Welcome, Building Coordinators!

UNIVERSITY of HOUSTON

Building Coordinator Update

03 Oct 2022

New Facilities Services AVP

- AVP Mike Oestereicher is onboard and meeting customers

- Arrived on 06 Sept

- Introduction

- Mission support focus

- Solutions orientated
  - Yes, if vice No because

- Maintaining Excellence

- Building Futures

Centennial Master Plan (CMP)
&
Capital Construction Assistance Projects (CCAP)

CCAP and CMP Project Schedule

Project Name	2022	2023	2024	2025	2026
UH/TAMU TMC3 PH1 Medical Research Facility	Programming/Design	Design	Construction	Construction	Construction
Sugar Land Academic Building #2	Design	Design/Construction	Construction	Construction	
Innovation Hub	Programming/Design	Design/Construction	Construction	Construction	
Technology Bldg Renovation			Design	Construction	
McElhinney/Science (COE)	Design	Design/Construction	Construction		
Agnes Arnold (CLASS)		Design	Design/Construction	Construction	Construction
Academic Building for Hobby School	Programing/Design	Design	Construction	Construction	
Farish Demolition / Centennial Plaza		Design	Design	Construction	Construction
University Drive	Design	Design/Construction	Construction	Construction	
Cullen Blvd	Construction	Construction	Construction		
Gateways x 5 & Landscaping Improvements	Design	Design/Construction	Construction	Construction	
Lighting and Security Upgrades	Design	Design/Construction	Construction		

CCAP and CMP College Swing Space Plan

College	2022	2023	2024	2025	2026	2027
COT	Sugar Land/T2/Annex	Sugar Land/T2/Annex	Sugar Land/T2	Sugar Land	Sugar Land	Sugar Land
CLASS	Swing Space Science/SR2	Swing Space Science/SR2	Swing Space Science/SR2	Swing Space SR2/Old Law	T2 Permanent Old Law swing for AA	T2 Permanent Old Law swing for AA
COE	Farish	Farish	Farish	McElhinney/Science	McElhinney/Science	McElhinney/Science
Hobby	Swing Space Science/SR2	Swing Space Old Law	Swing Space Old Law	Swing Space Old Law	New Building	New Building
Old Law		Classrooms to Registrar, Swing Space for Core Project and "AS IS" space by request for Colleges/Departments approved by President.				

REVOLUTIONIZING CUSTOMER SERVICE
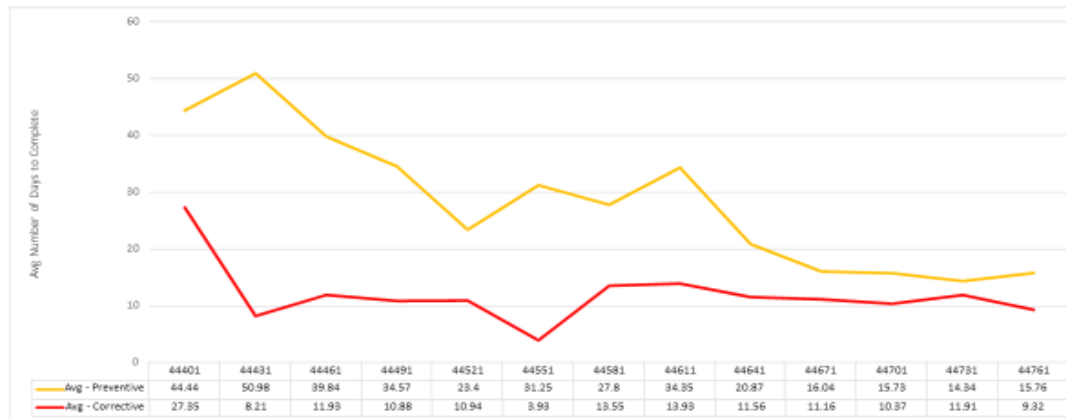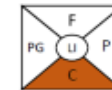
AIM software rollout

