# Key Messages

“...the core messages you want your target audience to hear and remember.” (Catriona Pollard, Huffington Post, 2017)

**SHARED WITH STEERING COMMITTEE 11/2/18**

<table>
<thead>
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**DATE: November 2**

**AUDIENCE: Steering Committee**
Talking Points

KNOW

**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. One thing to keep in mind as things change is that like systems (Compass) before, it is a process of getting used to something new. Soon the new way will be the “new normal”, and it won’t be as hard. There will be bumps 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. As your [manager, supervisor, fill in your role here], I am to listen and help resolve or escalate concerns as they come up.

**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.

**Getting information out early and often helps reduce surprises and increases adoption.**
By 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 it 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.

**You can request support from EAM communications if you need information for an upcoming meeting.**
The EAM project has a Change Management team. It covers the “people readiness” side of change. If you need support talking about change or want information to share at your next team meeting, please use this EAM communication request form. In the near future, we will have a meeting deck for you to use with your teams.

**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 light or electrical line needs to be installed nearby, we can pair the project 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 multiple business areas’ data in a shared location, allowing fact-based planning and decision-making.**
By capturing data consistently, the University can find trends, patterns and opportunities to improve use, planning and decisions about assets we use. For example, a certain type of light requires more frequent maintenance than another. This may lead to a decision to purchase a standard version of that light, to 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 nomenclature 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 capabilities. Because there are still some things to learn and there are limited licenses initially, we are still defining which users will initially use the software on a mobile device. We understand that this is a huge benefit to 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 system ready for go-live in 2019.

**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 develop 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 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 along the way.

The workstream leads, core team members and Steering Committee members have been working closely to understanding the details of the project as it progresses. Because the project is ramping up, employees affected by the EAM project will see more information. You can always visit [eam.umn.edu](http://eam.umn.edu) to learn more. There is also an EAM newsletter sent regularly via email.

**There will be training**
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. More information about training will be available before Spring 2019.
What is EAM?

Enterprise Asset Management (EAM) is more than a software system. It is about a uniform way to manage assets, resources and technology across all five system campuses.

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 (including system campuses) 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”.

A new enterprise-wide system, TRIRIGA, launches July 2019 and September 2019. TRIRIGA is a shared and integrated 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 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 done and improved over time as more information is added to the system.

The first go-live, in July 2019, will include Space and Strategic Facility Planning (SFP). The rest of the business areas will rollout in full in late September 2019. This staggered approach was designed to help keep things moving, without interference to the financial impacts of moving to a new system.

The EAM project also includes updating timekeeping to Kronos system-wide.

Kronos is an updated time-keeping system. It is used very broadly in a variety of industries to manage time-keeping and payroll. Kronos will allow payroll and managers one way to track and manage time in an accurate way. This time-keeping platform pairs with TRIRIGA, so we can see time and how it relates to things like work orders—creating a better picture of work effort necessary to maintain our campus resources.

Why Are We Doing This?

A shared software system means we can easily and consistently follow an asset at any point in the 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 campus locations 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 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 experts, what connection do you see? For example, is a goal for you cost savings? How does this new process or software tools help enable improved cost savings? Are you looking for more consistent information across locations? Find some ways this connects to the business and University goals. Sharing this with managers, supervisors and even end-users can help improve understanding, adoption and engagement with the EAM program.

Talk with your senior managers about the business drivers for change and the risks of not changing.
Leaders have to make decisions and plan ahead to be effective. Understanding opportunities and risks early is the first step to helping managers do their job well. Think of what would happen if there is only partial adoption. Some risks of not making the change may include disjointed and inconsistent process, increased confusion, decreased productivity, or loss of new knowledge. As outdated system are retired in 2020, is your team ready to continue doing business?

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.

Talk to your Workstream Lead frequently.
Schedule weekly or bi-weekly meetings with Workstream Leads and project team members. Use the EAM Discussion Document (attached), as needed, to cover important EAM project and business related topics. Staying aware of the full project picture helps everyone be informed earlier and provides much needed preparation for the upcoming move to the new TRIRIGA system.