Technology Solutions for Educational Facilities

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Cool Technology Alone Isn't Enough

Technology needs to accomplish the following:

- Solve an underlying business problem or need
- Support the organization's mission and long term strategic goals
- Provide a measurable return on investment
- Have implementation costs commensurate with expected outcome

What is an Integrated Workplace Management System (IWMS)?

 IWMS technology is an advanced technology platform designed to help organizations manage their facility and asset portfolios more effectively by integrating key processes in a single software solution.

 IWMS solutions simplify and connect processes with automated workflows, analytics to support decision making and powerful reporting tools.

IWMS Functions

IWMS solutions are commonly bundled as fully integrated suites or as individual modules that can be scaled over time. They are typically organized into the following functional domains:

- Space Management
- Real Estate and Property Management
- Capital Planning and Project Management
- Operations and Maintenance Management
- Energy and Sustainability Management

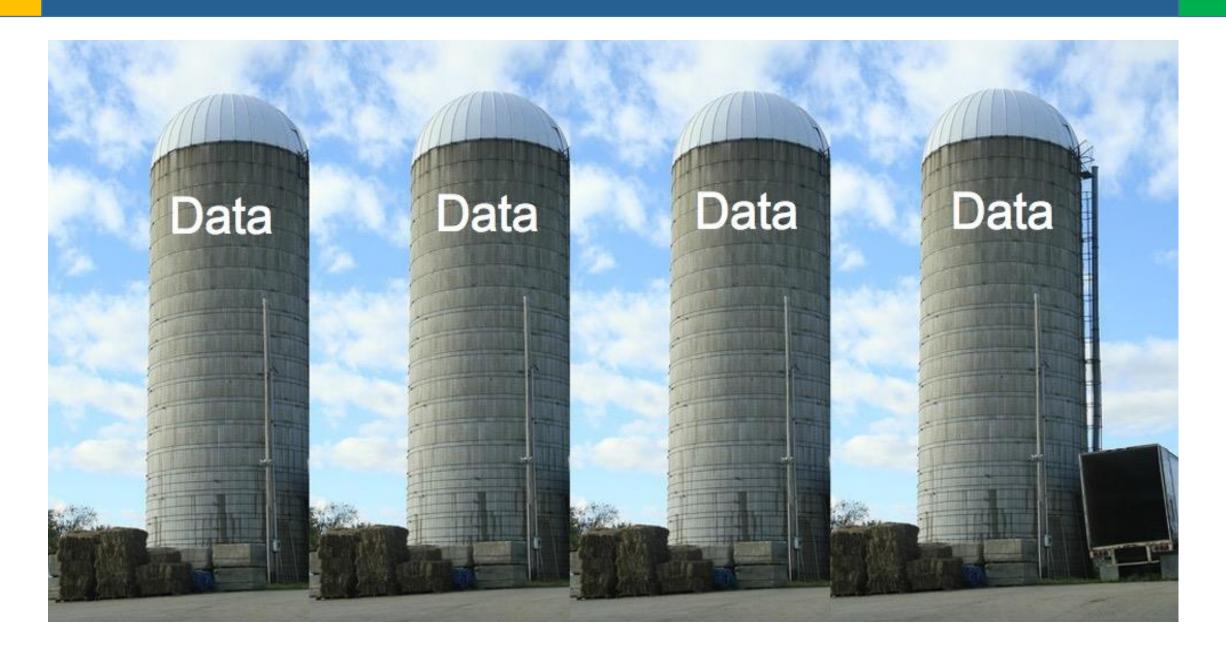
A Holistic View of Facilities

Space Planning & Facility Real Estate Portfolio **Management** Management Ø Space Allocation, Chargeback, Properties, Leases, Costs & Personnel, Occupancy Invoicing, Chargeback, Forecasts Estate Strategic Planning 8 Workplace **Capital Project** Move **Management** Real Management Capital Budgets, Single or Group Moves. Project Management, Scenario Planning Condition Assessment O Enterprise Information Modeling Workplace **Environmental &** Services Risk Management W Ø Hazmat & MSDS Service Desk. Infrastructure Green Building, Reservations. Engineering peration PIO Hoteling Energy Management MSDS, Waste Fleet Management Monitoring, Sustainability Asset Management 50 D 50 **Building Operations** Equipment, Furniture, Preventive Maintenance. On IT Asset Tracking. Demand Work, Call Center Telecommunications. Cabling Connectivity

Benefits of an IWMS Solution

- Improves existing processes and workflows
- Cost containment/cost avoidance
- Improves productivity able to do more with less
- A single underlying database and point of entry reduces silos of information
- Collaborative and transparent
- Integrates with ERP and other systems
- Enforces normalization of data and data standards
- Provides powerful reporting and analytic tools

What We Want to Avoid

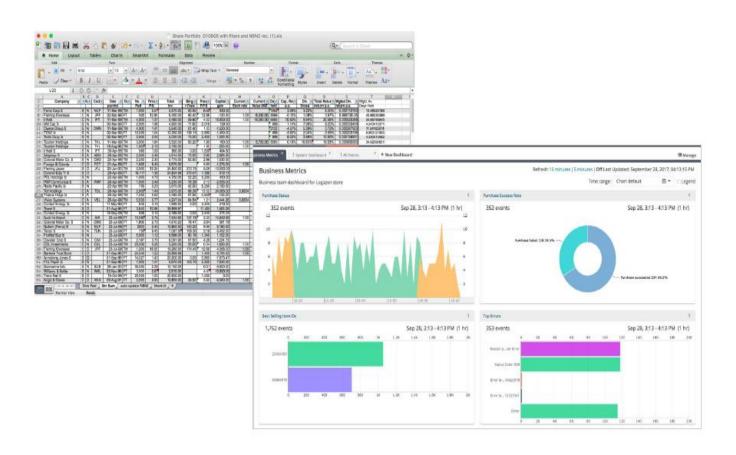


The Ultimate Goal

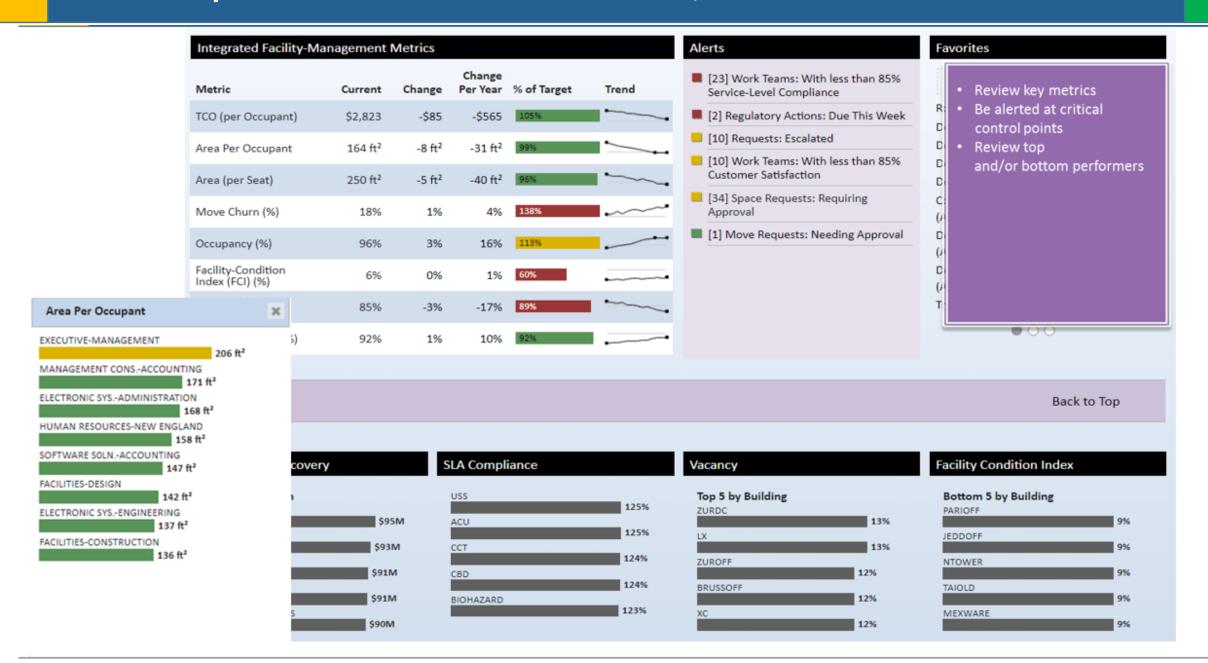
To gain timely access to current information when and how it is needed







Key Performance Indicators, Metrics and Alerts



IWMS Vendors

Smartphone



BIM GRAPHISOFT: ARCHICAD AUTODESK* REVIT*

Bentley°







BMS, CAFM, CMMS, IWMS...















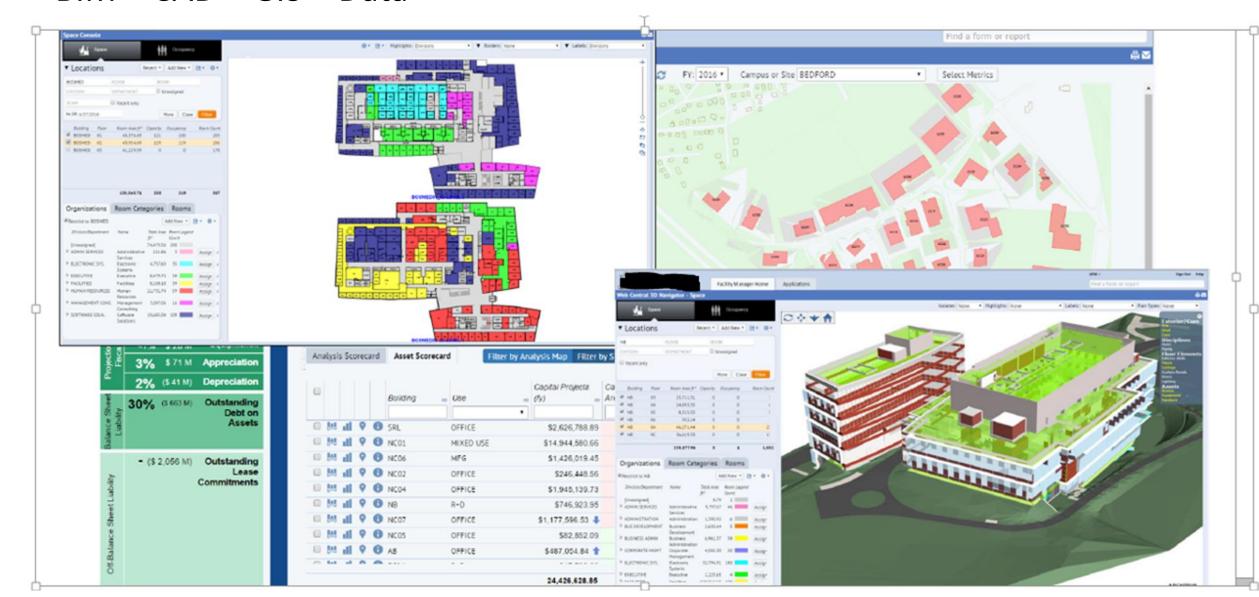


Base Your Decision On:

- What information is most important to my institution?
- What enterprise systems does my institution currently use?
- How much can I afford?
- Will the system I want integrate with our existing critical systems?
- What is required to maintain the system information and infrastructure?
- Do I have the right people to manage the system?
- What is our long term plan and will this technology enable our success?

