

FACILITIES NEWS

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Symptoms of H1N1 Flu The symptoms of this novel influenza A (H1N1) flu virus in people are similar to the symptoms of seasonal flu and are predominantly fever (100° +) with cough, fever with sore throat, or both. While other symptoms may include runny or stuffy nose, body aches, headache, chills and fatigue, diarrhea and vomiting, fever and cough are most common.

A NOTE OF THANKS

Thank you all for the tremendous effort that went into making school opening successful.


This issue of Facilities News highlights some of the ongoing work happening across Facilities Management—Custodial's effort to *go green*, the upcoming renovation of 222 Richmond Street for the medical education building, and FAMIS implementation plan and training, and more.

During the August 20th staff meetings, there were many questions and comments, all of which were either addressed at the meeting or require follow

up. In addition to covering various topics at each meeting, such as the impact of the economic crisis on Facilities Management, FM Partnership, project turnover, carbon reduction initiatives, etc., questions at the staff meetings ranged from how carpeting is evaluated to the use of consultants for leaking roofs to how the university's Organizational Review Committee was formed. Thank you all for taking the time to share your comments and concerns. If you missed the meeting and would like a copy of the presentation to your area, please contact my office.

I look forward to seeing you all at the Facilities' Tailgating Party on October 17th; see the last page for details.

Lastly, it is anticipated that there will be a higher than normal rate of flu cases this season. For information on what you can do to protect yourself and the latest university updates, go to http://www.brown.edu/Administration/Human_Resources/benefits/fluclinics09.html.

Sincerely,

 Vice President
 Facilities Management

CUSTODIAL CLEANING PRODUCTS

In an effort to support a sustainable environment and the University's mission to reduce cost, Custodial Services has increased its efforts to find new, more effective and efficient cleaning products and methods—products that are “green” and often less expensive.

Products currently being evaluated include an organic shower cleaner that works hard to remove soap scum without harming the environment, is less damaging to shower surfaces, and cost half the amount of the current product. “The custodial staff are especially excited about this product because it cleans better than the original product but is much less corrosive and doesn't require as much scrubbing,” said Director of Custodial Services

Donna Butler.

Also being tried out are a microfiber technology cloth for



“Green Seal Certification ensures that a product meets rigorous, science-based environmental leadership standards. This gives manufacturers the assurance to back up their claims and purchasers confidence that certified products are better for human health and the environment.” <http://greenseal.org/index.cfm>

general cleaning and an applicator for green floor finishing (a modified mop). These products require half the amount of cleaning product and floor finish to use, with no product waste and little clean-up time. Both the cloths and applicators can also be used up to 500 times.

Evaluations are still underway on an environmentally friendly, floor-finish product. While the custodians have agreed upon a new floor stripper, finding an odorless floor finish that meets Facilities Management's cleaning and environmental standards has not been quite as easy. It is expected that a decision will be announced soon.

A “Green Seal” certified foam hand soap was tried out at Facilities Management, and other areas, around campus. This odorless, dye-free hand soap is “less expensive than liquid soap and preferred by users” according to Butler.

All in all, according to Butler, the products, which are evaluated by the custodial staff through random building selection, have generated very positive feedback.

RENOVATION OF 222 RICHMOND STREET FOR THE WARREN ALPERT MEDICAL SCHOOL

Brown University has announced that The Warren Alpert Medical School will be relocated to 222 Richmond Street, Providence. The Warren Alpert Medical School is Rhode Island’s only school of medicine and has attracted first-class physicians and researchers worldwide improving the state’s health care environment, policies and patient care.

The move represents the realization of a distinct university-wide initiative, as set forth in the 2004 [Plan for Academic Enrichment](#) (PAE), to: “Strengthen the reputation and visibility of the Medical School.” With improving rankings and increasing class sizes, the new building is critical to this continued success. As outlined in the reaffirmed principles of the PAE: Phase II (February 2008), “The opportunities for graduate and medical students to participate more fully in the broad scholarly and learning community are exceptionally promising.” A dedicated medical school will significantly increase the opportunities for students to interact with faculty, extending collaborative and shared experiences.

