or have whoever's designated to do that.

36:36
That supervisor inspection is a closed flag.

36:40
So that would actually close the inspection down.

36:45
So that's just kind of some of the options you have with inspections in the in the mobile environment.

36:59
Again, if you come, if you come in here and you if you're like the second staff person coming to this inspection, you know, you can come in here and see all the information that's tied to the inspection.

37:14
That includes photos that includes notes on the on the inspection information side.

37:23
So if I wanted to see any notes on here, I can come over here and go into the notes section and see that or capture that.

37:31
You can also attach documents inspection.

37:35
So if we have specific information about how to clean or any sort of technical data that might be necessary for this process, we could add this here and it would be available to every single inspection for every room.

37:52
Just the act of taking the inspection would bring that document with it.

37:58
So I mean, that's kind of a high level view.

38:00
There's a lot of detail in here that I'm happy to help people with or show offline or assist in other asset works sessions.

38:13
But yeah, I really appreciate that.

38:17
Yeah, thanks for sharing and sharing that.

38:19
And I will add in that, you know, we are interested to hear questions about what if it's on this topic or other topics that you'd like us to go into more detail about, you know, related to anything, but obviously top of mind right now in response to COVID-19.

38:38
So so thank you, Alex.

38:39
I appreciate if you can stick around so that, you know, for the Q&A session.

38:44
Kevin, can you give the give the control to to Carlos and let's let him, you know, share what they're doing at Florida State University?

38:56
Absolutely, Carlos, you should have the ball.

38:59
Hey, can everyone see my screen here?

39:01
The inspection site screen?

39:04
Hopefully it's not showing yet for me.

39:07
Fellows, do I need to do anything on my end to make it show?

39:15
Let's see, there it goes.

39:19
Show my screen anyway now.

39:24
OK, so my name is Carlos Murphy, I work for State University.

39:28
I know I've conversed with quite a few of you over the AIM topics listserv regarding inspections and action codes and whatnot.

39:35
I'm primarily going to focus on some kind of functionality that we've leveraged on our side for custodial inspections, Not necessarily specifically for COVID, but can definitely be applied in these scenarios, as well as just what kinds of things we're inspecting using AIM, asset management, the the Go app and everything else.

39:55
So I'm going to start off with our QA inspections for custodial services.

40:01
We don't actually manage facilities at FSU.

40:04
Doesn't have a housing underneath it.

40:07
So they actually use a different product to track their work.

40:09
But what we do do is cleaning of all the general spaces, labs, etcetera.

40:15
So everything non housing related.

40:17
And up until recently we were using a product called the Intelligent to do these custodial inspections.

40:24
In other words, we would have a crew go into a space, clean it, and then we would come by randomly and do a random sample of those rooms that got cleaned to find out which ones were done to a, an adequate level, which ones had failures in them and whatnot.

40:40
They needed to be looked into some more.

40:42
So that's primarily what I'm going to be discussing here.

40:46
So one of the big things that we didn't want to do that, you know, Alex did, which prompts to him, I mean, it's a huge effort, is we didn't necessarily want to enter every single room into AIM as an asset.

40:58
FSU is a fairly large campus and we just kind of struggled with the thought of trying to take in all those rooms.

41:03
So we kind of tackled the problem from different direction using some action code magic, which I know you guys see me talk about it all the time.

41:11
But what we did, if we developed a code that based on what somebody does in a customer request, it will go out and the building that is selected in that customer request, it'll grab every single common space and stairwell and whatnot, generate inspections for all of those, and take 20% of the remaining rooms and generate inspections for those as well.

41:33
So that this person that's walking around and doing these inspections would be able to basically just walk into the building, pull up their app, and it's got it all lined up based on the order that they're coming into the building.

41:44
And what that did for us is, first, it solved the issue of us trying to replicate space data into Cling Intelligent, which was a huge hassle for us, especially considering that aim is the system of record for all space and property information at FSU.

42:00
And then secondly, it just kind of streamlined that process for that inspector so that they could just walk into that room, pull up the inspection and go, as opposed to having to go in, create a new inspection on the spot, as well as selecting the right type of inspection.

42:14
So you can see here I have the CUS types.