Provides a Common Operating Picture for Stakeholders

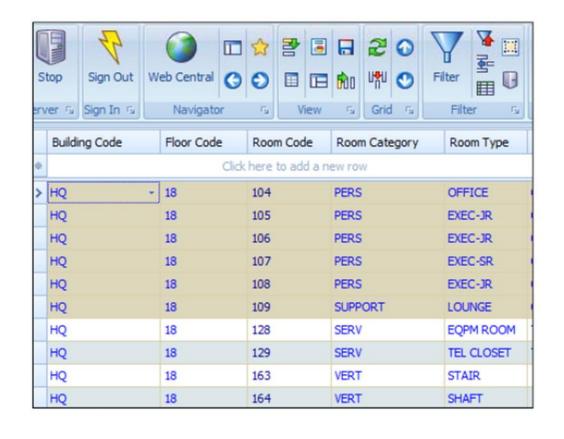
BIM + CAD + GIS + Data

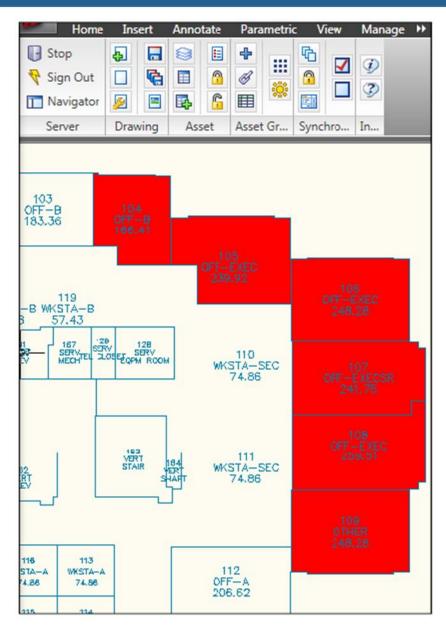


Key Concept – Connecting CAD and Data

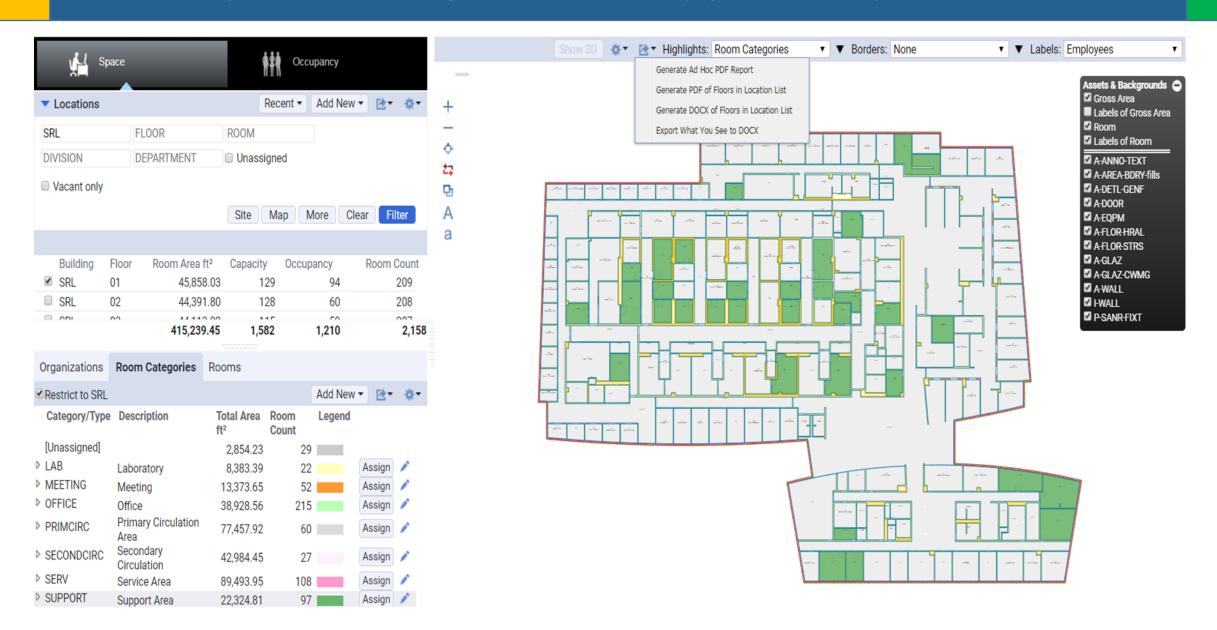
RESULTS

Bi-directional CAD link

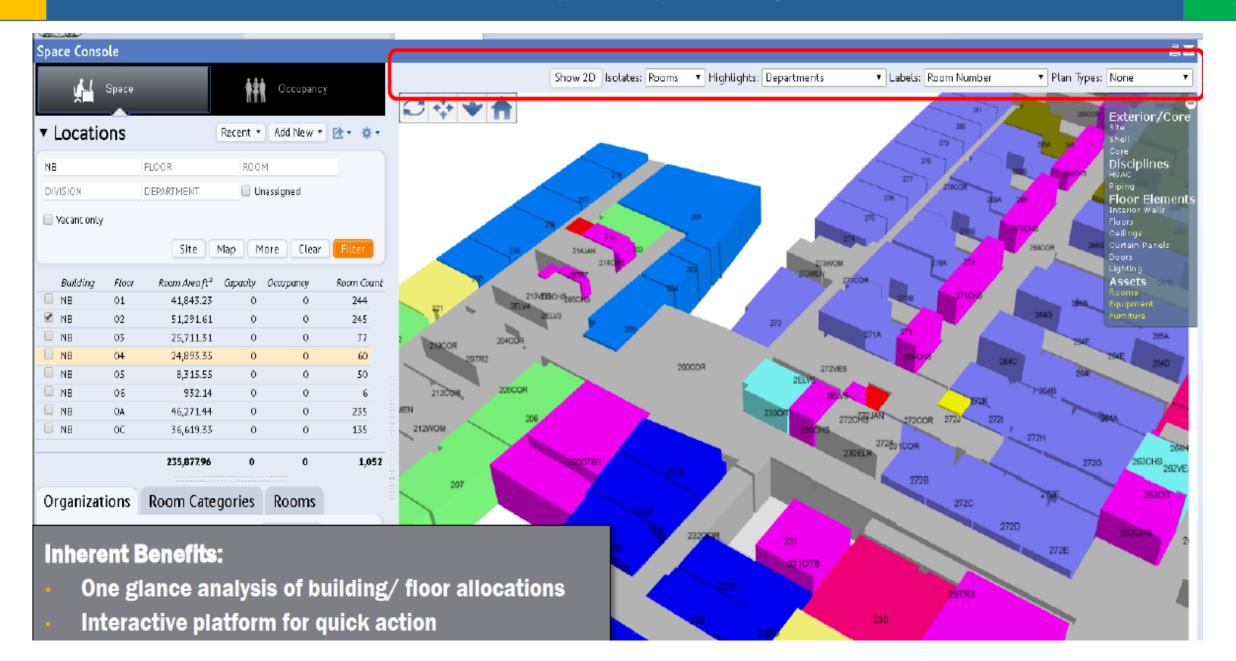




Space Management – Support Only Rooms



Room Occupancy Using Revit



Strategic Space Planning

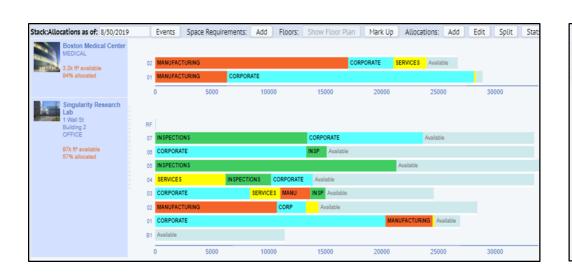
Gap Analysis - SRL - 5 year forecast - reduced

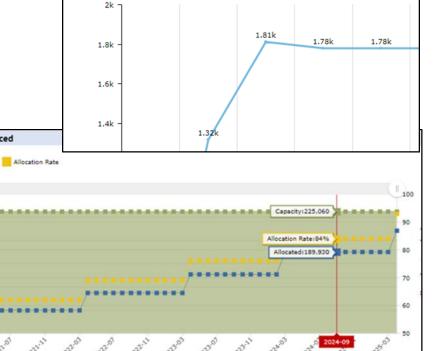
200,000

160,000

Strategic space planning functionality provides scenario-based space projections for space and project planners to understand future allocations of space and their financial impact. It typically includes:

- Space gap analysis
- Headcount projections
- Wizards for developing scenarios with stacking plans
- Links to lease, moves, and project applications