Thanks to a generous gift from the late Warren Alpert, in fall 2011, the doors of a newly renovated, state-of-the-

art, medical education building will open. Two twenty two Richmond Street is a 137,000 square foot, four-story building, which includes a 370 space parking garage. The property was purchased, along with other Brown-owned commercial properties in the Jewelry District, in January 2007. To satisfy the needs of the medical school program, the building will require a complete renovation. The nationally known architectural firm of Ellenzweig, located in Cambridge, Massachusetts, has been engaged to redesign the building. El-



lenzweig projects include technically-complex buildings for science research and teaching, medical and business education, and infrastructure—energy and chilled water plants, parking complexes, and transit facilities.

According to the medical school’s website, “In January 2007, the University re-

named the School in honor of businessman, entrepreneur and philanthropist Warren Alpert, in recognition of a \$100-million gift from The Warren Alpert Foundation. A portion of the gift will help finance construction of a new building that will house classrooms, administrative offices, and other instructional spaces for The Warren Alpert Medical School of Brown University.”

“When it comes to clinical experience, Alpert Medical School offers students unparalleled variety in which to learn. It is affiliated with

seven area hospitals - all within a fifteen-minute drive of the Brown campus - that serve one and a half million people of diverse backgrounds and socioeconomic status.

At Alpert Medical School, the road to becoming a physician takes students to these hospitals as well as to countless other clinical settings, such as community practices throughout the state, inner city clinics, and biotech companies.

These sites provide a range of diverse training opportunities for medical students and residents.” For more information on the medical school visit: <http://med.brown.edu/about/history.html>.

RECENT PROJECTS



Perry and Marty Granoff Center for the Creative Arts



Kitchen in Caswell



Fence and gate restoration at the Main Green



Event space at Stephen Robert '62 Campus Center at Faunce House



Parking lot reconstruction behind J. Walter Wilson

NEW FAMIS IMPLEMENTATION PLAN SCHEDULED

Facilities Management's FAMIS maintenance management system will be going through some major changes in the next six months. As part of our long-term goal of improving Facilities' responsiveness to the University, how we use FAMIS will change for the better in many significant ways. On Monday, January 11, 2010, FAMIS will be "re-implemented"; and several new applications and procedural changes will go into effect.



For the past two years, Systems and Services Director Monty Combs has been working with leaders in several Facilities' offices to develop a more effective business process, one that makes better use of the full set of FAMIS features.

One of the Core Team's primary goals has been to fully implement the FAMIS accounting and inventory modules and integrate FAMIS purchasing, billing, and payroll with the University's Financial Records System (FRS). Combs, along with members from each team, has conferred with several key Brown University officials, including University Auditor Utibe Offiong, University Controller Don Schanck, and CIS Director of Enterprise Application Services John Styer, to secure their cooperation and assistance in making this integration possible. Facilities' Pro-

grammer Kevin Izzo has been working diligently with the University's CIS Business Systems Manager Elaine Saklad, CIS Human Resources Manager Mary Ryan, and Facilities' Finance office to create and test the new interfaces. To date, we have already eliminated the outdated Facilities Management timecard system, TCS. Plans are underway to also replace the old billing and inventory systems, POP and Wordstock.

Noting that FAMIS is only as useful as our ability to use it properly, another Core Team goal has been to document and reform the existing business processes. The IT team and consultant Mike Keelin, from Accruent, Inc. (formerly FAMIS Software, Inc.), have been working with each subcommittee to identify how the FAMIS software can be configured and used to help solve chronic process problems. As a result of numerous committee meetings, a new accounting set-up has been defined and configured, and new business processes have been designed to work with it. Among other changes, division supervisors will take more responsibility for managing, assigning, and closing work orders in FAMIS. The inventory module and purchasing system will also be implemented, giving us better accountability of stock parts and service purchase orders. Multi-crew and

sold service maintenance projects and events will be managed using the FAMIS project application, reducing the need to create "secondary labor" work orders, which hamper accountability.

