AIM Overview

AIM is a workorder system that CS Finance uses to manage workorders and the workflow of frontline staff.

Major functionalities:

Modules	Users	Finance Responsibilities	User Guide/Maps
Work Management	Finance/Frontline/Customer Experience	Involved in the details – Not the initial work order creations	Work Management User Guide
Accounts Payable	Finance	The primary owner	Finance User Guide
Asset Management	Frontline Operations	Secondary responsibilities (Support)	Asset Management User Guide
Contracts admin.	Finance	The primary owner	Contracts admin. User Guide Process Map
Customer Service	Customer Experience	Minimal responsibility	Customer Service User Guide
Finance	Finance / CSIT	The primary owner	Finance User Guide
Human Resources	CSIT / Finance	The primary owner	Human Resources User Guide
Preventative maintenance	Operations	Minimal Responsibility	Preventative maintenance User Guide
Property	CSIT / Finance	The primary owner	Property User Guide
Time and Attendance	Frontline / Finance / Customer Experience	Secondary Support	Time and Attendance User Guide
Utility management	Finance/ UTIL Ops	The primary owner	Utility management User Guide
System Admin	CSIT / Finance	One of the key players	System Admin User Guide