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THE YEAR IN NUMBERS

Here's a look at some of the ePM statistics that stand out from FY17:

- 1,753: Resolved help desk tickets
- 7,096: Projects created
- 4,506: Projects in execution
- 3,276: Active users
- 335,603: Logins by all users
- 42,916: Most logins in a month (September)

ePM Resources:

ePM Support
epmsupport@gsa.gov
 (866) 367-7878
 M-F 7:30 AM - 7:00 PM ET

ePM Portal and User Resources
<https://epm.pbs.gsa.gov/portal/>

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RECAP AND UPDATE: ENTRY OF PROJECTS <\$25K INTO EPMXPRESS

In FY17, regions began inputting projects less than \$25,000 and initiated after June 1, 2016, into ePMXpress in order to provide customers a complete view of their PBS project inventory. These projects include non-severable N-type RWAs in federal space and standalone/post lease acquisitions. Additional criteria for these projects include:

- Micro-purchase projects are not required, but may be tracked in ePMXpress at the region's discretion
- FEMA projects are not included
- BA61 and BA54 funded projects are not included
- F-type RWAs are not included

Regions continue to ensure RWA projects from \$0 to \$25,000 are entered into ePMXpress, kept up-to-date, and are in good order for communication to GSA customers. This summer a change was made to the project entry process. PBS leadership decided for projects below \$25,000, at a minimum, estimated milestone dates be entered into ePMXpress and that actual milestone dates would be pulled from RETA and EASi for reporting purposes. This change alleviates duplication of efforts and minimizes data errors with manual input. Reconciliation reports that indicate ePMXpress activity within the last 30 days and Service Delivery Excellence gap reports are still provided to the regions on a monthly basis.

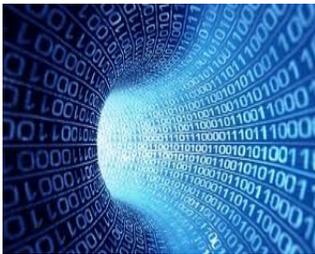
Training and support is provided for ePMXpress. Please refer to [ePM Insite](#), [Online Training](#), [Quick Reference Guides](#) and/or contact your [ePM Regional Coordinator](#) for more information.

UPDATE: SMALL PROJECTS INFORMATION DASHBOARD

The Small Projects Information Dashboard (SPID) is still under development and will be undergoing User Acceptance Testing in November. Once completed (January 2018) the dashboard will be housed on the D2D portal and offer GSA stakeholders the ability to review portfolio, performance, and financial information for PBS small projects. Information currently provided through manual reports and Google dashboards will be captured in the new D2D SPID dashboard. Plans are to present data visually through charts and graphs and to export data into a spreadsheet format for further data analysis. More information on the Small Projects Information Dashboard will be provided in the upcoming months.

To access dashboards on the D2D portal, end users will need to register their .gov email address in MAX.gov. Registration doesn't take long; however, we recommend PBS project managers and supervisors register at their earliest convenience, so not to be delayed when they want to get into the portal to view a dashboard. Once the account is set up, getting into the D2D portal is simple and quick as it uses your GSA ID (PIV) card for access. Please click [here](#) for instructions on how to access MAX.gov.





C o n n e c t i o n



GOODBYE TO BERT AULTMAN

After many years of ePM (and before that PIP!) implementation support services, Bert Aultman is leaving the ePM Support Team to help out the Office of Facilities Management on a new contract. Bert has had a tremendous impact on ePM and more generally ODC. His professionalism, expert knowledge on ePM, and general jovial nature will be sorely missed. Cheers Bert!

RECERTIFICATION RECAP

Thank you for your time and effort during this year’s ePM recertification period. Over the five week certification period, 23 Programs, 3,014 Users and 8,238 Projects were certified. Great job getting the message out, encouraging participation, and completing this task. Please contact ePMsupport@gsa.gov if you have trouble accessing ePM/ePMXpress.



FY17 CAPITAL PROJECTS FROM SPREADSHEETS TO DASHBOARDS WE GO

This quarter’s newsletter features an article written by Jeffrey Jay Osmond with contributions from Dennis Ryan, Mick Montague, and David Sokol.

