

NUMBER: 590

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

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

SOURCE(S): COUNCIL ON OCCUPATIONAL EDUCATION (COE), STANDARD 6

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590.1 – PURPOSE

College Administration, Risk Management, Information Systems, Curriculum Design & Development, **Maintenance, and Custodial** departments are responsible for establishing procedures for the efficient operation and maintenance of **physical facilities**, equipment, and technical infrastructure, including distance education.

The purpose of the plan is to:

- evaluate the adequacy and improvement of all physical facilities, technical infrastructure, and distance education infrastructure
- guide the ongoing operation and maintenance of all physical facilities, technical infrastructure, and distance education infrastructure
- direct activities associated with planning and financing the physical facilities and technical 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 stakeholders** 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 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.

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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.

590.3 – ~~ONGOING OPERATION AND MAINTENANCE PLAN~~ ELEMENTS OF THE PLAN

590.3.1 – PERSONNEL

ADMINISTRATION

The College President is responsible for assembling a well-trained administrative staff and faculty. **The College president is also responsible** for organizing the College in such a way that it 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 included in the strategic planning process to identify alterations, repairs, or improvements for the physical facility and technical 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~~ **The facilities personnel oversees the** upkeep and repair of the Logan Campus - Main and Logan Campus - West facilities and complies with all DFCM policies and procedures for state-owned institutions. Each department within the two facilities is responsible for maintaining its own specialized equipment, laboratories, and supplies.

The Brigham City Branch Campus is not owned by the College but rather by the state of Utah’s DFCM. The College is a tenant in the facility on a rent-free basis, but the College pays an operation and maintenance fee to DFCM. Accordingly, all maintenance, upkeep, and repair issues for that facility are the responsibility of DFCM. However, each department remains responsible for maintaining its own specialized equipment, laboratories, and supplies.

INFORMATION SYSTEMS AND CURRICULUM DESIGN & DEVELOPMENT

The chief information officer for the College provides direction and ongoing analysis and planning of the technical infrastructure, directing decisions for changes, upgrades, and new projects to facilitate the changing needs of the College.

The associate vice president for educational innovation is responsible for the administration of the learning management system software and any technical 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 its own specialized equipment, laboratories, and supplies.

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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.

590.4 – ONGOING OPERATION AND MAINTENANCE OF PHYSICAL FACILITIES

590.4.1 – INTERNAL COMMUNICATION

WORK ORDER SYSTEM

Employees of the College may submit a work order to the maintenance/custodial 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, information systems, or result in a Capital Improvement Order or Request emergency maintenance fund request with through DFCM.

Process:

- ~~1. Faculty/staff identify need/problem and report.~~
- ~~2. Faculty/staff report verbally or by email to their department head for entry into the MapCon College's work order system~~
- ~~3. Department head sends email to receptionist to enter request into MapCon the work order system~~
- ~~4. MapCon Work order 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

To keep abreast of each facility's needs, a Risk Management Self-Inspection Survey Report Form is completed yearly. 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~~ 590.4.2 – LEGISLATIVE REQUESTS

CAPITAL DEVELOPMENT REQUEST

The College submits a Capital Development Request for new building construction or acquisition projects to DFCM each year. Needs are identified and prioritized by administration through strategic planning and then approved by the College governing board. These requests go through a process outlined by the state of Utah. ~~the Campus College Board of Directors Trustees, the state of Utah higher education governing board, 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.~~

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CAPITAL IMPROVEMENT REQUEST

The College has developed a Capital Improvement Request list that summarizes improvements and repair recommendations 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. Needs are identified and prioritized by Administration through strategic planning and the work order system processes. These requests are approved by the College governing board and go through a process outlined by the state of Utah. 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.~~
- ~~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.~~

590.65 – ~~TECHNOLOGY~~ ONGOING OPERATION AND MAINTENANCE OF TECHNICAL AND DISTANCE EDUCATION INFRASTRUCTURE PLAN

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 technical 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 supports personnel and continuously tracks, reports, and manages Internet, data, and video traffic for the College. The UETN's 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.

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LEARNING MANAGEMENT SYSTEM (LMS)

The UETN, working with the College and other Utah institutions, licenses and supports a learning management system software that manages online components (e.g., textbooks, instructional videos, grade books, interactive quizzes, etc.), of in-person and online classes.; ~~a shared platform for information sharing and collaboration~~

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. Through legislation, the UETN continually monitors the technical 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 departments 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.~~

590.6 – PLAN AVAILABILITY & EVALUATION

The plan is made available to students, instructional faculty, staff, and administration on the College Web site. This plan is evaluated on an annual basis and revised as needed.