New Work Order Management System

- New system implemented on 01 August 2022
- Phase 1
  - Communicating expected WO completion timeframes at inception of WO
  - Ensuring Mission Critical functions are in place and operating
  - Communication and training for Facilities staff
  - Mobile device (iPads) implementation for all techs
  - Completing Phase 1 by 01 Oct 2022
- Phase 2
  - Implement reporting functions
  - Reports and dashboards for building coordinators and department business administrators
  - Increased communication allows for messaging on WOs within the system
  - Completing Phase 2 by 31 Dec 2022

Facilities Metrics of Interest

- Completed Work Order Life Span
  - Year over year improvement
    - 15.8 days from 44.4 days for Preventative Work
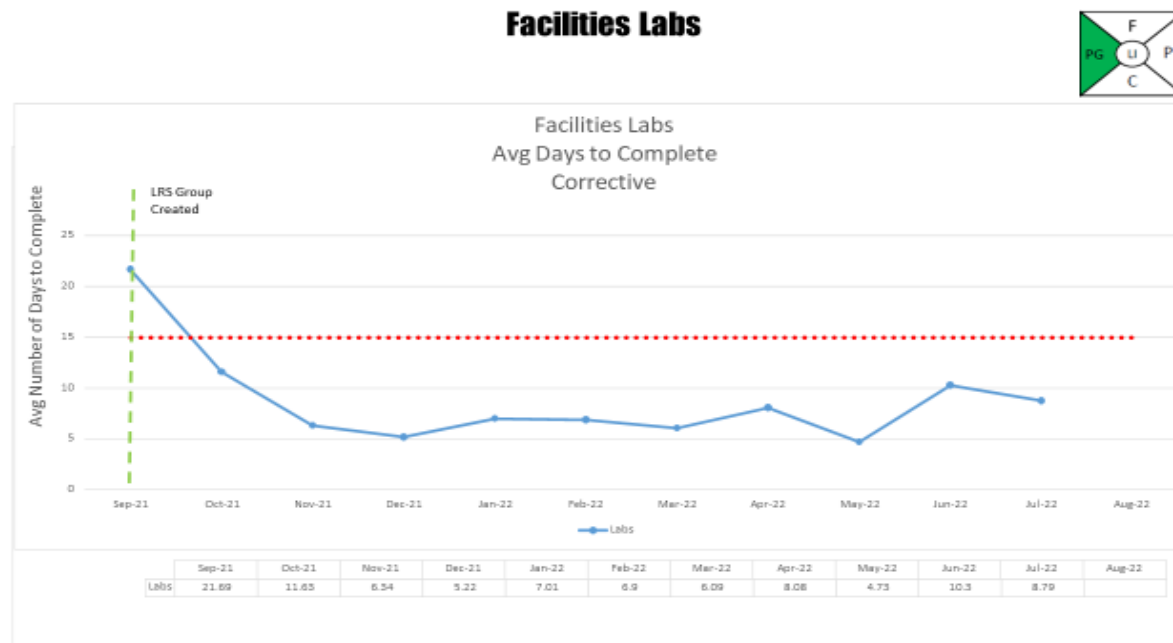   - 9.3 days from 27.4 days for Corrective Work

Completed Work Order Life Span

	44401	44431	44461	44491	44521	44551	44581	44611	44641	44671	44701	44731	44761
Avg - Preventive	44.44	50.98	39.84	34.57	23.4	31.25	27.8	34.35	20.87	16.04	15.73	14.34	15.76
Avg - Corrective	27.35	8.21	11.93	10.88	10.94	3.93	13.55	13.93	11.56	11.16	10.37	11.91	9.32

