



**In This Issue:**

- Embracing Change
- Google Chrome and ePM
- Engaging Customers
- New Minimum Requirements
- Cognos

**New ePM Minimum Requirements**



...Attention GSA Staff and Contractors. There are updated Minimum Requirements for using ePM on your projects. The new minimum requirements for Capital and Small projects have been issue. The updated requirements were issued in order to standardize project documentation nationwide and streamline reporting operations. We urge all ePM users to examine the new requirements and align their ePM use and documentation accordingly. You can obtain the new ePM Minimum Requirements from your GSA project manager.



**ePM Quick Tip:**

Teams are requested to enter design review comments on the "Issues, Logs and Reports" module of ePM, instead of the "Design Submission" module. This best practice will keep teams consistent when the Design Review OBA begins to rollout in coming weeks/months.

**Embracing Change with ePM**



Innovation is considered a hallmark trait of humans. The technological advances in the past 5 years have altered the way we live at home and in the office. Yet with every transformation comes the need to adapt and "change." Some changes are easy, while others can pose real challenges. No matter how difficult the change may be, research shows that providing people with a better understanding about the change, and reasons for it, will assist in its implementation

and ultimate success.

John P. Kotter, a renowned expert on the dynamics of change at the Harvard Business School, has identified the factors for creating and perpetuating successful change strategies. Many of these elements are inherent in GSA's transition to ePM such as establishing a sense of urgency, communicating a vision, and empowering people to act on the vision. Yet the essential component of change management is patience. Although successful transformations may take at least 5-10 years, Kotter cautions that organizations undergoing change must neither declare victory too soon nor succumb to resistant pressures from stagnation and tradition.

With increasing needs but decreasing budgets, there is a recognized "urgency" to use a secure and collaborative project-management environment that standardizes best practices and enhances reporting capabilities. All ePM users are encouraged to thoroughly explore the capability of the system and to share ways to improve the system.

Bill Guerin, Office of Design and Construction, Assistant Commissioner, has recently confirmed that all Capital Projects need to use ePM for management, collaboration, and document storage. In implementing ePM, GSA is establishing its continued commitment to assist and support all projects. But more importantly, this directive expresses GSA's confidence in the ability of all project teams to meet the challenges, act on the vision, and lead the change to ePM.

Most project managers understand that building and maintaining customer relationships rewards stakeholders with a greater sense of trust and confidence, but carrying out the philosophy in practice can reveal some conflicting interests. There are frequently cited concerns about too much scrutiny by a customer, or too little interest, for example. With ePM, however, a small investment from the project team can capture a customer's interest and respect during a project and beyond.



A project team can use ePM's customer permissions to engage customers in several ways, depending on degree of interest and authority. ePM allows customers to participate in routine project correspondence and workflow.

*Continued on Pg 2*



## Google Chrome and ePM



The recent migration to Gmail has introduced some issues for GSA internal users. ePM notifications that appear in Gmail will (by default) launch ePM in the Chrome web browser, which is not compatible with ePM.

To work around this conflict, please make sure you open ePM in Internet Explorer. If you receive an ePM notice containing a link, just copy and paste the link/URL into the Internet Explorer address bar to access the ePM document.

## REMINDER

Teams should avoid using unsecure tools that do not meet GSA IT Security Guidelines including: FTP sites, Prolog, Buzzsaw, etc.

### ePM Contacts:

**Ray Wilson**  
ePM Senior Project Manager  
Ray.Wilson@gsa.gov

**Tom Kollaja**  
Capital Projects Rep  
Tom.Kollaja@gsa.gov

**Ralph Abel**  
Small Projects Rep  
Ralph.Abel@gsa.gov

**Marie Johnston**  
PBS CIO Project Manager  
Marie.Johnston@gsa.gov

*Continued from Pg 1*

Frequent and regular communication provides paths to full engagement. ePM is an effective tool in place that project managers can exploit to enable and urge customers to share and monitor progress while assuring them that they are welcomed as stakeholders. This inclusive approach increases communication. While some discussions are enthusiastic and others may be difficult, all are exchanges about the project and all support a transparent project environment.

It should be a project manager's goal to employ best practice strategies that invite customers to keep up with a project, express their opinions and assist with progress. ePM can effectively provide tools to reach customers, increase their participation and accomplish this goal. Contact your Regional System Administrator to review options for enhancing customer contact.

## What's the Buzz about Cognos??



**What is Cognos?** Cognos is an IBM application that allows GSA to report on data entered into ePM. All information entered in ePM is stored nightly in a data warehouse. Cognos mines that data to generate reports. It is an extremely robust tool that can analyze and chart information from ePM to create static or dynamic reports with drill down capability. Cognos reporting functions are only available to GSA PMs and GSA Management.

**What's does Cognos provide?** Users who need to run reports can be trained on how to acquire standard reports. Every Region has report writers to assist them with advanced customized reports. Cognos provides several unique abilities such as:

- Running multiple Fact Sheets simultaneously.
- Running recurring reports and sending them directly to your email inbox. Share the reports with others at the same time by including them on the email address list.
- Generating output in several formats, including PDF, Excel, and HTML.
- Generating Fact Sheet reports to chart trends and provide more detailed budget information such as obligations and invoices.

**What's the Status of Cognos Now?** There are several standard reports and various custom regional reports available from Cognos. GSA is currently training Capital Projects PMs nationwide to generate Detailed Project Fact Sheets with Cognos. These initial reports are modeled after the most commonly used existing reports in PIP, but new ones are coming. Report writers are currently developing expertise to create unique regional reports and functions that further capitalize on the capabilities of ePM. Stay tuned for more Cognos report information. The ePM Team is still learning what types of reports are needed. If your team needs a customized report please see your ePM System Administrator.

### ePM Resources:

**ePM Login Site**  
<https://epm.pbs.gsa.gov/proliance>

**ePM Support**  
[epmsupport@gsa.gov](mailto:epmsupport@gsa.gov)  
1 (866) 367-7878

**GSA User Resources**  
<http://insite.pbs.gsa.gov/epm>

**Training Videos and Quick Reference Guides**  
<http://www.meridiansystems.com/epminfo>

