

Capital News

A Publication of the Capital Chapter of IFMA • March/April 2016

Shots Fired: Are Your Facilities Ready?

By Steven C. Early, National Hospice and Palliative Care Organization

“Shots fired” – two words no one wants to hear under any circumstances, but Facility Managers must ensure their facilities are as prepared as possible. Facilities across the United States are adopting new Shooter Detection and Alert technology that makes it easier for FMs to save lives during active shooter incidents, and these technologies could not come soon enough based on the rising number of active shooter incidents across the United States despite an overall reduction in violent crime.

In 2015, there were a number of high-profile mass shootings in various locations including schools, movie theaters, and in the workplace. In October of 2015, Congresswoman Debbie Wasserman Schultz issued a statement in the wake of a shooting at Umpqua Community College calling active shooter incidents “a national epidemic that deserves a national response.” While it is surely a heated topic of conversation by lawmakers and citizens alike, the conversation will take time – leaving FMs in the position of trying to shore up the built environment in order to make all occupants safe.



FMs today face an ever-broadening environment of challenges, and there is a growing need to continually innovate – to do more with less while decreasing environmental impacts from operations. This helps to drive the evolution of facility management as well as technology. Threats to safety within the built environment continue to create an urgent need that everyone is seeking to meet. Technology developers, keenly aware of this call to safety, are rolling out tech products employing unconventional means to make facilities safer. Meanwhile, regulation continues its ponderous path in response to the increasing threat of active shooter incidents.

The rapid growth and adoption of technology is a main driver in the global economy, and the facility management sector is no exception. Scarcity of resources, increasing environmental impact initiatives/awareness, and a growing dependence on technology in all kinds of ways ensure that one thing is true – as an FM it is essential that one adapt continually

Continued on page 8

In This Issue

President's Letter	2
Social Media Corner	3
Events	4
CFM Spotlight	6
Welcome New Members	10
Job Postings	10
Thanks to Our Partners	11
Upcoming Events	12

The Impact of Technology on Facility Management

By Mayra Portalatin, SFP, Facility Engineering Associates, PC

Facility managers deal in a very complex environment and require a diversity of skills to succeed. As a result, facility management technologies have been developed to provide the tools necessary to meet those needs. From how we communicate with each other, to how we keep track of a facility's assets, technology has changed the face of facility management. Today, technology has become inherent in almost every aspect of our lives and we often see these technologies as a way to make our lives easier. By that logic, then facility management technology can be defined as automated tools to provide information and knowledge to help us do our jobs better and more efficiently.

Types of FM Technology

There are many tools that could be categorized as FM technology, even today's smart phones with apps that help you stay organized and informed. Typical technologies in the FM industry include:

- **Computerized Maintenance Management Systems (CMMS):** automates and tracks the tasks commonly associated with maintenance management, such as preventive maintenance, inventory, work orders, related labor, costs, and schedule tracking.
- **Integrated Work Management Systems (IWMS):** supports business management processes in real estate, maintenance, space, services, project management, and sustainability within one single platform.
- **Computer-Aided Facility Management (CAFM) Systems:** automates such typical facilities management operations as leasing, maintenance, property management, space inventory, furniture inventory, and drawing production.

Continued on page 9



Capital News is published six times a year
by the Capital Chapter of IFMA.
Articles, suggestions, and ideas are welcome.

Capital Chapter Of IFMA

Capital Chapter of IFMA
Carolyn Lagermasini, Chapter Administrator
673 Potomac Station Drive, #801
Leesburg, VA 20176
703-691-4362 • 703-691-3019 Fax
staff@ifmacap.org • www.ifmacap.org

OFFICERS

PRESIDENT:

Lynn Bradfield703-593-7018

PRESIDENT-ELECT:

David Samec, CFM202-842-6161

TREASURER, SPONSORSHIP:

Darlene Frantz, CFM703-929-7751

VICE PRESIDENT, MEMBERSHIP:

Matt Kutzler703-591-4855

**VICE PRESIDENT, PROFESSIONAL
DEVELOPMENT:**

Mayra Portalatin, SFP703-591-4855

**VICE PRESIDENT, COMMUNICATIONS &
COMMUNITY SERVICE:**

Mary Ellen Quinn301-318-6339

VICE PRESIDENT, SPECIAL EVENTS:

Jim Stevens703-260-3033

IMMEDIATE PAST PRESIDENT:

Case Runolfson, CFM202-286-9957

TEAMS

CO-CHAIR, COMMUNICATIONS TEAM:

Sandra Bravo-Greenberg202-308-3813

CO-CHAIR COMMUNICATIONS TEAM:

