APPENDIX C
Implementation

- Implementation Timeline
- FacilityMAX Training Plan
- BSD Records Retention
- User Satisfaction Survey
- Budget Tracking for FY 07 & FY 08
4/16/2007  Project Kick-Off Meeting - All BSD/PCD Staff
4/17/2007  Conceptual Training
4/18/2007  Conceptual Training
4/19/2007  Conceptual Training
4/20/2007  Conceptual Training

5/21/2007  System Administration Training
5/22/2007  Business Process Analysis
5/23/2007  Business Process Analysis
5/24/2007  Business Process Analysis
5/25/2007  Business Process Analysis

6/5/2007  Human Resources Setup
6/6/2007  Property Setup and Work Order Setup
6/7/2007  Work Order Setup and Equipment Setup
6/8/2007  Work Order Setup and Equipment Setup

8/13/2007  Property Setup
8/14/2007  Property Setup, PM Setup, Inventory Setup
8/15/2007  Work Order Setup, Project Setup
8/16/2007  Project Setup, Contract Setup, Purchasing Setup
8/17/2007  Project Setup, Contract Setup

10/23/2007  Project Setup
10/24/2007  Project Setup
10/25/2007  Inventory Setup, PM Setup
10/26/2007  Contract Setup

11/5/2007  BIRT Reports
11/6/2007  User Setup and Roles
11/13/2007  Workflow Documentation
11/14/2007  Lease Data Conversion Mapping
11/15/2007  Workflow Documentation
11/16/2007  Workflow Documentation

12/10/2007  Lease Setup
12/11/2007  PM Templates
12/12/2007  Project and Project Contract Setup
12/13/2007  Work Order and PM Setup
12/14/2007  Inventory Setup

1/22/2008  User Setup and Roles
1/23/2008  Inventory Setup, User Setup and Roles, Project Setup
1/24/2008  User Setup and Roles, Report Requirements
1/25/2008  Work Order Setup for Leasing

2/27/2008  Lease Data Conversion
2/28/2008  Lease Data Conversion
2/29/2008  Lease Data Conversion

3/3/2008  User Setup and Roles
3/4/2008 Human Resources Setup, Inventory Setup  
3/5/2008 Report Requirements, Lease Data Conversion  
3/6/2008 Report Requirements, Lease Data Conversion  
3/7/2008 Created Training Plan and Project Review  
4/21/2008 FacilityMAX End-User Training  
4/22/2008 FacilityMAX End-User Training  
4/23/2008 FacilityMAX End-User Training  
4/24/2008 FacilityMAX End-User Training  
4/25/2008 FacilityMAX End-User Training  
4/28/2008 FacilityMAX End-User Training  
4/29/2008 FacilityMAX End-User Training  
4/30/2008 FacilityMAX End-User Training  
5/1/2008 FacilityMAX End-User Training  
5/2/2008 Project Review
FACILITY MAX TRAINING PLAN

RESOURCES
Simms Classroom 1 – Available for entire two weeks (10 computers)
Simms Classroom 2 – PCD: 24, 25, BSD: 30, 1, 2 (25 computers)
BSD Conference Room
PCD Conference Room
PERA Auditorium

SERVER INSTALL
Manuel needs to order software and server – March 7, 2008
PO Approval: March 12, 2008 – Order – Overnight shipment
Get hardware / software: March 21, 2008
Configure Servers: DoIT - March 24- April 4
  Notes: Firewalls
Schedule Scott for install – April 7-8
Test Server – April 8-11
  Notes: Make sure Work Desk works
Clean up data Production Database – During time set-up for training

Will’s next available dates for training: Jun 2 – Jun 13
Go Live!
  PCD: May 5 - MONDAY
  BSD: May 5 – MONDAY

PREPARATION
  Week of April 14
  Handouts: Process Flow Sheets
    PDF: Customer WO entry, HR, Planned WO entry, PM WO
    Generation, PM WO process, Purchasing Work Flow, Routine
    and Administrative WO entry.
    Visio:

    Will: send Manuel all Process Flow Sheets.

  Time Cards

  Print / Copy: PM Standards Book

  Warehouse Inventory – After training before implementation.

Larry / Selby: Prepare for Kick-off Meeting - 4 hours.
DAY ONE KICK-OFF SESSION – 2 hours
Either week of April 16 (9 AM – Noon)
PERA Auditorium
Joint PCD and BSD – Larry and Selby
  Invite all employees
  GSD Cabinet Secretary
  GSD Deputy Cabinet Secretary
  PCD and BSD Division Directors
  Others: (Madelyn, Katherine, Alexis?)
  Do we need Maximus? No.