42:20
There's a misspelling there.

42:20
I just noticed.

42:21
But the, the Cos, the custodial classroom, custodial labs, et cetera, we have all these different types of inspections that you can do based on the space you're walking into.

42:31
And we wanted to do that as automatically as possible.

42:33
So I'm going to kind of show you what that looks like and then I'll circle back and kind of talk about some of the other inspections that we did.

42:40
So I don't take up a huge amount of your time.

42:42
So if I were the person that was going to do these inspections and let's say I was going to do one of our buildings, so our Mendon Hall building, which is our main maintenance building, I would actually come into the customer service area and I purposely made it kind of a 2 step process.

42:59
So the first thing I would do is just type in any old description in here.

43:03
It doesn't matter what I put in here because I'm going to overwrite it here.

43:06
When I do my change, I would select what building I want to do the inspections on and that's all the information I would need to put in here.

43:17
I would save this record edit and then based on a role, you would see this status, this generate custodial.

43:25
Now we only have one person other than myself.

43:28
I can really see this status and what it's there for is to actually initiate the creation of all these inspections to pre stage them for them going into this building.

43:37
So when I hit save here, what you're going to see happen is this customer request ticket basically is going to be updated to reflect what's happened.

43:47
Give it a couple seconds.

43:48
There we go.

43:49
So you can see that there were 15 restrooms and entrance ways.

43:53
So there there we had fifteen of those inspection types created, then the remaining 20%.

43:58
So we had 31 rooms, other rooms that were generated as well.

44:02
And then any rooms that were excluded for whatever reason they may be.

44:04
So in the case of lab spaces, for example, we have some lab spaces that we are not allowed to go into based on the materials they're handling in those labs.

44:13
So and you can see that the status updated, I use a reference code here so I can easily identify all these customer requests puts my information in here in case I need to come back if somebody's looking at when we generated for these.

44:25
And then the other part here is that if I go to the print menu, I have this option to see customer requests generated inspections.

44:33
And I actually have a report that gives me every single inspection that was just generated.

44:37
So I can easily kind of reference what what just happened, what what aim just generated for me.

44:42
We also did kind of some neat things here as far as we have all of our floor plans hosted out on our website.

44:48
And because I know what building we're on and what floor we're on, I can actually click on this link and it'll actually bringing up the floor plan, right?

44:56
Just to make it easier for that person that's doing these inspections to find the room that they're going to.

45:00
And then if I go out and actually look at one of these inspections.

45:05
So let's go ahead and click on one and I'm just going to have to do a little editing on the URL.

45:16
Here's the inspection or one of the inspections that I just generated and you can see this was for an office space.

45:21
We did reference APPA kind of standards for room types and what kind of inspections you're doing.

45:28
This was all kind of fed to me through our considered an inspections person that attended at various APPA conferences.

45:34
So the ratings here, you can see the areas that are scored are based on those APPA templates basically.

45:42
So you can see we do floors, horizontal services, lighting fixtures, etcetera.

45:47
And Alice kind of showed what you can do as far as passing and failing the inspections or whatnot.

45:51
Particular note, we do have some areas where we can put in custodial comments for further review.

45:57
So that's specifically for the custodial staff narrative.

46:00
And then the other thing we did is have a one in here for a maintenance issues that might have been identified during this custodial inspection.

46:06
So, you know, broken door jams or broken glass or whatnot.

46:10
And based on what you do in those, when you fail those, it'll generate a customer request into our call center through them, promote up into a work order for our maintenance staff.

46:20
And then the last option you see here is this update APPA code.

46:24
So because I'm doing I'm creating these inspections based on the room type, we want to kind of leverage these APPA codes to tell us, OK, is this like a hard surface?

46:32
Is it carpeting?

46:34
You know, what actually am I going to find in this room?

46:37
And this last one here, if for some reason the inspection, the inspector finds out that actually this isn't an office, it's a lab space that can actually go into that, fail that point and from a selection list, select what APPA code it should be.

46:52
And then that relates to a UDF on our location profile for that room.

46:56
So they can update it on the fly right then.

46:58
So the next time if this room gets pulled up again, now she's actually updated that information right on the spot without having to go through anybody else to do it.