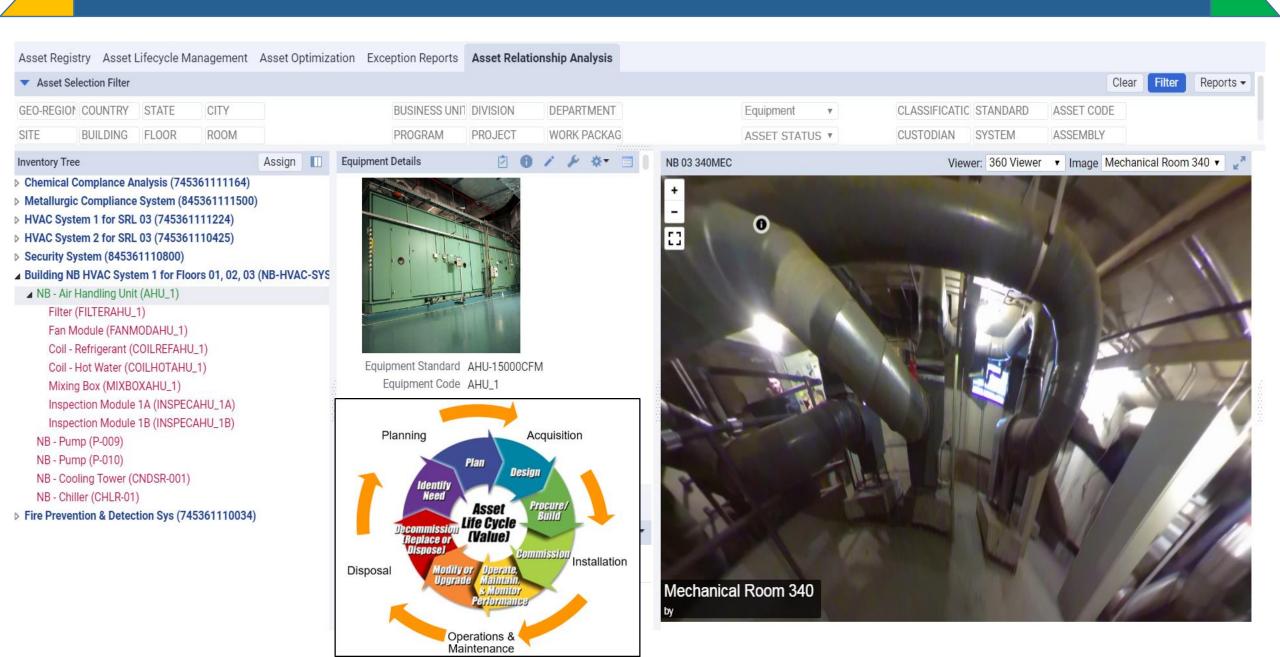
Scenario: 2015-000001 From Date: 2017-09-17 To Date: 2018-08-17