Until the January 2010 "go-live" date, most users will continue to see incremental changes such as more frequent updates to FAMIS software, new workbench views, new procedure library tasks, new maintenance types, and new status codes. After January 11th our billing types will change; purchasing, inventory, customer billing, and operational projects will be handled in FAMIS. More importantly, we will change the way we prioritize and handle work orders through the current schedule workbenches. Consultants from Accruent, Inc. will be on hand to assist with any last minute technical or process challenges.

All FAMIS users will be trained on the new business procedures and users of the new modules will also receive training. Training will begin this fall and continue through to the winter break.

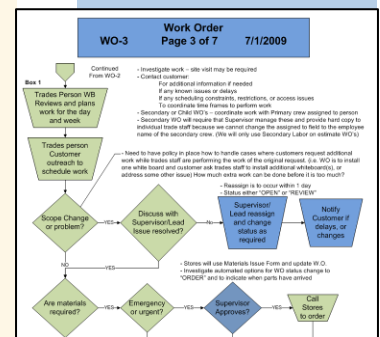
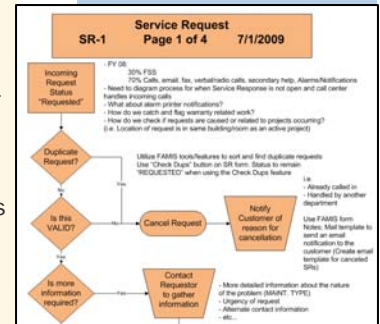


FAMIS CORE TEAMS

Five subcommittees were formed to define and analyze the current business process and plan for a new "will be" process:

FAMIS Core Team

- Accounting/Purchasing
- Equipment/Preventive Maintenance
- Maintenance Projects/Events/Estimates
- Service Response/Work Order Management
- Space Management



Examples of process design

THE FISCAL YEAR-END PROCESS

Many people wonder about the fiscal year-end process undertaken by Facilities Management's Finance Office (Business Support) each June and July. While most Facilities staff are still recovering from Commencement, Business Support is just gearing up for its busy time. In addition to setting up new standing work orders and blanket purchase orders to carry us through the next fiscal year, there are a multitude of tasks which need to be done to properly close out the previous fiscal year and ensure that our efforts are accurately accounted for. When you consider that the FY09 Facilities Management operating budget was approximately \$52 million, and that we have only a short window of time to close down the year, the volume, scope, and timing of the tasks at hand can be staggering. Brown's fiscal year begins on July 1st and ends on June 30th, with a window for reviewing and closing the books that is open until only the second or third week of July for Business Support staff to complete most of the process.

In the area of Stores Operations, we perform a detailed review of all outstanding

items and transactions, including materials received but not paid for, materials issued from the stockroom but not charged out to work orders, and every combination of the two (issued and charged out but not paid for, issued but not paid for and not charged, etc.). The mere combinations alone are mind boggling, but when you factor in the thousands of stock issuances we must fill and account for each year, and the three documentation requirements for each one (purchase order, packing slip, and invoice), the task can quickly become overwhelming. Keen organizational skills, a sharp focus, and dogged determination to see each one through accurately are needed to accomplish this task.

On the utilities front, the challenge is to compensate for the timing difference often inherent in utilities invoicing. As many of you experience at home, there is often a lag between the service period and the time you receive your bill to pay. As we need to have everything accounted for within a couple of weeks after June 30th, we often are not afforded the luxury of waiting until we receive the actual bills before

we are required to account for them. This means that we must estimate the amounts of these bills based on projections that take into account previous months' and years' consumption, the timing since the previous invoices, and a myriad of other details right down to the weather. Given the thousands of utility accounts that Brown has, this can also be a significant undertaking; and with many eyes on this increasingly important (and expensive) area of our budget, the criticality of being accurate and timely to this end cannot be underestimated.

