



MT. DIABLO

UNIFIED SCHOOL DISTRICT

Maintenance, Operations & Facilities Department

Work Order System Upgrade

June 26, 2024 Board Meeting

Melanie Koslow, Executive Director of Maintenance, Operations & Facilities

Maintenance, Operations & Facilities Department Continued Improvements

In line with the recent department strategic consolidation and to improve the maintenance services the MDUSD District Sites receive, it is necessary to upgrade our current work order system.

Upgrading will not only enhance operational efficiency but also ensure that the goal of streamlining operations are met. This will allow staff to better meet the district's strategic objectives, enhancing our ability to plan for future and the infrastructure needs.

The upgrade will allow Maintenance, Operations and Facilities Department staff to improve the service they provide, as well as at the site level they will receive more detailed communication updates, experience ease of use, improved timelines and overall improved support.

TMA (MDUSD Maintenance Work Order System) Upgrade Components

- SaaS Migration (Phase 1 in Upgrade SOW)
 - TMA will work with our IT team to move our TMA system from our On-Premise environment to the TMA Cloud Environment
- Setup and Utilization Assessment (Assessment SOW)
 - The Setup & Utilization Assessment is a technical audit of all of your processes and modules from a TMA consultant.
 - Our current processes and how we “use” the system will be assessed. Finding will be compiled and presented to staff.
 - Recommendation on changes, additions and modifications will be made to improve the efficient or usability of our systems in order to better service our customers, our school sites.

TMA (MDUSD Maintenance Work Order System) Upgrade Components

- WebTMA Upgrade (Phase 2 in Upgrade SOW)
 - Once stable in the Cloud environment, we will move to a WebTMA 7 test environment to test all modules and functionality before going “live” to ensure we are prepared to deploy to sites.
- Platinum Support (Ongoing Support)
 - Our Client Success Manager (CSM) will meet with staff as soon as the migration has been completed to set goals and expectations for the coming year. Ongoing training throughout the year to refresh on what we’ve learned during the upgrade, or to continue training on daily features and functionality.

Thank You



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