Scenario 2015-000001

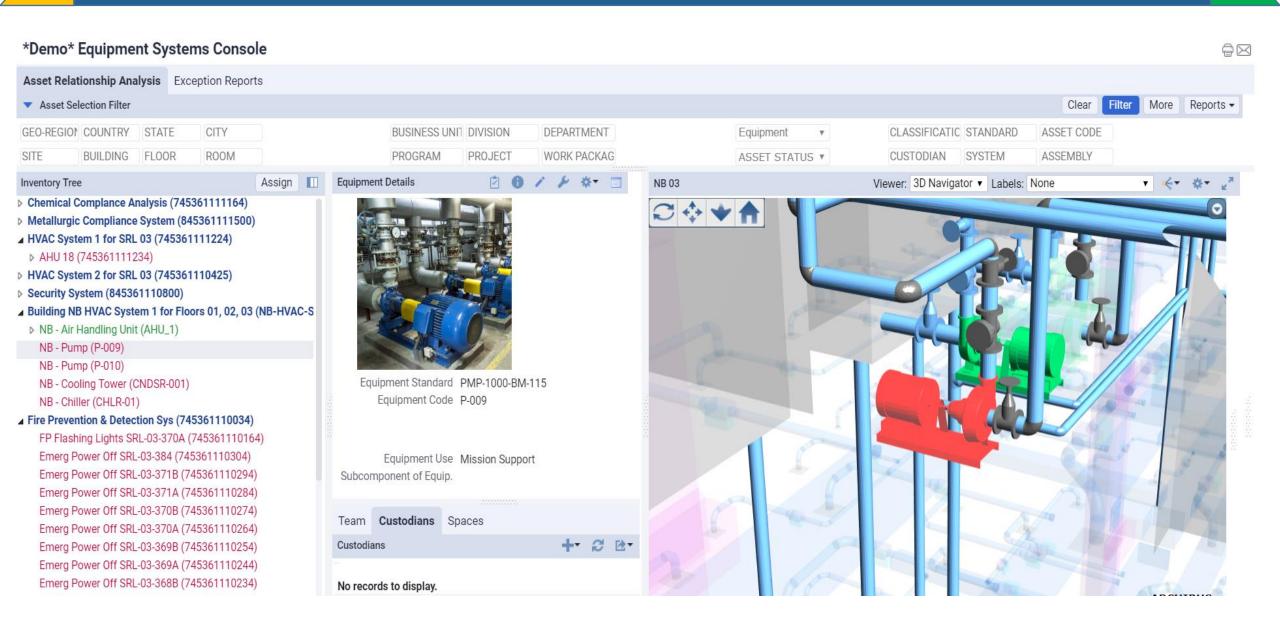
Headcount Projection Chart

Headcount Projection

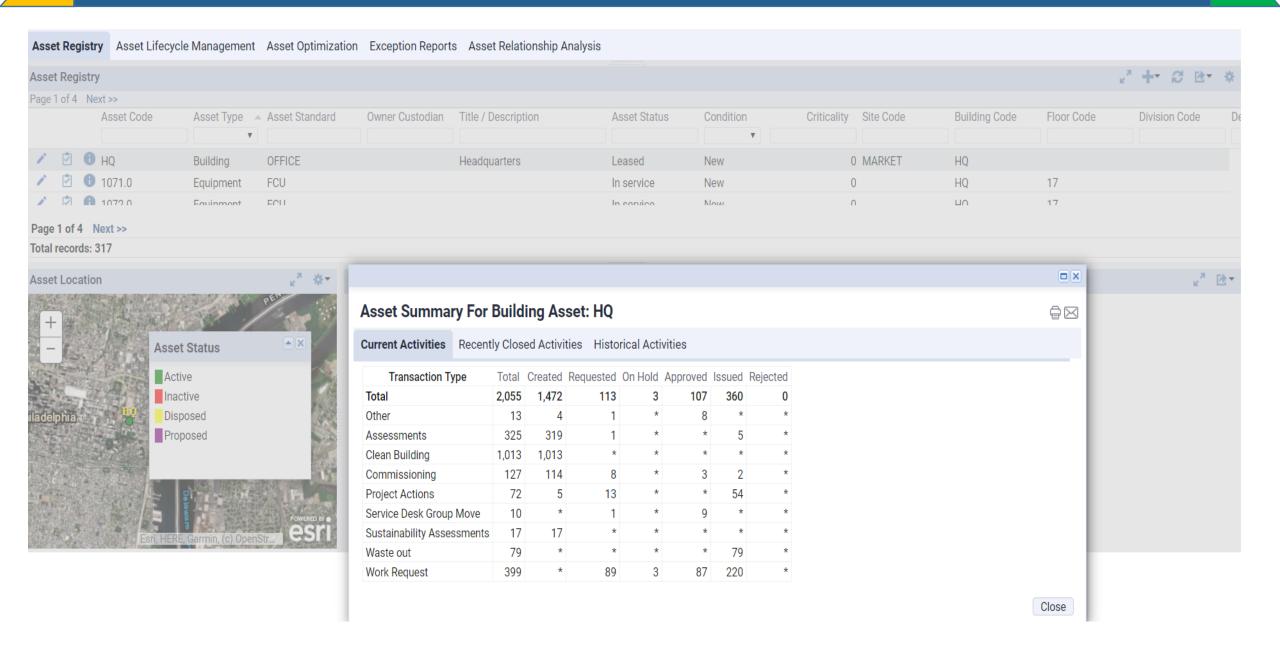
Asset Management



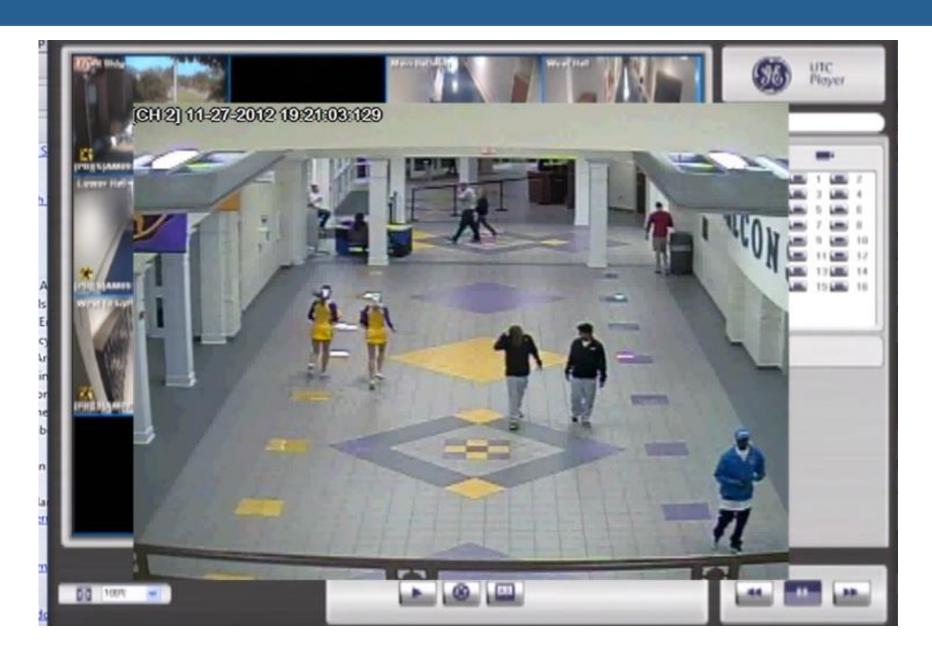
Asset Management 3D Navigation



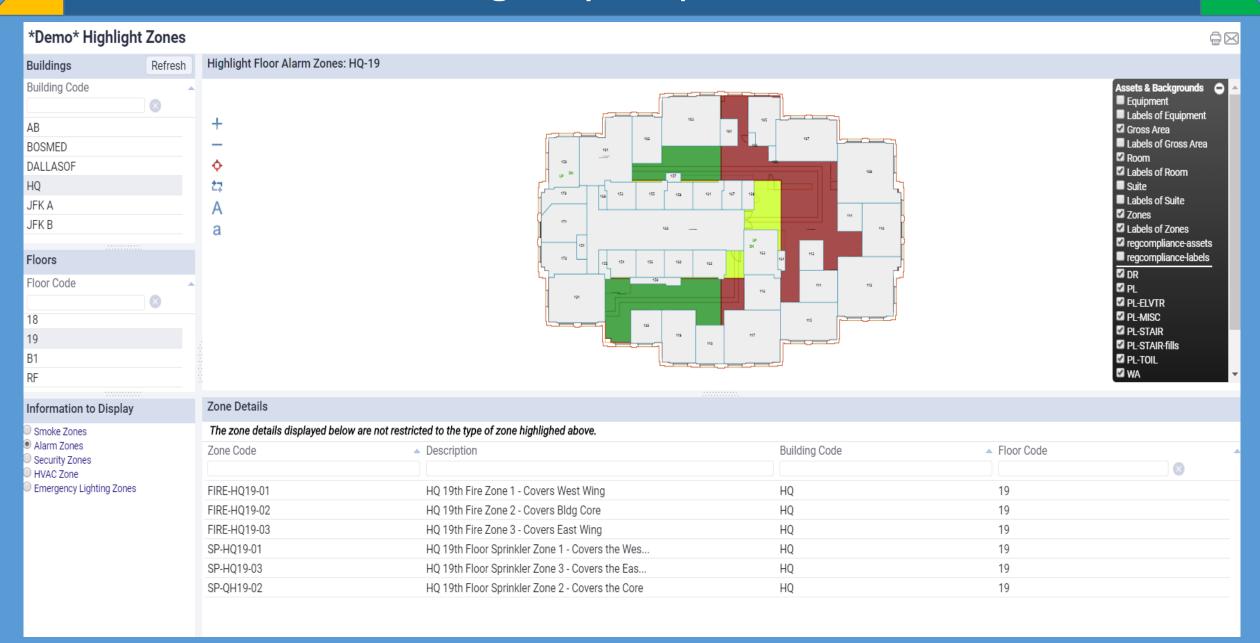
Activities Occurring in a Building



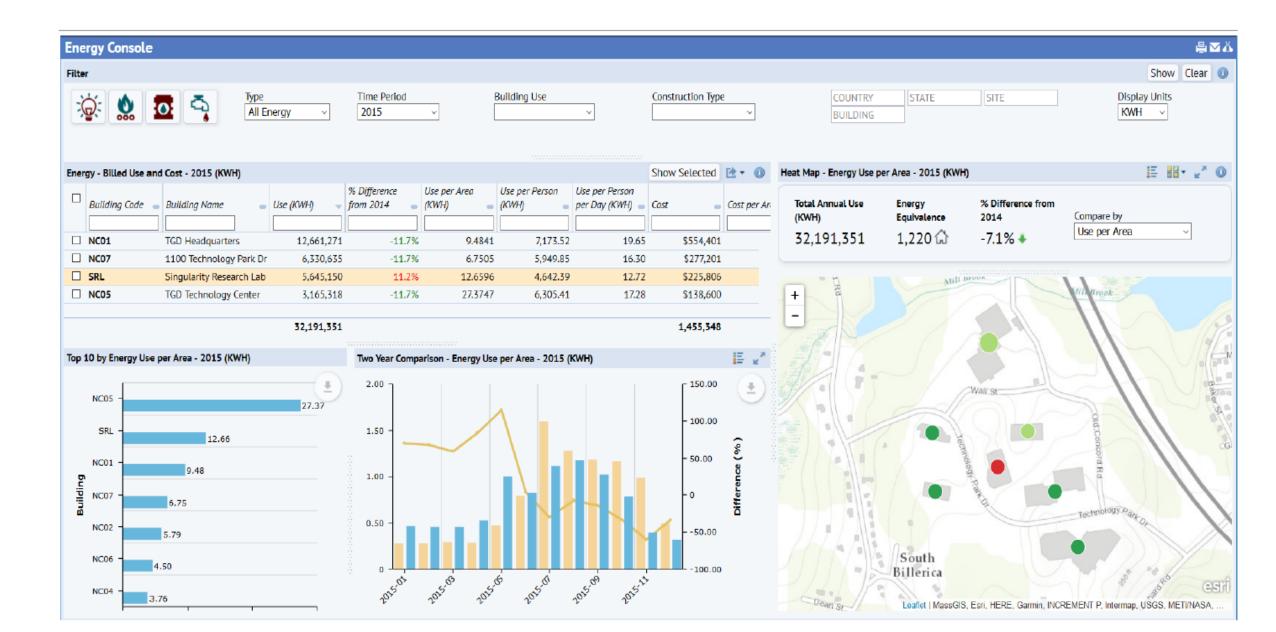
Safety and Security



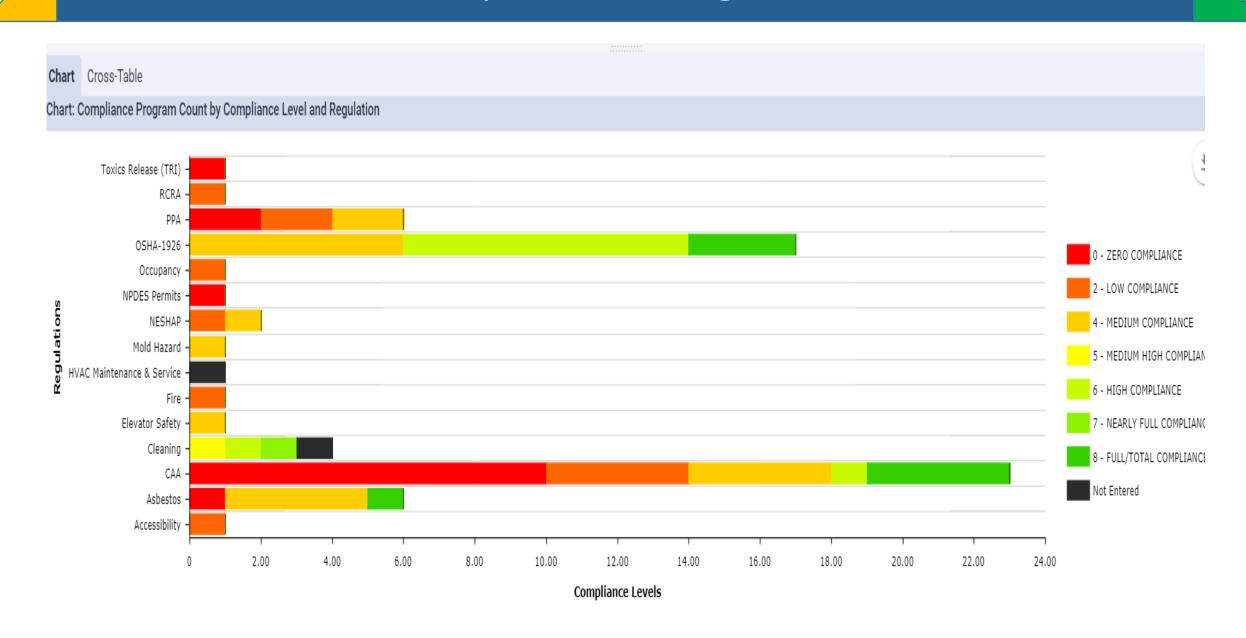
Emergency Preparedness



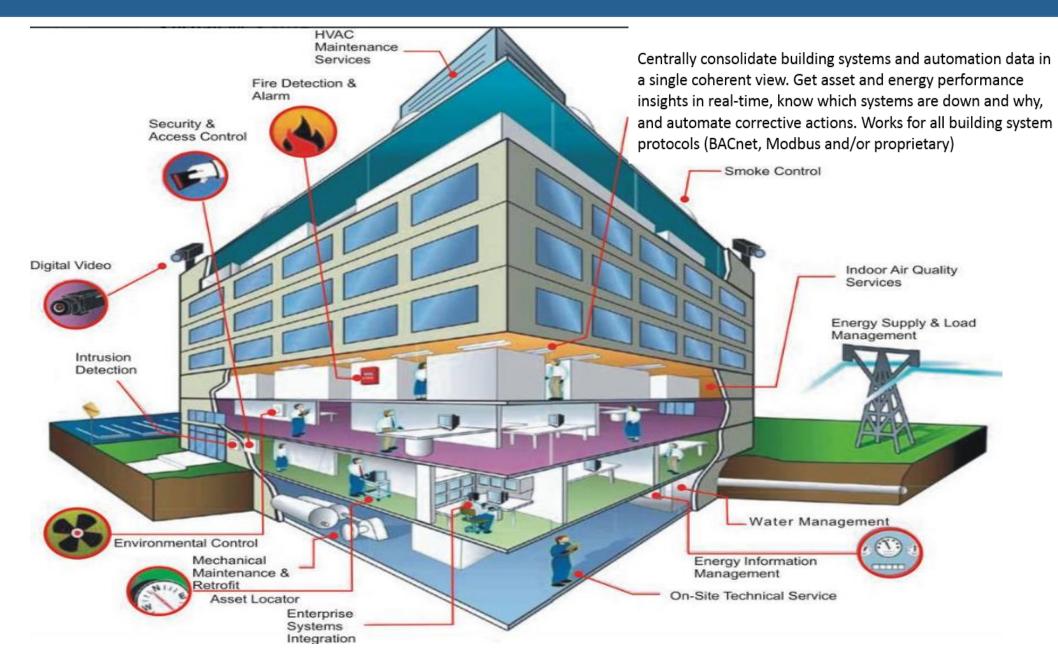
Utility Management



Compliance Management

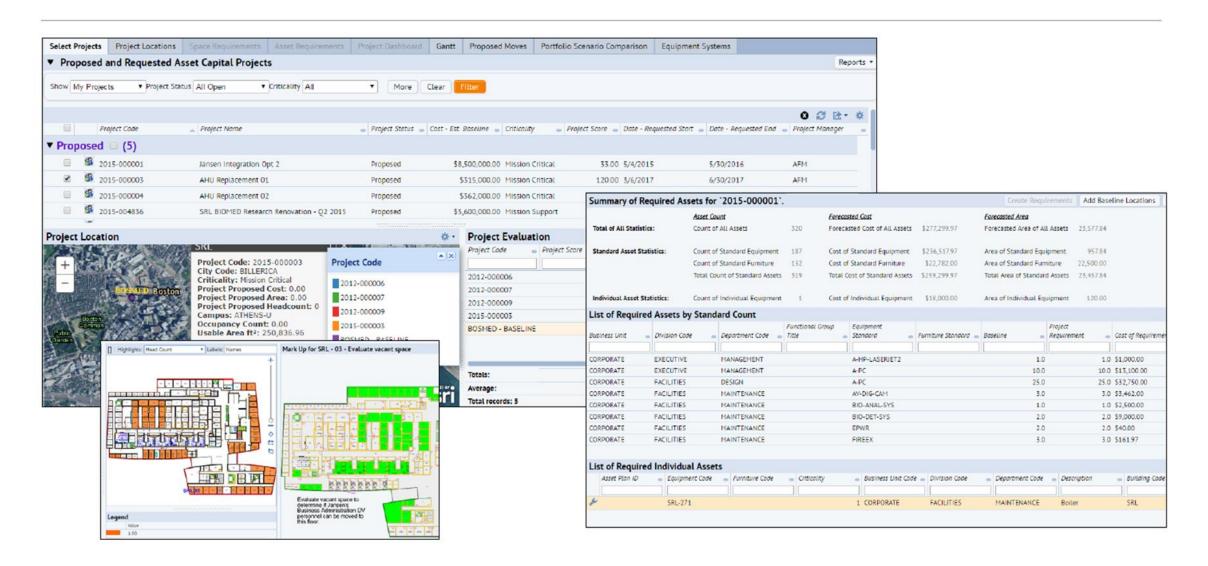


Consolidating Building Automation Systems

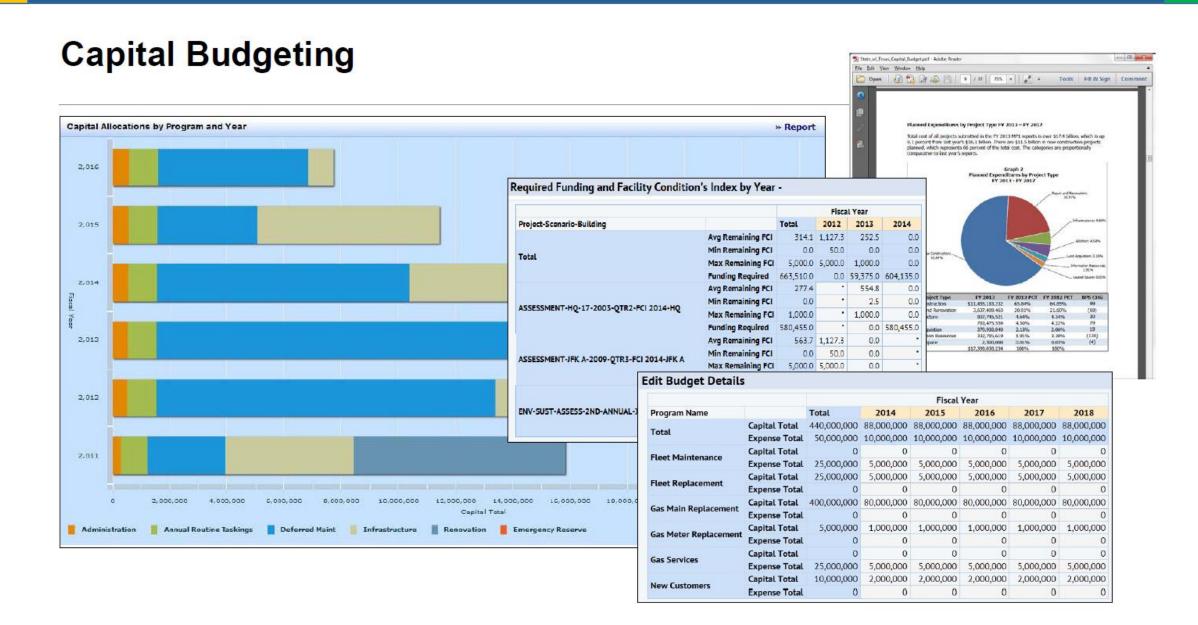


Project Management

Project Proposal Console



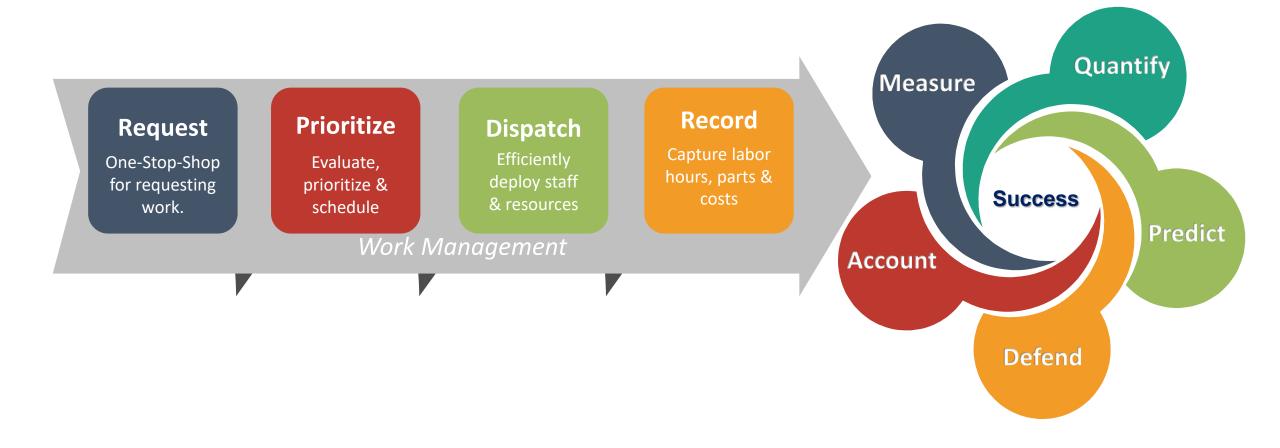
Capital Budgeting



Key Takeaways

- Strong and supportive leadership is critical
