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Does your Team need Additional Training?



There are several types of ePM training available including: role-based training, online videos, live webinar training, and instructor led training. The various methods of training help to accommodate the unique learning styles of each user. Individual training modules offer the flexibility for users to focus on the specific areas of interest.

There are 5 expert ePM Trainers that support the Regional Offices. Most trainers cover more than one region so scheduling training in advance is imperative. Below are the trainers and the Regions they cover.

- Kathy Kearney— R1,R2,&R5
- Susan Mills— R3, R4, & CO
- John Bunch— R6, R7, & R8
- Austin Tamez—R9 & R10
- Alida Rodriguez—R11

To schedule a training session, please contact your Regional System Administrator. Central Office users should email their requests to: epminfo@gsa.gov. Links to more information on training, videos, etc. can be found on the back page of this newsletter.

Road Show Update ...The current ePM Road Show has provided the opportunity for representatives from the National ePM Team to meet with Regional Executives and project teams to gather feedback and discuss the overall implementation. These sessions have identified some key lessons learned and challenges. We would like to thank all of the organizers who helped facilitate the Road Show visits, these sessions could not have been successful without your assistance. Thank you!

CASE STUDY: Brooklyn Post Office Project



The Brooklyn Post Office Façade Repair & Slate Roof Replacement project was the first Region 2 project to receive ePM training in September of 2009. Clement “Clem” Migliano is the GSA Project Manager and Elizabeth “Liz” Taylor is the GSA COR. Collectively, they have overcome the challenge of being one of the first teams to use ePM and are now a role model for others to follow.

Kathy Kearney has served as the R2 ePM trainer for the past 16+ months. Kathy recognized initially there was concern by some team members who preferred other more proven project management tools, such as MS Excel spreadsheets. “Anytime there is change, there is apprehension. But the benefits of ePM became evident quickly. For example, ePM expands opportunities to look at live data, remotely, in order to address issues more efficiently.”

Management buy-in is a critical step for the success of any software implementation. On the first day of training Ken Chin, Chief of Project Management Branch C, helped kickoff the session by giving a short introduction and explaining the basic benefits of ePM. Kathy says, “Clem was great, he led by example; he participated in training and made sure that his team understood GSA’s expectations of using ePM. Liz contributed by monitoring the HSPD-12 security process and providing Kathy with a thorough explanation of the various workflow roles for each team member. Also, ePM became a weekly topic for discussion during the team meetings, which encouraged open dialog to ensure the system was working for all.”

After training, the team began to understand further benefits of the tool by taking small positive steps. They began with RFIs and submittals, since these processes were familiar to the team and the workflow was easy to understand. As additional team members were added to the project, they expanded usage to other features within ePM.



During project “stand up,” all key stakeholders carefully examined the work processes together to develop a workflow plan. The participants were able to observe the default workflow in ePM and spot opportunities to improve their team’s processes. The collaborative effort added a partnering spirit to the ePM training which the team members will take forward and apply throughout the project as a whole.

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ePM Quick

Tip:

Having trouble logging in? You need to contact the ePM Help Desk at epmsupport@gsa.gov or 1-866-367-7878 to have either your password reset or to find out if your account is active. Once your password is reset, you have the ability to change it by clicking on the My Preferences icon at the upper right of your screen when logged in to ePM. Remember to change your password every 90 days to avoid being locked out of your account!



When you initially get an ePM account you have to call the ePM Help Desk to retrieve that information. National System Administrators cannot email passwords because of GSA IT security requirements.

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The Brooklyn Post Office Façade Repair & Slate Roof Replacement project continues to demonstrate that optimism, thorough training, continuing support, and cooperation from the stakeholders are all key ingredients for a successful implementation to ePM.

ePM and gPM Working Together

PBS has adopted Global Project Management (gPM) as its standard business practice for performing project management services. gPM is a project management approach that establishes consistent leadership from project inception to close-out. When a project manager and project team are assigned early in a project, the customer receives the full benefit of GSA's expertise and seamless customer service with no handoffs. The project team develops a project plan, establishes the project rhythm, and initiates its communication strategy. These key steps enable all participants to work efficiently toward delivering the project on schedule and on budget, while enhancing customer participation.



ePM can be used to assist with the gPM approach. ePM is a secure collaboration platform that provides a centralized communication hub for the entire project team. The primary team members using ePM often include: PMs, CMa, A/Es, Construction Contractor and Customer representatives. Other PBS supporting business lines (Budget, Contracting, Building Management) participate in order to share in the collaborative effort. In addition, key gPM documents such the project management plan, communication plan, risk management plan, agendas and meeting minutes, should all reside within ePM.

The National ePM and gPM teams are working together to identify more ways that ePM can encourage the gPM model for project delivery. With ePM as a tool for gPM, customers can participate alongside project teams in an extended and more informative manner. This level of enhanced collaboration will improve overall project success and customer satisfaction

Counting Down to March 31st!



The PBS Commissioner's Office recently issued guidance reminding the Regions to comply with the PBS Corrective Action Plan (CAP) regarding the "Audit of PBS's Control over Security of Building Information in Online Environments". The CAP requires teams using non-compliant

project management systems to conform by March 31, 2011. For information on the use or migration to the National ePM system email us at: epminfo@gsa.gov.

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ePM Resources:

- Login page: <https://epm.pbs.gsa.gov>
- ePM Help Desk email: epmsupport@gsa.gov
- ePM Help Desk phone: 1 (866) 367-7878
- GSA user resources: <http://insite.pbs.gsa.gov/epm>
- ePM Training Videos and Quick Reference Guides: <http://www.meridiansystems.com/epminfo>