47:06
So it's a little dangerous, but it's come in really handy, especially for the initial kind of grab of identifying all these spaces.

47:14
So that's kind of the basics.

47:16
You know, you create the inspection, you go out and you do it based on feedback you have from the inspection.

47:21
You can do a lot of remedial actions, whether it be generating customer requests, creating workers specifically or doing follow up actions that you might be.

47:30
So that's what we do for custodial inspections.

47:33
Now on top of that, we also have various other inspections that we do across campus.

47:43
We've actually leveraged the inspection system and aim pretty heavily for a lot of things.

47:49
So you can see this blue light inspections here.

47:51
So we actually have contractors.

47:53
Well, our zone shops will go out and they have to go out and do inspections for every single blue light in their area.

48:00
I don't know about the rest of you folks, but we have hundreds of these blue lights across campus and in the past it was always a challenge to make sure that we've actually inspected and done the proper maintenance and all these.

48:10
So inside of these blue light inspections then we have it looking for you know is there a dial tone, does light work, etcetera.

48:17
And then again, based on the responses that we get from this inspection, we can then initiate actions where there would be contacting our central ITS group that handles kind of the telephone lines and whatnot.

48:29
Or if it's the zone needs to go out there and repair and do something less so.

48:34
Or even things like you can see here pest control.

48:37
You know, that was a really common issue for us where we'd walk up to Woody's blue lights and there was an anteal inside of it, which was then they were shorting out all the wiring and whatnot.

48:45
So that then this one, if you select that particular point and say like would create a customer request that would go to our biohazard slash pest control crew that would then could go out and spray that area.

48:59
So there's a lot of functionality kind of built into the inspections that you can leverage for a lot of different things.

49:07
So blue lights.

49:08
The other big one are fire hydrants across campus.

49:11
We also have storm water retention ponds, so a huge issue for our utilities group.

49:17
They wanted to be able to go out and do inspections on these stormwater retention areas and any kind of failures.

49:22
A lot of this stuff, you know, while we don't have a staff in house to kind of handle these inspections, we found that we had, we actually were able to convince a lot of our contractors to borrow one of our devices to use it, go out, complete this inspection.

49:35
And then based on what they kind of responded on those inspections would then initiate corrective maintenance work orders on the other side, either for another contractor to fix or for us internally to then respond to.

49:50
And a lot of that's done through action coding and scripting.

49:53
You know, I know Randy mentioned they have this library that they're working on of repackaged action codes.

49:58
A lot of that stuff.

49:59
You know, I think that's great that they're doing that because I think a lot of you will benefit greatly from using those things, especially if you don't have somebody in house that can kind of do that custom development for you.

50:09
I know that's been a pain point for a lot of people.

50:12
So the other one, the only other one that I can think of that is really of note here is this exterior dining location.

50:17
Again, this was a scenario where we had these, you know, mobile food trucks and whatnot that we needed to make sure that the drains, for example, were clogged up and causing issues for us, especially for health and safety issue reasons.

50:30
So we created this, these exterior dining inspections where we have these inspectors that'll go out and check randomly, you know, is everything operational in this area, You know, are they up to code and what they're doing?

50:41
If not, we can go ahead and create a follow up for the person who charges this program to then go back, find out what's wrong and what they can do to kind of replace and fix what's happening there.

50:52
Especially since a lot of our dining services are kind of contracted out of this.

50:56
So that's what you kind of get from combining both the asset management, the inspection, especially the mobile devices.

51:04
Unfortunately, I don't have a, I think it's going to show you what our inspections look like, but we heavily, heavily use mobile devices here at FSU now.

51:12
We've got probably about 150 phones that we're using another 20 or so iPads that we use all for inspections primarily in to kind of address these sorts of issues.

51:24
So the last thing I kind of want to show you here, circling back to the facility inspections is, you know, what can you do on the other side to kind of to help you then report on what you're finding.

51:36
So I'm going to bring up the the custodial narrative report.

51:41
This is a report that you would run.

51:44
So our crews are split up into different floors on each building.

51:48
These are the people that are actually cleaning the buildings.

51:50
And then based on what the results are from those inspections are, we'll generate one of these reports.

