Standard Operating Procedures (SOPs) for:		
Facilities Management Notifications	Approved: **John Furman, Director** **09/29/2016** Reviewed:	FACILITIES MANAGEMENT WESTERN WASHINGTON UNIVERSITY
Purpose of SOP:	Steps for notifying campus stakeholders when buildings, areas, or systems are temporarily taken off line, access to buildings or areas becomes restricted, or building/area occupants are affected.	
Location of SOP:	I:\SOP and Process Maps\Shutdown Notifications	
Administrator of SOP:	Julie Larmore, Assistant Director Facilities Financial & Business Services	

Background

As campus facilities and infrastructure are maintained, repaired, renovated and constructed, areas of buildings, buildings, building systems and/or areas of campus periodically need to be shutdown or have access restricted. University policy, safety protocols and FM customer service philosophy dictate that campus stakeholders must be notified and given time to offer feedback (except in the case of emergency) when these instances arise.

Notification requests can be initiated by any FM staff (typically a supervisor) or FDCB project manager.

Definitions

Notice – The approval of the Esign form by the Shutdown Approval Coordinator which is then routed to the FM Customer Service Center for calendaring and sending the email notification.

Business days – Typically Monday – Friday except in cases of University holidays or other University closures. For the purposes of notification, notices received prior to 9:00 am will have the calendar begin the day received. For notices received after 9:00 am, the calendar will not begin until the following day.

Large area – Any exterior or infrastructure related space that by its shutdown impedes pedestrian or vehicular traffic, requires fencing or barriers for safety or to restrict access, and/or has high visibility in the overall aesthetic campus.

Key Building Occupants – Occupants of a building or area that are of a department head level status or are situated to be able to disseminate information to other building/area occupants as needed.

Campus Stakeholders - Faculty, staff, and students at WWU whose role requires that they know what buildings, areas, and/or systems are offline at any given time. This list varies based on the type of shutdown/restriction. Stakeholders also include those individuals identified as Key Building Occupants.

Responsible – As part of the RACI table, these are the positions that carry out the tasks in the process.

Accountable – As part of the RACI table, these are the positions that ensure the tasks in the process are carried out correctly and ensure training happens when they are not.

Consulted – As part of the RACI table, these are the people who provide feedback in the process.

Informed – As part of the RACI table, these are the people who need to be notified when an action occurs.

<u>**Prerequisites**</u>

Request work orders to FM Shops for any assistance needed for shutdown.

<u>**Responsibilities**</u>

- **FM Employee**
  - Refers any questions regarding Shutdown Notifications or Emergency work being performed by Contractors to the Construction Manager/Central Shops Supervisor (Hub McCaulley).
- **FM Shop Supervisor/FDCB Project Manager**
  - Identify shutdowns, restrictions, and occupant impacts.
  - Initiate communication with Key Building Occupants.
  - Initiate FM Request for Notification/Shutdown Esign form.
  - Communicate with shop employees on all appropriate actions needed to maintain their safety and the safety of others.
- **Shutdown Approval Coordinator**
  - Review FM Request for Notification/Shutdown Esign form for process compliance and complete information. Route form to FM Customer Service Center if approved. Route form to requestor with reason for denial if disapproved.
- **Key Building Occupant**
  - Provide feedback to FM Supervisor/FDCB Project Manager on shutdown/restriction prior to submittal of FM Request for Notification/Shutdown Esign form.
  - Disseminate notification to other building occupants once received.
- **FM Customer Service Center**
  - Send Outlook Calendar notification with shutdown/restriction information.
  - Maintain list of Key Building Occupants.
- **FM Scheduler**
  - Lists all scheduled shutdowns on weekly schedule and assists Shutdown Approval Coordinator in leading discussions during the weekly scheduling meeting.
- **FM & FDCB Directors & Assistant Directors**
  - Designate role of Shutdown Approval Coordinator.
  - Support process by utilizing SOP outlined for notifications.
  - Hold staff accountable in following correct notification process.