AGENDA
What is FacilityMax
Why are we doing FacilityMax?
Review Training Dates
Future – Mobile Technology

PROPERTY CONTROL DIVISION
Location: Classroom 2 – John F. Simms building (tentative)
Date: April 21 – April 25
Who will attend?

System Administrator Training – 7 hours MONDAY April 21
  User Security
  Roles
  Human Resources – Employee, Shop
  User Defined Fields Creation and Setup
  How to use repository
  Report Manager
  Work Desk - Detailed
    (9 Scheduled) (Classroom 1)
    Sandra Jones
    Barbara Gurule
    Budget Analyst – Vacant
    Anjali Pulagala
    Manuel Sanchez
    Work Flow Specialist (1)
    Work Flow Specialist (2)
    Selby L. Lucero
    Jennifer Johnson
    Larry Miller

Leasing Module Training – 5 hours
TUESDAY April 22
Classroom 1
Pre lease RFP process
Lease Entry
Lease Maintenance
Work Desk
(7 Scheduled)
Michael Northup
Laurie Giron
Liz Jefferies
Michael Malinowski
Sandra Jones
Budget Analyst – Vacant
Barbara Gurule (Back-up)

Contracts – Budget – Finance – Accounts Payable – Purchasing
Modules Training 11 hours
TUESDAY April 22 – WEDNESDAY April 23
Classroom 1
Project Set-up
Work Desk
(5 Scheduled) (Classroom 1)
Andrea Martinez
Barbara Gurule
Sandra Jones
Budget Analyst – Vacant
CIP Planner - Vacant

Project Management – 4 hours
THURSDAY April 24
Classroom 2 AM
Project and Work Order Updates
Work Desk
(13 Scheduled)
Sandra Jones
Charles Kitay
Carl Reed
John Wheeless
Martha Perris-Dahlan
Lucus Trujillo
Pamela Nicosin
Juanito Maez
Planned Work Orders – Facility Condition Assessment – 2 hours (THURS)
THURSDAY April 24
Classroom 2 PM
Planned Work Order – FCA Overview
Leymone Blacksheer
CIP Planner - Vacant
Sandra Jones
Charles Kitay
Carl Reed
John Wheeless
Martha Perris-Dahlman
Lucus Trujillo
Pamela Nicosin
Juanito Maez
Myrna Marquez
Lou Castillo
Michael Rodriguez
PM – O – Vacant
Selby L. Lucero
David Simpson
Mel Prada
Dwight Ramos
Matt Cassidy
Peter Sandoval
BUILDING SERVICES DIVISION
Location: Classroom 2 – John F. Simms building (tentative)
Date: April 28 – May 2
Who will attend?
System Administrator – Human Resources

Purchasing – Accounts Payable – Finance – Contracts – Inventory – 7 hours
FRIDAY April 25
Classroom 1
   Inventory – 3-4 hours
   Entry
   Cycle counts
   Purchasing
   Material Request
   Anjali Pulagala
   Manuel Sanchez
   Tammy Salter
   Financial Specialist
   Jennifer Johnson
   Work Flow Specialist (1)
   Work Flow Specialist (2)

Basic Work Order Training – 3 hours
WEDNESDAY April 30
Classroom 2
   Work Order Completion
   Time Management
   Preventative Maintenance
   Customer Work Orders
   Routine Work Orders
   Work Order Overview
   Look up Work Orders
   Material Request

   Anjali Pulagala
   Work Flow Specialist (1)
   Work Flow Specialist (2)
   Mel Prada
   Damian Larranaga
   Jerry Anaya
   Robert Sanchez
   Ron LaPointe
Michael Romero
Matt Cassidy
Dwight Ramos
Peter Sandoval
Toby Herrera
Rudy Gonzales
Julia Sanchez
Juan Salazar
Tomas Romero
Gilbert Jacquez
Larry Montano

Advanced Work Order Training – 7 hours
MONDAY April 28
Classroom 1
  Work Flow Specialist (1)
  Work Flow Specialist (2)
  Selby Lucero
  Manuel Sanchez
  Anjali Pulagala
  Jennifer Johnson

TIME CARD ENTRY – 2 – 3 hour sessions
  Custodial (Customer, Routine) – 2 hours
  Landscape (Customer, Routine) Care – 2 hours
  Maintenance, Safety and Security – (Customer, Routine, PM) 3 hours
  Administrative – 2 hours (Administrative)