- Need an internal champion
- Be clear on ownership and maintenance of data
- If hosting internally, need IT support
- Benefits outweigh costs. Do an ROI
- Pick your greatest pain point. Prioritize the rest
- Stay focused on the big picture

On Demand Work



On Demand - Measurable

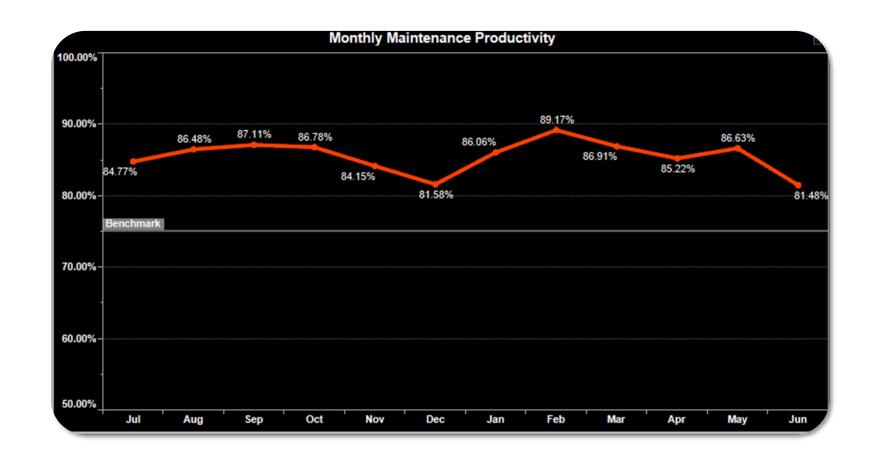
- Key Performance Indicators
 - Measure Success
- Metrics
 - Track performance

Goal: Productivity > 75%

Data: Labor charged to work

request

Outcome: Dynamic access to data. KPI easily measurable.



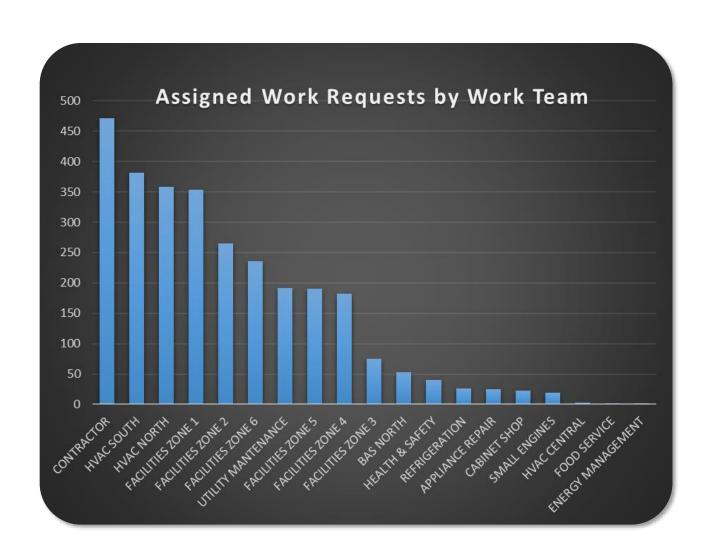
On Demand - Quantifiable

- Monitor
 - Workload
 - Costs
 - Trends

Goal: Monitor work requests assigned to each work team

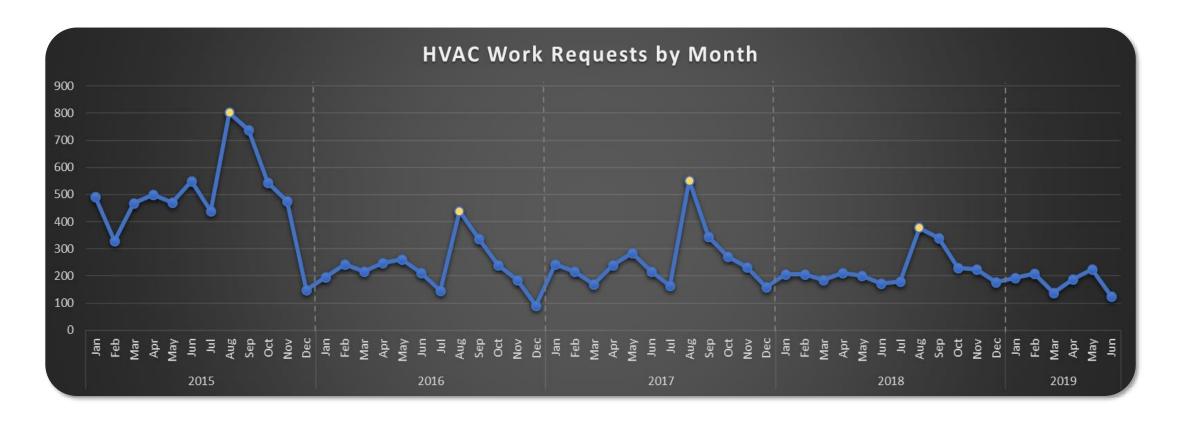
Data: Work request assignments within time period

Outcome: Dynamically monitor and make adjustments.



