

NUMBER: 590

SUBJECT: PHYSICAL FACILITIES, TECHNOLOGY INFRASTRUCTURE, OPERATION AND MAINTENANCE PLAN

APPROVAL DATE OF LAST REVISION: AUGUST 15, 2005; JANUARY 24, 2011; NOVEMBER 23, 2015; JUNE 19, 2017

PAGE 1 OF 5

590.1 – PURPOSE

College Administration, Risk Management, Information Systems, Technology Enhanced Instruction and Maintenance/Custodial Departments are responsible for establishing procedures for the efficient operation and maintenance of buildings, equipment, and technology infrastructure, including distance education. The purpose of the plan is to evaluate the adequacy and improvement of all physical facilities and technology infrastructure. The plan encompasses activities associated with planning; and financing the physical facilities and technology infrastructure of the College.

590.2 – DEFINITIONS

DIVISION OF FACILITIES CONSTRUCTION & MANAGEMENT (DFCM) – the building manager for all State owned facilities responsible for:

- All aspects of construction and maintenance of State buildings;
- Assisting the Utah State Building Board in Developing its recommendation for Capital Development Projects and allocating capital improvement funds;
- Overseeing all non-higher education and non-judicial branch leases; and
- Controlling the allocation of state owned space.

INSTITUTIONAL OPERATING BUDGET – the financial plan for the college that quantifies the outgoing expenses and incoming revenues for a specific time period.

STATE OF UTAH, CAPITAL DEVELOPMENT PROJECTS – a category of capital projects that are eligible for a legislative appropriation including:

- Remodeling, site, or utility project with a total cost of \$2,500,000 or more
- New facility with a construction cost of \$500,000 or more; or
- Purchase of real property where an appropriation is requested to fund the purchase.

STATE OF UTAH, CAPITAL IMPROVEMENT PROJECTS – a category of capital projects eligible for funding from appropriations for capital improvements made annually to the Division of Facilities Construction and Management (DFCM) for:

- Remodeling, alteration, replacement, or repair project with a total cost of less than \$2,500,000;
- Site and utility improvement with a total cost of less than \$2,500,000; or
- New facility with a total construction cost of less than \$500,000.

STRATEGIC PLANNING FOR CAPITAL IMPROVEMENTS/CAPITAL DEVELOPMENT PROJECTS

The College participates in a strategic planning process driven by the vision and commitment of faculty, staff, students, and community members of the region served. As part of this strategic planning process, capital improvement and capital development projects are categories included within the strategic plan designed to identify any major alterations, repairs, or improvements to buildings and any major land, building, or facility acquisitions or construction needs. Data collected during the strategic planning process is reviewed and evaluated for planning capital improvement and development projects.

UTAH EDUCATION TELEHEALTH NETWORK (UETN) – State agency established by the Utah State Legislature to coordinate telecommunications technology for public and higher education.

UTAH STATE BUILDING BOARD – the policy board to assess and prioritize the State's capital facility needs; to advocate high quality facilities that are safe and economical; and to oversee the planning, design, construction, and maintenance of the State's capital facilities.

NUMBER: 590

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PAGE 2 OF 5

590.3 – ONGOING OPERATION AND MAINTENANCE PLAN

590.3.1 – PERSONNEL

ADMINISTRATION

The College President is responsible for assembling a well-trained administrative staff and faculty and for organizing it in such a way that the College will receive maximum service from each in achieving the objectives and operating within the policies of the College.

MAINTENANCE AND CUSTODIAL SERVICES

Ongoing, day-to-day, administrative, maintenance, and custodial services operations are also categories included in the strategic planning process and designed to identify alterations, repairs, or improvements for the physical facility and technology infrastructure (including distance education). Surveys have been developed and disseminated to faculty, staff, students, advisory committees, and board members for input on physical facility improvements.

The Maintenance Department is in charge of upkeep and repair of the Logan Campus - Main and Logan Campus - West facilities and complies with all Division of Facilities and Construction Management (DFCM) policies and procedures for state-owned institutions. Each department within the two facilities is responsible for maintaining their own specialized equipment, laboratories, and supplies.