All BSD Employees (Does not require Maximus) – PERA AUDITORIUM
  Schedule just prior to implementation.
  Need sample PM Work Order
  Need sample Customer Work Order
  Need Routine Work Order numbers – arrange by Groups / Shop
1.18.350.101 BSD WORK ORDERS SYSTEM:
A. Program: work requests
B. Maintenance system: numerical by primary key
C. Description: system is used to track BSD work order requests. Data may include work order request information (i.e., agency name, requester's name, phone number, e-mail address, location, type of service needed, service or repair requested), etc.
D. Data retention: three fiscal years after work order closed
E. Input: All documents used as input for the BSD work order system are filed with requesting entity
F. Output: Because the BSD work order system is a data-based system, required, ad hoc and regularly scheduled reports may be generated upon request or demand. When produced, these reports are forwarded to the requesting entity and input to the facility management system, 1.18.350.101 NMAC. Some of these reports include work order requests, open work order by building and service type, open work orders by building, open work orders by complex, open work orders by service type, open work order by complex service type, etc.

[1.18.350.101 NMAC - N, xx/xx/xxxx]

1.18.350.101 FACILITY MANAGEMENT SYSTEM:
A. Program: maintenance and property control
B. Maintenance system: numerical by primary key
C. Description: system is used as a repository and used to track building services staff, administrative work, customer work requests, deferred maintenance and facility assessment items, preventative maintenance, routine work assignments, leasing, and capitol projects. Data may include employee profile information (i.e., employee ID, first and last names, time type, labor class, employee type, contact information, date of birth, gender, ethnicity, payroll information, emergency contact information, organization and position control number, etc.), rapid timecard entry information (i.e., work date, shop person, time type, labor class, work order number, phase, hours worked, etc.), work order information (i.e., work order description information, organization information, property information, shop information, phase information, equipment information, contractor information, shop assignment information, extra descriptions information, etc.), inventory part profile information (i.e., inventory part number, description, class, commodity, manufacturer, unit of measure, unit cost, quantity, etc.), vendor catalogue part information (i.e., contractor description, vendor part number, vendor description, etc.), purchasing information (i.e., material request, purchase order number, description, purchase order type, shipping information, warehouse or work order information, etc.), project appropriation information (i.e., project use description, date of appropriation, reversion date, etc.), project budget information (i.e., estimated start date, start date, completion date, amount of appropriation, etc.), contract information (i.e., scope of work, funding amounts, money distribution, length of project, etc.), vendor project payable information (i.e., invoice amount, etc.), project information (i.e., building information, status of project, contract amount, type of project, etc.), leasing information (i.e., lessee contact information, lessor contact information, rent schedule, address of lease, start date, end date, option years, lease record number, etc.), real property information (i.e., scanned deeds, comments, etc.), property inventory information, etc.
D. Data retention: three fiscal years after work order closed
(1) Building services division data:
(a) Employee profile information: one year after end of fiscal year in which employee separates from agency
(b) Rapid timecard entry information: one year after end of fiscal year in which created
(c) Work order information: three years after end of fiscal year in which work order closed
(d) Inventory part profile information: until superseded or obsolete
(e) Vendor catalogue part information and purchasing information: three years after close of fiscal year in which created
(2) Property control division data:
(a) Real property data, capital project data, building plan data: permanent
(b) Lease data: ten years after termination of lease agreement
E. **Input:** All documents used as input for the facility management system are filed in the following real property files: capital project files, 1.18.350.164 NMAC; building plans, 1.18.350.167 NMAC; BSD access work order files, 1.18.350.102 NMAC; BSD reserved parking work order files, 1.18.350.103 NMAC; and rapid time card entry files, 1.18.350.104 NMAC.

F. **Output:** Because the facility management system is a data-based system, required, ad hoc and regularly scheduled reports may be generated upon request or demand. When produced, these reports are forwarded to the requesting entity or real property files, 1.18.350.164 NMAC; capital project files, 1.18.350.165 NMAC; building plans, 1.18.350.167 NMAC; BSD access work order files, 1.18.350.102 NMAC; BSD reserved parking work order files, 1.18.350.103 NMAC; and rapid time card entry files, 1.18.350.104 NMAC. Some of these reports include purchase order status report: safety and security, purchase order status report, purchase order status report: custodial, purchase order status report: landscape care, purchase order status report: office of the director, performance measure preventative maintenance work orders, preventative maintenance work order shop report, preventative maintenance work order employee report, performance measure major equipment life, performance measure customer work orders, routine work orders-hours reported by employee, performance report-customer work orders by shop, performance report-customer work orders by employee sorted by shop, real property printouts, capital project printouts, lease printouts, building plan printouts, monthly lease expiration report, lease cost report, quarterly property control division performance measure report: property control division facility assessment report, etc.

