

Major East Coast Research University

Prestigious East Coast University consolidates three major campus groups and legacy systems under a single, centralized enterprise facilities solution - enabling unprecedented strategic reporting.

This prestigious East Coast university is a premier teaching, clinical, and research institution, and was the first research university in the United States. Founded in 1876, it was a completely new educational enterprise. With goals to advance both students' and human knowledge through discovery and scholarship, the university's emphasis on both learning and research—and on how each complements the other—revolutionized U.S. higher education. Today this university has ventured from its East Coast home to countries throughout the world—China, Italy, Singapore and many others. The university remains a world leader in teaching, patient care and discovery and holds the distinction as the *nation's number one university for research funding*.

This institution's story involves the three major branches of the university:

- The Main Campus, home of three distinct schools 66 departments combined into the School of Engineering, the School of Arts and Sciences and Schools of Business and Education. This campus incorporates the university's administrative functions. Additionally, several Institutes as well overseas operations are managed under this administration.
- The School of Medicine, home of three major divisions with over 113 departments combined into the School of Medicine, the Health Divisions Administration and Clinical Services.
- The School of Public Health, one distinct school with over 38 departments.



Until the start of this systems integration initiative in late 2001, all three organizations maintained separate systems and processes for managing campus space data. The existing systems varied from mainframe-based solutions to homegrown databases. In all cases it was difficult to maintain the data that was used to justify millions of dollars in Facilities & Administration (F&A) indirect cost recoveries from the Federal Government. It was likewise impossible to report on the data in a consolidated fashion to help support strategic initiatives to increase the recovery rates for F&A.

Based on this on-going inability to provide executive management with key information, the university embarked on an initiative to modernize and centralize their facilities information systems. Among the key areas of focus were: a need for internal benchmarking metrics and system-wide reporting, adoption of user-friendly systems to encourage data use and access to over 350 departmental stakeholders across the campuses. After reviewing multiple software solutions and integrators, Business Resource Group (BRG) and ARCHIBUS/FM software were chosen by the university to perform this task. The goals were simple: through modernizing the systems and processes, maintain the existing F&A rates through the system transition and subsequently provide analytical tools to assist in strategic efforts to increase the indirect cost recovery rates once the system is tuned.

The Facts

- Industry: Higher Education
- Over 13 million square feet of space
- Almost 2 million square feet of research space in more than 270 buildings
- Locations worldwide, including the U.S., China, Singapore and Italy
- Over 5,100 students

Needs

A consolidated process and system to maintain facilities space information across three distinct branches of the university.

BRG Services Provided

- Consulting services
- Standards development
- Implementation of ARCHIBUS/FM CAFM software
- Workflow and process development
- Consolidation of multiple legacy data sources into one centralized database
- Implementation of an Enterprise Facilities Web Portal
- End user training and support

Technology Solutions

- ARCHIBUS/FM Modules – Space Management; Overlay for AutoCAD
- Implementation of a cross-platform Space Inventory Web Portal
- Implementation of a reporting Web Portal (FM Studio)

Benefits

With the introduction of the system, many key benefits have been realized.

- The campuses now have a complete and verified library of CAD drawings that are continuously maintained.
- The campuses now share a single centralized system of record for space information that is tied to a unified process for managing the information.
- Through the implementation process the university was able to identify over 1.5 million square feet of space that was not captured or reported in their previous systems.
- The university has dramatically increased the accuracy of departmental allocation data resulting in fewer audit issues.
- OMB Circular A-21 requirements have been met regarding space accounting practices.

Additionally, there has been a major culture change with newfound cooperation across the different campuses that have been integrated into the system.

Business Resource Group

Technical Details

Major Gaps in Workflow

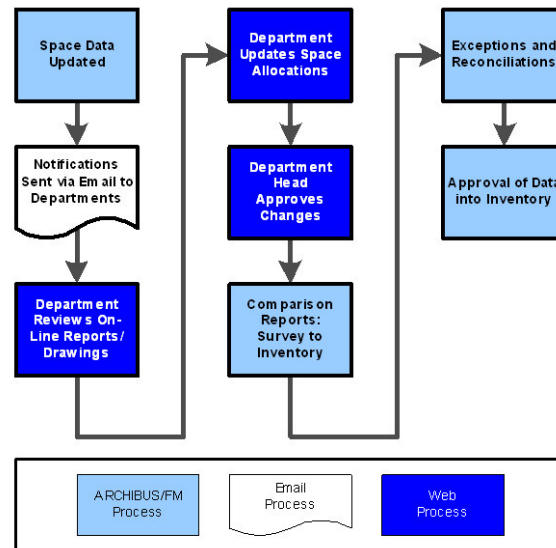
There were several major gaps in the existing processes at the university that have been addressed with the new solution.

- Despite the fact that AutoCAD was a university standard tool, CAD information was not dynamically related to the space inventory databases. This allowed the data to get out of sync and made maintenance of the information cumbersome.
- There were multiple databases in use by the different branches of the university. This made consolidated, strategic reporting extremely difficult.
- The space inventory information was not easily accessible to the 400+ enterprise users who needed it most. These users had limited access to drawings and they were overwhelmed by the datasheet reports that were provided for updates.

Modernized Workflow

The space inventory process has been automated to allow entitled stakeholders self-service access to critical data via an Intranet Web Portal. The key components of the portal give users access to key management reports and ad-hoc reporting tools, as well as a customized space inventory application developed by BRG.

Residing on top of the ARCHIBUS/FM CAFM system foundation, the portal has streamlined the collection of space survey data from 350+ users in the various organizations across the campuses. Based on permissions, users access data for the locations to which their department has an alliance. The cross-platform solution incorporates CAD drawings as a drill down to access the related data. The process also includes review and approval stages for the survey data back into the inventory records that are passed into the financial systems at the university.



System Overview

JHU Core Team

- Public Health
- Medicine
- Homewood

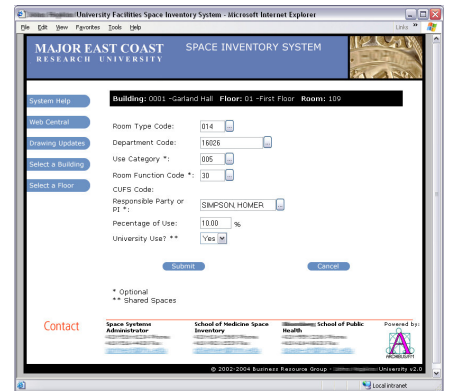
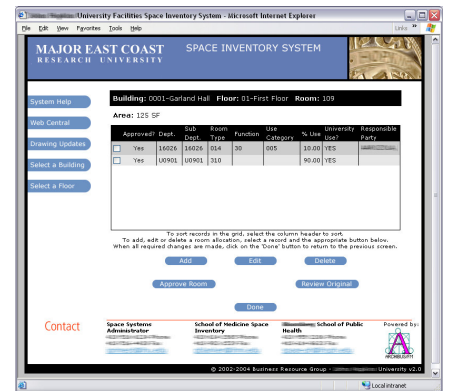
ARCHIBUS/FM
 •Space Management
 •AutoCAD Overlay
 ~5 Core Users

MS SQL Database

Enterprise System Access



- Web Portal**
- Updating of space use survey data (~350 users)
 - Reviewing and approval of surveys by division leads (~12 users)
 - Enterprise reporting



The BRG Space Inventory System provides cross-platform web access to the space inventory process via easy-to-use drill-down methods.