<u>**Resources**</u>

Key Building Occupants list can be obtained from FM Customer Service Center, is stored at <u>I:\SOP and Process Maps\Shutdown Notifications</u> and by using your digital Global Address list in Outlook.

FM Request for Notification/Shutdown Esign form -
https://esign.wwu.edu/forms/Facilities%20Management/_request_for_notification_shutdown_2.aspx

Notification BPA
I:\SOP and Process Maps\Shutdown Notifications

Standard Operating Procedures

FM Shop Supervisor/FDCB Project Manager

- Supervisor/Project Manager will review all work for potential shutdown/restricted access needs and begin coordinating the notification process as early as possible.
- Supervisor/Project Manager will not only identify those areas/systems required to be shutdown or restricted, but also will identify the potential impacts of the shutdown/restriction on campus stakeholders and area occupants/users.
- Supervisor/Project Manager will make initial contact with Key Building Occupants with a proposal for shutdown/restriction.
- Once feedback is received from Key Building Occupants, a FM Request for Notification/Shutdown Esign form (https://esign.wwu.edu/forms/Facilities%20Management/_request_for_notification_shutdown_2.aspx) is initiated by Supervisor/Project Manager and routed to Construction Manager (Hub.McCaulley@wwu.edu) or a new time frame or scope of work is proposed.
- Notice to Campus Stakeholders is required 3 business days (see above definition) in advance for localized area shutdowns/restrictions.
- Notice to Campus Stakeholders is required 3 weeks in advance of work affecting an entire building, large areas (see above definition), multiple buildings, and/or work that disrupts the educational mission of WWU.

Shutdown Approval Coordinator

- Responsibility for approving shutdowns currently resides with the Construction Manager.
- Review FM Request for Notification/Shutdown Esign form for compliance with SOP's, process maps, and communication expectations.
- Approve and forward requests to FM Customer Service at FM.WorkControlCenter@wwu.edu.

Key Building Occupant

- Provide feedback to FM Supervisor/FDCB Project Manager regarding impacts to their operations and timing of shutdown/restriction.

- Utilize communication channels appropriate to their department to pass along information as email notifications are received.

FM Customer Service Center

- A list of Key Building Occupants will be maintained by FM Customer Service Center and made available to FM Shop Supervisors/FDCB Project Managers as requested; this list is made available by Space Administration.
- Once FM Request for Notification/Shutdown Esign form is approved by Shutdown Approval Coordinator, a notification group is formulated using the email addresses of Campus Stakeholders appropriate for the type of shutdown/restriction.
- An Outlook Calendar Appointment showing shutdown type, location, times, occupant impacts, alternatives for occupants, and contact person information is sent to the notification group.
- Esign form is locked.

FM Scheduler

- Add all approved shutdown notifications to project schedule to be covered in weekly Scheduling Meeting.

FM Supervisors not directly involved in Shutdown

- Monitor notifications presented in Weekly Scheduling Meeting for impacts to individual staff members. Note location(s) and type of shutdown.
- Maintain knowledge of individual staff circumstances (communication limitations, access to information, other special circumstances) and notify impacted staff according to their specific need.

FM & FDCB Directors & Assistant Directors

- Agree to process as outlined and grant Shutdown Approval Coordinator the authority to approve or reject shutdown notifications on the basis of non-compliance with process or incomplete information.

Notification Process RACI Table

	Position/Department	Notes
Responsible	FM Employee FM Supervisors/FDCB Project Managers FM Customer Service Center Shutdown Approval Coordinator	Shutdown Approval Coordinator is currently the FM Construction Manager.
Accountable	FM Assistant Directors FDCB Assistant Director	

	FM Director FDCB Director	
Consulted	Key Building Occupants	
Informed	Key Building Occupants Campus Stakeholders	

