

AssetWorks WorkDesk Deep Dive

February 26, 2026





Agenda

- Terminology and brief AssetWorks refresher
- Navigating the new WorkDesk
- Managing work order subscriptions
- Drilling into work order details with reports
- Future plans
- Questions



What is AssetWorks?

- [AssetWorks](#) is the online system FP&M Physical Plant uses to track and manage maintenance and repair work on campus buildings.
- It's also the software company's name.





Why does Physical Plant use AssetWorks?

- To manage and coordinate Physical Plant work orders and projects
 - To manage finances related to work orders and projects
- *It enables us to run our business all in one spot*



AssetWorks System Overview

- **ReADY** is AssetWorks' outward-facing platform where campus users submit work orders. Requests entered in ReADY are then reviewed and approved by FP&M.
- **AiM** is the internal system FP&M uses to manage work orders once they've been submitted. Facilities staff track, assign, and complete work through AiM.



New Features for Building Managers

- On top of the AiM application that AssetWorks provides to Physical Plant, we have built a custom feature to allow facility managers to **subscribe to get email updates about Work Orders** in their facilities.
- We are calling this feature the “**Work Order Subscription**” report.
- It is embedded inside a new interface for AiM called the “**New WorkDesk**”
- **Terminology note:** For facility managers, the New WorkDesk is the Work Order Subscription feature. You may use the terms interchangeably for your purposes.



Live AiM Demo

- I will now take you through a few examples in the New WorkDesk in AiM.
- Next, we will go over the two most useful legacy reports for tracking work orders:
 - 1003 – Building Work Order Summary
 - 1007 – Customer Work Order Details



Going Forward

- If you do not have access to AiM, please see the next slide for how to submit an access request.
- If you have access to AiM but do not have the New WorkDesk, please reach out to our Customer Service team, whose contact information is provided on the following two slides.
- If you have questions or concerns about using AiM, please reach out to our Customer Service team, who can aid with most problems and route complex issues appropriately.
- We look forward to feedback from you. Feel free to send feedback on the software features to either Customer Service or to me directly. Any feedback on project, business process, or building related issues should still be funneled through your Facilities Specialist.



How to gain access to AssetWorks

- Prerequisite: a signed approval slip from a Dean-level employee or higher in your division.
- Go to [ReADY](#) and click on [“AssetWorks Access Request”](#) and fill out the form.





Contact information

- Silvie Marlette (Director of Customer Service)
 - silvie.marlette@wisc.edu
 - (608) 263-3333
- Matt Gracz (Support Technician & Trainer)
 - matt.gracz@wisc.edu
 - (608) 206-5108



Important resources

- [ReADY](#) – to submit requests for access to AssetWorks or submit work order requests
- [AiM](#) – to access reports
- [FP&M Knowledgebase](#)
- PPCS Contact:
 - Email: ppcustomerservice@fpm.wisc.edu
 - Phone: (608) 263-3333
- [*facilities.fpm.wisc.edu/facility-manager-tools*](https://facilities.fpm.wisc.edu/facility-manager-tools)



How did we do?

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