Use this document to prepare you and your team(s) for changes related to the Enterprise Asset Management (EAM) project. The “Things to Share” section is designed to share with your employees; building awareness and improving readiness for change. The “Things to Do” section is a recommendation for some tangible actions you can take to support the project and prepare for EAM.

### Things to Know
- EAM is a discipline of how we plan, maintain, manage and replace our physical assets.
- EAM and TRIRIGA will reach across all system campuses, with approximately 4,000 users.
- Change is hard, and we need your support to help the University as a whole.
- Getting information out early often helps reduce surprises and increase adoption.
- All employees and customers will be informed in advance of the changes.
- EAM Communications is connecting with contacts from various units and system campuses to ramp-up communication.

### Benefits of EAM:
- Improved asset lifecycle performance and cost savings.
- TRIRIGA holds data for multiple business units in a shared location, allowing for fact-based planning and decision-making.
- Enhanced business reporting capabilities.
- Improved communication between business areas because TRIRIGA creates consistent terminology, processes and information.
- There will be mobile-enabled technology, but it may not be available for everyone initially.

### What is EAM?
- The EAM project is more than a software system. It is about a uniform way to manage assets, resources and technology across all five system campuses.
- TRIRIGA is a shared, integrated and enterprise-wide software system that helps track and manage asset information.
- The EAM project also includes transitioning timekeeping to Kronos from COMPASS.
- System Integration Testing (SIT) and User Acceptance Testing (UAT) is happening in Spring 2019. Details are available on the EAM website.
- The TRIRIGA system will be difficult at first, because it is new, and will become easier with time.
- Everyone will have a training plan for TRIRIGA and Kronos based on your role. You may have a mix of classroom, on-line or job aids as training tools.

### Why are we doing this?
- A shared software system means we can easily and consistently follow an asset at any point from planning through disposal of an asset.
- A centralized system means we all share the same information/data.
- Several old systems we use are being retired, such as COMPASS/FAMIS, Unifier, etc.

### Things to Do
- Help promote and share messages about EAM with teams and reinforce the importance to the way the University will operate in the future.
- Include EAM as a topic in your next team meeting.

### For More Information:
- Visit the EAM website ([eam.umn.edu](http://eam.umn.edu))
- Ask us to join your next team meeting!
- Sign-up for the EAM Newsletter, if you have not already. Email eamteam@umn.edu.
- Review the Talking Points (included as an appendix below).
KNOW

TRIRIGA, a new tool supporting new work processes, will increase visibility, control and automation of our real estate management, capital projects, space management, facility maintenance and energy management needs.

Change is hard, and we need your support to help the University as a whole.
Both big and small changes are not always easy to adjust to. As things change, one thing to keep in mind is that like systems before (e.g. COMPASS/FAMIS), there is a process of getting used to something new. Soon the new way in TRIRIGA will be the "new normal," and it won't be as hard. There will be difficulties along the way as the system and processes are refined and improved. It is very common on IT projects of this scale to go through a series of improvements and fixes. It takes some patience, but know there will be a team dedicated to working on resolving any issues. Remind your employees that, “As your [manager, supervisor, fill in your role here], I am here to listen and help resolve or escalate concerns as they come up.” The project team and leaders are here for managers to resolve issues and work through concerns.

Getting information out early and often helps reduce surprises and increase adoption.
Sharing information early and often, especially with those that may have a hard time with complex change, is a key factor of working through change successfully. You can identify concerns, questions and risks early so there is enough time to respond to them and adapt. Change Management is not about eliminating tough conversations or anxiety over something new. In fact, it aims to lessen the impact and avoid last-minute surprises.

There is an escalation path for issues and two-way communication mechanisms in place. Currently, you can relay information, concerns and questions through the EAM PMO, Workstream Leads or by emailing EAMteam@umn.edu. As we near go-live, we will provide information about escalation during and after go-live.

All employees and customers will be informed in advance of the changes
The University has invested in change readiness. There is a team of experts dedicated to understanding the degree of change various areas will experience, helping create consistent and accurate information about the project in a timely fashion, and developing training to make sure employees and those impacted by any change are prepared in advance.

