In This Issue:
- Service Delivery Excellence
- Customer Reporting
- Cognos Corner
- ePM Annual Recertification
- FY17 Capital Projects
- ePMXpress Training Video
- Meet the Team: Waynne Frias
- Quick Tip

**ePM Annual Recertification**

The annual ePM end user recertification process will begin in early August and will continue through early September. During this period, all users will receive an email asking them to recertify via a link that redirects them to the User Access and Certification tool. Users that do not recertify will lose their ePM license and will need to be relicensed in order to regain access to the system. Also during this time, program and project certifiers will confirm team members’ need for access to ePM programs and/or projects.

As a reminder, if you have technical questions about ePM, contact ePM Support at epmsupport@gsa.gov.

**SERVICE DELIVERY EXCELLENCE**

**CUSTOMER REPORTING**

The ePM Team continues to work with Service Delivery Excellence on improving GSA customer reporting. In May, GSA published a new version of the GSA Project Stakeholder Program/Project Report. The report is run weekly, and it is published to Google Drive monthly for all SDE identified clients and organized by GSA Region. The new version of the report allows GSA to communicate updates across a wider variety of projects than the previous ePM only version. Here is a summary of changes:

- Reports are run weekly via the PBS Oracle BI Framework
- Reports display project data from ePM, GREX, RETA, REXUS, OA Tool which covers owned and leased projects above the micro-purchase threshold
- RETA financial data is integrated with non-financial data on project fact sheets
- Additional data elements are displayed including CON (customer order number), detailed schedule milestones by project type, other
- Projects are organized by project state - completed projects display last
- References added for better navigation between program view and project factsheets

**Cognos Corner**

The Capital Schedule Summary Report has recently been updated to show estimated and actual dates for the following milestones: Design Award, Design Start/NTP, Design Complete, Construction Award, Construction Start/NTP, and Construction Complete. Prior to this change, the report showed dates that were not linked to milestones, which led to inconsistent reporting across the Capital program. Additional report changes include displaying the ePM project number, project state, and Project Manager.

The Capital Schedule Summary Report is located in the Schedule Reports folder, and it can be filtered by program and current state. For users who would like to see more detailed schedule information, the Capital Project Schedule Detail Report is also available in the Schedule Reports folder.
Waynne Frias is the newest member of the ePM SAS&T team. He joined the team in the spring as the Zonal System Administrator for Regions 8, 9, and 10. As part of his daily duties, Waynne helps users with performance measures, schedules, and licensing issues. He also provides weekly online training and in-person training for projects that are just getting started or need a little extra assistance.

With his expertise in technical training, process improvement, client support, and IT systems troubleshooting, Waynne is a natural fit for the ePM team. He has over 17 years of experience providing IT solution support for public and private sector projects. Waynne has a Six Sigma Yellow Belt certification, and he is well-versed in architecture, engineering, and construction industry applications such as Primavera and Expedition. Prior to joining the team, Waynne supported a variety of large clients and worked on infrastructure projects including the Dulles International Airport Metrorail expansion project in Northern Virginia.

In his spare time, Waynne enjoys spending time with his growing family. He has 2 sons, ages 1 and 5, and is expecting another child in December. The furry member of the family is a pit bull named Muggsy. His love of dogs led him to become a volunteer at a dog rescue. Waynne is a diehard DC sports fan and also enjoys weightlifting, soccer, and boxing.