Corrective is only corrective instead of all of the other maintenance types

F/CM Balanced Scorecard   **July 2022 Data**

32/66

Facilities Metrics of Interest

- UH Laboratory Work Order
  - 11 Month improvement
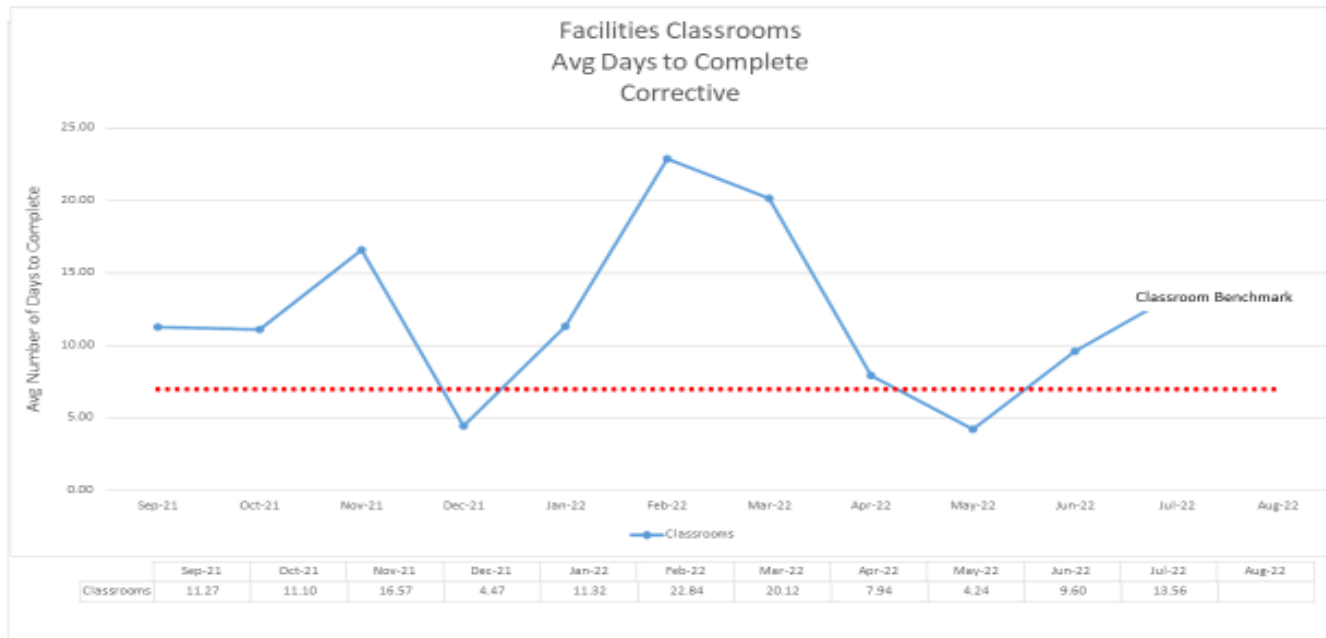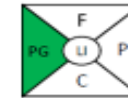   - Currently 8.79 days from 21.7 days for Corrective Work

Facilities Labs

Facilities Labs
Avg Days to Complete
Corrective

	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Labs	21.69	11.65	6.54	5.22	7.01	6.9	6.09	8.08	4.73	10.3	8.79	

F/CM Balanced Scorecard   **July 2022 Data**

34/66

Facilities Metrics of Interest

- ## UH Classrooms
  - ### Working on options to augment night shift support


Facilities Classrooms

Facilities Classrooms
Avg Days to Complete
Corrective

Classroom Benchmark

	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Classrooms	11.27	11.10	16.57	4.47	11.32	22.84	20.12	7.94	4.24	9.60	13.56	