When Bob Dylan sang “The Times They Are A Changin’” 53 years ago, who could have foreseen our current Age of Information, in which we move data quickly and reliably. What’s more, these digital times are a’ changin’, too. Where we once stored information in our own spreadsheets, now we can share it via collaborative portals, websites, and dashboards. This new era of sharing offers us many benefits, such as greater freedom of access, collaboration, and transparency. It has the potential to minimize disruptive surprises like out-of-the-blue data calls, as stakeholders from top to bottom can know what is going on and anticipate what needs to be done next. This helps coordination, and eases alignment within and across organizations.

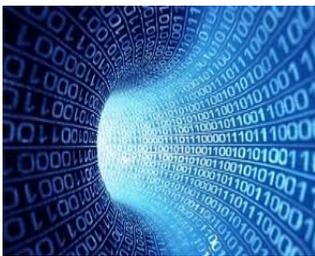
Information Technology is responsible for this current trend. Sharing source data in distinctive formats for common understanding would not be possible without faster computing speeds and new data visualization software. But is our industry ready to use these tools advantageously? Are we ready to see and share our facts transparently, outside the spreadsheet? The FY16 Courthouse Program is testing our adaptability, by stepping beyond Google Sheets and Docs and sharing project data via an all-new dashboard.

The FY16 Courthouse Program built its dashboard to manage the new courthouse projects as a program, which required viewing all projects at once. However, we lacked a comprehensive and comprehensible picture of when limited staff may be in high demand. Thankfully, ePM, had the data we needed. Using ePM data pulled into a dashboard, we consolidated the projects’ milestone schedule information, and presented it in graphics that are easy to interpret.

Here is how it works. The ePM’s Schedule Module serves as the database. Mandatory milestones with activity codes are extracted by Tableau software, which assembles the milestones data into Gantt-like bar charts and scatter plot–style graphics. These results then are assembled into the FY16 Courthouse Program’s Dashboard. Users access the dashboard via GSA’s D2D website.

The dashboard’s PBS level-1 like Gantt bar chart schedule, visualizes the delivery flow of all projects through six primary phases.

(Cont. on page 3)



Connection

FROM SPREADSHEETS TO DASHBOARDS WE GO (CONT.)

Because it contains data on the duration of each project’s main phases, it facilitates comparisons to understand normative timing. This will help us predict how long phases ought to take for similarly scoped and scaled projects. In other words, these new applications of ePM data will allow us to fine-tune project delivery in the future.

The scatter plot–like graphics are the dashboard’s Look Ahead Tools, which show pending milestones for key activities for the next 90 days. These enable forecasting to determine whether there will be scheduling conflicts for participants. Figures 1, 2, and 3 partly illustrate FY16 Courthouse Program’s Schedule Tools on its Dashboard.



Figure 1

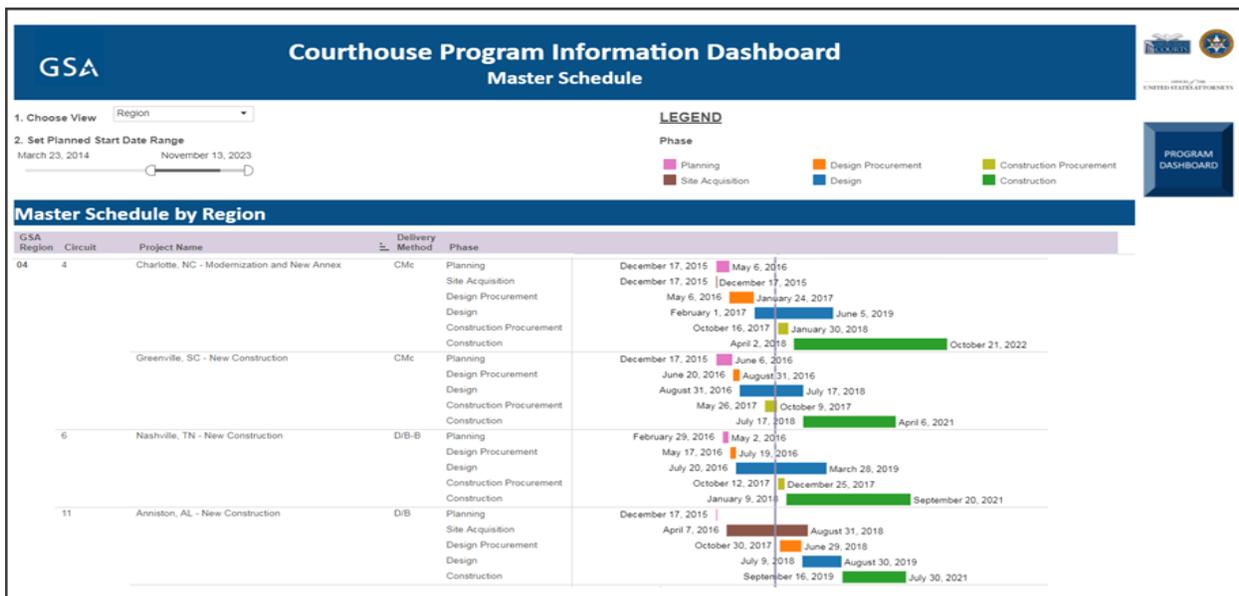
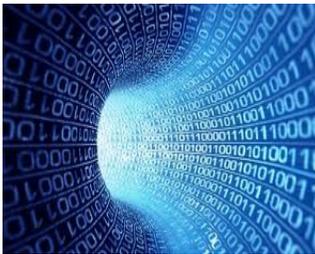