51:57
Each one basically goes to the supervisor responsible for that area and the one of the big kind of asks that we had for this report was they want to be able to include pictures, comments, as well as extended dialogue on what needs to happen to repair.

52:13
This may have gone a little bit too far back.

52:17
Sorry.

52:18
Give me just a second here.

52:20
So I am pulling in pictures here.

52:21
There we go.

52:22
So it's obviously not a really pretty report, but it's kind of based around functionality as opposed to anything else.

52:29
So you can see, you know, in this particular one, they took a picture of the floor because there were stains there.

52:33
You can see them adding these are all pulled in from those inspections where they needed to do something extra.

52:39
So in this case, they're calling for a vacuum and shampoo in this particular space.

52:43
So you can see all these pictures kind of included in this report.

52:47
And then at the very bottom, the intent was that they would basically hand this off to the soda supervisor and they would remediate whatever needs to be remediated.

52:56
The worker would go ahead & and then turn these back in and then uploaded as print documentation that, Yep, all these issues have been addressed.

53:04
I think this could easily kind of be leveraged for the things like Alex was talking about, where on the other side of it is how do we make sure we're actually doing all the stuff that we think we're doing?

53:14
So the reporting is really what kind of helps you go in that direction.

53:20
So that's it for me.

53:21
I know my my presentation is a little bit short here, but I really kind of wanted to focus more on the what you can do versus exactly what I did.

53:28
I think it's a fantastic products or all these are fantastic products that if you really think about it, you can actually use in a lot of different areas and not just restricted to assets specifically, but to all sorts of things that you can track and look at and inspect across your campuses and buildings.

53:46
So that's great.

53:49
Thank you, Carlos.

53:49
Really appreciate that.

53:51
Kevin, did you want to give me control again?

53:54
I'll just kind of wrap up here and I'll put it up to questions and answers.

54:01
There you go.

54:01
Should be back to you.

54:04
All right.

54:05
So just just to reiterate what I kind of said at the beginning, you know, and to bring it back to light in case anybody has questions about it, but you know, it's obviously predicated on, on you already having aim and having it implemented, but essentially free 90 day temporary use for unlimited users.

54:28
You can use it in your test or your production environment.

54:31
We want you to be able to use it to employ some of these same concepts that that Alex and and Carlos shared.

54:40
If you think that they're going to help your, your institution, you know, mitigate this crisis or that you just want to use them for other business reasons.

54:50
But what we're including in that is the license for Go asset management, asset sync, as well as the business automation script to convert inspection media like items to to work orders.

55:05
If this is something that's of interest and that would be a value to your organization, all you need to do is contact either myself or Keith O'Brien.

55:13
We've, we have been kind of shaking up the, the, the sales team.

55:18
You may not know exactly who you should call.

55:20
So we're going to make it super easy.

55:23
And, and if you're not sure of your education or government, contact one of us.

55:26
What we'll make sure that, that we can follow up and help you.

55:30
You have this, we don't put time bombs in our software.

55:34
So the way this is going to work is, is we'll, we'll have a right to use agreement that you'll need to execute by an authorized entity at your institution.

55:44
And we'll, we'll work with you on the specific details at each year in each year organizations.

55:52
So any questions at all, you don't have to ask them here.

55:55
If you just want to reach out to, to Keith and myself and we're happy to partner with you on addressing this.

56:03
If if you already have the products or whether you're you're going to use this temporary use portion of this.

56:10
The other piece of this is, is we're we're doing a whole webinar series for the month of April.

56:15
So this is really kind of the kickoff kind of let you see what what Alex and Carlos are doing as two real world use cases where it's actually out there in production.

56:25
If you want more or more detail from them, then then we're happy to to schedule additional sessions if we need to go into more detail about their particular implementations or if you have questions about the action code, etcetera.

56:40
We want to facilitate the the knowledge sharing as much as possible.

56:44
We also want to make sure that those of you that they don't use it and are potentially considering leveraging that, that temporary use license is is we're going to do a training series.

56:55
So you know how to set it up so you can go through it step by step.

56:59
Alex and and Carlos did a great job of showing kind of what they have already created, but we'll step you through the entire process of how to set up that inspection type.