Gary McKelvey301-837-2569

CHAIR, MEMBERSHIP SERVICES TEAM:

Joy Newton-Grubb240-424-9246

CHAIR, SPECIAL EVENTS TEAM:

Renee Stratton Janzen443-607-8719

CHAIR, SPONSORSHIP TEAM:

Mike Petrusky703-433-9721

EDITOR: Briana Kovar - staff@ifmacap.org

DESIGN: Steveko Design - steve@steveko.com

INDEX OF ADVERTISERS

Ruppert Landscape 5
American Office 5
Siemens 5
Spacesaver Interiors 6
Office Movers, Inc. 11



From the President

One very important Key to Chapter Success

The final stage of our fiscal year coincides with the end of our Board Officer’s terms. At their last month’s meeting the board confirmed that all committee strategic plans were on target to close out the year successfully. Considering the number of upcoming major events - including professional development programs, annual partnership kickoff, golf outing, 5K fundraiser, scholarship offerings and annual awards celebration yet to take place - that vote of confidence by the board speaks highly of all committee volunteers who are making it happen.

Throughout the next several months I feel confident our committees will put the necessary effort behind each of these events.

So this brings us to this board’s grand finale, yes? Not hardly. All along, the Board has been placing a strong emphasis on succession planning and focusing on a key Chapter goal of developing volunteers for future leadership positions. Behind the scenes the board has been preparing during the entire year as well as previous years for a smooth transition from one volunteer leader to another.

As the key is passed on to the next Chapter leadership, it opens the door to that proverbial fork in the road described by Robert Frost in his poem, “The Road Not Taken.” The question can be asked whether the road we’ve been on, as successful as it’s been, is the right one for the future?

April is election month. I encourage all members to vote and provide input to the upcoming elected board members on how the Chapter can be a more vital part of the FM professional experience for everyone.

Your Chapter President,

Lynn Bradfield

President, Capital Chapter of IFMA

Smartphone Apps for Facility Management



By Sandra Greenberg, Gali Service Industries, Inc.

It seems like a never-ending challenge for today's smartphones users to keep up with the latest and greatest apps available. It can be even trickier to find the right app to meet one's needs on a professional level, especially in facility management, which is diverse and always evolving. It can also be frustrating when some popular apps make false promises or don't even work properly when needed most.

If you find yourself in this dilemma take some time to check out articles and websites www.prestigeusa.com or www.softwareadvice.com. The IFMA team also took some time to highlight a few good apps to consider using.

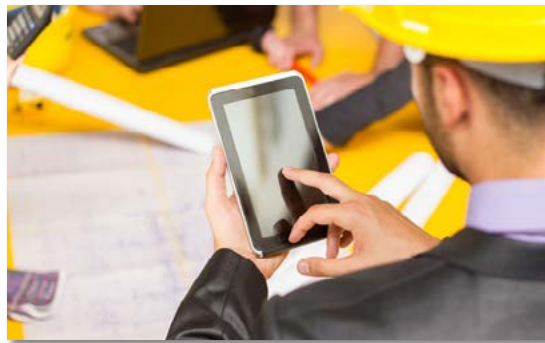
If you're looking for an app to help with building inspections we recommend CT Mobile. This app was developed by Clean Telligent to help FMs conduct inspections and surveys, as well as create work orders and estimates. FMs can also sort their tasks by location and the app also has a feature to help simplify work orders and speed up similar processes.

Safety is always a high priority for FMs and building management teams. The Safety Meeting App produced by SafetyMeeting is the

only one currently recording and tracking OSHA required safety standards, meetings, and incidents making it easy and effective for tracking safety concerns and conducting protocol in cases where accidents have occurred.

EMaint is another great tool for FMs to take advantage of. EMaint is a computerized maintenance management software being used all over the country to help track work orders, assist in preventive maintenance tasks, and even help with monitoring equipment conditions. EMaint can also be configured for businesses of any size and can also serve a variety of properties/facilities.

Finally, check out Mobile Work Management for an easy way to manage and share work tickets with a building team. This app is great for coordinating activities, daily tasks, work tickets, and helps improve your team's ability to provide quality service. One great feature of this app is its ability to link tickets to client's locations, and building assets, which allows for accurate history of work to be saved over time. AND the data is always offline!



New Member Spotlight

David Covington, Facility Manager, PRTC

By Toby Schwartz, ABM Building Services

1) Please provide a brief overview of your career path.

I started my career as an Ensign in the US Navy. I excelled at maintenance and leadership while I was active duty. After separation my career path included various production facilities where I constantly found myself in a leadership role. I am currently the Facility Manager at PRTC in Woodbridge, VA. Obtaining my CFM is the next step for me.