The area of procurement of contracted services is often one that draws much attention, as well as many questions. The rule of thumb for recognizing a service expense in one year or another generally involves consideration of when the work, or the majority of the work (in cases of services that span fiscal years), is performed. This rule of thumb comes in handy when dealing with situations where there is a potential surplus or deficit in the budget; it would be very easy to let this be the guiding light for

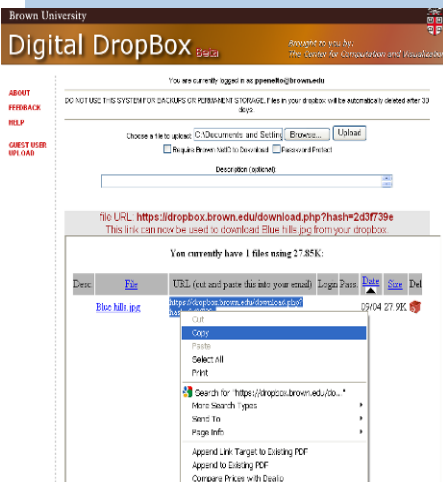
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TECH TIP - SENDING LARGE FILES WITH DROP BOX

Have you ever tried emailing a large file only to find that the file is too large to mail? Try out Brown's Digital Dropbox, which provides temporary web-based storage for sharing mid to large data files of any type. The system is provided and maintained by the Center for Computation and Visualization, which is currently conducting a Beta test for the Brown University Digital Dropbox.

A unique URL is provided for each file that can be given to others for downloading. This service is currently available as a full functioning beta test to all faculty, staff, and graduate students. To use this service simply go to <https://dropbox.brown.edu>, no other software is required.

- To access the dropbox, you need to [Login with your Brown ID](#).
- Once logged in, "browse" or "upload" your file.
- Copy the URL and then paste the URL into your email.
- The email recipient will then simply click on the URL to download the file, no user ID or password needed. You can, however, password protect the file or require a password.
- Go to <HTTP://dropbox.brown.edu> and choose help menu for more info.





THE FISCAL YEAR-END PROCESS CONT'D

...continued from previous page charging expenses in one year or the next. So it is all the more important for us to recognize the true deciding factors in order for us to be consistent and remain within the University's guidelines, as well as the prevailing regulatory guidelines, which are known as Generally Accepted Accounting Principles (GAAP). In order to ensure that we are in line with these rules, we review each outstanding purchase order as of June 30th, and review the status with the requesting party to determine the proper treatment. Services that have been performed often require our follow-up with vendors to obtain invoices that can be recorded, or in the absence of invoices, a separate process of recognizing these costs by 'accruing' the expenses until the invoice is paid. Each accrued invoice represents a reconciling item that must then be followed up on to ensure ultimate resolution, sometimes well into the next fiscal year.

Another important element of the year-end process is settling up with our customers on all of our billable services. In addition to the challenge of dealing with these hundreds of jobs and University customers, often we have many requests from departments for these services towards the end of the year, when it becomes apparent that they have potential surplus money to spend before June 30th or risk having that unused money swept from their budgets. This creates an added significant challenge

for us in performing and accounting for these jobs in a very short time frame. Often jobs that begin late in the fiscal year remain open and carry over into the next fiscal year, necessitating partial invoicing and reopening of the books for these jobs on July 1st. We receive many customer inquiries on our billable services, especially at year-end when customers try to review and balance their budget all at once in a very short time period.

Of course, these processes are all intertwined, as material and contracted service charges being sorted through and adjusted often affect billable services, etc. Although we are working on improving the coordination, organization, and availability of this information through our work on the new FAMIS system, the systems we use now often are not compatible and require manual intervention. Inevitably all of the above factor into balancing our operating budget as a whole, where even a miniscule variance percentage wise can result in a significant dollar difference; for example, half of one percent too high means over a quarter million dollar deficit for the University to deal with. So, as you catch your breath after the next Commencement, please remember that the Finance Office has a huge undertaking about to unfold; and may need your help to make it a success. Thanks to all of you who contribute to making the fiscal year transition as smooth and accurate as possible!