57:09
Essentially the template, the ability to, to, to tie inspection types into PM template so that it will automatically generate work orders.

57:18
So if you want to capture both the time as well as the inspection, they can be tied together and, and link back and forth with each other.

57:25
So you can leverage both go work management and go asset management.

57:30
I know, you know, there's always, how do we do this?

57:34
Do we want to set up the locations as assets or not so that you can leverage the, the quick barcoding feature like what Alex talked about.

57:44
So we'll explain how to use asset sync so that you can create very, very quickly all of your locations as assets and, and get them into the system as well as even tie them directly into the PM templates if you wanted to use the generation function in there.

57:59
And then we'll actually do the end user training on the actual mobile device.

58:02
So how does the end user that actually has the phone or the, the iPad in their hand, how do they, how do they execute that inspection?

58:13
So really kind of that that end user inspection, not just to set up a configuration.

58:18
And then if you're interested in in taking it all the way, not just having the remedial action create the follow up request, but take it all the way through to the work order so that it gets assigned all the way through with the the least amount of as outs.

58:31
But it administrative overhead.

58:33
So we can create essentially a fully automated process what we'll go through and introduce the standard action code, which we now we're kind of renaming those to business process automation so that it makes it a little bit more obvious what it is.

58:49
Action code, if you're not familiar with them, may seem abstract, but it's essentially creating automation in the software.

58:56
So we have one off the shelf for this, this this specific use case.

59:00
Obviously there's some tweaks in the configuration of that act of that script to, to make it work for your particular environment.

59:09
So we'll introduce you to that and, and familiarize you with that if you wanted to leverage this as well.

59:14
So hopefully providing a lot of, of, of knowledge.

59:18
Obviously, if you use them, feel free to sit in on them.

59:21
They'll obviously be opportunities for questions.

59:25
So we really want to try and provide as as much information as possible to, to help you guys through this process.

59:33
And when in doubt, reach out if you have any questions about this or next steps, anything like that, myself or Keith can can help you with that.

59:42
So, and when in doubt, just randy.walsh@assetworks.com.

59:48
So with that, Kevin, I'll open it up to, to questions.

59:52
I don't know if they've been coming in, if there's any that have piled up or if people want to post now, I'm happy to, to answer that.

1:00:00
And we'll unmute Carlos and Alex as well so they can answer questions about.

1:00:06
There are specific implementations as well.

1:00:10
Yeah, there have been a number of questions that have come in, but as Randy said, now would be the perfect time to submit them if you have them.

1:00:19
Let's see, first question is directed to Alex.

1:00:23
Would you be willing to share an example of the AIM IQ report or dashboard and follow up on that?

1:00:33
Not the code, just curious what his report dashboard looks like.

1:00:44
So I haven't built it yet.

1:00:45
It's been fast and furious.

1:00:49
But what I can share is you have an existing one for your residential inspections that you did last summer.

1:00:59
Alex.

1:01:02
Yeah, sorta.

1:01:04
OK.

1:01:10
And and I think we can provide a screenshot.

1:01:12
I don't know the OR Kevin, are you giving him access?

1:01:18
Yeah, I am.

1:01:19
If we want to do that or we could just follow up with a screenshot.

1:01:23
Yeah, if it's something that's quick that you have ready access to, Alex, you can pull it up.

1:01:27
But otherwise we can just share a screenshot.

1:01:32
Let me see.

1:01:32
I I do have a kind of a screenshot, but hold on one second.

1:01:45
If you yeah, I can, I can share something.

1:01:49
I'm going to have to dig around for it because I've created kind of an elaborate method around how I'm displaying data.

1:02:01
So basically what I'm doing is for this one, I'm going to be bringing in essentially just analytical reports that are are going to list this stuff out just so you can go and see.

1:02:22
I'm not going to really do any sort of pie charting or anything like that.

1:02:28
I, you know, I'm not really interested in necessarily doing any sort of analytics on this day.

1:02:33
I just want it to be really quick and fast to get to it.

1:02:38
The reporting that we, the dashboarding that I've done recently has been like for our custodial inspection, I, I essentially have a scorecard and I list out each inspection with a score on it and then we drill into the actual inspection itself.