2) What are your general job responsibilities or areas of expertise?

My responsibilities vary as do most facility managers. I am currently the sole facility maintenance personnel onsite. I conduct the daily maintenance requirements while planning new projects to improve the facility. I also oversee a large portion of the security process for the facility. I have recently been working with a colleague to implement new Emergency procedures.

3) Tell me about your company/organization/school/government sector.

PRTC provides public transportation for Prince William County, and Commuter services to DC and surrounding areas.

4) How did you become familiar with IFMA?

I started searching for ways to further my career and knowledge in the facility maintenance field. IFMA came across as the best choice for me.

5) What interested you in becoming a member?

I chose to become a member to connect myself with other professionals in the field, and to become a stronger Facility Manager. I feel that personal growth and development is important for a successful career.

6) How do you expect the Capital Chapter to benefit your career?

I hope to meet more experienced Facility Managers, and expand my professional network. I look at being part of this chapter as a resource for knowledge and experience.

2016 Bright Beginnings 5K

The Community service team is continuing our chapter support of Bright Beginnings by creating a run/jog/walk/virtual team for their 5K Race Fundraiser. Come out and join fellow facilities professionals in support of the kids in the Bright Beginnings program! Please click on the link and sign up, and donations are also accepted.

- Go to <http://www.brightbeginningsinc.org/5k/>
- Select "register today"
- On the next page, select "continue as guest"
- On the next page, select "5K Team-Create or Join Existing"
- On the next page, fill out your personal information
- On the next page, Agree to terms and conditions
- On the next page select "Join existing team" and type in "IFMA". Select "IFMA Capital Chapter" and continue.
- Continue with sign-up and remaining personal information to complete the registration

Date: Saturday, April 30, 2016
Time: 8:00AM
Location: West Potomac Park

Click here to register today!



Capital Chapter IFMA International Facility Management Association

2016
ANNUAL GOLF OUTING

MAY 3, 2016
WESTFIELDS GOLF CLUB
CLIFTON, VIRGINIA

Capital Chapter IFMA International Facility Management Association

2016 Awards of Excellence

June 8, 2016
Andrew W. Mellon Auditorium
Washington, DC

Title Sponsor
Interface



Professional Development: Let's DeMystify RFPs

The term RFP (Request for Proposal) is considered by many people to be a "bad word". In many cases, RFPs can be overwhelming, complicated, and frustrating. So, why do they exist? What is their value?

The Capital Chapter of IFMA will attempt to tackle these questions through an engaging and informative panel discussion. We will get the perspective of Facilities Management Professionals, Procurement Managers, and Vendors in this Program.

Panelists:

Dexter Barrow, FMP, Association of American Medical Colleges

John Chisholm, Managing Partner, SMART Insights Group

Ralph Grove, CFE, LEED AP, Vice President, Commercial Group, CCA Floors & Interiors

Date: Thursday, April 7, 2016

Time: 6:00 PM - 7:30 PM

Location: Advanced Medical Technology Association

Address: 701 Pennsylvania Ave, NW, Washington DC

Registration: Member Rate \$45.00
Non-Member Rate \$75.00



Landscape Management & Enhancement Services:
Turf Management • Tree & Shrub Care • Seasonal Plantings
Irrigation System Management • Pond & Lake Management

Gainesville: (571) 248-4460

Alexandria: (703) 372-5795

Forestville: (301) 420-2091

Laytonsville: (301) 414-0022

www.ruppertlandscape.com



Changing the way people work
and thrive for over 80 years.

Furniture | Technology | Architectural Walls



www.americanoffice.com | 703.788.0800

American Office

SIEMENS

Plan the performance of a lifetime.
Siemens service experts can help you achieve optimal results for the life of your facility.

Siemens Industry, Inc.
6435 Virginia Manor Rd.
Beltsville, MD 20705
Tel. (301) 419-2600

www.usa.siemens.com/buildingtechnologies



Integration of your workplace and storage needs to respond to the business needs of today's companies



Furniture
 Moveable Walls
 Libraries
 Storage
 Modular Casework
 Mezzanines
spacesaverinteriors.com



CFM Spotlight

André Jones, CenturyLink

By Kelly Kidwell, AECOM

André Jones is a long time facilities manager and IFMA member, but his career didn't start out that way. After serving in the United States Army, André originally began his civilian career working as an analyst for a local defense contractor. While he thought the job was fine, it was not quite fulfilling enough for his ambition. When asked how he got into the FM industry, he replied "I fell into it by accident." A happy accident; an internal job posting at his company afforded him the opportunity to try out facilities management, and he has been an active member of the profession ever since.

