

Hamilton County Facilities Department

Available Support Services - IWMS
(Integrated Workplace Management System)



Operations & Maintenance

The Operations & Maintenance modules handle the Facilities department's main functions. It includes the following Modules & their functions:

Building Operations Management with FM Works

Work Order System on Internet and Handheld devices

Preventative Maintenance

Scheduled work for Equipment, Locations, and Vehicles

Warranty Management

Tracking warranties for equipment and vehicles. This helps expedite the process of getting repairs taken care of, and keeps the County from paying for something that should have been covered under warranty.

Confined Space / Lockout Tagout Procedures

Employees save time by having this information available on their work requests.

Housekeeping Management

This module tracks cleanable fixtures and can approximate time and staffing necessary to clean buildings, based on established standards and levels of cleanliness.

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What is the Building Operations Module

Building Operations Module

County Facilities staff has the ability to effectively manage work orders across all County facilities. Using web enabled screens and work queues, the work order management system can track on demand problems, schedule preventive maintenance tasks, document labor and parts, and perform historical reporting to measure trends and workloads. This system is also used by the Sheriff's maintenance staff to manage their work tasks at the Justice Center and Queensgate. Also Cincinnati Museum Center (CMC) is using our work order system to manage their work tasks.

REVIEW WORK REQUEST
01-Mar-07 - 01:19 AM

Requestor: MRAY - 946-5028
Contact: [Redacted]
Site Code: COUNTYCAMPUS
Building: 0138 - Administration Building
Floor Code: B0
Room Code: [Redacted]
Completed By: [Redacted]
Date Requested: 01 Mar 2007 - 06:04 AM
Date to Perform: 02 Mar 2007
Date Status Change: 01 Mar 2007 - 06:19 AM
Date Completed: [Redacted]

CONFINED SPACE PROCEDURES

Procedure Name	Description	Location
CS-0138-001	Boiler #1 (Steam)	Sub-Basement - Boiler Room

LOCKOUT TAGOUT PROCEDURES

Procedure Name	Description	No. Locks	No. Tags	Location
0138-005	Boiler #1	7	7	Sub-Basement - Boiler Room

Required Devices: 1. Cable Lockout Device or Length of Chain - (1); 2. Valve Wheel Cover Lockout Device - (2); 3. Ball Valve Lockout Device - (2)

Our implementation strategy has help organizations, such as CMC, quickly implement a work order system with no internal software or hardware requirements thru coordination with their internal IT departments. We provide training classes and training documentation which targets each type of system user, including managers, trade and maintenance supervisors, and staff. Our CAFM partner has provided data conversion services which ensured that past work order history from a legacy system was properly carried over for reference and reporting purposes.

How does the County use it

Our work order system allows us to have the ability to manage several thousand work requests per week across an unlimited number of locations. With the ability to collect requests from individuals outside the County Facilities Department, our web enabled work order system has drastically improved communication with the buildings' tenants and Building Managers.

Benefits and Features of the ARCHIBUS Building Operations Module

Facilities Work Order system features are:

- Online submittal of work requests by approved users
- Ability to approve, assign, issue, and complete work requests online
- Pre-filtered work queues to view work assignments
- Standardization of preventive maintenance tasks through common instructions
- Web enabled aging, cost summary, and workload reports
- Flexible reports to see active and historical work by location, trade, or individual craftsman
- Management of work history on equipment and facility assets

