The implementation of e-Builder, the design and construction project management software bringing standardization and efficiencies to processes across all projects, has been a collaborative and complicated journey. Phase 2, Cost Management and Contract Administration, went LIVE on July 7th, 2020. A special thanks to the entire development team that found a way to meet the target implementation date even with the pivot to full remote/virtual work conditions, a truly remarkable accomplishment.

We would also like to recognize all of our Project Teams that continue to actively engage the system and provide feedback. The success of the system relies on this continuous feedback to ensure efficiencies across all processes and modules.

e-Build your Penn State PROJECT!

The Results are In!

The initial e-Builder survey provides a glimpse into the USER’s thoughts. At the end of 2020, Penn State conducted an e-Builder User Satisfaction Survey to solicit users’ feedback on the system.

We received responses from 216 e-Builder users, including internal Penn State employees and external consultants and contractors from various roles. Thank you to everyone who took the time to respond!
Overall, the positive responses outnumbered the negative responses. One of the questions in the survey asked the user to rank a select group of e-Builder features in the order the user liked best. The number one answer was 'status/tracking of processes' (48%) followed closely by ‘access to project information’ (43%).

When asked what else the user liked best about e-Builder, top responses included single source of information, workflow routing, and prompt payment amongst others. Included in the open-ended responses were many constructive comments and suggestions.

Many of the requested improvements focused on processes, documents, functionality, and ease of use. There are some areas within existing processes and functionality we can try to improve, while other areas can be addressed through targeted training or tips and tricks. This is one of the reasons why we have started this newsletter. Look for tips and tricks in upcoming issues. Where appropriate, new processes and functionality will be introduced.

At the same time the survey was being conducted, Penn State was already forming stakeholder groups to tackle continuous improvement. Three specific groups have been formed and are meeting to improve communications, innovation, and cost management.

As we move forward together in our e-Builder journey, additional surveys and other opportunities for feedback will be forthcoming.

Thank you to everyone who took the time to respond to the user satisfaction survey!
NEW Subcontractor RFI Process

In response to a recent improvement request, the Subcontractor Request for Information (SRFI) process was developed to be used by the prime Contractor to manage and track construction phase requests for information or clarification that are submitted by a subcontractor to the prime Contractor. The prime Contractor reviews the SRFI and provides a response. If the SRFI response requires input from the Designer, the prime Contractor can use this process to automatically create the RFI process, which gets routed to the Designer. The Subcontractor would then receive the response to their request via the RFI process.

User Manual: https://sites.psu.edu/ebuildertraining/srfi

UPDATED Equipment Data Process

In response to needed functionality, the Equipment Data (EQD) process was modified to more effectively manage and track the collection of equipment data (types, instances, and associated attributes) from design through construction. The process is intended to be initiated at the end of design or by the start of construction, so it is available for updates during the project.

User Manual: https://sites.psu.edu/ebuildertraining/eqd

UPDATED Contractor Payment Application

A Construction Waste Management section has been added to the Contractor Payment Application to allow Contractors to submit their construction waste data with their pay application at the end of the project. Waste data needs to be collected for OPP annual reporting and LEED requirements. The Waste Diversion Calculator form needs to be submitted with backup documentation including weigh slips, invoices or receipts. Waste data should be submitted immediately following substantial completion!
Internal Sessions for PSU Users  
Project Leaders, Construction Service Reps, Contract Administration  

Detailed meeting information is found in the Outlook Meeting Invitations.  
- May 10, 2021 11:00 AM  
- Jun 14, 2021 11:00 AM  

EXPECTATIONS Sessions  
Designers, Builders, and Consultants  

In order to be clear on the PSU expectations for the use of e-Builder on projects, e-Builder EXPECTATIONS sessions are being offered monthly. The sessions focus on External Service Providers (consultants, contractors, construction managers, architects, and engineers). It is recommended that external service providers contracted with PSU for design and construction projects attend only ONE of the sessions. The same exact content will be offered monthly on a continuous basis as new teams are formed.  

Please sign up in advance using the links below. After registering, you will receive a confirmation email containing information about joining the meeting.  

We look forward to seeing you there!  

- When: May 11, 2021 10:30 AM Eastern Time (US and Canada)  
  https://psu.zoom.us/meeting/register/tJMrfuGgrTIsG9Y4IqHXDu9A-Solmk6zlzW  

Project Team JUMP START Offerings!  

Jump Start Sessions are project focused sessions with the entire project team to understand how each role plays a part on the project and how they are expected to use e-Builder on the specific project. If you are interested in an e-Builder Jump Start session for your team, please reach out to Jessica Dubler at jad306@psu.edu.  

“The only thing worse than training your employees and having them leave is not training them and having them stay.”  
— Henry Ford  

Announcements  
For the most current announcements and system information, check out the Announcements section at the top-right of the e-Builder Home page.
New Training Videos

These new videos have been added to the Training website:

- Bidding Module: https://sites.psu.edu/ebuildertraining/bidding-module/
- Bid Request: https://sites.psu.edu/ebuildertraining/br/
- Bid Addendum: https://sites.psu.edu/ebuildertraining/ba/

SUPPORT

e-Builder Support Request (EBSR) Process

The PSU e-Builder Admin Team requests that when you need e-Builder support or help that you submit an e-Builder Support Request (EBSR) process. This process goes directly to Jessica Dubler and Michelle McMullen at the same time. This process should be started on the project requiring support.

The EBSR contains vital information needed by Jessica and Michelle to immediately provide assistance with your issue. It enables them to track common issues or problematic trends. It also provides quick access to the project by allowing them to click right from the notification.

The key pieces of information provided by the EBSR are the project, the process, browser, type of issue, who is having the issue as well as the details of the issue.

Once your issue is resolved, you will find details about how your issue was resolved or an explanation of the problem in the resolution section of the EBSR.

EBSR User Manual and Training Videos: https://sites.psu.edu/ebuildertraining/ebsr/

Need Help?

User support is a critical component of ensuring that e-Builder is fully and correctly utilized by project teams, both internal and external to PSU. User support is provided through:

- PSU e-Builder Support Request (EBSR) process
- Request support from your PSU e-B Admin: https://tinyurl.com/PSUEBSR
- PSU e-Builder User Access Request (EBUAR) process
- Add team members to your project: https://tinyurl.com/PSUEBUAR
- PSU e-Builder User Guides: https://tinyurl.com/PSUMANUALS
- Training Resources: https://sites.psu.edu/ebuildertraining