It is important to us that you know what to expect and to keep you informed along the way, so there are as few surprises as possible. There are plans in place to help anticipate and prepare communication throughout the project.
The workstream leads, core team members and Steering Committee members have been working closely to understand the details of the project as it progresses. Because the project is ramping up, employees affected by the EAM project will see more frequent and visible information through meetings, posters, emails and posted on the website. You can always visit eam.umn.edu, to learn more. There is also an EAM newsletter sent regularly via email.

BENEFITS

**Improved asset lifecycle performance and cost savings.**
By having information available in a consistent way, we can, over time, anticipate the needs for running the University of Minnesota campuses effectively and efficiently. It will help us to provide a better, more reliable, experience and serve our customers with confidence. It will also allow us to see possible opportunities to save cost. For example, if you know a curb needs replacing and a new street light or electrical line needs to be installed nearby, we can pair the projects and reduce rework. These small things over time can lead to big savings when it counts. With tighter budgets and higher quality expectations, we can be prepared.

**TRIRIGA holds data for multiple business units in a shared location, allowing for fact-based planning and decision-making.**
By capturing data consistently, the University can identify trends, patterns and opportunities to improve use, planning and decisions about assets we use. For example, we may be able to identify standard light fixtures based on which type requires the least amount of maintenance, and minimize the effort to maintain it. It can even give information about what type of carpet is used across campuses, so we can have better supply management, order in bulk or use up what is already available.

**Enhanced business reporting capabilities.**
One of the benefits of a common software system is that information consolidation is easier. Instead of going to several systems to get information on the use of an asset, there can be consolidated reports that are more user-friendly. There is a dedicated IT team working on synchronizing and developing reports ranging from easy to complex. Although there is shared data available, reports will be available for those that need it, while protecting sensitive information.

**Improved communication between business areas because the new system creates consistent terminology, processes and information.**
Currently, there are many ways we work. Although there are many unique needs across business areas and locations, one thing that we can all benefit from is using the same language. For example, is it a hinge door, entryway, right swing door, etc.? The ambiguity and variety of terms can cause confusion when used on a larger scale. TRIRIGA has to have the same naming conventions to work properly. This will also help us identify location identification the same way, and help us understand what is being described.

**There will be mobile-enabled technology, but it may not be available for everyone initially.**
TRIRIGA and Kronos both have mobile capability. We are still defining which users will initially use the software on a mobile device. We understand that this is a huge benefit of this new system and will continue working on ways to expand the functionality. For now, the number one focus is getting the Kronos and TRIRIGA systems ready for go-live in 2019.

DATE: February 1, 2019

AUDIENCE: Campus Operations Managers and Supervisors
What is EAM?

Enterprise Asset Management (EAM) is more than a software system. It is a uniform way to manage assets, resources and technology across all five system campuses. Enterprise Asset Management is a discipline of how we plan, maintain, manage and replace our physical assets. The Enterprise Asset Management project primarily is focused around launching the new software system, called TRIRIGA (“tri-ree-gah”). TRIRIGA is an IBM platform. It will help the entire University of Minnesota system manage assets in an integrated way to create a “full picture” of what happens to a physical asset throughout each phase from initial request/need through the end of its use. This full picture is also known as an asset’s “lifecycle.

TRIRIGA is a shared, integrated and enterprise-wide software system that helps track and manage assets. TRIRIGA is the tool that will help us collect and use shared data. The information captured in the system gives staff and leaders a comprehensive view of physical assets, space and building use, and the state of the technology used throughout all system campuses. For example, with TRIRIGA, over time, there will be information we can use to determine which devices last longer or make the most sense for the intended use. This can be expanded and improved over time as more information is added to the system.

The EAM project also aligns with transitioning timekeeping to Kronos from COMPASS. Kronos is a timekeeping system that is used in a variety of industries to manage timekeeping and payroll. Kronos will provide staff and managers with a single platform for tracking and managing time for payroll. Information from Kronos will be used with labor time tracking data in TRIRIGA so we can create a better picture of work effort necessary to maintain our campus resources.

What Is Testing?

Cross-Functional Testing
Cross-Functional Review will test the end-to-end flow of work through all the modules of TRIRIGA to verify that the system works as intended and without defects. Testing this relies heavily on a "Story Narrative" and Process Test Scripts. This will be completed by EAM workstream leads, Business Analysts (BAs) and core project team members.