F/CM Balanced Scorecard

35/66

July 2022 Data

Facilities Metrics of Interest

- Staffing
  - Challenges in hiring 13% Vacancy

Facilities Service Staffing
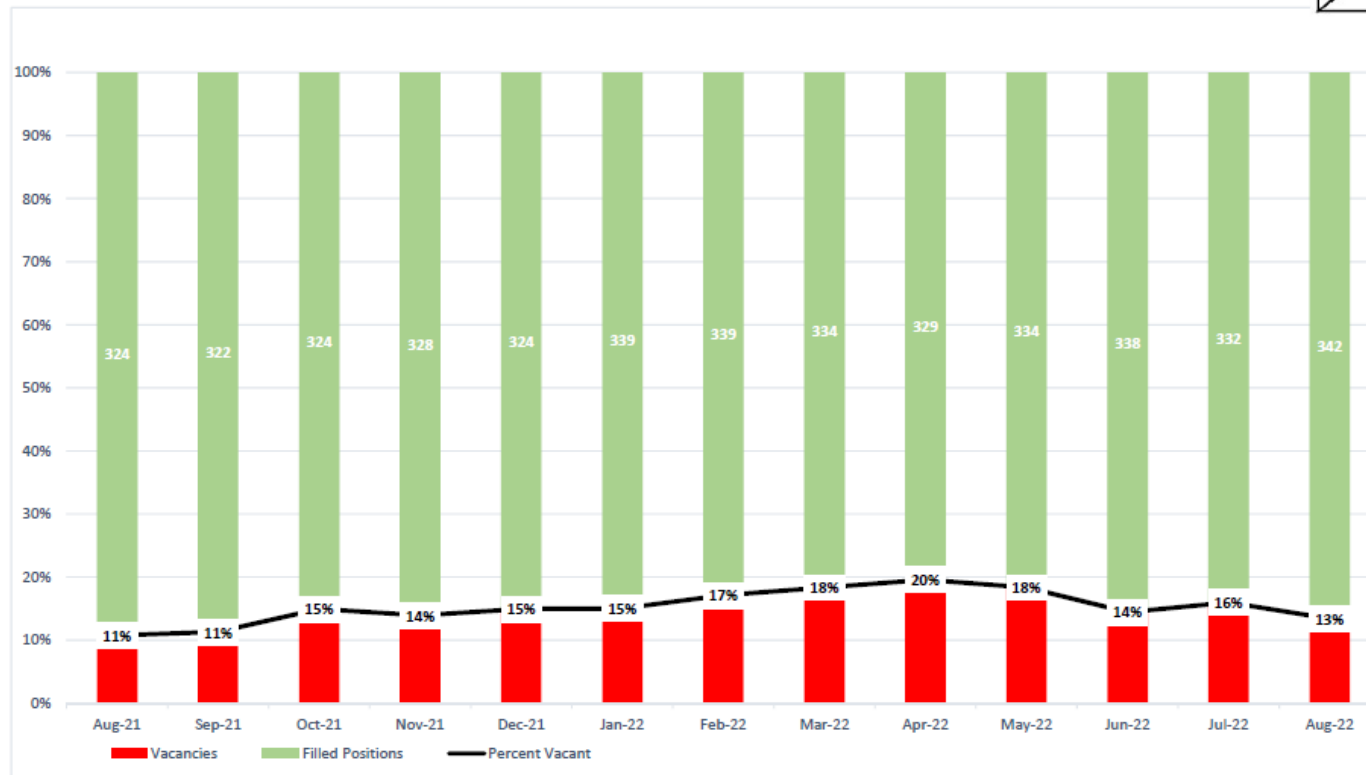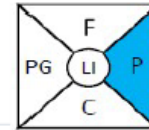
	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Filled Position	324	322	324	328	324	339	339	334	329	334	338	332	342
Vacancies	39	41	57	53	57	60	70	75	80	75	57	63	53
Total Position	363	363	381	381	381	399	409	409	409	409	395	395	395
Vacancies %	11%	11%	15%	14%	15%	15%	17%	18%	20%	18%	14%	16%	13%

University of Houston

Questions?

"Building Futures, Maintaining Excellence"

How to do a FIXIT SERVICE REQUEST

Role of the FIXIT team

FIXIT is customer conduit to UH Facilities Management to correct any multitude of corrective maintenance issues.