Mr. Jones currently works for CenturyLink, overseeing over a million square feet of space across the mid-Atlantic region including Washington DC, Virginia, Maryland, Pennsylvania, and North Carolina. Besides handling maintenance, disaster planning, and operations, he is responsible for real estate transactions and customer service at over 1000 locations. And yet somehow, he still finds time to participate in local youth football as an official and managing board member of the Fairfax County Football Officials Association.

Luckily for IFMA Capital Chapter, André has found time to give back in more ways than one. In over 11 years of membership, he has served on the Communications and Community Service Committees within the chapter, and is a strong advocate of the value IFMA provides to its members. He could not emphasize enough the important role the organization has played in his training and growth, providing opportunities for professional development through classes as well as prospects for mentorship. André has had several mentors he met through IFMA, including past chapter president Frank Henry, and IFMA fellow Tom Mitchell. Through IFMA's training classes, André was able to prepare for and pass his FMP and CFM certifications. Additionally, he has completed the professional certificate in facilities management offered by George Mason.

André's advice to aspiring facilities managers is to seek out mentors early on in their careers. Mentors can help expand the possibilities of your career path beyond what you are able to see in front of you. He also encourages young professionals to grow and contribute to their network, as this is the best way to provide value to your employer and customers, as well as fellow FM's. He also advocates "being a sponge," and absorbing as much information about other positions and facilities as possible, as rarely do FM's have the exact same responsibilities and functions across different employers. Because FM's tend to be "on-call" all the time, André emphasizes that it is important to strike a good work-life balance, and plan in advance for contingencies. Completing the CFM as early as possible is a sure way to fast-track your career and open the door to many more opportunities in the future.

When asked about the future of the industry, André predicts that changing technology will continue to play a large role in facilities management. He also emphasized that facilities managers will need to be more agile and flexible in addressing the problems of the day. As he's seen in his own career, the responsibilities of the FM continue to evolve and begin to encompass project management, budgeting, scheduling, and master planning; so in order to provide value to clients, facilities managers need to continue to learn quickly and adapt to the ever-changing business environment.

Reflecting on his career, the only thing André would change was getting into facilities management earlier. He highlights he was fortunate to have supportive supervisors who encouraged him to learn and grow in his profession, and expand his capabilities. Many of the recommendations on his LinkedIn profile begin with the words, "I had the pleasure of working with André," which is quite an accomplishment in itself. André says that "you are never too young or too old to contribute to your profession," and has demonstrated this throughout his career with his involvement and advocacy. I think I can speak for the rest of the IFMA community when I say that we look forward to the next 11 years of his contributions!



Still time to join in on this training!

Here is an great opportunity for Organizations or Individuals to training locally in the Stafford County area!

“Great News”

Stafford County Public Schools Opens Up Facility Management Training!

Stafford County Public Schools has agreed to host the Mason Facility Management Certificate Program for the second time at their location on Stafford Avenue starting March 2016. This is the time to secure a seat in the next round of courses. Individual students or groups can register now.

The current group of Mason FM students will complete their final course in a few weeks, and are looking forward to receiving their Professional Certificate in Facility Management from George Mason University.

Facility Managers make things happen! When armed with the current best practices, they support the organization’s mission by planning, organizing, budgeting and controlling! The Mason FM program helps develop facility leaders, and is an excellent preparation for the IFMA’s CFM exam.

Our instructors are industry experts that will guide the way by helping students gain the knowledge that can be used immediately.

Facility Management Program Website:

http://ls.gmu.edu/programs/facility_mgmt/fm_cert_program.html

Note: If you would interested in taking the Facility Management courses schedule at Stafford County Public Schools, please call for course schedule and registration information.

Questions:?

Mason Liaison: Carol Stockman cstockma@gmu.edu
Phone: 703-993-8959

Get the Most from Your Membership with CFM, FMP and SFP Designations

A key benefit of IFMA membership is maintaining professional growth through the facility management professional program which offers three designations: Certified Facility Manager (CFM), Facility Management Professional (FMP) and the Sustainability Facility Professional (SFP).

The CFM credential sets the industry standard for continuing the knowledge and abilities of practicing facility managers.

The following individuals recently earned CFM credentials:

Steven F. Hunt, CFM, ABT Associates Inc.

Wendy Libert, CFM, American Institutes for Research

You can also earn the Facility Management Professional (FMP) designation, a knowledge-based credential demonstrating a proven comprehension of the basics of facility management. The FMP designation can be completed in approximately 12 months, and FMP candidates may customize their training to build the specific knowledge they need to meet individual goals.

