

# IAMFA Benchmarking Practices & Learning Workshop

VENUE: Marriott Marquis, 780 Mission St, San Francisco, CA – Foothill Room

**Sunday, October 23, 2022**

8:00 AM	Continental Breakfast & Workshop Registration
9:00 AM	<b>Welcome, General Information &amp; Acknowledgements:</b> Jennifer Fragomeni 2022 Conference Chair, Exploratorium
9:30 AM	<b>Introductions &amp; Background: All</b> Attendee Introductions (2-3 minutes each): <ul style="list-style-type: none"><li>• Your name</li><li>• Your institution name, type, location</li><li>• One thing you want to take away today/biggest current challenge</li></ul>
10:30 AM	Break
10:45 AM	<b>Benchmarking Program Overview &amp; Direction:</b> Robert Lambe, Facility Issues
11:00 AM	<b>Using the Benchmarking Results:</b> Robert Lambe, Facility Issues <b>Hot Seats:</b> 2-3 Volunteers for Live Review of Their Data & Draft Action Plan
11:55 AM	<b>Group photo</b>
12:10 PM	Lunch (submit any additional hot topics for discussion)
1:10 PM	<b>Break-out Sessions – All</b> Small groups to discuss the selected topic: identify current and emerging challenges, share experiences and lessons learned, and identify relevant metrics of value: <ul style="list-style-type: none"><li>• Property Assets &amp; Space Management – leader: TBD</li><li>• Property O&amp;M Cost Management – leader: TBD</li><li>• Property Sustainability Management – leader: TBD</li><li>• FM Organization &amp; Operations Management – leader: TBD</li></ul>
2:00 PM	Break
2:15 PM	<b>Break-out Reports &amp; Discussion</b>
2:55 PM	<b>Town Hall Hot Topics &amp; Emerging Issues – All</b> <ul style="list-style-type: none"><li>• Open discussion of topics &amp; questions submitted by participants</li></ul>
3:50 PM	Wrap-up
4:00 PM	Submit workshop feedback sheet

## IAMFA Conference:

- Registration outside meeting room
- 6:00 PM – Welcome Reception



## **Break-out Session Descriptions**

The break-out sessions are an opportunity to discuss lessons learned, best practices, issues, and challenges associated with the topic area with other participants. A group leader will keep the conversation active and orderly but there is no presentation or set agenda for the discussion.

A 5-minute recap of each discussion will be shared with the entire group to summarize the group's discussion, conclusions, and suggestions for future investigation related to this topic. This year's break-out session topics are around the general functions associated with Cultural Facility Management:

### **Property Assets & Space Management**

We have cultural facilities as physical space to collect, store, restore, study, and exhibit cultural artifacts. What are the issues associated with physical space directly related to collections and related to the various administrative and supporting functions? What are the issues associated with maintaining landmark architectural assets, ensuring reliability and resiliency? How do emerging technologies such as digital twins, smart buildings, and the metaverse change the space needs and assets that provide it? How is remote/hybrid work impacting your staff and admin space?

### **Property O&M Cost Management**

Normal cost management challenges have been aggravated by financial pressure on our organizations and pervasive supply chain issues. What are the areas for focus of our scarce resources? Where are areas that can provide additional value from additional investment of attention or effort? Are there new funding approaches that might be considered? What are the drivers of cost and what initiatives have the most promising potential return of value?

### **Property Sustainability Management**

The global dialog on climate change has thrust the environmental issues and sustainability into the forefront in 2022. What are the challenges and opportunities with electrification, energy conservation, water conservation, material and waste management, and reduction in emissions and greenhouse gases? What are the implications for space programming, facility design, capital investment, operating practices, and organization culture associated with truly sustainable operations?

### **FM Organization & Operations Management**

What does a lean, agile, and progressive cultural facility organization look like? How do we meet the appropriate social and governance objectives? What are the issues associated with navigating the workforce transition and embracing technology in our business operations? Where should the facilities group be the leaders in our organizations?