System Integration Testing (SIT)
SIT, will fully test all of the components (or functionality) of TRIRIGA for all workstreams. This includes more scenarios than cross-functional testing, and includes components like all user personas, process scenarios, and possible conditions. SIT relies on a wide array of pre-loaded and manual data. The goal is to test how TRIRIGA interacts and integrates with other systems that will be linked to it.

UMN will use all Testing Documents and “story narratives” to test numerous parallel processes and tasks within TRIRIGA.
This testing phase includes EAM core team members.

**User Acceptance Testing (UAT)**

UAT will focus on actual future users of TRIRIGA testing it to make sure the system can handle all required tasks in real-world scenarios. UAT acts as a final verification of the required business functionality, and proper functioning of the system, emulating real-world UMN conditions & situations.

Select end-users and subject matter experts (SMEs) will be invited to walk through testing scripts and various functions in the new TRIRIGA system.

The TRIRIGA system will be difficult at first, because it is new, and will be easier with time.

Like the change to COMPASS/FAMIS, or Unifier, getting used to a new system is not easy. TRIRIGA holds a lot of information, and as a result, there are many data fields to populate. This will feel like a lot of effort upfront, but will provide better, more useful information in the future. With time, the use of the new system will become the new normal. The best way to make this transition easier is to attend training, review job aids, and go “all in” when using the new system. The faster you adopt and more often you use the new system, the sooner it will be your new normal.

Everyone will have a training plan for TRIRIGA and Kronos based on your role.

Training will be provided. There is a lot of planning that goes into understanding the system, developing the curriculum, prioritizing all of the training needed, and creating materials to use. Currently, the team is evaluating TRIRIGA training needs. More information about training will be available closer to training delivery.

Kronos training is delivered “just-in-time” and aligns with the phased rollout of Kronos.

Why Are We Doing This?

A shared software system means we can easily and consistently follow an asset at any point in its lifecycle - from planning through dissolution of the asset.

One large benefit of TRIRIGA is the ability to see information in real-time and across various functions, business areas, and stages of the process. This increases the communication and transparency of what is happening with an asset. For example, planning a new building. It would start by the intake of a request, resource planning, finding vendors and materials to use, and then maintaining the building and either leasing or using the space. All of that would be tracked in the TRIRIGA system, so it was clear what was happening throughout the entire process from planning through use.

A centralized system means we all share the same information/data.

It is important to know that in TRIRIGA, all University of Minnesota campuses will be using the same system. Technicians to administrative staff will all be entering information into the same system. The information will be available for anyone to view, depending on their security access. This makes reporting and finding up-to-date information easy. It immediately enables cross-functional work and dialogue. As a result, what someone enters in the system has downstream impacts. The common phrase
associated with a shared platform like TRIRIGA is, “Garbage In = Garbage Out” (“GIGO”). The quality of the information you get from the system directly reflects the quality and accuracy of any information entered into the system. This is something that will be more important to know as we near go-live and understand the full end-to-end spectrum of work.

Several old systems we use are being retired, such as COMPASS/FAMIS, Unifier, etc. As we all know, technology has changed in the last 20 years. It was only a matter of time before the systems we currently use would be outdated. As the University begins to retire these systems, we need something to replace them. TRIRIGA will replace several systems at once, and data will be shared through the system for an integrated and comprehensive view. Once we are “live” in TRIRIGA, most systems that are being retired will be available as "read-only" until fully decommissioned in 2020. A full list of systems being retired will be made available online.

DO

Talk about the connection of EAM to your business area’s strategy and goals.
Think about how EAM, TRIRIGA and Kronos helps your business area. As managers, what connection do you see? For example, are you looking for more consistent information across locations? How does this new process or software tools help enable improved budgeting? Find some ways this connects to your business and University goals. Sharing this with other managers, supervisors and even end-users can help improve understanding, adoption and engagement with the EAM program.

Help promote and share messages about EAM with teams and reinforce the importance to the way the University will operate in the future.
Teams look to their leaders for how to respond. During change, it is important to be transparent, but also to lead your team through change and remind them of what it is it for the University and them in the long run. Having the ability to plan schedules, take advantage of improved asset tracking and understanding the real cost of doing business will help the University manage costs and use our assets more effectively.

VISIT: EAM.UMN.EDU.