Why you should log in and prepare your own work request:

- Details will be more accurate.

- Save time for everyone.

- Process your request faster.

- You get update to your request, otherwise you would not.

4 Ways to FIXIT

You can use the **QR Code** from any device connected to the internet

Click Single Sign-On (SSO)
Your SSO is your Cougarnet email address. It's used to sign into AccessUH, FIXIT and other University Services applications

UNIVERSITY of HOUSTON

AccessUH sign in
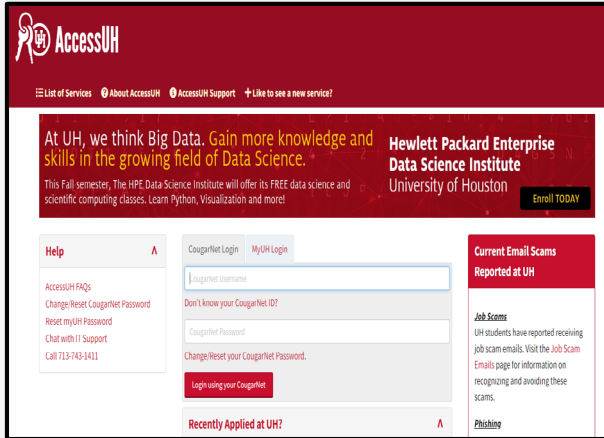
Click on the FIXIT icon
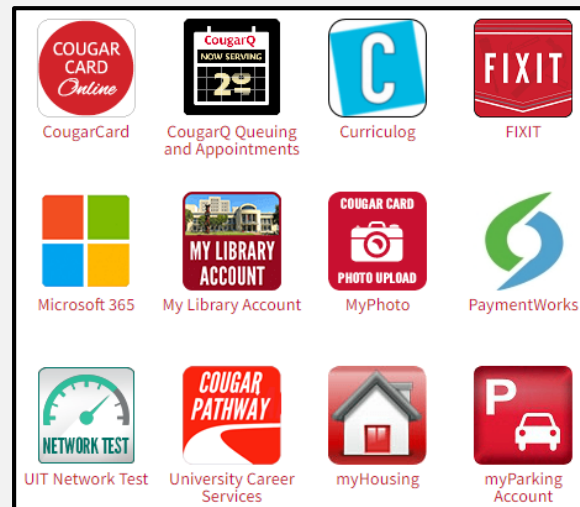
Home Page
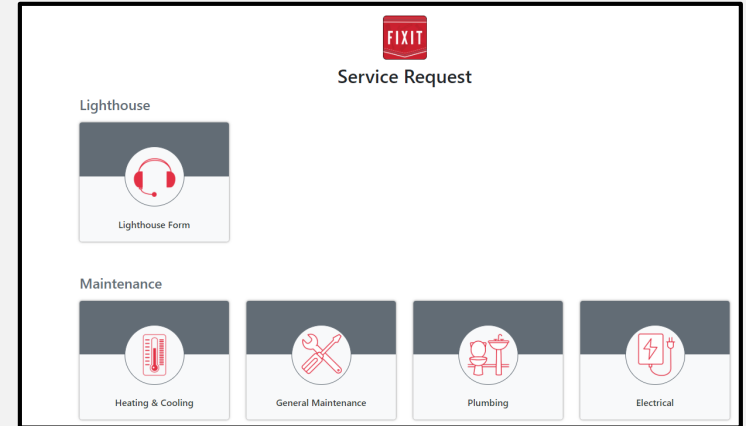
Building number or name

Is there an alternate contact for this request?
- ○ Yes
- ◉ No

Location Information

Select your building, floor and room number

Building*
Click in the drop down below and begin typing.

Cancel   Next ›

Floor number

Select your building, floor and room number

Building*
Click in the drop down below and begin typing.

(0585) GENERAL SERVICES BUILDING
Required

Floor

Cancel   Next ›

Room Number

Select your building, floor and room number

Building*
Click in the drop down below and begin typing.