The following individuals recently earned FMP credentials:

Nicole Betack, FMP, Raytheon

Arletrice Green, FMP, CGI Federal

Alisa Griffin, FMP, Facility Engineering Associates

Adam Heidel, FMP, Equinix

Mark Posthuma, FMP, MedImmune

Mark Young, FMP, Skadden, Arps, Slate, Meagher & Flom LLP

IFMA’s SFP is an assessment-based certificate program delivering a specialty credential in sustainability. By earning your SFP credential, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization’s economic, environmental and social bottom lines.



Course Schedule

FM 0715 E05 **FMP Finance & Business Essentials**
(Online) Tuesdays, April 12-May 10, 2016

FM 0715 FMP **Finance & Business Essentials**
(Classroom) Friday & Saturday, April 8-9, 2016

FM 0720 E05 **Leadership & Strategy Essentials**
(Online) Tuesdays, May 24-June 21, 2016

FM 720 FMP **Leadership & Strategy Essentials**
(Classroom) Friday & Saturday, May 6-7, 2016

*10% discount for IFMA Members

Mason’s Professional Certificate in Facility Management “Online Course”

Core Classes

FM0100-E11 **Principles of Facility Management**
May 17 – June 28, 2016

FM0220-E04 **Leadership, Management & the FM Org**
May 18 – June 29, 2016

Electives

FM0401-E03 **Emergency Preparedness for the FM**
May 17 – June 28, 2016

FM0300-E02 **Future Issues in Facility Management**
May 18 – June 29, 2016

Call **703-993-8335** for details Website: ls.gmu.edu

Congratulations to Our Students Who Have Completed the GMU Professional Certificate in Facility Management

Raymond Harris,
George Mason University

Andrew Adeji Koduah,
EPL Archives



IFMA Foundation Announces its 2016 Student Programs

The IFMA Foundation awarded more than USD\$145,000 in scholarships and World Workplace travel and participation expenses to a total of 43 students in 2015. View the list of [scholarship recipients and sponsors](#). Check out pictures of the [2015 IFMA Foundation Academic Awards Ceremony](#) sponsored by Aramark and the San Fernando Valley Chapter of IFMA.

The 2016 Student Program information is now available at www.ifmafoundation.org. All awards will be presented at IFMA's World Workplace 2016 in San Diego, Ca. on Oct. 6, 2016.

International Student of the Year - To provide international recognition for Facilities Management education and identify future leaders of the Built Environment. Sponsored by ISS.

ePoster Competition - ePosters are accepted in a voice-over MS Power Point format, representing work in the field of facility management and the built environment. Sponsored by the Utah Chapter.

Scholarships - Every year, the Foundation's scholarship sponsors make it possible to award about 40 FM students annually scholarships towards the pursuit of their FM degree. **These scholarships change lives and are a principal strategy and creating the next generation of FM professionals**

Consider sponsoring a scholarship? Access the 2016 Scholarship Sponsor Invitation and Agreement.

Shots Fired: Are Your Facilities Ready? *Continued from page 1*

to the shifting techno-addicted global community today. Dr. Marie Puybaraud, Global Head of Research at JLL, was kind enough to speak to me on this subject. Puybaraud describes how "digital transformation" will continue to affect the human experience long into the future:

"There is no doubt the digital transformation we are living through will enhance user experience. The unprecedented range of human centered technologies make the Human to Tech (H2T) relationship more intuitive and predictive, delivering a unique level of experience to the user (creating a Youniverse). Technologies in FM will be more performance driven and less intrusive."

Shooter Detection Systems, a great example of a performance driven technology, intrude as little as possible on the aesthetic or function of facilities. At the same time these Shooter Detection Systems are increasingly important tools FMs have at their disposal to safeguard the facilities entrusted to them.

Case in point: Businesses and communities are participating in planning, performing drills, and quickly adopting new technologies in an attempt to mitigate the risks of an active shooter. Hiawatha Bray, reporter for the Boston Globe, reports that large construction companies like Gilbane construction see Shooter Detection Systems as an essential item and therefore "encourage its customers to install the [active shooter detection and alert] system in their buildings." Legislators are also speaking up about active shooter detection and alert systems. According to the Virginia Legislative Information System, in early 2016 State Delegate Scott Taylor offered a new bill into consideration by the legislature that states: "The plans or blueprints for the construction of a new public school building shall include an indoor active shooter gunshot detection and alerting system."