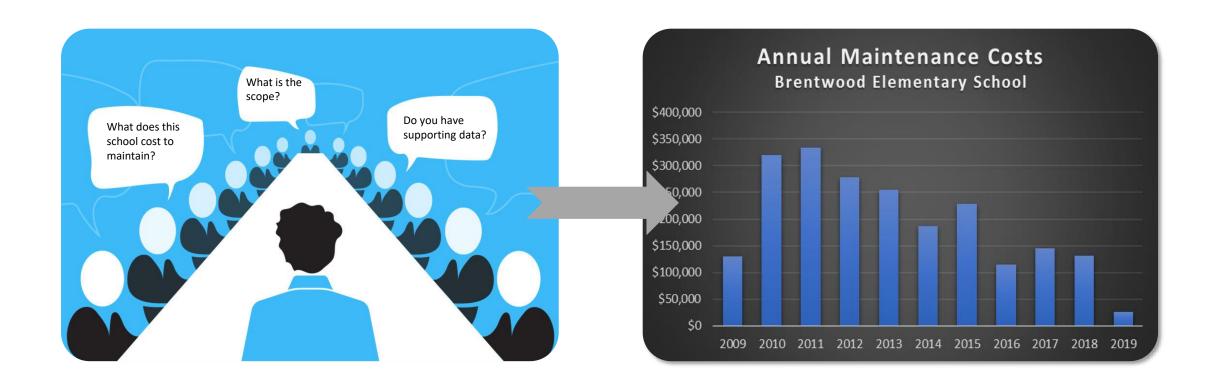
On Demand - Predictable

- Forecast Maintenance Demand
- Anticipate Parts & Supply Needs



On Demand - Defensible

- Confident Decision-Making
- Data-Driven Planning

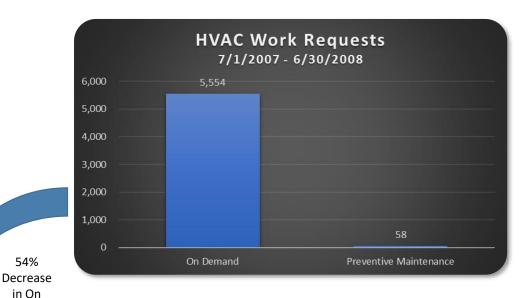


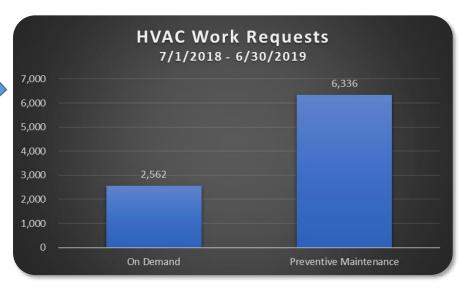
Preventive Maintenance

Demand

Work

- Proactive vs. Reactive
- Automatically Generate Work Requests
- Reduce Down-Time
- Forecast Workload & Costs
- Maintain Condition of Mechanical Equipment





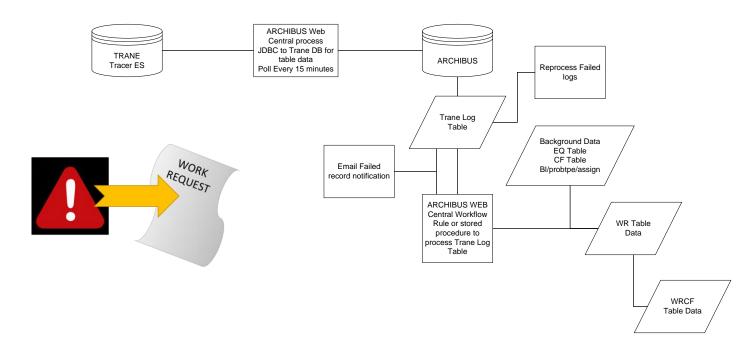
System Integration – Energy Management

Energy Management System Alarms Create Work Requests in

FM System

Real-Time Work Requests

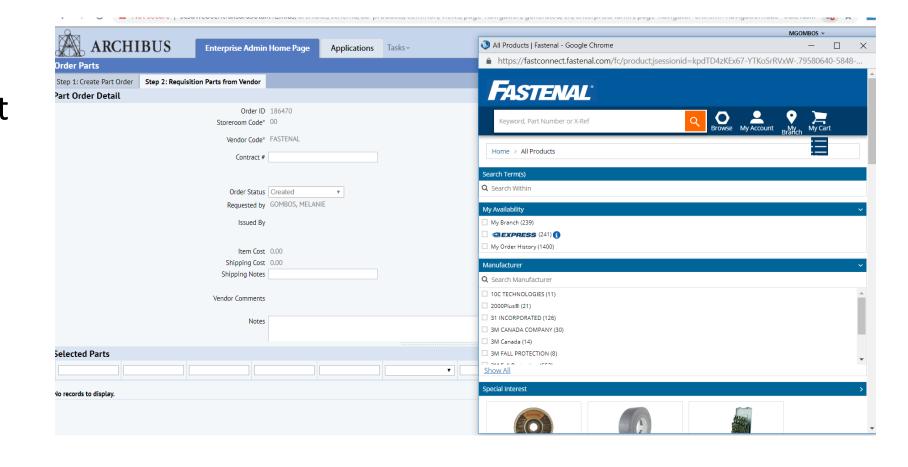
- Reduced Down-Time
- No Data Entry
- Accurate Reporting



Combining sub-processes from often disparate systems so as to increase value to the customer and improve quality and performance for the organization.

System Integration – eProcurement

Facility
 Management
 System
 Connects
 Directly to
 Vendor
 eCommerce
 Site



System Integration – eProcurement

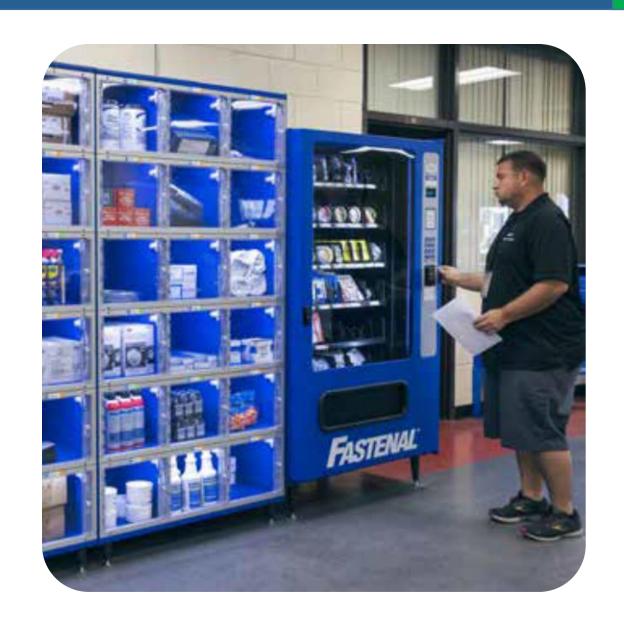
eProcurement - Process

Create Requisition	Shop	Request	Approve	Fulfill	Record
User creates order requisition in Facility Management System	User shops eCommerce site. Adds items to shopping cart. Checks out.	Shopping cart saved to FM system order requisition.	Manager reviews and approves order requisition in FM system.	Vendor fulfills order.	Order items automatically charged to work request when received. OR
User connects to vendor eCommerce site		User submits order requisition for approval.	FM system transmits order to vendor system.	Order is delivered. User electronically "receives" order in FM system.	Order items automatically added to inventory.

System Integration – eProcurement

Benefit

- Fewer Purchase Orders
- Easy & Efficient
- Reduced Windshield Time
- Accountability
- Reduced Data Entry
- Reduced Margin for Error



Condition Assessment

- System-Level Reporting
- Strategic Point of View
- Proactive Approach
- Transparent Reporting
- Empowered Decision-making
- Quantifiable Results

Classifications

- 0 Top Level
- ▲ A Substructure
 - ▲ A10 Foundations
 - A1010 Standard Foundations
 - A1020 Special Foundations
 - A1030 Slab on Grade
 - ▲ A20 Basement Construction
 - A2010 Basement Excavation
 - A2020 Basement Walls
- B Shell
 - B10 Superstructure
 - ▶ **B1010** Floor Construction
 - ▶ **B1020** Roof Construction
 - B20 Exterior Enclosure
 - **B2010** Exterior Walls
 - B2020 Exterior Windows
 - **B2030** Exterior Doors
 - B30 Roofing
 - B3010 Roof Coverings
 - B3020 Roof Openings
- ▲ C Interiors
 - ▲ C10 Interior Construction
 - C1010 Partitions
 - C1020 Interior Doors
 - C1030 Interior Fits & Finishes
 - C20 Stairs
 - C2010 Stair Construction
 - C2020 Stair Finishes

CSI Classifications

Condition Assessment – System Level Analysis

- Granular Analysis
- Better
 Understanding
 of Deficiencies
- Aids in Project Scope Development

