

Deconstructing Organizational Silos One Document at a Time

or building trust and collaboration
among work units



University of Colorado **Boulder**



Introductions



Jodie Ferrera has worked for the University of Colorado Boulder for 11 years. She is the Assistant Director for Accounting and Finance for Infrastructure and Sustainability. She and her team provide financial support for Planning, Design & Construction, Operations, the Distribution Center, Transportation, Capital Asset Management, Deferred Maintenance, Sustainability, and Utilities.



AriAnne Gilliland has worked for the University of Colorado Boulder for 15 years. She is the Process Analyst for Planning, Design & Construction. In her role, she facilitates business processes for project management between and for work units within Facilities Management and other campus entities, which includes coordinating technology solutions with business processes.



Jennifer Sample is the Technical Solutions Consultant with Hagerman & Company. She works with university and other clients to provide technical options for solving challenges related to document management which meet the client's existing or desired business processes.



Welcome to the University of Colorado Boulder!

- CU Boulder is spread over 1,165 acres
- The campus has 394 buildings
- 12,780,527 GSF of occupied space
- 575 scheduled instructional spaces
- Approximately 530 projects assigned to Planning, Design & Construction (in various phases from “Planning” to “Closeout”)
- Home of Ralphie the buffalo, one of the all-time greatest mascots

Agenda and Learning Objectives

- Organizational silos exist
 - Learning objective:
How to break down silos within Facilities Management and campus-wide so everyone benefits from the Campus, Building, Asset, Business Process and Project Documentation.
- The importance of a single source of truth
 - Learning objective:
The importance of creating a single point of truth for documents & drawings with one central repository while leveraging other applications such as IWMS, Project Management, CMMS, GIS & CAFM.
- Building, maintaining and operating the business case for structured document management
 - Learning Objective:
Building, maintaining, and operating the business case. Why document management should be a part of your organization's overall digital strategy, including valuable lessons learned on what works well, and what does not work well.

Operational Silos Exist



- How do silos get created?
- How do diverse groups utilize information when silos exist?
- How are business processes and standards templates managed when silos exist?

Breaking Down Silos

- Align work unit goals with the bigger strategic plan
- Consistent messaging to all employees
- Sharing of information through document management



The Importance of a Document Management System



- One location, one document – A single source of truth
- Leveraging other applications such as IWMS, Project Management, CMMS, GIS & CAFM
- Real-time collaboration through document accessibility

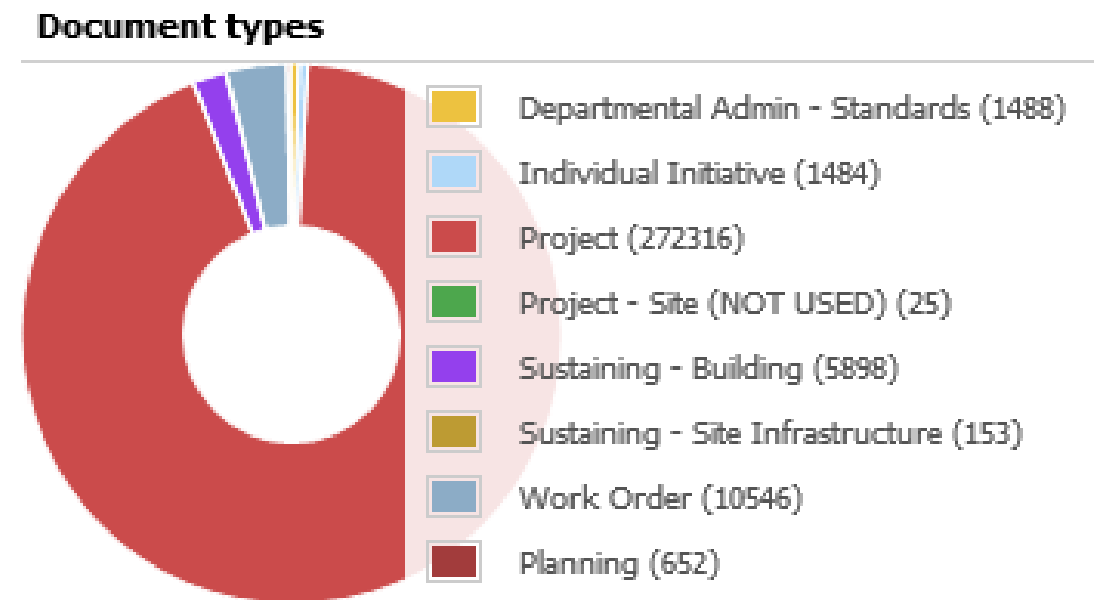
Building, Maintaining and Operating the Business Case