Christina Hager (CBS Boston) reported in late 2015 that this technology involves the use of "wall devices embedded with tiny microphones." Hager quotes Christian Connors, CEO of a security firm in the Boston area, who

explains that in addition to listening for the sound of gunshots, the system also looks for the muzzle flash of a fired weapon. According to Hager, "the sensors send a signal with a map to law enforcement, school administrators, or company [facility] managers. At the same time, the same information goes out in a phone text to employees, teachers, even college students within the system." Hager quotes Connors' suggestion that, "a system like this might have made a difference in San Bernardino." Similar systems have already been installed in a number of facilities across the country, and have even been used by the military in Iraq and Afghanistan.

An FBI study analyzing data from 2000 to 2013 found 160 active shooter incidents where an "individual actively engaged in killing or attempting to kill people in a confined and populated area." Here is some key data taken from the report that may help put active shooter incidents into perspective:

- 60% of the 160 cases ended before law enforcement arrived.
- 70% of the 63 cases where duration could be determined ended in five minutes or less.

The FBI report acknowledges that it may not have captured all of the active shooter occurrences between 2000 and 2013, but the sample data here does offer an actionable takeaway – time is critical to saving lives in active shooter situations. Active shooter detection and alert systems offer some time when it is crucial to saving the lives of facility occupants from an active shooter.

If you are looking for resources to help prepare your facilities, there are many articles available online echoing the plan built by the United States Department of Homeland Security (Run, Hide, Fight). This plan was highlighted recently in a March 8, 2016 Washington Post article written by Bonnie Berkowitz and Weiyi Cai called "A Gunman Opens Fire In Your Building: What do you do?"

Continued on page 9



Shots Fired: Are Your Facilities Ready? *Continued from page 8*

Depending on the size/complexity of your facilities, it may be necessary to enlist the help of vendors to help you build the right plan for your facilities. Once you have the technology in place coupled with a written Emergency Action Plan (EAP) for active shooter incidents you will need to train your tenants/occupants so that they understand what to do and not to do in the event of an active shooter episode in your facility. From smart surveillance like Near Field Communication sensors and facial recognition monitoring to active shooter detection and alert systems, tech-

nology is an FM's ally in the complex struggle to keep occupants safe in the built environment.

If you have a story about preparing your facilities for an emergency like an active shooter situation or have experience using one of the detection and alert systems, please contact the author to share your story at cfm-steve@outlook.com or the Capital Chapter (info@ifmacap.org) if you would like to share your story in a future newsletter or program. Help others learn from your experiences, learn from others. Be prepared.

The Impact of Technology on Facility Management *Continued from page 1*

- **Computer-Aided Design (CAD):** aids in the creation, modification, analysis, or optimization of design.
- **Geographic Information Systems (GIS):** tracks geographical data and allows users to relate that data to assets and processes.
- **Building Automation Systems (BAS):** helps monitor and control several aspects of building operation, such as HVAC, elevators, fire suppression, and security.

This list is by no means exhaustive, but it shows a common thread. They are all tools that help manage a facility's assets and the services the FM organization are committed to provide. These technologies allow us to have more information at the tip of our fingers and make decisions based on the information available. At the same time, it has forced facility managers to move from the comfort of the built environment to having to deal with the virtual environment.

Benefits of FM Technology

The increasing amount of available technologies and their complexity can make any facility manager wary about implementing FM technologies. While we cannot always impact the development of complex technologies, we can push the complex technology to the background and make the user interface as simple as possible. We must focus on our desired business outcomes and how best to use FM technologies as a tool to support our business processes and realistically measure our performance, instead of being swayed by features that in the long term will not be of use. When configured and implemented successfully, they can:

- Facilitate Management Solutions
- Expedite Decision Making
- Improve Communication
- Reduce Operating Costs

Overall, FM technologies give facility managers the ability to increase efficiency, improve maintenance quality and labor tracking, organize FM data and information, track asset and/or equipment histories, and even help you use your facility space better.

Technology Impacts on Facility Management

In the beginning, facility management was managed with a paper and pencil approach. When a building was turned over, you received boxes full of drawings (as-built if you were lucky), user manuals, and warranty information. It was up to the facility manager to take that information and develop a facility management plan to maintain the facility. Processing that amount of information and maintaining it proved to be a challenge for many facility managers and software developers began to see an opportunity to help fill a gap. Today, facility managers can receive building and asset information electronically in multiple formats that can be readily uploaded to CAFM and CMMS systems (for example) to allow for the immediate use of the information. This not only helps maintain the data in a centralized place accessible to anyone who has access to these information systems, but the data can be modified and used to keep track of

an asset's history that will in turn help facility managers make informed decisions on maintenance practices and capital planning.

