A & F Leadership Meeting

Wednesday, October 13, 2010

Welcome
A & F Leadership Meeting
A & F Updates

Budget Overview - Tom Ehardt

Leadership Training – Joan Nelson

Emergency Response – Malcolm Davis
A & F Leadership Meeting
A & F Updates

Budget Overview

Tom Ehardt
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Leadership Training

Joan Nelson
Leadership Training

• Impact Leadership

• Discover UH
  • Discover UH – The Business

• ePerformance
A & F Leadership Meeting
A & F Updates

Emergency Response

Malcolm Davis
<table>
<thead>
<tr>
<th>Offense Type</th>
<th>Year</th>
<th>On Campus</th>
<th>Residential Facilities</th>
<th>Non-Campus Buildings &amp; Property</th>
<th>Public Property</th>
<th>Total</th>
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<tbody>
<tr>
<td>Murder and Non-negligent Manslaughter</td>
<td>2007</td>
<td>0</td>
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<td></td>
<td>2008</td>
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<td>Negligent Manslaughter</td>
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<td>Forcible Sex Offenses</td>
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<td>4</td>
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<td>Aggravated Assault</td>
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<td>38</td>
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<td>2009</td>
<td>26</td>
<td>19</td>
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<td>Motor Vehicle Theft</td>
<td>2007</td>
<td>16</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>2008</td>
<td>27</td>
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<td>0</td>
<td>27</td>
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<tr>
<td></td>
<td>2009</td>
<td>11</td>
<td>2</td>
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<td>1</td>
<td>12</td>
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<td>Arson</td>
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<td></td>
<td>2009</td>
<td>0</td>
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<td><strong>Total</strong></td>
<td></td>
<td>199</td>
<td>89</td>
<td>3</td>
<td>19</td>
<td>221</td>
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## Criminal Statistics

Number of Campuses Reporting: 72  
Year: 2009

<table>
<thead>
<tr>
<th>Offense</th>
<th>All Campuses</th>
<th>UH</th>
<th>All Campuses</th>
<th>UH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder</td>
<td>1</td>
<td>1</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Rape</td>
<td>27</td>
<td>1</td>
<td>22%</td>
<td>100%</td>
</tr>
<tr>
<td>Robbery</td>
<td>72</td>
<td>13</td>
<td>38%</td>
<td>54%</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>104</td>
<td>7</td>
<td>60%</td>
<td>71%</td>
</tr>
<tr>
<td>Burglary</td>
<td>976</td>
<td>27</td>
<td>9%</td>
<td>15%</td>
</tr>
<tr>
<td>Larceny / Theft</td>
<td>7,521</td>
<td>411</td>
<td>7%</td>
<td>9%</td>
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<tr>
<td>Motor Vehicle Theft</td>
<td>259</td>
<td>13</td>
<td>13%</td>
<td>23%</td>
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</tbody>
</table>
## Fire Related Statistics

### 2009

<table>
<thead>
<tr>
<th>FACILITY</th>
<th>Date</th>
<th>Cause of Fire</th>
<th># of Injuries</th>
<th># of Deaths</th>
<th>Property Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bates Residence Hall</td>
<td>11/20/09</td>
<td>Hot Plate on Furniture</td>
<td>0</td>
<td>0</td>
<td>$70</td>
</tr>
<tr>
<td>Cullen Oaks Apartments</td>
<td>01/22/09</td>
<td>Grease Fire</td>
<td>0</td>
<td>0</td>
<td>$15,000</td>
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</tbody>
</table>

### 2008

<table>
<thead>
<tr>
<th>FACILITY</th>
<th>Date</th>
<th>Cause of Fire</th>
<th># of Injuries</th>
<th># of Deaths</th>
<th>Property Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cullen Oaks</td>
<td>03/29/08</td>
<td>Intentional – chair set on fire</td>
<td>1*</td>
<td>0</td>
<td>$6,000</td>
</tr>
</tbody>
</table>

### 2007

<table>
<thead>
<tr>
<th>FACILITY</th>
<th>Date</th>
<th>Cause of Fire</th>
<th># of Injuries</th>
<th># of Deaths</th>
<th>Property Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moody Towers</td>
<td>09/10/07</td>
<td>Grease Fire</td>
<td>0</td>
<td>0</td>
<td>$200</td>
</tr>
<tr>
<td>Cougar Place</td>
<td>12/16/07</td>
<td>Smoke Detector Caught on Fire</td>
<td>0</td>
<td>0</td>
<td>$100</td>
</tr>
</tbody>
</table>
A & F Leadership Meeting

Changing the Game

Dr. Carlucci
Delivering “Game Changers” Through Technology
INNOVATING: DOING MORE WITH LESS

STRATEGIC ALIGNMENT OF OUR IT SERVICE PORTFOLIO

Sunrise
- eComm
- SharePoint
- College Reviews
- GoogleApps
- Digital Signatures

Sustain
- PeopleSoft
- Blackboard
- Email
- Network Infrastructure
- Security

Sunset
- Paper Telecomm Billing
- Manual account creation
- SDC Dallas

Game Changers
Commodities
Legacy

UNIVERSITY of HOUSTON
YOU ARE THE PRIDE
Alignment with Strategic Goals:

