| SAN FRANCISCO PUBLIC UTILITIES COMMISSION<br>WATER SYSTEM IMPROVEMENT PROGRAM<br>CONSTRUCTION MANAGEMENT PROCEDURES | |
|---|---|
| **SECTION: WSIP CONSTRUCTION MANAGEMENT** | **APPROVED:** |
| **PROCEDURE NO.: 023**<br>**TITLE: CONSTRUCTION MANAGEMENT INFORMATION SYSTEM (CMIS) ACCESS AND HELP REQUESTS PROCEDURE** | **DATE: 09/24/09**<br><br>**REVISION NO.: 1** |

## 1.0 Policy

Water System Improvement Program (WSIP) personnel and Contractors who use the Construction Management Information System (CMIS) in the course of their work shall have access to assistance. Questions and answers shall be available to all users and shall be incorporated into a Frequently Asked Questions document available on CMIS.

This procedure applies to all personnel working on the Water System Improvement Program (WSIP) to the extent that their work is affected by these WSIP Construction Management (CM) Procedures and does not conflict with specific San Francisco Public Utilities Commission (SFPUC) Policies or the contract under which the work is executed. This procedure applies to all users of the Construction Management Information System (CMIS).

## 2.0 Description

Users of the CMIS may at any time request assistance regarding any aspect of the use of the CMIS, including procedures, processes, techniques, system configuration and system access. This assistance may be requested in person, by telephone, email (see Paragraph 5.4.2), or using the CMIS Help Project. Responses shall be within 24 hours. Resolutions that required more time shall be tracked, and the requestor shall be notified of the extension of time and shall be advised of progress toward resolution.

System access is dependent on network access, either internally through the San Francisco Public Utilities Commission (SFPUC) intranet or through the Citrix Gateway from computers external to the SFPUC intranet. Access to the CMIS

also requires a CMIS account, logon identification and password. Use of the CMIS requires training in and use of the standard CMIS business processes and procedures to obtain standardized usage practices which have been developed to obtain efficiency in document management and quality of project management information (refer to published Business Process Reports and Procedures pertaining to CMIS use). Assistance in system access, understanding of the CMIS configuration and procedures and proper use of CMIS is available to any user at any time.

## 3.0 Definitions

### 3.1 Key Contact

Each Company in the CMIS Companies/Contacts module requires a key contact which is the default “From” or “To” contact and Ball In Court for documents. For the SFPUC Project Construction Management team, this is the Project Construction Manager; for the Contractor’s company, this is the individual designated as the primary CMIS user who is responsible for initiating and acting upon project documents.

### 3.2 Construction Management Information System (CMIS)

The WSIP Construction Management Information System (CMIS) is an on-line management tool for the efficient and effective storage and retrieval of various documents generated during a construction project.

## 4.0 Responsibilities

### 4.1 WSIP CMIS Administrator

The WSIP CMIS Administrator shall be responsible to:

- develop, coordinate and maintain Business Processes pertaining to the CMIS.
- train new users in respective roles, provide follow-on training and monitor use to determine effective training practices and materials
- provide responses to help calls regarding CMIS logon, processes and procedures, use of CMIS and reports
- coordinate with SFPUC Information Technology Services (ITS) for system access through the SFPUC intranet and the Citrix Gateway and to identify technical issues that are under the purview of ITS.
- Assist the Project CMIS Coordinators to resolve other CMIS-related issues, as needed.

## 4.2 Project Construction Manager

The Project Construction Manager (Project CM) shall ensure that all project construction team members and designated contractor personnel who require use of the CMIS in the performance of their functional roles, are trained for the use of the CMIS and have appropriate logon credentials and security access to the CMIS. The Project CM is responsible for the consistent and quality use of the CMIS on the project as defined by the Business Processes, Procedures and training.

## 4.3 Project CMIS Coordinator

On each project, the Project CM shall designate one CMIS user, generally the Administrative Document Control Specialist or Office Engineer (ADCS), along with a backup, generally the Office Engineer (OE) to administer the project's CMIS user access requests and CMIS Contacts and to provide direct assistance to users at the job site. Such assistance includes advising on processes, procedures and techniques in the use of CMIS; maintenance of the project directory's companies and contacts in CMIS, ad hoc reporting; and interface with the WSIP CMIS Administrator, as needed.

## 4.4 SFPUC Information Technology Services (ITS) Group

The SFPUC Information Technology Services (ITS) Group shall provide technical support to all SFPUC personnel who use the Help Desk to resolve connectivity and other technical problems. The ITS Help Desk will refer all CMIS-specific problems to the CMIS Administrator for resolution, including CMIS password reset and access and CMIS procedural and technical questions. ITS shall assist the CMIS Administrator to resolve technical questions or problems. At the request of and in coordination with the CMIS Administrator, ITS shall create Citrix accounts for Contractors and for SFPUC personnel authorized to access CMIS remotely, and shall notify the CMIS Administrator.

