

USER COUNTS

	Stakeholders / Users						
	Central Services Division (CSD) Buildings and Grounds Custodial Services				Technical Services Office (TSO)	Systems and Procedures (S&P)	Planning Branch (PB)
Profile / Role	System Administrators	Back Office	Crew Chief	Field Tech.	Viewer once operational	IT Support	Space Assigners and Managers
	Users who will configure and support the system, managing, editing, and changing data.	Reviewing and approving work order requests	Assigning and scheduling work orders to technicians	Servicing all assets and inventory in field	Accessing new assets in the system and providing technical data, uploading warranty information.	Currently managing the work order system. Will work with CMMS provider in the transition.	
User Needs <i>functionality and features</i>	Tier 1	Tier 2	Tier 2	Tier 2	Tier 2	Tier 2 to begin, degree of involvement may change after implementation of the new system.	Tier 1
Dept User Count	6	2	3	12	1	1	1
Tier 1 User Count (Admin)	7						
Tier 2 User Count (Field Team)	19						
Tier 3 User Count (Maintenance Requests)	Approximately 125						