Systems	CSI Unit Price (RAW)	CSI Unit Price	CSI Unit of Measure	Qty	CSI Renewal Pct	Renewal Cost	CSI Life	Installed or Renewed	Calc. Next Renewal	Next Renewal	RSL	FCI%	Deficiency	Replace Value
Total Total	0.00	0.00	Each		100	36,390,372.34	100					9	3,242,272.81	35,21
Substructure (A)	0.00	0.00	Each		100	1,519,730.28	100						0.00	1,51
• Shell (B)	0.00	0.00	Each		100	10,278,246.19	100						116,263.76	9,65
∃ Interiors (C)	0.00	0.00	Each		100	7,190,470.07	100			7	_		762,606.10	6,80
Services (D)	0.00	0.00	Each		100	12,613,910.20	100			(\mathcal{A}	\mathbf{Z}	,363,402.95	12,59
☐ Conveying (D10)	0.00	0.00	Each		100	151,011.00	100				J)	0.00	12
∃ Elevators and Lifts (D1010)	1.87	3.75	SF	33,558	120	151,011.00	35	2004	2039				0.00	12
☐ Plumbing (D20)	0.00	0.00	Each		0	2,011,449.56	0						0.00	1,86
☐ Plumbing Fixtures (D2010)	1.93	2.87	SF	198,522	110	1,261,099.84	30	1974	2004				0.00	1,19
☐ Domestic Water Distribution (D2020)	0.79	1.17	SF	198,522	110	471,825.71	30	1974	2004		•		0.00	42
∃ Sanitary Waste (D2030)	0.68	1.36	SF	171,738	110	246,960.12	50	1992	2042		25		0.00	21
☐ Rain Water Drainage (D2040)	0.09	0.18	SF	140,297	120	31,563.89	50	1992	2042		29	XA	0.00	2
∃ HVAC (D30)	0.00	0.00	Each		100	5,801,178.30	100				(38	2,126,273.09	5,53
∃ Heat Generating Systems (D3020)	5.56	11.16	SF	322,398	100	1,058,605.56	30	1991	2021		8		0.00	1,03
☐ Cooling Generating Systems (D3030)	3.98	6.34	SF	193,934	100	1,582,223.00	25	1991	2016		3		0.00	1,58
☐ Distribution Systems (D3040)	4.28	8.59	SF	171,738	120	1,747,516.39	30	1992	2022	2007	0	95	1,401,148.65	1,47
Terminal & Package Units (D3050-02)	9.48	14.07	SF	60,342	90	352,588.93	10	1984	1994	2019	6	48	186,044.77	39
Controls & Instrumentation (D3060-01)	1.95	3.91	SF	322,398	100	725,682.18	20	1991	2011	2007	0	74	539,079.67	72
Other HVAC Systems/Equip (D3090-03)	3.05	4.86	SF	1,012	105	5,164.24	25	2003	2028		15		0.00	
Thermal Storage Tanks (D3090-04)	1.37	2.18	SF	151,100	100	329,398.00	25	1991	2016		3		0.00	32
☐ Dry Type Fire Suppression (D40)	5.35	7.94	SF		105	498,518.81	20						0.00	46
☐ Sprinklers (D4010)	1.60	3.21	SF	137,740	105	498,518.81	25	1992	2017		4		0.00	46
☐ Electrical (D50)	0.00	0.00	Each		100	4,151,752.53	100					5	237,129.86	4,60
☐ Electrical Service/Distribution (D5010)	5.78	8.58	SF	354,484	90	900,821.74	30	1974	2004		0		0.00	97
☐ Lighting and Branch Wiring (D5020)	5.97	8.86	SF	203,384	90	2,640,605.77	20	1974	1994	2022	9		0.00	2,93
☐ Communications & Security (D5030)	0.00	0.00	Each		100	571,937.10	100					36	233,867.72	64
Intercom & Telephone Systems (D5030310-02)	0.27	0.54	SF	114,954	80	44,879.46	10	1992	2002		0	80	45,037.65	5
Telephone & Intercom Systems (D5030310-03)	0.27	0.54	SF	56,344	80	24,340.61	10	1992	2002		0	32	9,878.25	
Fire Alarm System (D5030910-04)	1.05	2.11	SF	171,298	90	338,533.68	10	1992	2002		0	13	47,084.64	

Condition Assessment – FCI

- Facility Condition
 Index
- Review Rankings
- Evaluate Competing Projects
- Prioritize Work
- Develop Budget

Site Code	-	Deficiency Cost	_	Replacement Cost	-	Facility Condition Index
036		474,654		985,259		48
007		7,539,987		27,416,396		28
011		13,828,185		48,569,799		28
037		11,131,661		41,939,769		27
044		474,278		1,777,724		27
024		15,767,176		58,274,965		27
001		4,076,621		18,077,911		23
056		6,883,868		32,869,274		21
002		111,225		616,346		18
052		6,470,271		37,746,957		17
013		3,370,926		20,102,588		17
080		5,346		33,763		16
055		5,470,232		36,376,325		15
049		1,555,586		12,136,249		13
038		61,844		492,855		13
800		1,322,268		10,744,303		12
047		3,061,785		24,580,211		12
010		1,336,411		10,879,957		12
082		1,898,305		17,182,386		11
081		73,340		675,382		11
086		83,195		786,076		11
115		1,589,794		14,205,950		11

Facility management benchmark used to objectively assess the current and projected condition of a building.

Mobile Technology

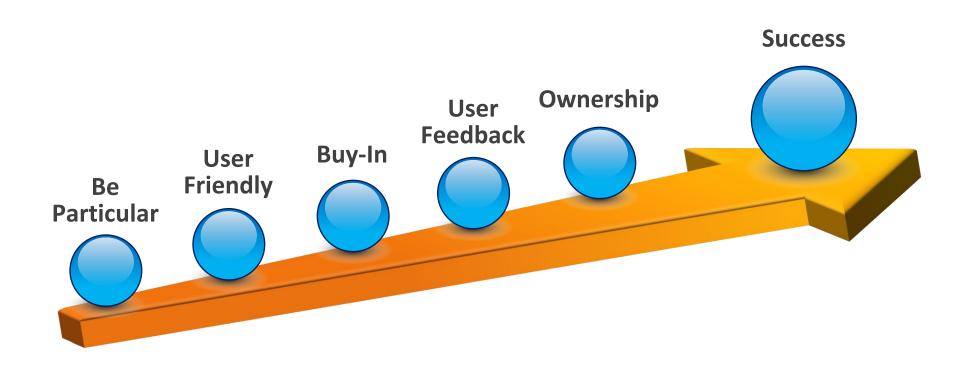
Benefit

 50 Maintenance Technicians using mobile app to update work requests from their phone

- 6,000 hours / year completing paperwork
- 1,440 hours / year in data entry time
- 120 lb. paper / year



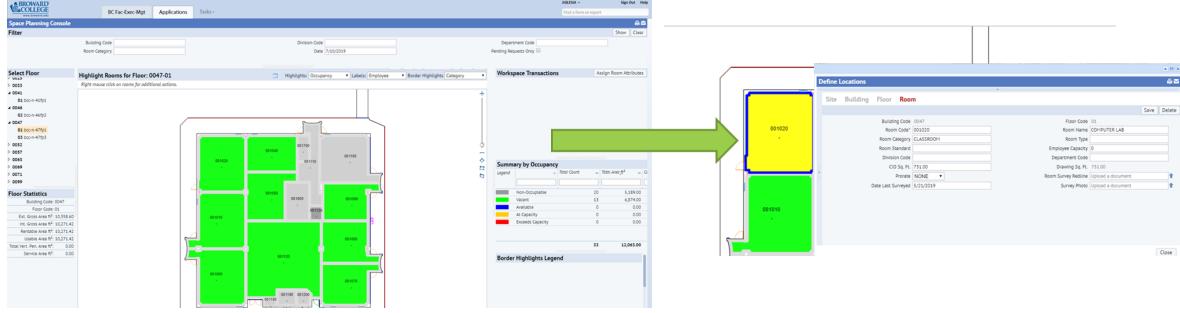
Mobile Technology – Path to Success



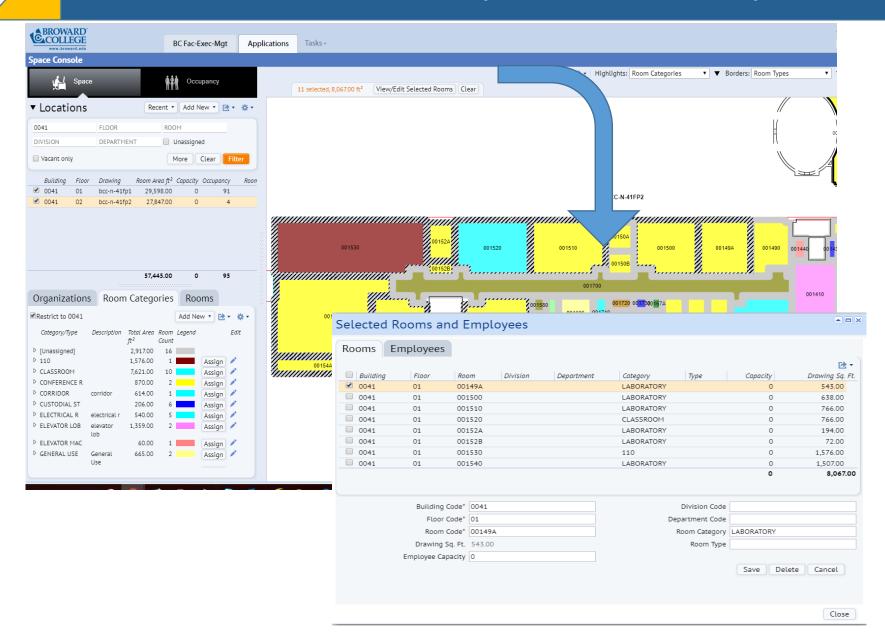
Space Management

- Plan with Insight.
- Simplify strategic space planning and forecasting to support multifaceted space planning requirements.