WORK REQUEST AGING SUMMARY
For Labor Group: 09-05-06 - 02:53 PM

Labor Group	1-10 days	11-20 days	21-60 days	61-90 days	90+ days	Total
AG - Administrative Office	0	0	0	1	20	21
BS - Building Services	0	2	0	0	0	2
M-CMC-ENG - CMC Engineering	0	14	2	1	0	17
M-CMC-SSHD - CMC Essential Maintenance	0	31	4	0	1	36
M-CMC-HSBP - CMC Housekeeping	0	1	0	0	0	1
M-MFT-220 - 220 Maintenance	1	4	2	1	0	8
M-MFT-227 - 227 WWT Maintenance	0	6	0	2	2	10
M-MFT-250 - 250 WWT Maintenance	0	1	0	0	0	1
M-MFT-500 - 500 Broodway Maintenance	0	7	4	1	2	14
M-MFT-AB - Admin Building (138) Maintenance	0	2	1	0	1	4
M-MFT-ACU - Aquatic Buildings Maintenance	0	4	0	0	0	4
M-MFT-CH - Courthouse Maintenance	1	18	4	0	5	28
M-MFT-INT - INT	0	6	8	4	2	20
M-MFT-JC - Justice Center Maintenance	1	7	2	0	0	10
M-MFT-MD - Maintenance Division Director	0	0	0	0	1	1
SM-JC - Sheriff's Maint - Justice Center	0	30	5	1	29	65
SM-DC - Sheriff's Maint - Queensgate	0	2	0	0	0	2
T-CA - Carpentation Worker	0	11	10	2	4	27
T-EL - Electrician	0	16	4	1	8	29
T-ELUC - Justice Center Electricians	0	5	0	0	3	8
T-PA - Painter/Plasterer	0	11	20	6	19	56
T-PL - Plumber	0	23	2	0	0	25
T-PLUC - Justice Center Plumber	0	53	1	0	8	62
UNDEFPRES	0	3	0	0	1	4
24 Total Records	3	260	69	20	106	458

Benefits for our Building Managers:

- Schedules maintenance tasks through the entire lifecycle of an asset (equipment, fleet, or property)
- Helps balance future PM work against on demand requests and project demands
- Provides audit trail of work performed on assets for reporting and issue research
- Automatically generates work orders that can be assigned to maintenance staff

Activities for Building Operations:

- Preventative Maintenance
- Confined Space / Lockout Tagout Procedures
- Warranty Management (see Asset Mgmt for more details)
- FM Works - PDA Extension





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What is the Preventative Maintenance Activity

Building Operations Add-On Activities Building Operations - Preventative Maintenance

County Facilities has implemented a preventive maintenance program and work order system that places equal importance on defining an efficient plan to operate the facility. Our structured preventive maintenance (PM) system ensures that a facility's structure and assets are maintained at recommended intervals to control long term operating costs.

Our staff has provided solutions to effectively structure and schedule preventive maintenance tasks. This is done thru direct integration with our work order system which ensures that preventive maintenance tasks are generated on a timely basis and that work is documented for historical reporting. Using web enabled screens and work queues, the system can track PM work orders, document labor and parts, perform historical reporting to measure trends and workloads, and forecast labor requirements for future PM demands.

Benefits

Benefits of Preventative Maintenance:

- Schedules maintenance tasks through the entire lifecycle of an asset
- Defines standard PM procedures for all maintenance staff to follow
- Helps balance future PM work against on demand requests and project demands
- Automatically generates work orders that can be assigned to maintenance staff



Building Operations - Confined Space / Lockout Tagout Procedures

What is the Confined Space / Lockout Tagout Procedures Activity

LOTO PROCEDURE SUMMARY
DATE: 11/15/2006

LOTO PROCEDURE DATA

Revision:	1	Created By:	10/15/2006
Revision:	2	Created By:	10/15/2006
Revision:	3	Created By:	10/15/2006
Revision:	4	Created By:	10/15/2006
Revision:	5	Created By:	10/15/2006
Revision:	6	Created By:	10/15/2006
Revision:	7	Created By:	10/15/2006
Revision:	8	Created By:	10/15/2006
Revision:	9	Created By:	10/15/2006
Revision:	10	Created By:	10/15/2006

LOTO PROCEDURE:

1. Before entering a confined space, the following steps must be followed:

1. Obtain a permit to enter a confined space.
2. Identify the confined space and the hazards associated with the space.
3. Test for atmospheric hazards (oxygen, flammable, and toxic gases).
4. Test for electrical hazards.
5. Test for mechanical hazards.
6. Test for other hazards (e.g., falling objects, hot surfaces).
7. Establish a safe work plan.
8. Notify all affected personnel.
9. Obtain approval from the permit issuer.
10. Enter the confined space.