## 4.5 Responsibility Matrix

| Origin/Type of Request | Type of Request | Responsibility |
|---|---|---|
| SFPUC | Connectivity, technical issues and Citrix User IDs | SFPUC ITS |
| SFPUC | CMIS Access, User IDs, CMIS Technical or Procedural Issues | CMIS Administrator |
| Contractor | All issues | CMIS Administrator |

## 5.0 Implementation

### 5.1 Project Initiation

5.1.1 After contract award and prior to notice to proceed, the Regional Construction Manager (RCM) submits a Project Setup Request Form to the WSIP CMIS Administrator. The Project Setup Request Form provides the essential information to create a project in CMIS.

5.1.2 At project initiation, prior to Construction Notice to Proceed, the Project CM shall submit to the WSIP CMIS Administrator a CMIS Access Request Form for each Project CM team member and for the Contractor Key Contact who require CMIS logon credentials in order to perform their work functions. The Project CM must identify the project personnel who will fulfill each functional role defined by the CMIS Business Processes and WSIP Construction Management Plan and identify if a single project team member is fulfilling more than one role. The WSIP CMIS Administrator sets up the project in CMIS and notifies the RCM and Project CM. Project setup includes entry of the essential project information and SFPUC Project CM team and Contractor companies and key contacts.

5.1.3 Following training of project personnel including key Contractor personnel, the ADCS enters the remainder of the companies and contacts in the Companies/Contacts module in CMIS, and the Field Contracts Administrator enters the Contract and Schedule of Bid Prices information in the Encumbered Contract module.

### 5.2 Access

5.2.1 The WSIP CMIS Administrator shall ensure that all nominated CMIS users have sufficient CMIS logon credentials and coordinate for the appropriate SFPUC network access. The CMIS Access Request Form provides the personnel information needed to create CMIS User accounts and apply security access appropriate for each team member's role.

5.2.2 The Project CM identifies to the RCM those Project CM team personnel who, in addition to the Contractor, require Citrix access to be able to access CMIS remotely. The RCM requests CMB Engineering Administration to coordinate for Citrix accounts for the Project CM team personnel for whom the RCM approves the access.

5.2.3 The RCM submits CMIS User Access Forms for regional management and staff personnel who require access to the project folder on CMIS and identifies the functional role the nominee will perform.

5.2.4 During the course of the project, as users are added or deleted, the Project CMIS Coordinator shall identify such changes to the roster to the WSIP CMIS Administrator, who shall review, approve and activate new user security access accounts, as necessary.

## 5.3 Training

Prior to Construction Notice to Proceed, all Project CM team personnel who require CMIS and at least the Contractor Key Contact shall complete the standard CMIS training program. The training program shall consist of the use of the published CMIS Users' Manual, training in general Primavera Contract Manager® and instruction in the Business Processes that govern the use of CMIS to process project documentation. The WSIP CMIS Administrator will coordinate with CMB Engineering Administration to schedule the training.

## 5.4 Help Requests

5.4.1 Following training and for a two-month start-up period, the WSIP CMIS Administrator will provide direct assistance to Project CM team members and contractor personnel, if requested, for each functional application as it is initiated, and will be immediately available to respond to requests for assistance via personal contact, telephone and email.

5.4.2 At the conclusion of the start-up period, Project CM team members shall direct requests for assistance to the Project CMIS Coordinator who shall attempt to resolve the issue internally. If necessary, the Project CMIS Coordinator shall refer the issue to the WSIP CMIS Administrator for resolution. The Project CMIS Coordinator shall use the CMIS Help Project Issues module to maintain a log of requests for assistance and to forward help requests to the WSIP CMIS Administrator.

**(24/7) HOTLINE TELEPHONE NO: (415) 260-9561**

**EMAIL: richard.bridge@parsons.com**

## 5.5 Help Form

Using the CMIS Help Project Issues module, which is located in the Training Projects module, the CMIS Project Coordinator shall enter help requests in the "Issues" module of the Training Projects "Help" project (see Attachment 4).

- Subject: a brief description of the issue/problem
- Issue Code: this is a mandatory and unique field value that serves no additional purpose in this context. Enter the Number/Index No value.

- Number/Index No.: do not change; automatically generated "help ticket"
- Opened: do not change; automatically generated date of request
- Closed: entered by WSIP CMIS Administrator as date of resolution of the issue/problem
- Contract Name: select the contract on which the issue/problem was encountered
- Status: New Item upon creation, modified by WSIP CMIS Administrator to reflect status (in review, closed)
- Priority: Normal or High
- Ball in Court: select the Project CMIS Coordinator. The Project CMIS Coordinator may forward the issue to the WSIP CMIS Administrator if unable to resolve.
- Linked Documents: do not use
- Remarks: enter an extended description of the issue/problem
- Entered by: Type User ID of requestor
- Resolution: entered by WSIP CMIS Administrator upon satisfactory resolution of the issue
- Attachments: if appropriate, attach a CMIS-generated form or report, screen shot or other pertinent document.

