FacilityIssues.com
(315) 601-6010
rlambe@facilityissues.com

FM Metrics and Data for 2020 and Beyond

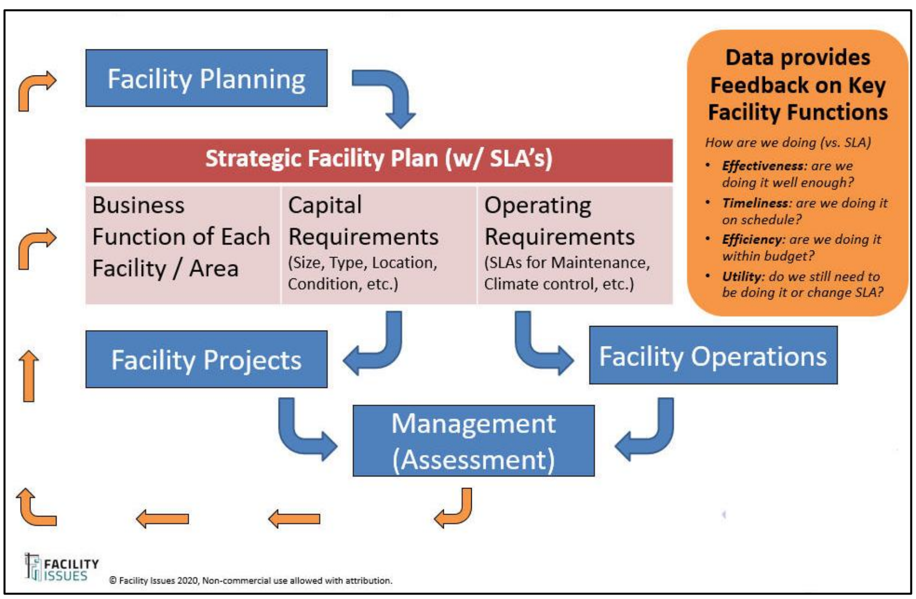
A Workshop for Utility Facility Managers

Purpose and Content

Building technology and FM systems are getting more and more advanced (and we have more and more of them). The increase in smart systems and changing technologies is generating increasing types and amounts of data.

How is this changing the data and metrics available to us, the information we need, and how best to use it? It is easy to be overwhelmed by the volume of data and unclear about what we should be using and how. This is especially true as we adjust facility and operational needs due to normal (evolving organizational priorities) and unusual circumstances (pandemic).

This workshop will explore the use of data and metrics for facility management. Participants will share their approaches to the information they consider important and how it is used by their staff and leadership.



Facility Issues has been providing facility management benchmarking programs for many years. This online workshop is intended to help you better use your available data, including benchmarking, as part of your ongoing facility management.

Who Should Attend?

Senior data analysts and facility managers who decide what data to assemble and use as part of their facility management operation for planning and decision making.

Requirements

This is a virtual meeting, not a webinar. Participants are expected to block out the time to be fully present in the meeting, be seen and heard, and contribute their perspectives on the topic. See the participant preparation checklist below.

This is also a workshop. Participants will need to do some advanced preparation and share an outline about the data and metrics you currently use to make decisions and review progress. Everyone should be prepared to share 5 minutes about your approach and answer questions from the others. The pre-session materials will be sent with your meeting registration email.

Registration

This event will use the Zoom platform. Attendance will be limited to 49 persons – the maximum number of attendees who can be seen at once in the Zoom interface.

The time slot has been selected to allow participation from North America and Australia which is why it is late eastern US and early AU. Additional sessions at other times may be scheduled based on interest.

Up to 2 persons from an organization participating in a Facility Issues benchmarking program can attend for free and can register up to 1 week prior to the session. permitting). Other interested persons can sign up for the waiting list and enroll if there are spots available two weeks prior to the session.

Agenda

~15 min prior: **Sign in** and confirm technology working – fix anything for prompt start

5 min: **Introductions** - All
5 min: **Meeting Kickoff** – review issues & agenda - Bob Lambe, Facility Issues

15 min: **Presentation** – "Day to Day Data" - Bob Lambe, Facility Issues
- 5 min: **breakout** – small groups discuss ideas/feedback on presentation
- 10 min: **discussion** - All

15 min: **Town Hall** – open questions from participants about issues related to the topic - All
- 5 min: Stretch Break

30 min: **Share Feedback Data** – 5-6 of the participants share their approach (~5 min each)
- 10 min: **breakout** – small groups discuss ideas/feedback on presentations
- 15 min: **discussion** - All

5 min: **Recap** – Bob Lambe & All

Optional: **Additional Town Hall** – open discussion for participants interested in continuing - All

Participant Preparation Checklist

This checklist is to help you be ready for the Web Event. It is your responsibility to be ready for the start of the session and ensure that you have completed all the technical checks and setup.

Steps to complete 3-5 days prior

1. Save the registration confirmation email and meeting link (print or save locally)
2. Make sure your calendar and workspace are free the 30 minutes before the session
3. Complete a connection test on the computer you will be using during the class – install or update the meeting software - test it with your camera, headset, and microphone
4. Download or print any session materials
5. Review the session materials and complete the required pre-session activities

Steps to complete the day of the session

1. Complete the required pre- session activities from your workbook (if not done yet)
2. Find and prepare a quiet workspace away from co-workers, family, pets, etc. (This is essential if you are not using a headset because of background noise)
3. Inform your colleagues / family that you will be unavailable for the duration of the session
4. Ensure that all your equipment is fully charged or plugged in

Steps to complete 15-30 minutes before the session

1. Prepare your computer and close all the non-essential applications
2. Check that you have any session materials and note-taking equipment available
3. Ideally, disable all notifications on your desktop for the duration of the session
4. Ideally, activate the flight mode on your mobile
5. Ideally, activate your Out of Office message on your email application
6. Ideally, place a Do Not Disturb / On A Call message outside your workspace
7. Access the Meeting following the link sent to you in your registration confirmation email

We will start on time so recommend that you join 15 minutes early to resolve any technical issues.