FACTORIES SERVICES
CLIENT TOWN HALL MEETINGS

June 21, 2016 – 2:00-3:00 p.m.
Avaya Auditorium (POB 2.302)

June 27, 2016 – 10:30-11:30 a.m.
Avaya Auditorium (POB 2.302)
## Agenda

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<th>Speaker</th>
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<td>Welcome / Facilities Services’ Leadership &amp; Facilities Service Center Introductions</td>
<td>Dean Hansen, Director</td>
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<td>Campus Maintenance Restructuring Study</td>
<td>Dean Hansen</td>
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<td>Work Order Response &amp; Completion Times</td>
<td>Dan Clairmont, Associate Director for Facilities Operations &amp; Maintenance</td>
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<td>Maintenance Zone Restructuring</td>
<td>Dan Clairmont</td>
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<td>WORQS Replacement</td>
<td>Dan Clairmont</td>
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<td>Closing / Open Questions &amp; Answers</td>
<td>Dean and Facilities Services Leadership Team</td>
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Introductions – Leadership Team

• **Director**
  - Dean Hansen

• **Associate Directors**
  - Bridget Blizzard
    - Support Services
  - Dan Clairmont
    - Facilities Operations & Maintenance
  - Sally Moore
    - Custodial Services

• **Dean Hansen**
  - Director, Facilities Services

• **Bridget Blizzard**
  - Assoc Dir, Support Services
  - Landscape Services
  - Events & Moving
  - Surplus Property
  - Locks & Keys
  - Solid Waste & Recycling

• **Dan Clairmont**
  - Assoc Dir, Facilities Ops & Maintenance
  - Maintenance Zones
  - Fire Safety Systems
  - Building Operations
  - BOT
  - Engineering & Tech

• **Sally Moore**
  - Assoc Dir, Custodial Services
  - Cleaning Services
  - Event Support
  - Bldg Lock & Unlock
  - Maces
Introductions – Facilities Service Center

Debra Di Meo
Manager, FSC

Kristin High
Work Control Specialist

Christopher Jorgensen
Work Control Specialist

Staci Pope
Work Control Specialist

Roseanna Reese
Work Control Specialist

Bubba Steussy
Work Control Specialist

Aaron Walker
Work Control Specialist
Campus Maintenance Restructuring Study

• Background
  - Within the VP of University Operations (VPUO) portfolio, facilities maintenance activities are performed by eight separate organizational units reporting to three associate vice presidents.
  - Results: Ambiguity, overlap, and sub-optimization in VPUO affect maintenance tasks, requirements and accountability.
Campus Maintenance Restructuring Study

- **Purpose:**
  - Identify organizational, resourcing or operational changes that will facilitate “break-through” performance gains.

- **Methodology:**
  - Meetings with consultant:
    - Maintenance Units
    - Maintenance Employees
    - Process Owners
    - **Customers and Other Stakeholders:**
      The consultant shall conduct at least one facilitated, open forum meeting where campus customers and stakeholders have an opportunity to share their concerns and provide input.

- **Timeline**

- **End product - Recommendations**
Work Order Response & Completion Times

• Purpose:
  - Improve efficiency, accountability and communication when delivering maintenance services and responding to unplanned work requests.

• Timeline:
  - Oct. 2015 – Implemented daily work scheduling process for each technician.
    - Ensures supervisor manages work that is accomplished each day
    - Improves visibility and accountability
  - Feb. 2016 – Developed and implemented clear standards for response and completion times for client work requests.
    - Standards apply across Facilities Services
    - Reduced from 5 categories to 4 – Including scheduled work
    - Response categories applied centrally by the Facilities Service Center
    - Facilitates direct communication with clients so they have an expectation of when a technician will arrive
# Work Order Response & Completion Times

<table>
<thead>
<tr>
<th>Description</th>
<th>Comments</th>
<th>Response Time</th>
<th>Completion Time</th>
<th>Examples/Scope for Maintenance</th>
<th>Examples/Scope for Custodial Services and Support Services</th>
</tr>
</thead>
</table>
| Emergency                 | Immediate threat to life, property or mission | Now           | Arrest emergency ASAP; Complete within 24 hours | • Health & safety  
• Building flooding or major leaks  
• Power outage – large scale  
• Security & building alarms | • Slip & fall hazards  
• Missed unlocking doors  
• Fallen tree obstructing pedestrian pathway  
• Broken key in door  
• Major irrigation leaks |
| Expedited                 | Non-emergency, but timely response required    | As soon as available, but no later than 1 work day | 3 work days | • Non-emergency safety issues  
• Hot & cold calls (most)  
• Leaks (minor) — contained for 24 hrs.  
• Power outage / localized  
• Security / secondary | • Restroom service  
• Public appearance issues  
• Spills, not an immediate hazard  
• Fallen tree, not immediate hazard  
• Lost office space keys |
| Routine                   | Routine trouble call work orders              | 5 work days   | 10 work days   | • Restroom fixtures malfunctioning  
• Doors & lighting  
• Drinking fountains  
• Windows  
• Repair stand-alone equipment (HVACR, electrical, mechanical) | • Anything that can wait for regular cleaning shift  
• Grounds maintenance (mowing, trimming, weeding) |
| Scheduled                  | Scheduled response to client requests          | 5 work days for scoping | Scheduled date | • Client requests > 5 day response  
• Specific access dates | • Events & Moving Services requests  
• Surplus Property requests  
• New building keys  
• Projects with specific dates |

This is **NOT** a reduction in your level of service!
Work Order On-Time Response Rates

<table>
<thead>
<tr>
<th></th>
<th>Avg. Before</th>
<th>Avg. After</th>
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<tbody>
<tr>
<td>Emergency</td>
<td>75%</td>
<td>91%</td>
</tr>
<tr>
<td>Expedited</td>
<td>76%</td>
<td>84%</td>
</tr>
<tr>
<td>Routine</td>
<td>90%</td>
<td>94%</td>
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New Procedures Began
Work Order On-Time Completion Rates

- **Emergency**: Avg. Before 66%, Avg. After 90%
- **Expedited**: Avg. Before 83%, Avg. After 87%
- **Routine**: Avg. Before 91%, Avg. After 96%

New Procedures Began
Maintenance Zone Restructuring

- Zone 2 will assume some of Zone 1’s buildings
- New Zone 6 maintenance zone
Zone 2 – Additional Buildings

- 27th Street Garage (TSG)
- 2616 Wichita (BWY)
- 2609 University Avenue (UA9)
- Student Services Building (SSB)
Zone 6

- Trinity Garage (TRG)
- Collection Depo Lib (CDL)
- Hargis (JHH)
- Nowotny (ANB)
- Watson House (WAT)
- Nursing Center (NUR)
- Erwin Center (ERC)
- Cooley Pav (DCP)
- Dell Medical School (DMS)
- Dell Pediatric Research Institute (DPI)
WORQS Replacement

- **Purpose:** Transition WORQS to ServiceNow environment
  - Provide single look and feel to all UT faculty, staff and students
  - Timeline driven by compatibility issues with required FAMIS upgrade
**WORQS Replacement**

- **Timeline:** Initial Facilities module for ServiceNow - late summer
  - Follow-on phases to restore full functionality tied to workday
  - Solicit client feedback to refine functionality

![UT ServiceNow](image-url)
WORQS Replacement

- **Benefits**
  - University-wide service request platform – one look and feel
  - Simplified user interface – more intuitive
  - More efficient and intelligent forms
  - Improved search features
Thank you for coming!

Open Questions & Answers