Facilities Services Hosts USC Facilities Team to Share Best Practices

Facilities Services’ division leaders open their doors to other colleges and universities because they know how important it is to share what they have learned and to help others to improve and develop their operations. Such was the case on March 26, 2016, when Dan Clairmont, associate director for Facilities Operations & Maintenance welcomed a team from the University of Southern California (USC). The USC’s Facilities Management Services team included Karen Wang, programmer analyst III; Paul Flores, systems administrator III; and Carol Fern, director of energy services. Also included from UT was Ana Thiemer, assistant director of planning from Project Management & Construction Services. Together, they discussed some key areas of facilities management:

- Clairmont provided an overview of FOM’s operations, including how we use our work order management system and the rationale for looking for a replacement system.
- Thiemer provided an overview of the Replacement & Renewal (R&R) Program and how we use facilities capital planning and management software to identify priorities and quantify risk to the university, and as a result, have successfully advocated for additional R&R funding.
- Randy Hooper, FOM manager for the Engineering & Technical Support branch, provided information on FOM’s strategic efforts to rebuild a better maintenance organization on behalf of the university. This core initiative is called the Maintenance Improvement Initiative, or MI². There was a good discussion, and the USC team was impressed with the progress FOM has made.
- The FOM group then showed examples of how they have used business intelligence software that allows them to view and understand their data better through interactive, shareable dashboards in order to get actionable information out of their work order management system.

Clairmont followed up with the USC team the following day to send them some of the materials they went over. Carol Fern responded by thanking him for the visit and offered, “Being able to share the experiences of each of our facilities management teams improves us all.” We in Facilities Services couldn’t agree more!

For more information about the site visit from USC, contact Dan Clairmont.