(0585) GENERAL SERVICES BUILDING
Required

Floor
01

Room

Cancel   Next ›

Use the 'Extra Description' box for what you need and add the Funding Account if not listed

Please note if the Billing Type says 'CHARGE' – you will need to provide a Cost Center for FIXIT to process your Service Request.

This is the final page. Make sure the Location, Request, Additional info, and Funding Account is provided before clicking SUBMIT

Request Information

Select the option related to request. *
MOVING OR LABOR SUPPORT

If there are additional details, add those here. (optional)
Move desk from building 585 room 180A to 180C.

Select/Confirm Funding Account
(10323) 00783-2080-S0003-F0507-NA

Proceed to the next page using the "REVIEW" button to confirm the details of your request. On the next page click the "SUBMIT" button when you are happy with your answers.

Attachments

Upload helpful pictures or documents here.
Drop Files To Attach Or:
Browse

Billing Type
CHARGE

Select the option related to request. *
MOVING SURPLUS - MOVING FURNITURE TO SURPLUS

If there are additional details, add those here. (optional)
Please move the desk from 180A to 180C 00730-3056-H0174- E5047-NA

Select/Confirm Funding Account
10099 - 00730-4041-H0082-D1647-NA

Upload helpful pictures or documents here.
Drop Files To Attach Or:
Browse

FIXIT GOLFCART.jpg   Delete

Billing Type
CHARGE

Estimated time of completion

- P1 EMERGENCY – Responds time: 2 hours - Due date: Same day

- P2 URGENT – Respond Time: 24 hours Supervisor to assign tech – Due date: 7 days

- P3 ROUTINE – Respond time: 1 day to assign to tech – Due Date: 28 days

- P4 – Scheduled – Scheduled within 3 days to the due date – Due date: set by Supervisor

Q - How do I contact FIXIT?

A - There are four ways to contact FIXIT to create a service request: Call 713-743-4948 or 3-4948 (FIXIT) on campus, text or email to Fixit@uh.edu or online to AccessUH and find the FIXIT icon.

Q - Who initiates service requests?

A - Anyone can submit a service request but they are normally created by Building Coordinators (BCs).

Q - What does "@ your door in 24" mean?

A - This means that from the time you submit a service request one of the Zone Managers or Customer Liaisons will be at the location to triage the issue and assign it to the appropriate shop.

Please take some time to take a picture of the QR Code

Thank you

Q&A

Key Access Services

Staff

Ana Sanchez- Program Manager

Zaakirah Holmes- Program Coordinator

Email: KAS@UH.EDU

Phone:832-842-0539

Address :4211 Elgin St. Office 123

Key Access Services

Online Key Request Process

1. Login to AccessUH at www.acc̲e̲s̲s̲u̲h̲.edu using your Cougar New ID and Cougar Net password.

2. Click on FIX-IT icon.

3. Go to Key Request icon under Services category.
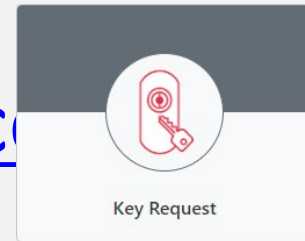
4. You will be routed to READY program to initiate request.

Key Access Services

Is this for yourself or an alternate person?
- ◉ Self
- ○ Different person

Confirm your NetID

| ▲ |
| 8011107 |

| **(8011107) Sanchez,Ana** |
| Ana Sanchez |

Phone*   [Help]

(713) 743-0227

Email

asanch71@CougarNet.UH.EDU

Select Key Request Type
- ○ New

[Cancel]   [Next ›]

- Select if the key order is for yourself or an alternate person.

IMPORTANT
- Confirm the key holder's PeopleSoft number has been entered.
     - Phone number and email address will automatically populate.