The Brigham City campus is not owned by the College but rather by the state of Utah, Department of Administrative Services, Division of Facilities Construction and Management (DFCM). The College is a tenant in the facility on a rent-free basis, but an operation and maintenance fee is paid by the College to DFCM. Accordingly, all maintenance, upkeep, and repair issues for that facility are the responsibility of DFCM. However, each department remains responsible for maintaining their own specialized equipment, laboratories, and supplies.

INFORMATION SYSTEMS AND TECHNOLOGY ENHANCED INSTRUCTION

The Chief Information Officer for the college provides direction and ongoing analysis and planning of the technology infrastructure, directing decisions for changes, upgrades, and new projects to facilitate the changing needs of the College.

The Technology Enhanced Instruction Director is responsible for the administration of the Learning Management System software and any technology teaching tools that may be licensed by the College, within the scope of the College.

RISK MANAGEMENT

The Risk Management Committee is a group of administrators, faculty and/or other staff, equal in authority, appointed to provide consultation, discussion and recommendations/solutions relating to the ongoing operation and maintenance of the College's physical facilities.

590.3.2 – EQUIPMENT AND SUPPLIES

Each department within the College is responsible for maintaining their own specialized equipment, laboratories, and supplies.

590.3.3 – RELEVANT STATE LAW AND APPLICABLE FEDERAL CODES AND PROCEDURES

As a State agency, the College is required to comply with all federal codes and procedures, unless State law is more restrictive, then State code/procedure will apply.

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APPROVAL DATE OF LAST REVISION: AUGUST 15, 2005; JANUARY 24, 2011; NOVEMBER 23, 2015; JUNE 19, 2017

PAGE 3 OF 5

590.4 – INTERNAL COMMUNICATION

WORK ORDER SYSTEM

Employees of the College may submit a work order to the Maintenance Department when needs/problems arise for emergency alterations, repairs, or improvements for the physical facility. Issues from the work order system are then prioritized and resolved using the budgeted funds of the affected department, Maintenance Department, emergency Maintenance, Information Systems, or result in a Capital Improvement Order Request with DFCM.

Process:

1. Faculty/staff identify need/problem and report:
2. Verbally or by email to their department head for entry into the MapCon system
3. Email receptionist to enter into MapCon system
4. MapCon reports are generated for review. A work order number is assigned and the request is disseminated to the appropriate department (maintenance/custodial) to be completed.
5. Appropriate department responds to the request and resolves the need/problem or completes a Capital Improvement/Development or Emergency Fund Request.

RISK MANAGEMENT SELF-INSPECTION SURVEY REPORT

In order to keep abreast of each facility's needs, a Risk Management Self-Inspection Survey Report Form is completed on a yearly basis. The self-inspection survey process begins in November and is completed by May of the following year.

Administration and Maintenance personnel prioritize needs/problems presented as a result of this report and Operation and Maintenance budgeted funds may be used, or Capital Improvement Order Request may be submitted to DFCM.

590.5 – LEGISLATIVE REQUESTS

CAPITAL DEVELOPMENT REQUEST

The College submits a Capital Development Request (for new building construction or acquisition projects) to DFCM each year. These requests go through the Campus Board of Directors, the Utah System of Technical Colleges (USTC) Board of Trustees, the State Building Board, and ultimately to the Utah State Legislature.

Process:

1. College Administration identifies, through strategic planning and work order system processes, requests for Capital Development.
2. Requests are then presented to the Board of Directors for modification/approval.
3. Finalized request for funds are submitted to DFCM.
4. Request is then presented to and prioritized by the State Building Board.
5. Legislature prepares, approves, and funds their Capital Development priorities.