FM technology has also increased the role and the visibility of the facility manager. With the ability to capture data and measure and monitor the efficiency of an FM organization, FMs are now equipped with the metrics and key performance indicators (KPI) that help the C-Suite paint a picture of the health of the organization and how their efforts are helping meet the organization's overall strategy. Information driven from these systems can be used to justify hiring of additional staff, downsizing space, replacing of a Chiller sooner than anticipated, and even modify preventive maintenance practices that will maximize the useful life of an asset, therefore saving money through cost avoidance on unnecessary maintenance or premature replacement.

Technology is also transforming the workplace in more ways than one. No longer is the workspace confined to four walls in a building, it is the coffee shop across the street, the home office, a shared workplace across the country. Various surveys and studies have shown that the transformation has helped implement flexible work practices that reduce stress, cut absenteeism by nearly 60% with telecommuting practices alone, increase productivity, attract talented and committed workers, and increase the amount of time they are in "work mode". This in turn has changed the role a facility manager plays in an organization. In addition to being responsible for maintenance management, FMs are now responsible for space management and service management. Allocating space is no longer one person per desk. Now there are conference rooms, shared desks (hoteling) and collaborative spaces that need to be managed. Services now extend beyond general maintenance to include catering, meeting services, and even on- or off-boarding activities.

While technology has helped facility management in many ways, it has not been without its challenges. Lack of planning can make these technologies have a negative impact on a business, including customer satisfaction and increased security issues. Remember that while technology has been evolving to make our lives easier, it is not appropriate for everything and everyone. You must look at technology with an end in mind. What do you want it to help you do? Will it improve your processes, grant you efficiencies, and give you the information you need to make strategic decisions?

*"When used right, technology becomes an accelerator of momentum, not a creator of it. The good-to-great companies never began their transitions with pioneering technology, for the simple reason that **you cannot make good use of technology until you know which technologies are relevant.**"*

Jim Collins, Good to Great (2001)

Let us not implement technology for the sake of having it. The quote from Good to Great points out that the most successful companies, defined as those that produced rates of return equal to the market for 15 years, and then exceeded the market by more than 2.5 times annually for another 15 years, never produced their success because of new technology. They used it to support their strategy. How will you use it to support yours?

Welcome New Members

William Acheson	• Raytheon
Fred Adams	• McLean Presbyterian Church
Larry Alexander	• Commonwealth One Federal Credit Union
Meighan Altwies	• Serco-na
Hermela Balcha	• Oakwood Worldwide
John Benko	• John Benko
Nicole Benoit	• Clestra Hauserman, INC.
David Conine	• Folger Shakespeare Library
Kathleen Coxie	• ECS
David Coyle	• Paul Davis Restoration
Mitch Dowd	• Enlighted Inc.
TJ Gresko	• JLL
Cheryl Hogarth	• SourceAmerica
Hewis Johnson	•
Howard Lane	• Weil, Gotshal & Manges
Rebecca Lee	• Charm City Concierge
Anjelica Lewis	• SodexoMAGIC
Christopher Matherne	• First Guaranty Mortgage Corporation
Anne McGregor	• Meridian Imaging Solutions
Norine McMahon	• Chemonics International Inc.
Laura Milstein	• Royal Cup Coffee
Ayron Myers	• Allsteel
Jorge Navarrete	• Justice Federal Credit Union
Robert Obrist	• HHMI
Brandon Parham	• CBRE
Urska Pulisic	• Red Hat Inc
Linda Purdy	• U.S. Security Associates
Jane Roth	• Ellucian
Ann Seitz	• RAYTHEON
Mark Shanahan	• FCNL
Olubunmi Sokenu-Salako	• Olubunmi Sokenu-Salako
SheriAnn Spicer	• Cambridge Associates LLC
Jules Stewart	• Trinity Consultants
Perry Swope	• The Potomac School
Lisa Tart	• Purofirst of Metropolitan Washington
Michael Tate	• Network Products, Inc.
David Taylor	• Abbey Commercial Flooring
Kelly Whitfield	• Avitecture, Inc.
Kevin Williams	• TEKCONN
Tara Wood	• Meridian Imaging Solutions
Arlene Woodyard	• Cleary Gottlieb Steen & Hamilton LLP
Travis Younker	• Complete Building Services

Capital Chapter’s JOBnet Delivers!

Looking for a Job? Looking for a great candidate to fill a vacancy? Visit the Capital Chapter’s [JOBnet](#) and access jobs and candidates in the metro-DC area. The most recent job postings are listed below:

Title: Associate Vice President of Facilities Management
Company: The Catholic University of America
Location: Washington, DC

The Office of Facilities Management is responsible for all aspects of facilities operations and maintenance efforts including all building infrastructure systems, safety, installation design and renovation. Oversees university grounds maintenance, power plant and housekeeping operations. Responsible for purchase and management of university’s utilities and the university’s sustainability program. Schedules and coordinates all contractor activity on the physical plant. Responsible for the University’s Master Plan, plans and supervises all university construction projects.

