SERVICE BULLETIN 20090415 – REALIGNMENT

Office of Planning and Facilities Realignment

As you are all aware the global financial crisis is creating enormous challenges for the State of Hawai‘i and the University of Hawai‘i. In response to this unprecedented challenge the University and the Manoa campus have implemented financial controls, which include caps on spending and hiring restrictions, and have instituted evaluations of every program. While the Office and Planning and Facilities (OPF) has continued to receive priority approvals to replace key personnel from both the Governor and the Chancellor the increasing constraints on available resources due to employee attrition, necessary budget restrictions (e.g. overtime), and the increasing demands of Operations and Maintenance (O&M) activities necessitates that we review, re-purpose and re-organize the Office of Planning and Facilities and alter some of our existing service arrangements.

The Office of Planning and Facilities provides two core services: 1) to Operate and Maintain (and repair) the existing facilities that serve our current programs needs; and 2) to provide Design and Construction (D&C) services for the alteration, modernization, and construction of facilities to serve new program needs. Studies performed by external consultants have confirmed that the OPF has been significantly underfunded in both capital (Campus Renewal) and operating funds (O&M) for several years, and given the current financial crisis, this trend is not expected to change in the near future. As presently configured the OPF cannot adequately perform both of its core services. The new financial reality demands that we review our current workload and re-prioritize our efforts to better align our available resources. As part of this re-alignment we will be re-organizing our internal resources to focus on basic O&M preventative and repair maintenance and rely more on external resources to perform D&C services in addition to other changes.

To accomplish this re-organization the following actions will be initiated:

- OPF will initiate a series of design charrettes for Building Services, Landscaping, and Facilities Management, that will include faculty, students and staff to review community expectations and alignment of OPF organizational goals and resources.
- Increased Demarcation of O&M and Departmental Requests – Work Orders which are Departmental requests to alter and or modify an existing space – unless funded by the Campus Facilities Planning Board – will be placed in a separate queue from basic O&M work and will be subject to charges for services provided by external resources in addition to normal internal charges if no internal resources are available to complete the requested work within the specified time period.
- On-line Work Order System (FacilityMax) - To improve customer service, OPF is implementing a web-based work order system (FacilityMax), with full implementation in late May 2009. This implementation will include a customer request module, which will require work requests to be submitted online. Training sessions on the use of the system will be offered to designated staff members to assure fluid transition into the new business process. Training material will also be made available on the Facilities website at http://www.manoa.hawaii.edu/opf. This will also allow for easy follow-up, tracking, and billing (if applicable) of Work Requests on-line. Due to the employee attrition in the work coordination center, we ask for your cooperation and patience as we transition to this new system.
- New Departmental Requests Procedures – OPF will implement new procedures for handling departmental request work orders (Special Services). These new procedures are available on our website at http://manoa.hawaii.edu/facilities/serviceBulletins.php
- Programs that will be seeking funding for FY2010 projects by the Campus Facilities Planning Board should be prepared to submit project proposals to the Office of the Assistant Vice Chancellor for Planning and Facilities between April 1 and May 30 2009.

For more information please contact the Work Coordination Center at 6-7134 or visit our website. 

http://manoa.hawaii.edu/opf