Figure 2

(Cont. on page 4)



FROM SPREADSHEETS TO DASHBOARDS WE GO (CONT.)

The dashboard is viewable by stakeholders to see aspects of the program at times of their convenience, or collectively at the same time.

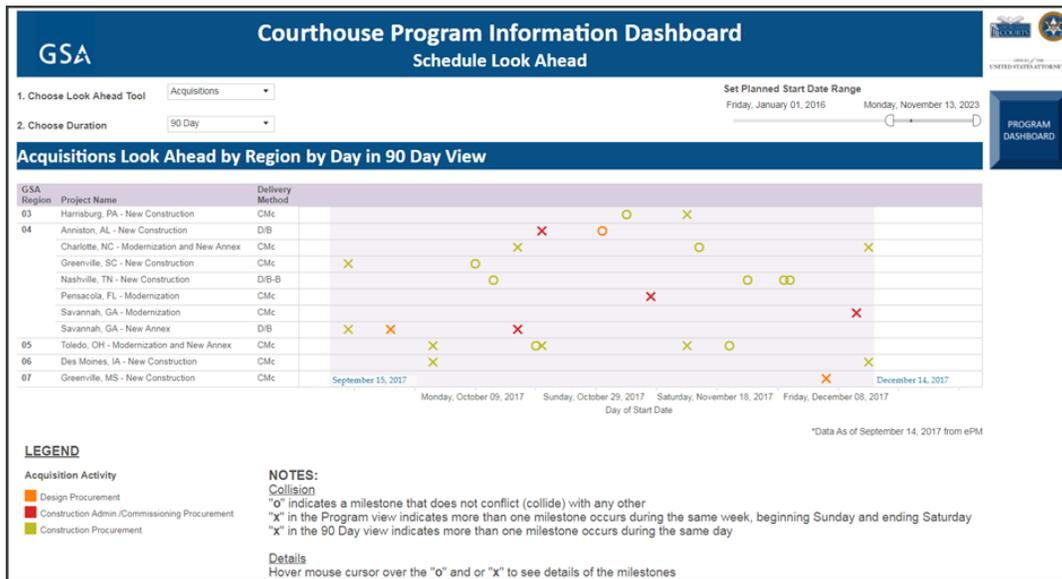


Figure 3

Our work continues on using data to create common understanding of many projects at once. Having tested new IT capabilities with the FY16 Courthouse Program, we are ready to imagine what more can be done.

What additional ePM milestones, or other data, could improve our ways? How might we continue to shift from spreadsheet methods to dashboard methods of data capture, use, and sharing?

How can we improve the accuracy of a project’s native data; a project’s timely delivery?

We invite you to become a part of these changin’ times. Share your thoughts on what kinds of visualized data would help you deliver a program or a project more efficiently and effectively.

If you have any questions or comments, please contact Jeffrey Jay Osmond at jeffrey.osmond@gsa.gov.

