Corporate Facilities Council

First Wednesdays
Chris Keller is a recovering and reformed architect. He has worked with CAD systems since 1983 and has been implementing FM Automation for more than 20 years. In 1988 while automating an architectural firm, Chris perceived the need for implementation services to help integrate CAD with business and business with CAD. In 1993, Chris formed Integrated Data Solutions, a consulting firm specializing in the synthesis of FM, Technology and Business Process. In 2006 Chris merged his company with Facilities Solutions Group, LLC and was appointed the Managing Director. FSG works with Government and Commercial clients developing effective procedures and business models designed to enhance the operational productivity of the Facility Enterprise through the use of process and technology.

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PDA + Wireless + Facilities

Agenda

- Why IT Projects Fail
- PDA Case Studies
  - AV Equipment Management
  - Fire Extinguisher Management
  - Work Orders
  - Dorm Room Inspection
  - Security
  - Donation Tracking
  - Grounds
- Technology: Now and into the future
What is Project Management?

- Why Projects Fail (40-70%)
  - Technology — Rarely
  - Project Management — Often
    - Poor execution & poor communication
  - Misalignment between project & business objectives — Frequent
  - Process Change Resistance
  - Bottom line — it is a people issue
  - Objectives
    - Process improvement
  - Project Management
    - We don’t understand knowledge based PM
  - Process Change
    - Membership in a health club
PDA Case Studies

- Technology Progression
  - Mainframe
  - PC
  - Client Server
  - Web
  - PDA
  - Wireless
PDA Case Studies

- AV Equipment Management
- Fire Extinguisher Management
- Security
- Work Orders
- Dorm Room Inspection
- Donation Tracking
- Grounds
AV Equipment Management

- Download information from computer onto palm pilot.
- Scan equipment bar code and enter information into palm unit.
- Enter room information onto palm unit.
- Go to room.
- Find equipment.
- Upload updated information back onto computer.
Fire Extinguisher Management
Security

- Rounds, Incident Report, Parking
- Alarm – receive and send notification
  - High tech – have alarm trigger system
  - Low tech – have security personnel trigger system
  - Combination – send alarm to key personnel who verify the emergency and trigger the system
# Security

- **Fire/Medical Emergency**

<table>
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<th>Caller</th>
<th>1ST ANONYMOUS</th>
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<tbody>
<tr>
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<tr>
<td>Time Call Taken</td>
<td>05:44:54pm</td>
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<tr>
<td>Patient</td>
<td>KOBRIK, THOMAS E</td>
</tr>
<tr>
<td>Patients Company Code</td>
<td>BSC</td>
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<tr>
<td>Arrival Time</td>
<td>05:55:00</td>
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<tr>
<td>Departure Time</td>
<td>06:10:00</td>
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<tr>
<td>Building Code</td>
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<tr>
<td>Floor Code</td>
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<tr>
<td>Room Code</td>
<td>103</td>
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<tr>
<td>Additional Location</td>
<td></td>
</tr>
<tr>
<td>Remarks</td>
<td>Ouch!</td>
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</tbody>
</table>
PDA Case Studies

- Work Orders
- Dorm Room Inspection
- Donation Tracking
- Grounds
Technology: Now and into the Future

Technology

- Increased productivity, increased profit, increased income, and flat unemployment
- Technology is changing at an incredible pace.
  
  Moore’s Law: Technology increases by a level of magnitude every 18-24 months

- Technology has outpaced the ability of the business to absorb it. Bringing the business process in synch with the technology can provide significant advantage and value.
Technology: Now and into the Future

- Technology
  - Understanding how Technology is going to change the institution’s FM needs.
    - RFID
Technology: Now and into the Future

PC

WIRELESS DEVICE

MSP APPLICATIONS AND DATA

HOTEL

HOME

OFFICE
Technology: Now and into the Future

- Technology
  - PDA
  - Convergence
Technology

- Understanding how technology is going to change the institution’s FM needs.
  - Electronic Paper
Technology: Now and into the Future

- Technology
  - Understanding how Technology is going to change the institution’s FM needs.
- Wireless
Technology: Now and into the Future

- Technology
  - Understanding how Technology is going to change the institution’s FM needs.
  - Interface
Technology: Now and into the Future

- Motes
  - Sensors
  - Networks
  - Communications
Technology: Now and into the Future

- Nanotechnology
  - Self-Cleaning
  - Anti-Stain
  - Solar Energy
  - Insulation
  - Adhesives
  - LED
  - Glass
  - Drywall
  - Roofing
Technology: Now and into the Future

- Technology
  - Understanding how Technology is going to change the institution’s FM needs.

- MIT Oxygen Project
  - *Bringing abundant computation and communication, as pervasive and free as air, naturally into people's lives.*
  - For over forty years, computation has centered about machines, not people.
  - In the future, computation will be human-centered.
  - http://oxygen.csail.mit.edu/
Technology: Now and into the Future

- Interoperability
  - $15.8 Billion/year
    (conservative estimate of the cost of inefficiency)
  - Stakeholders:
    A&E, Construction, FM, & Owners
  - Key Causes
    - Fragmented Industry
    - Paper based business practices
    - Lack of Standardization
    - Inconsistent technology adoption among stakeholders
  - 2/3 of costs borne by owners & operators during O&M
Questions?

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