Update/Change to Notification Process RACI Table

	Position/Department	Notes
Responsible	Assistant Director, Facilities Financial & Business Services	
Accountable	FM Director	
Consulted	FM Assistant Directors FDCB Assistant Director FM Director FDCB Director FM Customer Service Center FM Construction Manager FM Scheduler	
Informed	FM Supervisors FM Leads FDCB Staff FM Administrative/Overhead Staff Key Building Occupants Campus Stakeholders	Updates to this process/SOP should always be sent to: - EHS - Public Safety - HR

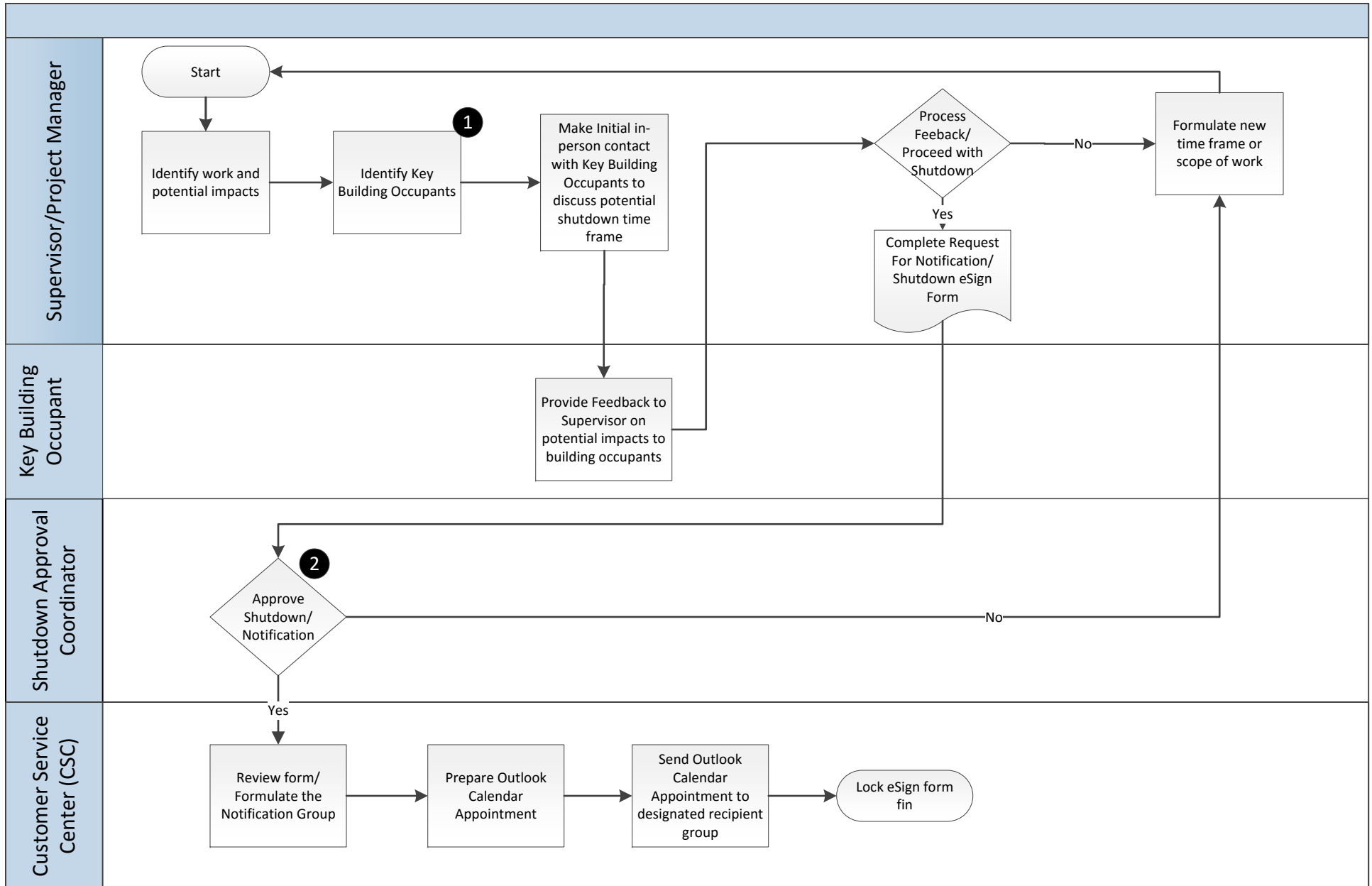# Facilities Management/FDCB Shutdown Notification Process