ODE TO AN ACCRUAL

What joy to an accountant it brings,
To hold onto the budget strings,
Get all those fiscal payments out,
That's what year-end is all about

Stock issue slips, all in a pile,
We now must charge you, to reconcile,
Our books to those of Brown's on time,
To stop this freight train on a dime,

Sold Service clients check their bills,
All the way back to last summer's thrills,
We field the questions from all year long,
To catch them up, our case is strong,

Utility bills still on the way,
But we must record them "Now! Today!"
Be patient while we make the calls,
And forecast with our crystal balls,

Checking over the purchase req's,
To make sure they all meet the specs,
"It's based on when the work is done,"
Is our basic rule of thumb,

It takes 3 closings - "Why," you say?
More entries come out every day,
We empty out all the tills,
To get our shortfalls close to nil,

Then it's time to take the ball,
and make it balance, overall,
\$52 million, "Where did it go?"
All the top dogs want to know,

And if by chance there's something left,
Of carryovers we are bereft,
The Budget Office joins the scene,
and wipes all our surpluses clean.

EMPLOYEE DEVELOPMENT PROGRAM

As part of the Continuous Improvement Plan, the department is creating and implementing an Employee Development Program that will allow staff to improve their knowledge, skills, and abilities (KSA's) in their current positions, and gain the tools necessary to develop toward higher level positions.

At the core of the project is a Filemaker Pro database that will allow staff and supervisors to see the KSA's necessary to succeed in a position. Each KSA will be linked to a series of training sessions that support it. Supervisors will then use this information

to identify training opportunities for employees and ensure proficiency in their positions. Employees will also be able to use this information to identify training needed to advance to higher level positions and move up established career ladders. The end result of this will be a fully trained, high-performing staff, and increased opportunities for high performers to advance in their careers.

According to the project team leader, Facilities Management's Human Resources Manager Jack Wilcox, "At present, content is being added to the database by

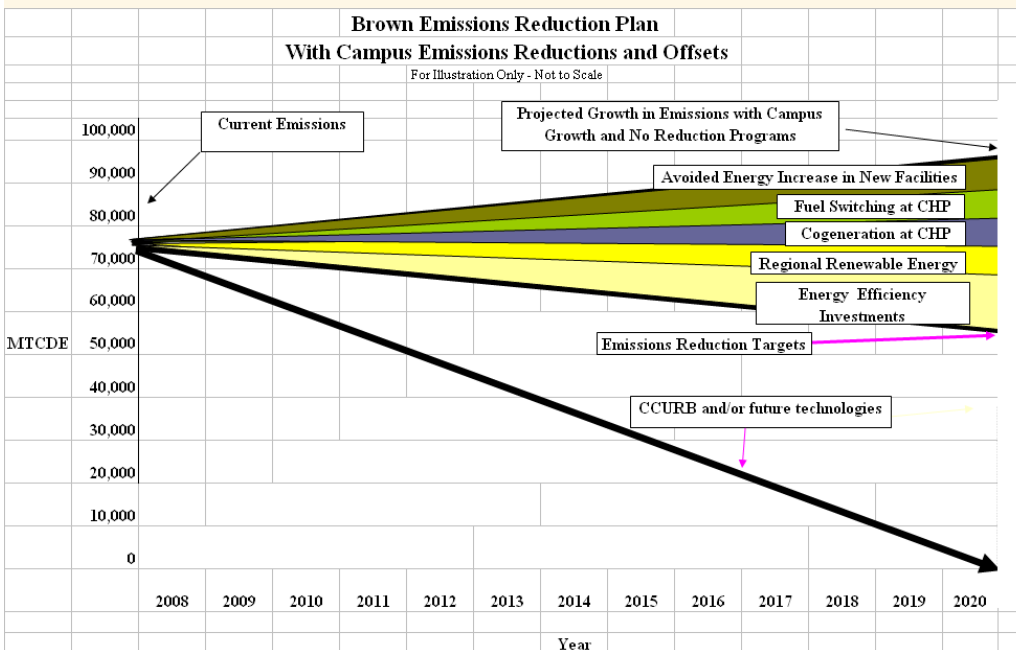
updating the KSA's for each of the current position in the department. Once this is completed, KSA's will then be connected to relevant training opportunities. After a trial period in one of the department's functional areas, we will be ready to roll out the database and the program to the entire department."

