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1	Question Asked	Answer Given
2	there was a second term the presenter used aside from FCI that was for the 10 year needed. What was that term?	FCI (Facility Condition Index) Deferred Maintenance / Current Replacement Cost. FCNI (Facility Condition Needs Index) Deferred Maintenance + 10 year planned renewal cost / Current Replacement Cost
3	Are soft cost (i.e. design) or demolition cost typically included in the FCI?	For Asset Renewals it would be dependent on the inclusion in the Cost Model, most of the Assessment vendors that AssetWorks has worked with do include these types of cost details in their rollup. In the case of Assessment deficiencies these would typically be line items of the cost details.
4	Other than the example of a deficiency being the bathroom note up to code, what are other examples of what you would define as a deficiency vs asset renewal - seems like Renewal would be the larger bucket.	Assessment Deficiencies such as Code/Compliance issues will make up the lion share, but other items such as Repair, Renovate, Abates will typically fall into this category and when we are migrating historical assessment data from as recent as 2-3 years ago, the data was project oriented vs asset oriented. As the vendors continue to migrate towards the asset renewal model the volume of data available in this area will continue to increase. A HVAC upgrade could be an Asset Deficiency under the old paradigm or a system level Asset Renewal under the modern paradigm.
5	Are there any plans to update AiM to come into alignment with the new TCO standard that APPA has been spearheading?	AssetWorks looks to embrace standardized data sets whenever possible such as those from APPA, our Product Management team is in communication with APPA to understand how and where the data would fit, Karen Bee-Donhue at the SUNY System (TCO Working Group Member) is a current customer and the organization we working directly with at this time.
6	How does Assetworks work with Banner, and other university systems?	The AssetWorks solution exposes all major functions of the application via web service API and supports inbound and outbound data exchanges. While web services are the wave of the future, AssetWorks includes a data integration utility to support the creation and orchestration of classic batch style file interfaces or direct database integrations. Ellucian/Banner is a common system that AssetWorks interfaces with typically on the financial, procurement and HR side.
7	How frequently should a facility be reviewing their asset list and making updates to added/removed assets?	From an AssetWorks perspective, ideally this is a daily/on-going process, where the information update process is integrated into the day to day operations utilizing modern technology such as smartphones/tablets by the field staff to capture the information at the time of installation versus trying to play the catch up game.
8	Does AssetWORKS have a storekeeping module? We need something that ties warehousing of materials and supplies into one system with all the other functions needed.	Yes, AssetWorks includes a full featured Inventory Control (consumable inventory) module that is fully intergrated with the Operations and Maintenance functionility: ability for material requests to be initiated by the trades people in the field, picked/drawn via mobile device by the storeroom clerks and charged out to work orders as it is released. Support for mobile cycle counts, replenishment generation and more.
9	What industry discussions are occurring about use/implementing APPA 1000 TCO in these IWMS products?	AssetWorks looks to embrace standardized data sets whenever possible such as those from APPA, our Product Management team is in communication with APPA to understand how and where the data would fit, Karen Bee-Donhue at the SUNY System (TCO Working Group Member) is a current customer and the organization we working directly with at this time.
10	Further to the question about dedicated asset managers, can you please comment on creation of overall asset management frameworks?	AssetWorks supports many different organizations with a variety of processes, and does not dictate an Asset Management process or strategy but does advise/consult on recommended best practices and regularly provides asset workshops with our customer base at user conferences and via webinars.
11	How to tie strategic goals of the org to the individual assets in a meaningful way? Establishing a process to address this high-level asset management.	AssetWorks provides the ability to track assests at all levels (Building/System/SubSystem/Asset/Component) with a relational hierarchy. So, while much of the information is pre defined, unique attributes can be defined at the asset group level to capture institutional details if desired. Often the Planning Group detail of an asset is used to meaningfully "bucket" the need of the asset so that it can be summarized and used at the strategic planning level.

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12	Is there a standard for establishing criticality of specific assets or groups of assets?	There Asset screen has a priority field as well as the opportunity for user defined fields or attributes are available to capture data.
13	How do you convince or demonstrate to senior management that asset data management is an on going effort, not just a one time data collection and set up?	Data is your friend, take most assets in your facilities and look at your work order data (assuming that you are tracking your work activities at the asset level) it will be easy to report and demonstrate that your major systems/assets are being touched (PM'd, inspected, repaired, renovated...) and should be relatively easy to paint the picture that the moment you complete an Assessment it is out of date.
14	One of the challenges that I am facing in the asset collection program, is to know how much information we need to collect per asset. Which one is the most important. This is for the attributes side. I know Aim have different areas to allocate important information, but do we really need extra attributes/	When it comes to AssetWorks specifically, there are User Defined Fields (all Assets) and Attributes (specific to the kind of Asset - the Asset Group). What data you should be tracking, is the level to which you are prepared and staffed to maintain. If you want to track paint color for walls, but you fail to maintain the accuracy of the data, when a painter checks out the paint from the inventory system based on the attribute data but then when they arrive at the job site and the paint color is incorrect, your data has actually cost your organization moeny, now the painter has the return to the warehouse, return the first set of material, and wait to be issued the correct set material, it will now have taken longer to achieve the result than if you did track the data.
15	One more: I hear a lot that Aim is a great tool to track Preventive Maintenance against assets. But do we have the same level of importance to track corrective maintenance against asset?	From an AssetWorks perspective and organization absolutely should and but unfortunately it is often not prioritized. When a strong asset philosophy there is no reason/excuse why every work order in AiM should not have an Asset. The key is that the asset needs to be updated during the life of the work order. Take a common corrective work order for a temperature comfort complaint: When initially recorded we don't know that it is AHU3 that is in-operable, but we could pretty easily assume that the issue is related to the HVAC system for the building, then as the field tech triages the issue and determines the root asset, they should be update the Work Order (phase) from their mobile device (scan the asset tag).
16	Are the Universities in APPA seeing an increase in the hiring of dedicated Asset Managers where that person's sole focus is on Asseset Details and Cost Model Associations?	I cannot speak for across APPA, but in the AssetWorks customer base we are seeing a massive increase in the desire and creation of this type of position in their organization as evidenced by the number of request on our customer email server for position discriptions for this role.
17	Will this replace many packaged systems or integrate with them? (IE: replace EnergyCap, TMA and Archibus to this one package?)	AssetWorks goal is to be as flexible as possible and with web service for all major functions in our application we can realistically integrate with whatever 3rd applications desired. The AssetWorks solution value is maximized with a full integrated deployment of modules, as there is no need for interfaces, but rarely do we see this as many systems are owned by various business units and full deployment is not an option for a variety of reasons.
18	Does or will the software be able to extract industry recommended instection PMs and checklist, for example ASHRAE?	Any data in the AssetWorks application is available to be extracted and transformed as needed to be shared/exported.
19	What is your opinion about ISO 55001 for asset management and how does assetwork system helps with executing the asset management framework mentioned in the standards?	AssetWorks has not traditionally pursued ISO certifications, we take our direction from customer base which is predominantly North American Higher Education, there has not been a high demand for this to date.