PROCESS TITLE:	IMPACTED AREAS:	REVISION DATE:
Shutdown Notification Process	FM, Campus	August 11, 2016

WESTERN WASHINGTON UNIVERSITY

Supervisor/Project Manager
- Start
- Identify work and potential impacts
- Identify Key Building Occupants
- ❶ Make Initial in-person contact with Key Building Occupants to discuss potential shutdown time frame
- Process Feeback/ Proceed with Shutdown
  - No → Formulate new time frame or scope of work
  - Yes → Complete Request For Notification/ Shutdown eSign Form

Key Building Occupant
- Provide Feedback to Supervisor on potential impacts to building occupants

Shutdown Approval Coordinator
- ❷ Approve Shutdown/ Notification
  - No
  - Yes

Customer Service Center (CSC)
- Review form/ Formulate the Notification Group
- Prepare Outlook Calendar Appointment
- Send Outlook Calendar Appointment to designated recipient group
- Lock eSign form fin

	Facilities Management/FDCB Shutdown Notification Process	
WESTERN WASHINGTON UNIVERSITY	PROCESS TITLE: **Shutdown Notification Process**	IMPACTED AREAS: FM, Campus	REVISION DATE: August 11, 2016

1.   Supervisors may consult with the Customer Service Center for list of key contacts.

2.   Shutdown Approval Coordinator is identified as Hub McCaulley, Construction Manager/Central Shops. Shutdown Approval Coordinator will obtain Assistant Director approval for all Full Building Shutdowns.

Request for Notification/Shutdown
WWU Facilities Management
FM WCC x3420 fax x3226

#New Form

Help   Webmenu   FormsFinder   FormsInbox

Facilities Management Shutdown/Notification Request

For Emergency Shutdown Do Not Use This Form. Call FM Customer Service x3420 M-F 7:30am-4:30pm or
UPD x3555 all other hours

PW/PR#: _____   W#: _____

Contact Information

Last Name: _____   First: _____   Phone: _____

Contractor Information

Last Name: _____   First: _____   Phone: _____

Notification Details

What is happening? (Title/Subject of Email Notification)

Specific Location(s) of Area Affected (i.e. building/room/department/outdoor area)

Proposed Start of Work   Date: _____   Time: _____
Proposed End of Work   Date: _____   Time: _____

Notification Type (please select one)
○ 3-day notification only for localized areas. Minimum 3 business days.
○ 3-week notification - required for work affecting an entire building; large area of campus;
    multiple buildings and /or work that would disrupt the educational mission.

How will the building occupants be affected?

What alternatives do building occupants have during the shutdown?

Notification Details

What steps have been take to minimize the impact to the building occupants?

Who have you contacted to negotiate the shutdown time frame?
How did you make contact?

Have you issued work orders to FM Shops for any assistance that is needed?
What are these work order numbers?

Are there special conditions or additional information that should be included with this notification?

Routing Instructions

➤ FM/FDCB personnel fill out the form and submit it to the Construction Manager/Central Shops **Hub.McCaulley@wwu.edu**
➤ Construction Manager/Central Shops approves/disapproves and sends to **FM.WorkControlCenter@wwu.edu**.
➤ FM WCC processes and locks Web Form.

Signatures and Attachments

The submitter must enter the email address of the person to send the form to for further processing. Press **SUBMIT** to send it.

You have been automatically authenticated from MyWestern. If the information below is incorrect, please contact the ATUS Helpdesk at 650-3333.

Name: *Jamie Granger*   ID # **W01007299**

Email To: _____

*(The **Email To** field is ignored for the **SAVE** and **ATTACH** form actions.)*

| Submit | Save | Attach | **?** | Reset |