If you have any questions about the Employee Development Program or would like more information, please contact Jack Wilcox, 863-9388, John.Wilcox@brown.edu.

WASTE STREAM DIVERSION

This year we achieved the highest recycling rate (and tonnage) in the history of recycling at Brown with a 38% diversion rate. This was helped by the fact that we recycled 418 tons of material more this year than last, and produced less waste this year than last. We are hoping that between our new e-waste contractor with a wider array of collection activities, and our new recycling/waste contract with a co-mingled and streamlined collection method, we'll achieve a 40% diversion rate in FY10.

BROWN EMISSIONS REDUCTION PLAN



The top black line represents what our carbon footprint would be if we did nothing to improve our energy efficiency. The wedges between the top and middle line represent the ways in which we are going to lower our carbon footprint and the approximate number of metric tons of carbon dioxide equivalent (MTCDE) each of those measures represent. The middle black line represents the approved goal of reducing carbon emissions 42% below 2007 for existing buildings, up to 50% better than code for new construction, and up to 30% better than code for acquired buildings. Interim reduction goals are 4% per year from 2008 through 2011, 3% per year from 2012 through 2019, and 2% in 2020. We are pleased to report that we are on

target to meet that goal. The bottom black line represents the goal recommended by the Energy & Environmental Advisory Committee, which was not adopted because it included the purchase of renewable energy credits and offsets, not reduced carbon emission. At this time, Brown would like to focus finances and efforts on reducing the impact of our emissions on campus and the surrounding area.

NEW MATERIALS HANDLING CONTRACT



Effective September 1, 2009, Facilities Management hired a new materials handling contractor to manage the University's waste and recycling needs under one contract. With a change in vendors came a change in collection containers. Our new vendor agreed to provide **GRAY** dumpsters for trash and **BLUE** dumpsters for recyclable material. No longer will we have to open all those toter lids to figure out which is for white paper, which is for mixed paper, and which is for containers. All recyclables are now dumped in the **BLUE**.

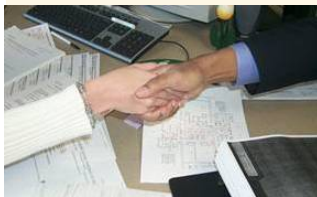
FM PARTNERSHIP PROGRAM

As a result of a recognized need to improve customer communications, the Facilities Management *FM Partnership Program* was designed to improve communication and to establish a close partnership between university departments and Facilities Management. The program, led by Director of Facilities Services Deb Dunphy, is now fully underway with seven large user groups and individual representation for smaller departments. Early feedback, on the program, has been positive: "Increased two-way communications has resulted in greater customer satisfaction with Facilities Management," said Dunphy.

A typical Partnership meeting includes time to introduce Facilities' services, the university's energy policy, heating and cooling systems overview, and an orientation to Facilities' website and FAMIS work order and sold service function. FM Partners are encouraged to tour the building, with the building rep, and record and report back to the appropriate Facilities' staff

and to Deb Dunphy any issues or concerns raised.

In the large user groups, Facilities Management is represented by Planning, Design & Construction and Operations & Engineering, with department heads selecting their representation. Having everyone at the table at the same time has proved critical to timely problem solving. Initially, meetings were held monthly to gain momentum and to address a backlog of issues. They are now held quarterly and "serve as a 'report card' on Facilities Management's performance throughout the year," accord-



ing to Dunphy.