[1.18.350.101 NMAC - N, xx/xx/xxxx]

[Property control division uses system as a repository for scanned files.]

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1.18.350.102 **BSD ACCESS WORK ORDER FILES:**

A. **Program:** work requests

B. **Maintenance system:** chronological by fiscal year, then alphabetical by form name, then alphabetical by building

C. **Description:** records concerning the authorization of access to state buildings. Portions of these files may be input to the facility management system, 1.18.350.101 NMAC. File may contain key request form access code request form, access badge request form, password notations, correspondence, etc.

D. **Retention:** one year after end of fiscal year in which created

E. **Confidentiality:** Portions of this file may be confidential or sensitive pursuant to the following but not limited to building access that may be compromised if disclosed.

[1.18.350.102 NMAC - N, xx/xx/xxxx]

1.18.350.103 **BSD RESERVED PARKING WORK ORDER FILES:**

A. **Program:** work requests

B. **Maintenance system:** chronological by fiscal year, then alphabetical by form name, then alphabetical by building

C. **Description:** records concerning the authorization of reserved parking permits for carpools, vanpools, and alternative fuel vehicles. Portions of these files may be input to the facility management system, 1.18.350.101 NMAC. File may contain reserved parking request form carpools and vanpools, reserved parking request form alternative fuel vehicles, correspondence, etc.

D. **Retention:** one year after close of fiscal year in which created

[1.18.644.103 NMAC - N, xx/xx/xxxx]

1.18.350.104 **RAPID TIME CARD ENTRY FILES:**

A. **Program:** service reporting

B. **Maintenance system:** chronological by fiscal year, then alphabetical by employee surname, then chronological by date

C. **Description:** records concerning daily activities for building services employees. Portions of these files may be input to the facility management system, 1.18.350.101 NMAC. File may include rapid time card entry form (i.e., employee name, date, start and end times, morning and afternoon break times, lunch start and end times, leave type and hours taken, time types, work order numbers, phases, phase statuses, actions taken, comments, total hours reported, etc.), correspondence, etc.
D. Retention: one year after end of fiscal year in which created
[1.18.350.104 NMAC - N, xx/xx/xxxx]
FACILITY MAX AGENCY/CUSTOMER SATISFACTION

Q1. Please answer the following

Answer Options | Response | Count
--- | --- | ---
Name: | 100.0% | 13
Agency: | 100.0% | 13
Email Address: | 100.0% | 13
Phone Number: | 100.0% | 13
answer | 13
skippec | 0

Q2. The level of Business or Agency knowledge of Facility Max meets your expectations.

Answer Options | Level of Satisfaction | 1 | 2 | 3 | 4 | 5 | N/A | Response Count
--- | --- | --- | --- | --- | --- | --- | --- | ---
| | 0 | 0 | 2 | 7 | 3 | 0 | | 4.08 | 12
answered question | 12
skipped question | 1

Q3. Facility Max performs in a professional and cooperative manner.

Answer Options | Level of Satisfaction | 1 | 2 | 3 | 4 | 5 | N/A | Response Count
--- | --- | --- | --- | --- | --- | --- | --- | ---
| | 0 | 0 | 2 | 5 | 5 | 0 | | 4.25 | 12
answered question | 12
skipped question | 1

Q4. The level of communications by Facility Max, both written and oral, meet your expectations.

Answer Options | Level of Satisfaction | 1 | 2 | 3 | 4 | 5 | N/A | Response Count
--- | --- | --- | --- | --- | --- | --- | --- | ---
| | 0 | 0 | 3 | 6 | 3 | 0 | | 4 | 12
Q5. Facility Max project team works well with you and your staff.

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Q6. Facility Max Project management team is accessible when you need them.

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Q7. Facility Max provides adequate information and training resulting in effective knowledge transfer.

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Q8. Facility Max completes project tasks within the agreed upon the schedule.

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Q9. The level of technical or business expertise of Facility Max meets your expectations.

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Q10. You are receiving full value from the Facility Max project management team.

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Q11. The overall service provided by Facility Max is fully meeting your expectations.

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