### 5.6 Frequently Asked Questions and Lessons Learned

The WSIP CMIS Administrator shall use the mechanism described in paragraph 5.5 to maintain a log of Frequently Asked Questions (Attachment 5). Any CMIS user may use this online log to search for key terms and frequently asked questions.

## 6.0 Other Procedural Requirements

None

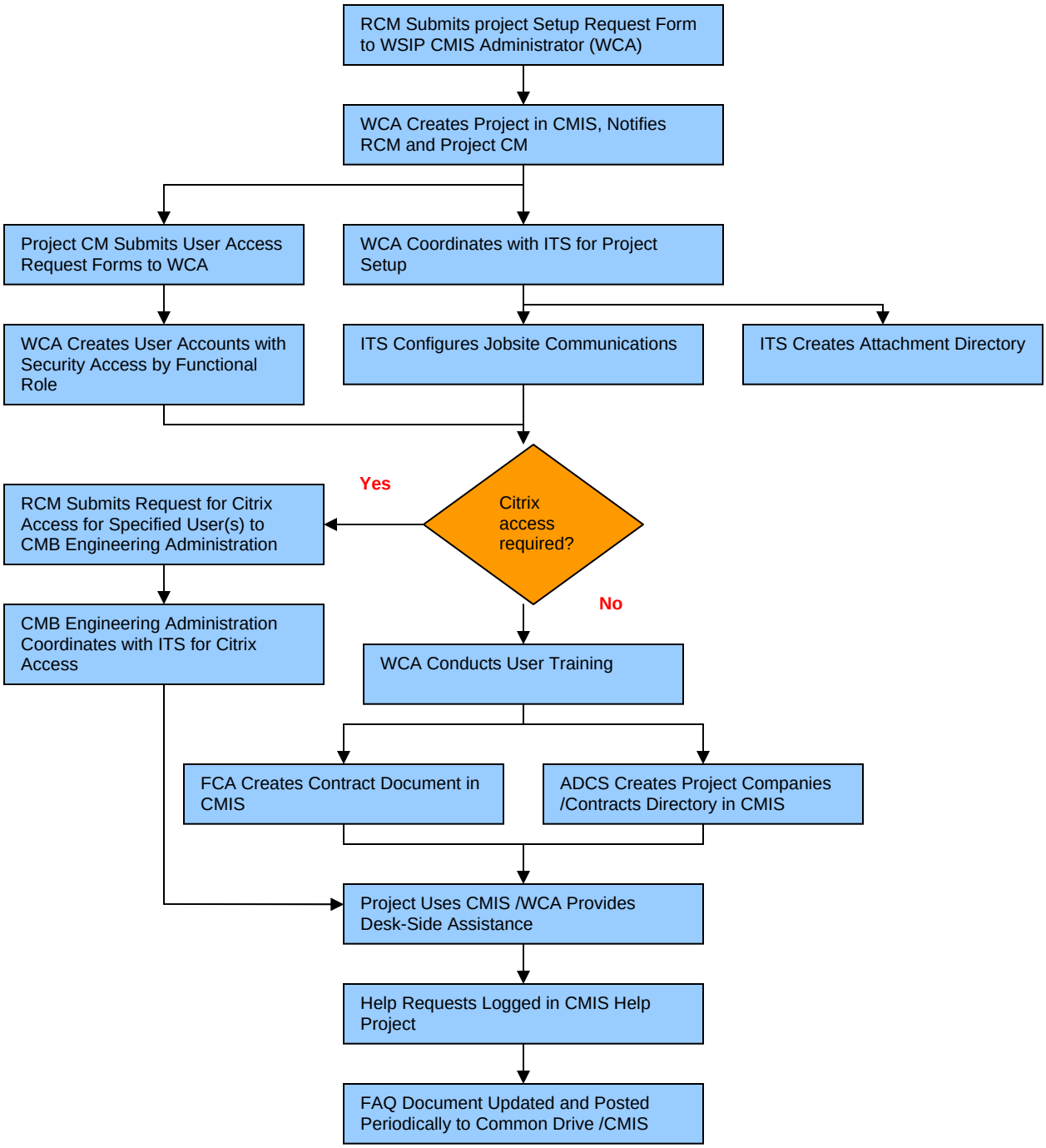
## 7.0 References

None

## 8.0 Attachments

| | |
|---|---|
| 023-1 | Project Setup Flowchart |
| 023-2 | Project Setup Request Form |
| 023-3 | CMIS User Access Request Form |
| 023-4 | CMIS Help Request Form |
| 023-5 | Frequently Asked Questions |
| 023-6 | Revision Control Log |