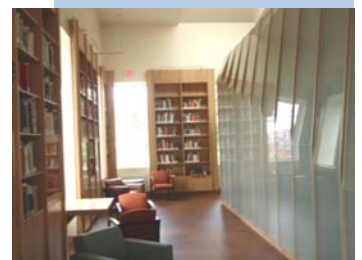
Beyond improved customer satisfaction, there have been tangible benefits to the program. For instance, at 67 George, Manager of Structural and Trades Projects Antonio Mendes reviewed

photos taken by FM Partner Sarah Vitale (receptionist); Tony was then able to identify that there was a leaking roof in need of repair. At Kassar Gould, the customer could not log into Facilities Management's Facilities Self Service (FSS) system. FM Partner Lisa Betcher (project administration and finance manager) called on Kevin Izzo (programmer analyst), who was able to visit the department and give them access. These are small steps that go a long way to making departments feel that they are being heard and well served.

Tangential benefits to the program include the team building that has been created with Facilities through the large user group meetings. Another benefit is the early resolution of issues. Working like an ambassador within Facilities, Deb is able to raise concerns with managers to head off problems before they have a chance to escalate. If you have questions about the program or would like more information, please contact Deb Dunphy

RI HALL REOPENS

Rhode Island Hall has become the permanent home of the Artemis A.W. and Martha Sharp Joukowsky Institute for Archaeology



Stop by and check it out!

BROWN UNIVERSITY FACILITIES MANAGEMENT

Offices:

- Custodial
- Engineering
- Events Support
- Finance
- Human Resources and Labor Relations
- Maintenance Services
- Planning Design & Construction
- Service Response Center
- Stores Operations
- Systems and Services
- Real Estate

Newsletter Team: Donna Butler, Trisha Duff, Marc Elderkin, Peter Fox, Lichen Grewer, Ginger Gritzko, Mike Lopes, Tracy Mansour, Amy Morton, Dan Murphy, Paula Penelton, Victor Rebelo

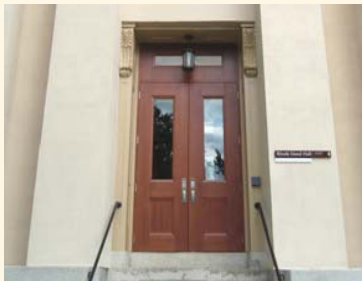
Contributors: Scott Lloyd, Chris Powell, Jack Wilcox, and David Woodward

Skylight at the Artemis A.W. and Martha Sharp Joukowsky Institute for Archaeology and the Ancient World

COMINGS & GOINGS

Welcome New Employees!

- Patricia DeFazio, Custodial Supervisor, PM West Campus
- Gary Perrotta, Chief Engineer, Central Heat Plant



West entry doors at RI Hall

REMINDERS

National Custodial Workers Day—October 2nd.

Fall Weekend (Columbus Day) Holiday—October 12th.

Winter Break—Beginning at 5:00 PM on 12/23/09 to 8:30 AM on Monday, 1/4/10.

Inclement Weather (Emergency) Hotline—863-3111.

Have a question about your **uniforms or safety goggles**? Contact Dan Murphy at x3-7780 or Daniel_Murphy@Brown.edu.

Submit your ideas for **Savings Suggestions** to <http://www.brown.edu/web/economy/content/>

SAVE THE DATE

Flu Clinics at Facilities (295 Lloyd, 3rd Floor)—**October 6th**, 7:00 to 9:00 and 2:00 to 4:00.

5th Annual Tailgate Party (Princeton Tigers v. Brown Bears)—October 17th. For tickets and to sign up for potluck, call Sarah at x3-7850 or email Sarah_Vitale@brown.edu.

Stewards' Meeting – 1st Wednesday of each month.

Labor/Management Meetings – 2nd Wednesday of each month.

CONTRIBUTING TO THE NEWSLETTER

This edition of *Facilities News* includes information regarding many of our efforts underway. It has been written to provide all Facilities Management employees with information regarding Department activities across the various offices. If you have any suggestions for articles or would like to contribute to *Facilities News* please contact Lichen Grewer at 863-9416 or Lichen_Grewer@Brown.edu.