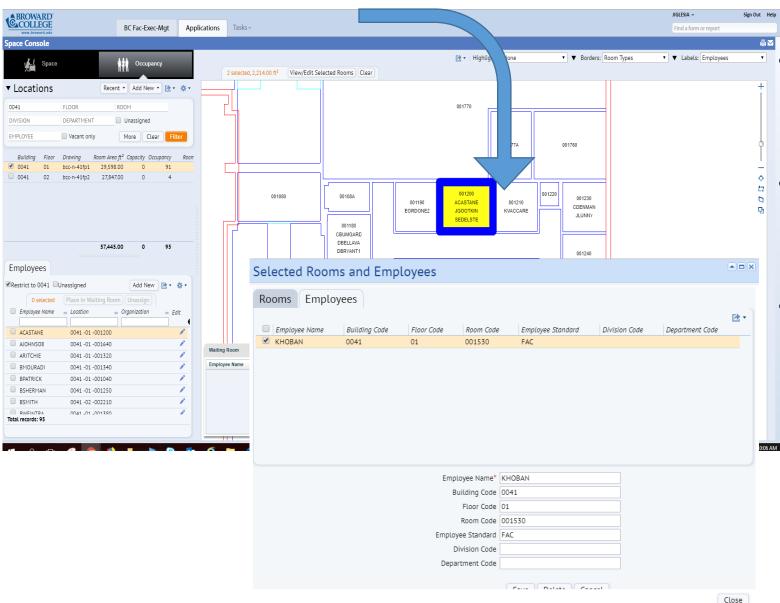


Space Inventory



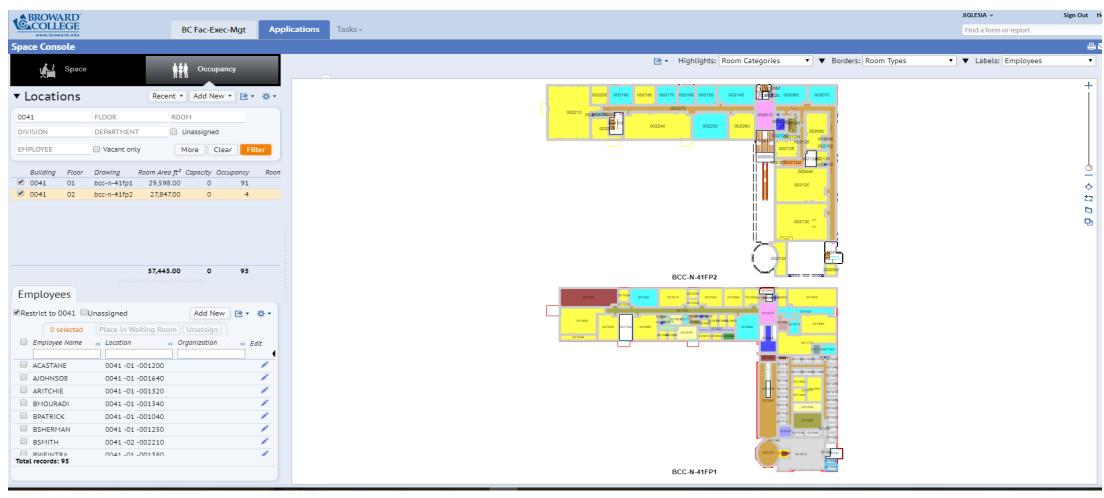
- Ability to integrate CAD drawings.
- Evaluate and plan space usage to maximize efficiency and decrease total occupancy costs.
- Improves evaluation of building performance and enables accurate benchmarking.
- Enhances design/planning capabilities to use space more efficiently.

Personnel, Assets & Occupancy



- Provides immediate, accurate reporting of occupancy statistics for space usage and re-balancing purposes
- Improves forecasting accuracy for future needs based on current room availability and planned occupancy growth
- Simplifies assignment of employees to temporary or permanent available space using highlighted drawings

Move Management

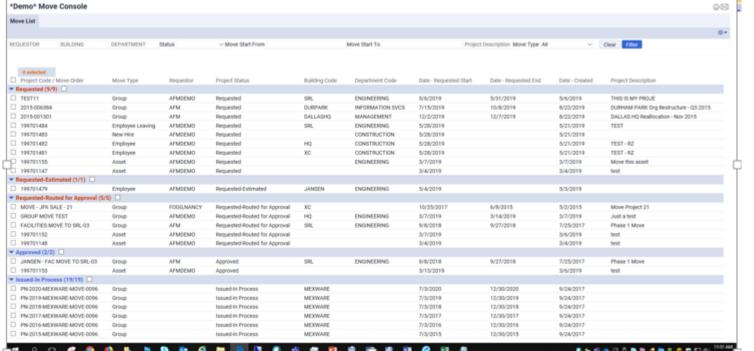


From simple, single-person moves to multi-phased moves integrated with construction, Move Management streamlines the move/add/change process enabling successful relocations with minimal disruption.

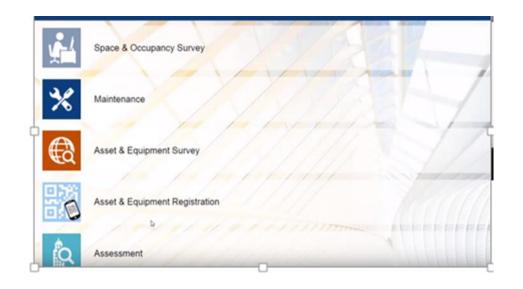
Individual & Group Move Activities

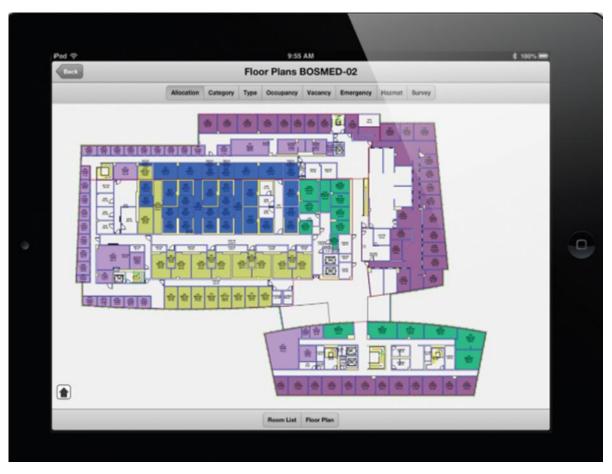
- Request Employee Moves.
- Edit My Moves.
- Request a Group Move.
- Review and Estimate Moves.
- Route Moves for Approval.
- Examine Group Move Spreadsheet.
- Issue/Approve/Complete Moves.
- Define Move Questionnaires.





Mobile Applications





Maintenance (Mobile App)

Facilitates craftsperson's updating and completing work while in the field and also enhances the quality and accuracy of information.

Personal have access to:

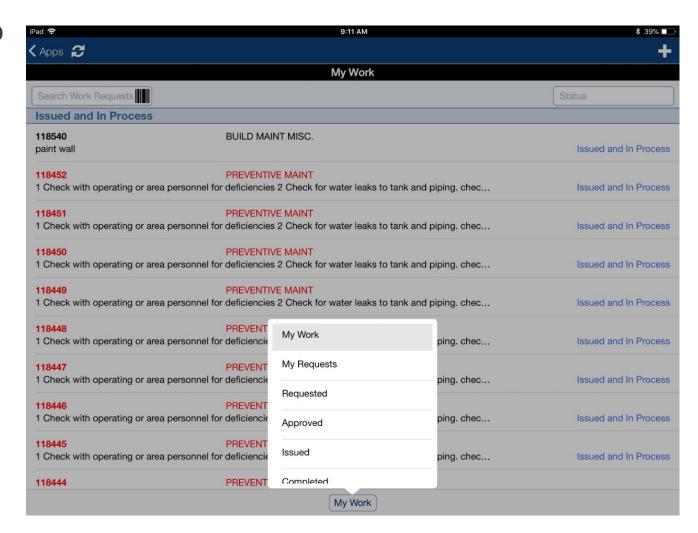
Create Work Request



Review Work

Review Work:

- Requested, assigned to
- Different Statuses
- Completed Work



Update Work Request

Update Work Request

⊗ ;

⊗ ;

 \otimes

JIGLESIA

20

0041

001030

Next to door

BUILD MAINT MISC

Issued and In Process

〈 Back □ **?**

Requested By

Building Code

Floor Code

Room Code

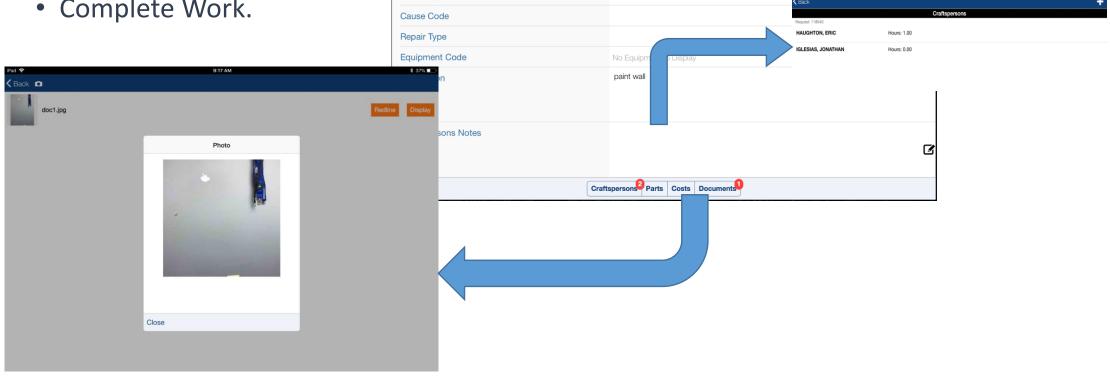
Problem Location

Work Request Status

Problem Type

Site Code

- Update Work Request:
- Add Notes, Review Request
- View/Add Documents
- Change Status Depending on Access (Role)
- Complete Work.



Condition Assessment (Mobile)

10:14 AM

Assessment Items

34% ■

Facilitates craftsperson's updating and completing Assessment Projects assigned to them with the

option of:

• Reviewing their work queue.



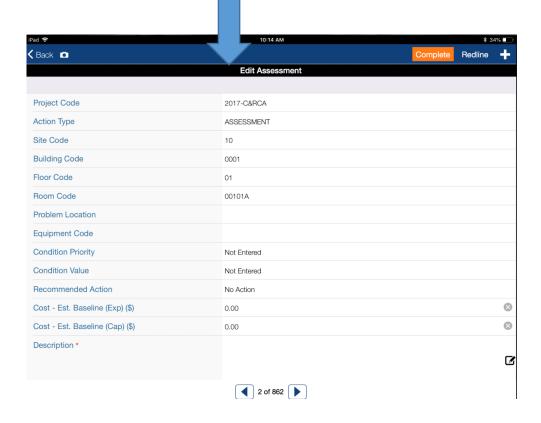
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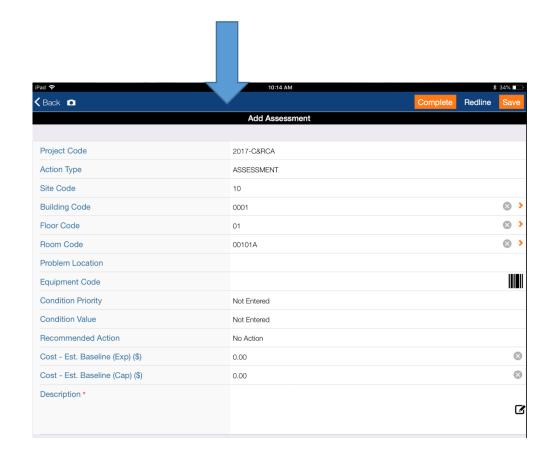
Assessment (Mobile Application)

 Review and update the assessment records with current conditions.

Look for assessment items on the mobile device.



 Spot a condition in the field and create new assessment record.



Space & Occupancy Survey (Mobile Application)

- Facilitates verification of space allocation.
- Employee location, access basic space information.
- Access floor plan drawings on a tablet.





Future Projects

- Capital Budgeting
- Energy Management
- Lease Management
- Emergency Management