CAPITAL IMPROVEMENT REQUEST

The College has developed a Capital Improvement Request list that summarizes improvements and repair recommendation to prioritize new funding requests for the yearly DFCM Capital Improvement Request process. Capital Improvement funds are intended to take care of existing building and existing infrastructure. Overall, approximately 80 percent of the capital improvement project requests come from the highest priority projects listed in DFCM's Condition Assessment reports. The balance of project requests (20 percent) may come from needs identified by agencies and institutions where the project is not on DFCM's Condition and Assessment Reports.

Process:

1. Administration identifies, through strategic planning and work order system processes, requests for Capital Improvements.
2. Requests are prioritized and presented to the Board of Directors for modification/approval.
3. Finalized request for funds are submitted to DFCM.

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APPROVAL DATE OF LAST REVISION: AUGUST 15, 2005; JANUARY 24, 2011; NOVEMBER 23, 2015; JUNE 19, 2017

PAGE 4 OF 5

4. DFCM assembles and prioritized requests and prepares recommendation for how these funds should be allocated to projects for all state entities.
5. Allocation of funds is approved by the State Building Board, generally in April for the subsequent fiscal year.

EMERGENCY FUND

DFCM maintains a small Emergency Fund for the unexpected failure of key components and systems at state-owned buildings. The State Emergency Fund Policy outlines the guidelines for eligibility requirements for DFCM's Emergency Fund. Requests for emergency funds must be submitted in writing to DFCM.

Process:

1. Unforeseen and unexpected project is identified, along with components and systems vital to the operation and use of the facility.
2. A written emergency fund request is submitted to DFCM for review and approval.

590.6 – TECHNOLOGY INFRASTRUCTURE

The Information Systems Department ensures that technology and instructional information management systems are integrated; provide ongoing analysis and planning of LAN/WAN operations; and make decisions for changes, upgrades, and new projects necessary to operate and maintain the internal technology infrastructure.

Internet and infrastructure backbone connectivity is provided by the Utah Education and Telehealth Network (UETN) data network, is maintained by the UETN, and is contracted throughout the state. The learning management system provider maintains a Disaster Recovery Plan and Procedures to recover from disasters affecting its production operations for distance education infrastructure.

NETWORKING SERVICES

The UETN provides and maintains the wide area broadband and digital TV networks; Internet access; network support and security monitoring; and broadcast and Internet filtering. The UETN network infrastructure carries high speed data and real-time applications, including video to communities throughout the state. Network staff research, design, build, monitor, and contract with multiple Utah service providers across the state. The UETN network support personnel continuously tracks, reports, and manages Internet, data, and video traffic for the College. The UETN network security detects attacks on the network, identifies miscreant tools and trends, and mitigates infrastructure vulnerabilities. The College employs competent Information Systems personnel that provide ongoing analysis, planning, maintenance, and security of the LAN/WAN operations.

LEARNING MANAGEMENT SYSTEM (LMS)

The UETN, working with the College and other Utah institutions, licenses and supports a software application that manages online components of in-person and online classes; a shared platform for information sharing and collaboration

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PAGE 5 OF 5

INTERACTIVE VIDEO CONFERENCING (IVC)

The UETN provides high quality, high definition, Interactive Video Conferencing system for public education, higher education and many state government offices.

Process: Through legislation, the UETN continually monitors the technology infrastructure and makes updates, changes, or repairs required without requests from the College.

BIG BUY

Computer and audio-visual equipment purchases are coordinated with the Information Systems staff and a “Big Buy” framework is utilized to facilitate large-scale purchases of new computers. A rotation system is employed that provides equipment to department with higher hardware/software needs and “hand-me-downs” to departments with lower needs.

Process:

1. Information System personnel e-mails department heads to obtain computer and audio-visual equipment requests.
2. Requests are received and evaluated by the Big Buy committee.
3. Recommendation for purchase is submitted to the Accounting Department for approval.
4. Funding amount is identified and committee prioritizes requests based on the available funds.
5. If state/government contract is not used, a Request for Quotation (RFQ) is submitted.
6. A purchase order is placed using best-price vendor or state/government contract.
7. Equipment is configured and installed upon receipt.