- What is document management?
- Building, maintaining, and operating the business case for structured document management.
- We have a DMS. How do we maintain it?
- Partnering with a DMS consultant



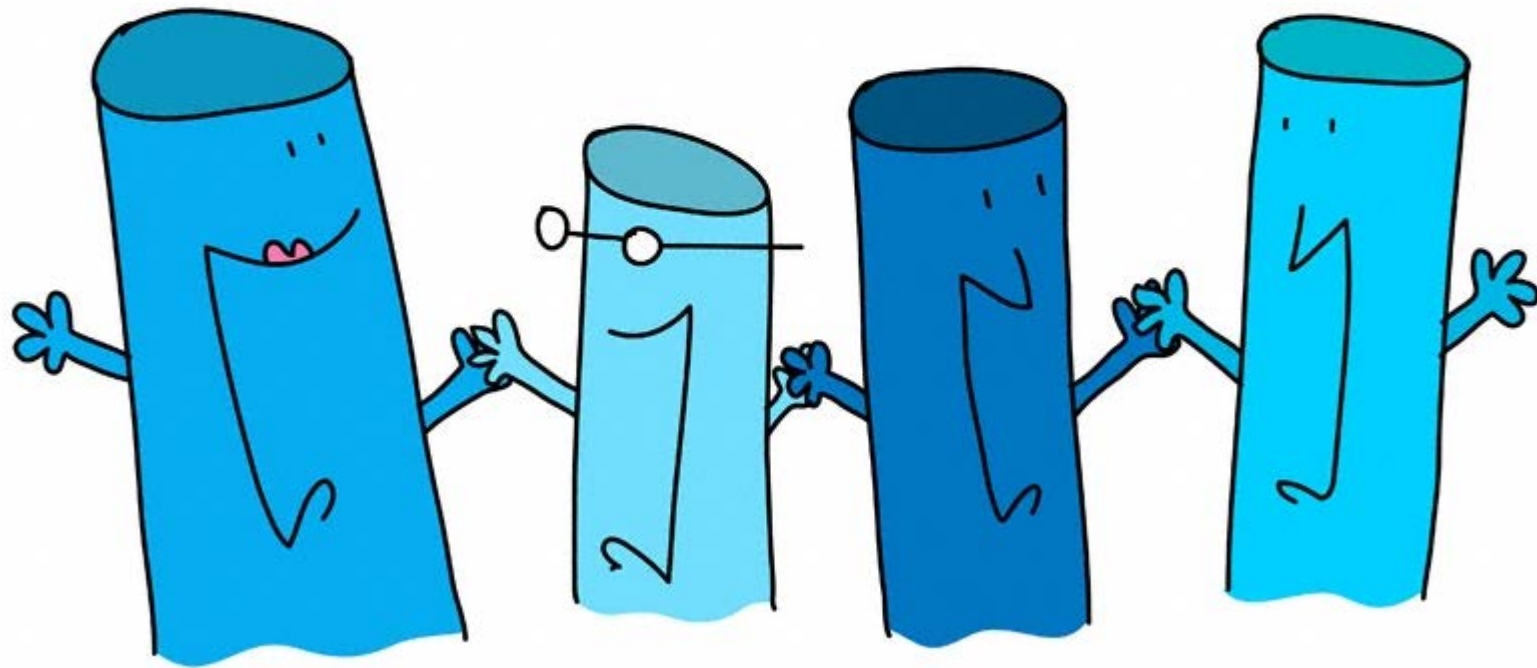
Document Management at UCB

- Documents in Meridian – 292,562
- Revisions to documents in Meridian – 420,866
- Average # of docs entered monthly – 5,800
- Breakdown of document types





Silos collaborating!



@gapingvoid