2. While working in a confined space, the following steps must be followed:

1. Monitor the atmosphere continuously.
2. Monitor for other hazards.
3. Maintain communication with the permit issuer.
4. Do not use open flames or other ignition sources.
5. Do not use tools or equipment that could create sparks.
6. Do not use compressed air to clean your face or clothing.
7. Do not drink or eat in the confined space.
8. Do not use alcohol or drugs.
9. Do not use mobile phones.
10. Do not use radios.

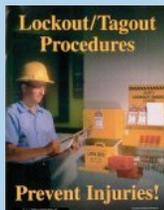
3. After working in a confined space, the following steps must be followed:

1. Notify the permit issuer.
2. Exit the confined space.
3. Clean up the work area.
4. Return the permit to the permit issuer.

This Activity was developed by our ARCHIBUS Business Partner to manage the procedures written for Confined Spaces and Lockout Tagout Conditions. A Safety Consultant provides the County with written procedures that each employee should follow when working in certain areas or on certain pieces of equipment. These procedures are now available on the website. When a Work Request is created for a piece of equipment or a space with an associated procedure, there is a link in the edit screen, report preview screen and on the shop print-out screen to open each related procedure. Additionally, pertinent information about types and quantity of locks and tools necessary to perform the work are located on the shop print-out and general report so that our staff are aware of the conditions and needs prior to reporting to the location of work, and without having to open the actual procedure.

Benefits of Confined Space / Lockout Tagout Procedures:

- Updated Procedures are available on the website
- Pertinent information about necessary tools, locks, and equipment are available prior to employees arriving at a work site
- Procedures available on the website for printing - so employees can have their own copy for equipment they are specifically responsible for



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What is the Warranty Management Activity

Benefits of The Warranty Management Activity

Warranty Management Activity (Asset Management)

As part of the Management of our Facilities and assets, the County Facilities Department has the need to manage warranties as they are associated with the equipment and vehicles we own. This information not only needs to be managed, but it needs to be available in the ARCHIBUS system for easy reference when there is an issue that requires maintenance or repair of a warranty item.

The Facilities department has modified the existing Warranties table within ARCHIBUS to handle warranties for equipment and vehicles, and made the necessary changes to accommodate the likelihood of there being multiple warranties per item. The warranties are associated with a vehicle or piece of equipment, and the type of warranty is identified, as well as the date it expires, who the warranty is with, and a PDF of the warranty can be uploaded to the database/website for review online.

When accessing the summary report for a given piece of equipment or a vehicle, there is now a section available to display all associated warranties. There is also a link next to each warranty for the loaded PDF files, that will open the file in a separate browser window.

Benefits of the Warranty Activity:

- Ability to catalog various warranties for equipment and vehicles
- Easy reporting of warranties by date, show what warranties are still active
- Ability to see associated warranties in vehicle and equipment summary reports
- Ability to upload PDF versions of the actual warranty for online viewing - making the information easily available to all employees





What is FM Works Mobile

Building Operations/Furniture & Equipment Add-On Activity

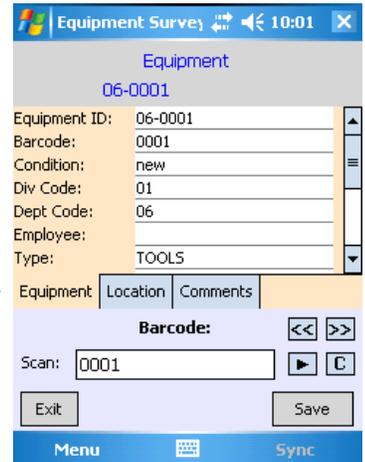
Building Operations/Furniture & Equipment - FM Works Mobile - PDA Extension

FM Works Mobile is a hand-held application that extends the power, innovation and productivity of the Building Operations and Furniture & Equipment modules to mobile PDA devices. Data from the ARCHIBUS system is synchronized to a local database installed to the hand-held device via the FM Works Server application. Once the database is synchronized, the hand-held is used "offline" to review, enter and update work. It provides the capability for the submission of work. It will run on PDAs with Windows Mobile 5.0 and 6.0. Data communication can be via hard-wired "cradle sync", IEEE 802.11b/g wireless LAN and/or broadband (cellular) wireless WAN.