## Attachment 023 – 1
## Project Setup Flow Chart



**Attachment 023 – 2**
**Project Setup Request Form**

San Francisco Public Utilities Commission
Water System Improvement Program
Construction Management Information System
Project Setup Form

2/25/2009
Date

Project Name (36 characters) _____ Contract No. _____

Region _____ Contract Value _____

Description of the Scope of Work:

Project Construction Management Team

| | Name |
|---|---|
| Project CM | |
| Office Engineer | |
| Project Engineer | |
| Contractor Project Manager | Company |

**Use the CMIS Access Request Form to identify and request access for all Project CM team and Contractor personnel.**

**Attachment 023 – 3**
**CMIS User Access Request Form**

San Francisco Public Utilities Commission
Water System Improvement Program
Construction Management Information System
User Access Form

2/24/2009
Date

User Information

Last Name | First Name | Middle Initial | Initials

Company | E-Mail Address

Office Location

Street Address | P.O. Box

City | State | Zip Code

Work Phone | Cell Phone | Fax Number

Project Functional Role/Title

Additional Comments

Requested by | Date

FOR INTERNAL USE, ONLY

Approved By (CMIS Administrator) | Date

SFPUC User ID | CMIS User ID

# Attachment 023 – 4
# CMIS Help Request Form

## CMIS Help Request Screen

PRIMAVERA

Transmittal Queue(4) | Print | Search

log out | CMIS Help Desk (HELP) | Feb 24, 20

Control Center > Issues Log >

Issues

custom fields | attachment

expand all | collapse a

Spelling | Print Form | Print Preview

Select an action... Go

return to log
return to control center

**Issues**

Subject

Issue Code *

Number/Index No

Opened

Closed

Contract/Task — select... × clear

**Status** - <no BIC selected>

Status: New Item

Priority: Normal

Ball in Court: <none selected> — select...

**Linked Documents**

| Date Linked | Linked Document | Type | Dated | Linked Change Management Document | Original Status | Current Status | Spec Section | Original Value |
|---|---|---|---|---|---|---|---|---|

**Custom Fields** — top of page

Initiated By

Remarks

Resolution

**Attachments** — top of page

Attach File | Attach URL

| Attachment | Subject/Project Name | Program Name/Location | File Size | Date Attached | Attached By |
|---|---|---|---|---|---|

Save | Cancel

**Attachment 023 – 5**
**Frequently Asked Questions**

San Francisco Public Utilities Commission
Water System Improvement Program
Construction Management Information System

**Frequently Asked Questions**

Attachments create excessive burden on email server.

There is no requirement to retain emails with CMIS attachments since the attachments should be stored in CMIS, itself. However, each project may set up a common email file in which to store project email. This should be under the strict control of the ADCS. In Outlook: Tools>Email Accounts; View or Change existing email accounts; New Outlook data file (button); Office Outlook Personal Folders File (.pst); Browse to the Project Directory on the SFPUC file server and create the mailbox file (e.g., ProjectName.pst)

Correspondence shows irrelevant action items.

When a CMIS document is logged in Correspondence Sent or Received using the Send to Correspondence function, it applies the Ball in Court associated with the original document to the Correspondence record. After the document is logged, the Administrative/Document Control Specialist must manually set the Ball in Court to CLOSED/null contact.

How does the Contractor change the Ball in Court to the Office Engineer when initiating a Submittal?

Contractor must initiate the review cycle. Add a Review Cycle and enteri the Date Received from Contractor to represent the date submitted.

I am unable to open letter template.

Modify Active X in internet options/security/internet to prompt on unsigned and not marked as safe Active X plugins.

I am unable to show attachments.

Modify Active X in internet options/security/internet to prompt on unsigned and not marked as safe Active X plugins.

No alerts are being generated by the Submittals module.

Submittals module requires Required Start and Required Finish dates to trigger alerts.

The response given to contractor was erroneous. What do I do?

Correct the status. In the remarks for the review cycle, add above the erroneous response the name of the person correcting the response, date of correction, and text of the corrected response. Resend the email form. This is to ensure that documentation reflects original and corrected responses in accordance with the previously emailed form.

**Attachment 023 – 6**
**Revision Control Log**

| Revision No. | Revision Date | What changed? |
|---|---|---|
| Rev 1 | September 24, 2009 | • Revised Sections; 4.4 and 4.5<br>• Revised Sections; 5.1.2 and 5.2.1<br>• Revised Sections; 5.2.1, 5.3 and 5.5<br>• Added new Attachment 6; Revision Control Log |
| Rev 0 | April 7, 2009 | Signed |
| | | |