Reporting to the Vice President (VP) for Finance and Treasurer the Associate Vice President (AVP) of Facilities Management provides services and programs in the areas of physical plant management, institutional and community support services. The AVP of Facilities Management directs four divisions: Facilities Planning and Construction; Facilities Maintenance and Operations, Energy Management and Utilities, and Environmental Health and Safety.

Title: Construction Project Manager
Company: The Aerospace Corporation
Location: Chantilly, VA

The Aerospace Corporation has provided independent technical and scientific research, development, and advisory services to national security space programs since 1960. We operate a federally funded research and development center (FFRDC) for the United States Air Force and the National Reconnaissance Office and support all national security space programs. We also apply more than 50 years of experience with space systems to projects for civil agencies like NASA and the National Oceanic and Atmospheric Administration, commercial companies, universities, and international organizations in the national interest.

From our inception, our highly skilled technical staff has focused on ensuring the success of every mission and developing the most effective and economic space-related hardware and software in the world. Our greatest asset is the technical expertise of our people. Our state-of-the-art laboratory facilities are staffed by some of the leading scientists in the world.

Title: Site Manager
Company: CBRE
Location: Rockville, MD

About CBRE (NYSE: CBG): At CBRE, you are empowered to take your career path into your own hands. Enjoy workplace flexibility in a global organization with tremendous scale. Work in an inclusive and collaborative environment with supportive teammates. Come experience the employee advantage at CBRE.

Division Profile: With access to top-tier market intelligence, planning, local site selection and asset strategies, our Global Workplace Services offering includes Enterprise Facilities Management (EFM), Project Management (PJM), Advisory & Transaction Services (A&T), and Management Consulting. We offer end-to-end expertise across all workplace types, scalable delivery, a commitment to world-class safety and ongoing innovations in building efficiencies, energy conservation and CRE technology.



Special Thanks to our Capital Chapter Partners

TITANIUM	Siemens	
PLATINUM	Spacesaver Interiors	
GOLD	Kimball & FurnitureSpeak Meridian Office Movers, Inc.	
SILVER	ALL-PRO Moving & Transfer, Inc. American Office BRG Calvert-Jones, an ABM Company CCA Floors Collective Architecture CORT Division 9 Associates	Facility Engineering Associates, P.C. Fanelli McClain, Inc. KONE millicare by EBC Carpet Services, Inc. Mohawk NOS, Inc. Ruppert Landscape Schindler Elevator The Blue Book Network
BRONZE	Haworth JK Moving Services Kayrell Solutions re District	

Efficiency is our business.



For a seamless relocation, use the trusted name in commercial moving since 1969.

- Superior Quality Service
- Experienced Personnel
- Personalized Approach

Contact: info@officemovers.com

The Kane Family of Companies



Get Linked into the Pulse of the Capital Chapter!



This is your invitation to get more involved with the Capital Chapter of IFMA through our LinkedIn Group! LinkedIn is a great tool to connect with those in the FM industry; stay informed on current events and industry news; and share your knowledge. Visit www.linkedin.com to create an account, then search for the group IFMA-Capital Chapter and follow the prompt to request to join. **Note:** This group is only open to Capital Chapter members. If you're not a member, navigate to the chapter [website](#) and click the JOIN link at the top of the screen. We'll see you online!

Capital News



A Publication of the Capital Chapter of IFMA • March/April 2016

Capital Chapter Upcoming Events...

- 
- A vertical photograph on the left side of the page showing the grand white columns of a classical building, likely the Supreme Court. The columns are fluted and topped with ornate capitals. In the foreground, the lower legs and feet of several people walking up the steps are visible.
- Apr. 7: **Professional Development: Let's DeMystify RFPs**
Advanced Medical Technology Association, Washington, DC
- Apr. 12: **IFMA Facility Fusion**
Indianapolis, IN
- Apr. 28: **Collabor8**
- Apr. 30: **2016 Bright Beginnings 5K**
West Potomac Park, Washington, DC
- May 3: **Annual Golf Outing**
Westfields Golf Club, Clifton, VA
- May 10: **Annual Partnership Program Kick-Off and Happy Hour**
- May 11: **Capital Chapter Orientation**
- May 13: **Training Employees on YOUR Emergency Plan**
National Association of Broadcasters, Washington, DC
- Jun. 8: **Awards of Excellence**
Andrew W. Mellon Auditorium, Washington, DC

For more information, or to register, visit the Capital Chapter [website](#) or call **703-691-IFMA**.