

# *Staff Employee of the Week*

## **Team HokieServ**

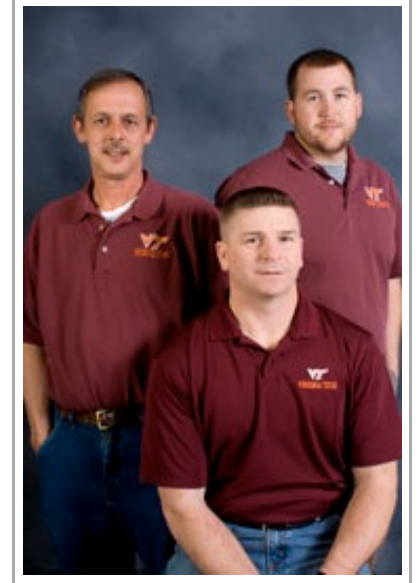
**TEAM:** HokieServ – Kim Briele, Vijji De Datta, Mark Helms, Raymond Ratcliffe, Chuck Shave, and Paul Zenner

**HOME DEPARTMENT:** Facilities Services

**COLLEGE OR VP AREA:** Vice President for Administrative Services

**NOMINATED FOR:** Governor’s Award for Teamwork

**NOMINATED BY:** Michael Coleman



## **SUMMARY**

Virginia Tech Facilities Services introduced a new Computerized Maintenance Management System (CMMS) in August of 2009. The CMMS has been branded for the university community use as “HokieServ”.

To head this very complicated and difficult project, Vijji De Datta was appointed as the Project manager and Paul Zenner as the Assistant Project Manager. Based on Facilities Services operations, several teams were appointed, each with a team leader. The team leaders all worked very closely with each other and their team members in order to understand how the software should be configured, what and how the data should be loaded, and how best SOP’s (Standard Operating Procedures) can be integrated within Facilities Services that enables the business operations to be streamlined, efficient, and effective. Thanks to the relentless work of the team leaders and their team members, this project was able to go successfully “live” on August 3, 2009. This is a true example of how a coherent team effort can successfully manage and complete difficult and time consuming project.