Mobile Work Express™ -- allows maintenance workers, using their own login ID, to access a focused screen that displays only their own work orders (and/or unassigned requests in their trade) and allows them to make updates with an easy-to-use interface. This powerful capability enables maintenance workers to access and update their work orders from their own handheld device anywhere the worker has wireless access to the intranet.

Equipment Survey™ -- enables you to download your equipment inventory to the handheld so it can be field verified, updated, etc. You can add new equipment, as it is discovered in the field. The Filtering tool enables equipment to be filtered, as it is scanned, and allows default data to be added for new equipment. The "Bean" Counting tool allows users to set the current date/time as "Date of Last Count", when scanned, and/or predefine a location, and have assets update as they are scanned.



Benefits

Benefits

- Designed for Ease-of-Use
- Quickly Update Equipment Location Details
- Quickly Audit Asset information
- Easily run reports showing what you did not find in your audit
- Easily update work requests with notes and labor hours
- Quickly add work requests, while out in the field
- Ability to look up details about equipment when performing Maintenance Service (finding the filter number, for example, without having to return to their desk)



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What is Housekeeping in ARCHIBUS

Housekeeping Management

The Housekeeping Module in ARCHIBUS takes cleaning a few steps beyond what the Building Operations Module can provide. The module allows organizations to track individual fixtures that will be cleaned, such as, toilets, urinals, sinks, water fountains, etc. These are items that are not typically found in an Inventory system like the ARCHIBUS Furniture & Equipment Module, since they are part of the building. The module also allows for the tracking and calculation of your room surfaces for cleaning, wall area for painting, flooring types (carpet, tile, etc.), allows you to track individual cleaning tasks and calculates cleaning time based on the industry standards, and can create detailed work cleaning schedules.

The module was originally developed in a MS Access database that was connected to the ARCHIBUS Space Management Module. The Access database would pull in the room information and Square Footage for calculation cleaning times. Cleaning Staff would be established in Access and schedules created for export to a PDA.

At Hamilton County, the module is built in the ARCHIBUS database, so that information does not need to be shared with an outside system anymore. We have found the information to be invaluable to our daily operations, especially since we are working with a lot of outsourced cleaning personnel.

Benefits

Benefits

- Counts of cleanable fixtures per building, for bidding on cleaning services
- Clearly defined steps and procedures for cleaning, which allows various outside vendors to operate exactly the same
- Calculates the number of full-time employees necessary to clean each facility
- Generates a random listing of rooms to spot check, to assure that no one person is being checked on more than others
- Well defined tasks that generate based on cleaning schedules set, similar to PM Schedules

Hamilton County Department of County Facilities
Building: 0338
Page: 3
05/24/2009

Building Number	Building Name	Total Rooms	HK Cat Factor	HK FTE Estimate
0338	Administration Building	306,795.27	1.000	0.00

Floor Number	Floor Name	Room Area	HK FTE Estimate
03	First Floor	35,861.372	0.00

Room Code	Room Area	Default HK Schedule	Department Code	HK Clean 1760 Items	HK Room Category	HK Fixture Count	Cleanability Factor	HK Room Name/Description	Max HK Meter
0300A	279.25		ARG	No		0	1.00		
0300001	32.63		ARG	No		0	1.00		
0300002	21.54		ARG	No		0	1.00		
03000	146.34		ARG	No		0	1.00		
030001	251.29		ARG	No		0	1.00		
030002	334.09		ARG	No		0	1.00		
030003	40.86		ARG	No		0	1.00		
030004	42.12		ARG	No		0	1.00		
030005	36.88		ARG	No		0	1.00		
030006	37.50		ARG	No		0	1.00		
030007	38.27		ARG	No		0	1.00		
030008	30.57		ARG	No		0	1.00		
030009	31.88		ARG	No		0	1.00		
030010	272.47		ARG	No		0	1.00		
030011	90.68		ARG	No		0	1.00		
030012	43.82		ARG	No		0	1.00		
030013	202.66		ARG	No		0	1.00		
0300F	31.57		ARG	No		0	1.00		
0301	330.34		ZF	No		0	1.00		
0301A	490.77		ZF	No		0	1.00		

Created by Michelle Ray - Local database

