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Who Else Benefits from Using ePM?



In addition to the typical cast of team members (GSA PM, A/Es, CM, GC) using ePM, you might be surprised to know who else can benefit:

- **Building managers** can rely on ePM for as-built drawings & specs, submittals, warranties, and operations & maintenance manuals.
- **Customers** can access their milestone schedules, latest floor plans, and participate in project workflows.
- **New team members** experience shorter "ramp-up" times in becoming productive because they know that project records are kept in one place and that there is a system of work flows established and used by others in a consistent manner.
- **Auditors and Claims Analysts** can easily search project records which are organized, time-stamped, and securely maintained in ePM.

So the benefits of ePM can reach users and purposes well beyond the day-to-day project team to increase efficiency and knowledge transfer throughout an organization and it's external partners.

Online Training...

ePM trainers will soon begin hosting webinar sessions for various modules of the system. These virtual training sessions will begin in March and be offered several times per week. Each session will cover different topics and last about 1.5 hours. Some topics being covered are project basics information, project health metrics and financial management. More details will be coming soon.

CASE STUDY: NCR Limited Scope ARRA Projects

The 2009 American Recovery and Reinvestment Act provided funding for a variety of key projects in the National Capital Region (NCR), including a group of 19 Limited Scope projects. NCR was faced with the challenge of executing these new projects with an extremely short delivery schedule and unprecedented accountability requirements. Despite unfamiliarity with the (then new) ePM system, the NCR ARRA Limited Scope team decided to leverage ePM to the greatest possible extent to collaborate, manage and monitor the projects.



In one of the initial ARRA team's weekly meetings Dean Smith, the NCR Regional Recovery Executive, introduced how ePM can help deliver these Limited Scope projects. Dean stressed that all team members should attend ePM training, not just the 5 project managers. Therefore the initial training in January 2010 included PMs, Budget Analysts, Contract Specialists, and Contracting Officers. After training, the team actively participated in the data input, management, and electronic file storage. The entire Limited Scope team including John Borges (Director), Bob Demart (Deputy Director) and Verneka Roberts (Lead Budget Analyst) have been actively supporting in and promoting the team effort.

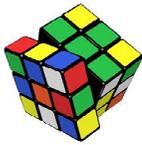


Dean emphasized that although information still had to be entered in other financial systems such as Comprizon and Pegasys, ePM was their new tool for project management and electronic file storage. Initially PMs entered funding, cost account, and contract data. As the Budget Analysts received the function codes for projects, they began to input financial data themselves. Eventually the Budget Analysts and Contracting Officers preferred to enter the financial data to ensure accuracy on initial input, rather than validating and potentially having to correct some of the numbers later.

One technique the team used to foster adoption and collaboration was to develop several templates to help establish uniformity in the data entered and filing structure for each project. These reference guides were placed on a shared drive, and therefore accessible by all. They gave users confidence by clarifying the type of information needed, the format in which to enter the data, and where to store documents in ePM. These templates are living documents that are updated as the team discovers the best ways to collaborate in ePM.

Everyone on the team takes ownership of their data. They now have established a rhythm that is inclusive of all with different areas of responsibility. The next frontier for them is to use ePM to track invoices. They will approach this effort in the same way they have been using ePM so far; with a strong commitment to collaboration from stakeholders.

ePM Quick Tip:



Overwhelmed with Proliance Notification emails?

When your project team begins using workflow on documents such as RFIs and Submittals, the system automatically generates notices which are sent to your email client, i.e. Lotus Notes, Gmail, or MS Outlook. These notices alert you to take action on a specific document or workflow within the system.

To help organize all of these ePM-related notices, try creating an email rule that will move your incoming Proliance notifications into a custom "ePM" folder. This keeps your InBox from filling up, and allows you to look at ePM notices in one location.

If you unfamiliar with creating email rules, contact your IT Help Desk to learn more.



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Deleting Documents in ePM

Some users have had the experience of wanting to delete a document in ePM, only to discover that they are unable to do so. It may at first seem frustrating to be restricted from deleting documents, even erroneous ones, but this safeguard is built into ePM to preserve the integrity of data. For example, RFIs, Submittals, or Design Documents that are created, even in draft state, can only be edited or cancelled.



Not allowing delete permissions prevents conflicts between the project records in ePM and hard copy documents. It also protects information that could potentially become documentation in the event of a claim on the project. One of the primary benefits of ePM is the built-in accountability in document management. Limiting the ability to delete documents supports that objective and maintains transparency throughout the ePM System.

ePM and Sustainability



GSA has made a strong commitment to sustainability and the goal of zero environmental footprint. One component of GSA's green-building strategy includes the endorsement of sustainable building and design technologies. ePM supports these practices through web-based accessibility, online document collaboration, and electronic archiving.

In mid-February GSA celebrated National Telework Week to demonstrate its commitment to sustainable work environments. Modern technological advances have made it easier to work anytime and any place. With implementation of the ePM system, project team members can easily stay connected to the project while working remotely.

ePM is easily accessible from any internet connection, and documents flow electronically through the system rather than on paper through the mail. This keeps all stakeholders informed while reducing travel, physical shipping and site visits. ePM can also reduce paper storage or waste by using it throughout projects to run meetings, review project issues, and distribute project information. Finally, at the conclusion of the project, files can be stored electronically on disc rather than in hardcopy in boxes which clutter our workspaces.

ePM can help GSA and its extensive community of employees and contractors reach broad objectives. In choosing ePM, GSA has set a positive example to lead the Construction Industry as well as the Federal Government in enhancing efficiency, reducing waste and contributing collaborative ideas toward positive environmental stewardship.

ePM Resources:

Login page:	https://epm.pbs.gsa.gov
ePM Help Desk email:	epmsupport@gsa.gov
ePM Help Desk phone:	1 (866) 367-7878
GSA user resources:	http://insite.pbs.gsa.gov/epm
ePM Training Videos and Quick Reference Guides:	http://www.meridiansystems.com/epminfo