- Select 'NEW' as the request type

Key Access Services

Make your selections

New Key

KEY 1 DETAILS

Select the key type *
- ◉ Individual (Individual, Security, Bypass)
- ○ Operational (IDF, Mechanical, Exterior)
- ○ Submaster (Opens Multiple Spaces)
- ○ Non-Office (Gate, Cabinets, Desks, etc)

Select individual key type *
- ○ Individual
- ○ Security
- ○ Bypass
- ○ Janitor

Select Building for Key(s)*

Approval & Routing Processes

- Individual key(s)
  - Department Space Approver
  - Department Certifying Signatory
  - Lock Shop department for processing

- Sub-master key(s) are now requested online through READY. (detailed justification is required)
  - Department Dean or Assoc. VC/VP
  - Facilities VC/VP
  - Department Certifying Signatory
  - Lock Shop department for processing

Complete required sections for each key within the order.
You can request up to 5 keys per order.

Key Access Services

Payment Method

- F/CM Employee ONLY for Facilities/Construction Management employees.
- Credit Card- Key holder will be charge $10.00/key (NO CASH)
    - -VISA
    - -MASTER CARD
    - -DISCOVER
- Cost Center- Department paying for the key.
- Date needed by category is required.
- Add any additional comments in the detail box.

Key Access Services

Review key request and submit.

- All key requests are located under the Initiator's/Requestor's queue under "Your Open Requests".

- Any actions taken on the request will be located under the Notifications.

Status Updates

- OPEN- Work Order number has been created
- SCHEDULED-Order has been submitted to Lock Shop department for processing
- DELIVERED-Lock Shop department has completed the order
- COMPLETE-Key order is ready for pick-up

- Initiator receives email notifications regarding status updates.

Key holder will receive a confirmation email stating the key order is ready.

Notification Settings in ReADY

Notifications can be managed in your settings.

1. Click on **Settings**
2. Select **User Profile**
3. Uncheck the **Workflow Activity** option (and **AiM Status Updates** if you would like)

IMPORTANT

Please be sure you do not turn off **Task Assignment**

Questions?

EAC Migration

Electronic Access Control - Software Migration

- Project

   Scope

- Project

   Team

- Project

   Schedule

Electronic Access Control - Software Migration

- **Project Scope**

- Project

  Team

- Schedule

Replace Lenel access control software with AccessNsite

Onsite Processes includes:
- Resetting Control Panels
  - 187 campus wide
- Preventive Maintenance of Panel
- Replacing Backup Batteries
- Recommissioning Readers to Ensure Functionality
  - 1,713 campus wide

Software Tasks includes:
- Training DAU's in AccessNsite
- Security Audit of Access Permissions with DAU
- Create Interactive Maps and Quick Launches
- Testing Functionality including "Big Red Button"

Electronic Access Control - Software Migration

- Project Scope

- **Project Team**

- Project

   Schedule

Dowley Security Systems
- Awarded RFP and currently completing Contract
- Vast Experience working for University of Houston
- Recently Certified Team of Integrators
- Subcontracted AccessNsite to Provide Software Architect

University of Houston:
- Project Manager Steve Wright
- EAC Team
- FCM Customer Service and FCMIT
- University IT and Lock Shop
- UHPD

Electronic Access Control - Software Migration

- Project Scope

- Project Team

- **Project**

  Schedule

Strategic Ordering of Buildings
> *All buildings are our priority*

1. Facilities and UHPD
   > *Ensure the Process Works*
2. Buildings with both LENEL and AccessNsite
3. Buildings with Smaller Footprints
4. Group Buildings by Departments and/or DAU's
5. Research Buildings
   > *Large number of readers – ensure Project Team is hardened*
6. Athletics
   > *Coordinate with other Security Initiatives*

Electronic Access Control - Software Migration

- Project Scope

- Project Team

- **Project**

  Schedule

Project is currently underway by EAC

Kick-Off once Contract is Executed (end of October)

Develop Predictive Schedule and share with Building Coordinators

Project Duration is scheduled for 1 Year