

Customer Forum October 2011 Summary

Presentation by Jack Dempsey, Executive Director, F&S

Facilities & Services (F&S) presented a report on the progress made towards addressing the recommendations by its four customer working groups. Updates were provided on the eight issues selected for action at the May 2011 Customer Forum; listed below are the issues, associated action plans, and F&S solutions. Updates on all 42 recommendations, including in process, pending, and new action items, were also presented. Additional details regarding all of the completed action items are available at <http://www.fs.illinois.edu/Forums/forum3.htm>.

1. It does not appear that F&S schedules work

- Publish list of all F&S current work orders
- Publish list of all F&S completed work orders

Sortable lists of all current and completed work orders are available through the Work Order Reporting tool on my.FS portal.

2. Customers do not see any firmly-defined criteria for prioritizing work

- Allow customers to request changes in their project priorities
Customers may request changes in priority by contacting their zone manager or construction superintendent. Change requests are subject to scheduling and manpower constraints.
- Set realistic criteria for prioritizing work requests and communicate to customers
List of criteria for prioritizing work requests will be posted on the F&S web page.

3. Information on F&S processes and services needs to be updated or clarified

- Provide "How to Guides" to customers (enter service request/follow-up)
How to guides are posted on the F&S web page.
- Provide overview of work order process
Overviews of Building Maintenance, Construction Services, and Contractor Services will be available at the forum and will be posted F&S web page.
- Update and provide access to Division of Responsibility (DoR) for buildings
This is in process.
- Implement a self-managed customer list
Customers will be able to subscribe to receive notification of changes.

4. F&S does not appear to have complete understanding of current processes and programs. F&S does not appear to have consistent customer service and communication skills

- Set and communicate customer expectations
- Provide customer service and communication training
These two items are in process but include plans for a future Single Point of Contact (SPOC) Program and working with the Center for Training and Professional Development to provide customer service and communications training to F&S staff.

5. Customers do not consistently receive specific information regarding work order status

- Communicate F&S work order contact changes to customer
At this time, customers may contact their zone manager or construction superintendent to receive information regarding F&S work order contact changes. Contact information can be found on the F&S web page. Additional solutions are currently being explored.
- Provide explanation for deferred service request
Explanations and definitions of F&S terms will be posted on the F&S web page.

6. Customers believe Contractor Services requires more transparency

- Provide clear description and directions on Contractor Services processes, rules, responsible parties, and key process milestones, and communicate changes when they occur
Descriptions and directions on Contractor Services will be posted on the F&S web page.

7. Customers recommend implementing a strategy to allow Contractor Services overhead to be dedicated solely to Contractor Services projects.

The first step, conducting a financial analysis to determine the cost of administering the Contractor Services program, has been completed.

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- 8. Customers do not believe F&S understands the challenges faced by facility managers and how scheduling, costs, and communication affects them and their constituents**
- Provide opportunities for F&S to learn about how process and work schedule affects FM responsibilities
A Facility Managers focus group is working to develop a program to help F&S staff understand how we affect our customers' responsibilities.

Informational Sessions

F&S offered two informational sessions:

- my.FS Web Portal
An introduction to new features available through the my.FS web portal, including the new Work Order Reporting tool
- Some CLARITY for your Construction Project
An overview of construction project processes, specifically \$250K and less