Mobile Work Management

UT SYSTEM FACILITIES MANAGEMENT CONFERENCE
JUNE 2015

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Configuration

- **Technicians – iPad Mini plus MobileTMA Go**
  - 60 deployed as of November, 2014
  - 7 to be deployed at Downtown Campus next month
  - About 20 more to be implemented in August-September 2015

- **Managers – Windows laptops plus WebTMA**
  - 5 deployed as of April 2015
MobileTMA Go Implementation

- Pilot group in the Preventive Maintenance Team
  - Easier since tasks are well defined and scheduled routinely

- Remaining implementation proceeded over an eight month period
  - One “Zone” every two months
  - At least four “classroom” training sessions per Zone
  - Roll-out to one or two technicians per day after classroom training
  - Close technical support over initial two to three weeks

- Periodic meetings with O&M management
  - Assess progress
  - Discuss process improvements
  - Identify and resolve any technical issues
Benefits

- Decreases work order response time
- Reduces “double entry” of data
- Increases task and time recording accuracy
- Provides work load balancing metrics
- Supports new Annual Work Plan and Customer Communication processes
Challenges

- “Change Management”
- Policies and procedures
  - Use of Timer Function
  - System Security
- Device inventory management
- Wireless access across campuses
- Operating system and application software release schedule
- Configuration management
Future

- “Mobile Device Management” (MDM)
  - Consistent deployment process
  - Standardized software profile
  - Improved security
- Additional features in MobileTMA Go and iOS
  - More automated parts management
  - Access to maintenance documentation
  - Incorporating photos of building systems into maintenance activities
AirWatch Mobile Device Management
Example Screens

UTSA Legal Disclaimer

This system is for the use of those authorized by the University of Texas System; others who access the system may be subject to criminal prosecution. Authorized use is governed by institutional policy and by state and federal laws, and each user is responsible for familiarity and compliance with their provisions. Usage may also be subject to monitoring and testing.
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Training Highlights
The iPad Mini

- Front Camera
- Installed Applications (Apps)
- Web and Email Links
- Home Button
- Power Button
- Rear Camera
- Sound Controls
**CORE GESTURES**  Basic gestures for most touch commands

**Tap**
- Briefly touch surface with fingertip

**Double tap**
- Rapidly touch surface twice with fingertip

**Drag**
- Move fingertip over surface without losing contact

**Flick**
- Quickly brush surface with fingertip

**Pinch**
- Touch surface with two fingers and bring them closer together

**Spread**
- Touch surface with two fingers and move them apart

**Press**
- Touch surface for extended period of time

**Press and tap**
- Press surface with one finger and briefly touch surface with second finger
Settings
Applications

- Web Browser
- iService Desk
- UTSA Staff Webmail
- mobileTMA Go
Work Orders

Path: Work Order > Work Order/Identity >
Timer Function

TAP here to START Timer

TAP again to STOP Timer when work is finished
Policies

- **Do**
  - Do use common sense when using the iPad
  - Do start and stop the time tracker as directed
  - Do regularly “sync” your iPad when possible to get the latest work order updates

- **Do Not**
  - Do not install applications or change settings (unless specifically instructed to do so by your supervisor)
  - Do not leave the iPad unattended and unsecured
  - Do not use the iPad for personal business
  - Do not take the iPad home