1:03:00
That's kind of a fun one to see, but essentially let me show real quick because I can get to it pretty quick.

1:03:12
If this where's my?

1:03:23
This is it.

1:03:40
Taxing the Xfinity here.

1:03:54
Well, maybe not.

1:03:56
I you know, we can take this offline and certainly anyone can reach out to me and I can go through what I've done.

1:04:03
Yeah.

1:04:03
Or I mean, we do a follow up topic.

1:04:05
If there's more interest in reporting and things like that, it can be something that we can do more of a reporting topic.

1:04:14
All right, that sounds maybe next question.

1:04:17
Yeah, we're trying to move attendees.

1:04:19
So right, since we're over time here, there are a number of folks we may just need to follow up with offline.

1:04:26
But a couple quick ones, forgive me if I missed it, but did you mention minimum requirements or aim in order to take advantage of the right to use license?

1:04:39
Yeah, that's a great question, Kevin.

1:04:43
I didn't mention it.

1:04:44
Part of the reason that we put together this package of of products to to solve this is they're all functions that have been around for quite some time.

1:04:55
So go asset asset sync is probably the one that requires the the latest version, which is 925.

1:05:03
So really it as long as you're on on 925 or later, you should be able to use this package.

1:05:12
So it doesn't require you to be on 11 dot O or even on 10.2.

1:05:17
We know that during this time it, it's not going to necessarily be convenient or you may not have the resources to do an upgrade and and that would also eat up time during that 90 day.

1:05:29
So you should be able to, we should be able to provide license keys as long as you're on, you know, on that 92 range to be able to utilize this, which most customers are at this point there.

1:05:40
I know there's a few laggards out there, but the the highest percentage of customers are on at least that version.

1:05:48
OK, great.

1:05:49
And then I have somebody asking can anyone take advantage of the training series even if they're in the process of implementing right now?

1:05:59
Yes, absolutely.

1:06:00
It's totally open.

1:06:05
Excellent.

1:06:05
And I'm thinking at this point the remaining questions will would best be followed up offline.

1:06:12
So I think that's it for Q&A at the moment.

1:06:18
Randy, any words to wrap it up?

1:06:22
Just you know, here at Asset Works, you know, we talked about this certainly at Asset World, you know that we really consider our customer base to be our family.

1:06:32
So we wish nothing but all of you to stay inside, stay healthy, and we want to to know what we can do as your partner to, to help you through this process that that we're all going through.

1:06:46
I know we weren't a little bit long and we appreciate everybody taking that their time.

1:06:51
We know that everybody's dealing with the crisis.

1:06:53
So time is precious.

1:06:54
So we thank you all for that.

1:06:56
Hopefully you found the information beneficial and impactful and we're going to try and put out as much content as possible and we're going to try and keep them short.

1:07:05
This is probably the longest one of the series.

1:07:07
Most of those webinars, we're trying to break them up into relatively small bite sized chunks.

1:07:14
So we're not asking for a lot of your time per day per week.

1:07:19
And even as we start to talk about our webinar that we're going to be offering in lieu of the cancelled asset world, you know that all that content, again, we're going to be trying to keep it very short, very succinct and very impactful.

1:07:36
So in addition to to this one, I kind of mentioned it at the beginning, but we should be also providing information both through a kind of direct emails to you folks as well as we'll post it on the AIM topics AIM Hug listserv.

1:07:55
But the one with Brian Krause from Broward County.

1:07:59
I encourage you to participate in that looking at how you, how you can use leverage, leverage aim to, to kind of allocate cost directly to this particular unique event.

1:08:12
So that if you're going to try and go after any FEMA money or other types of recovery or just to be able to track it be providing content there.

1:08:20
So our our efforts in going through this is not solely dedicated to this and we want to continue the dialogue with all of you and, and we wish all of you guys the best and so to stay healthy personally and, and all the best for your institutions as you guys are, are going through this process.

1:08:40
So thank you and we'll see you on the next one and we look forward to it.

1:08:44
Thank you.

1:08:45
Well said.

1:08:46
Thank you, Randy, and thanks Carlos and Alex for your time and expertise.

1:08:50
Appreciate it and take care everyone.

1:08:53
We'll see you on the next one, OK.