- Successful Implementation of ERP Across UHS for Enrollment Services, Finance, HR/Payroll
- 10 years experience and confidence-building amongst UHS business units
- UHS poised for building and increasing on ERP success
- Pervasive, ubiquitous shift from in-line to online, self-service supporting ever increasing scope and number of services
- Fundamental shift in:
  - Customer Experience
  - Productivity
  - Competitiveness
ENTERPRISE SYSTEMS

Examples - Students:

- Enrollment Services – Admission, Registration, Financial, Financial Aid
- Automated Cougarnet Account Creation
- CougarCard Services
  - Students upload own photo for their ID
  - Online card activation
  - Photo integration with PeopleSoft, e.g. for Advising
- Contributing to student success via Welcome Center, Advising etc
- Enrollment growth and tier one initiatives
  - Integration with “Feeder Schools”
  - National Visibility (e.g. uSelect)
ENTERPRISE SYSTEMS

Examples - Faculty:

- Distance Learning - Learning Management System
  - Leveraging Intellectual Base
  - Outreach and Competitiveness
  - Instructional Continuity
  - 100,000+ “virtual” class seats

- Online services via “Faculty Center”
  - Class schedules, rosters
  - CV and Syllabus
  - Grade Posting
ENTERPRISE SYSTEMS

Examples - Staff:

- Online workflow automation in Finance & HR
  - Review & Approve Vouchers, requisitions, journals
  - HR Processes, e.g. electronic personnel forms, recruiting
  - Document images integrated into workflow – e.g. Pos
    (2 Million+ documents and counting)

- Increasingly Paperless
  - Timesheets for “Monthly” Employees
  - Various forms now paperless – e.g. Paychecks, W-2s, W-4s etc
ENTERPRISE SYSTEMS

Supporting Infrastructure:

- Fundamental shift from Wired to Wireless
- Going “Pure-IP” in Buildings (voice, data, video)
  - Most recently Cougar Village
- Lower Cost, “Green” Computing
  - Smaller footprint
  - Pooled resources
  - Lower energy consumption
ENTERPRISE SYSTEMS

Onwards & Upwards:

- Many other universities still planning
- Our imagination and ability to execute
IT SECURITY

MOVING ... FROM REACTIVE TO PROACTIVE

“Problem avoidance is an important part of problem solving. Instead of solving the problem, you go upstream and alter the system so the problem doesn’t occur in the first place.”

Edward de Bono
IT SECURITY

PEOPLE
- Awareness Efforts - Students, Faculty & Staff
  * Campaign: Identifying phishing emails.
  * National Cyber-Security Awareness month promotions

TECHNOLOGY
- Finding our own weaknesses first
  * Web application vulnerability scanning
  * Identity Finder – UHS wide effort to locate, remove & protect sensitive data

PROCESSSES
- Establishing cooperative business practices with UHS business owners
  * PCI compliance efforts
  * FTC red flag rule implementation
  * Data security processes – copiers, shredding
TECHNOLOGY PARTNERS PROGRAM

GOAL: Deliver innovation and support in the use of information technology resources through effective management of risk, resource security, service continuity and resources together with college/division identified roles:

- **Strategy**
  - Information Resource Manager (IRM)

- **Operations**
  - Technology Manager (TM)

- **Security**
  - Information Security Officer (ISO)

MAPP 10.03.06
TECHNOLOGY PARTNERS PROGRAM

Why a Game Changer?

Fundamental shift in:

- **FOCUS**: Collaboration, not competition
- **DELIVERY**: Enterprise (UIT) to Local (college/division)
- **SUPPORT**: A community of providers
- **MATURITY**: Technology Reviews
COLLEGE/DIVISION TECHNOLOGY REVIEWS

Iterative Review Framework

1. Initial Review
   PURPOSE: Assessment of immediate critical needs
   DELIVERABLE: Action plan and resolution of critical needs

2. Comprehensive Review
   PURPOSE: Comprehensive technology assessment
   DELIVERABLE: Comprehensive action plan and execution of recommendations

3. Sustainability Review
   PURPOSE: Operationalize technology reviews through the University Technology Partners Program
   DELIVERABLE: Operational technical review plan
A & F Leadership Meeting
UH Dining Service
A & F Leadership Meeting

Video
Plant Operations - Why Change?

FM and FPC – Embracing a Shared Vision

• Proactive Leadership and Planning Strategy
  – Long range planning
  – Quality/integration of processes and services
  – Customer and team based organization
  – Accountability and transparency
  – Financial and resource management
  – Communication
  – People and process
Strategic Initiatives

- Facility Management
  - Project Management and Delivery (minor projects)
  - Integration of Physical Planning
    - Master Planning Support
      - Infrastructure (utilities, roads and landscape)
      - Facility Condition Assessment
        - Renewal and Deferred Maintenance
  - Operational Restructuring
    - Business practices (SOP’s)
    - Business plan development
    - Programmed and planned maintenance program development

- Facility Planning and Construction
  - Project Management and Delivery (system wide)
  - Master Planning
  - Space Management
  - Project Controls
  - Project Inspections
  - Long Term Capital Plans

- Shared Initiatives
  1. Project Delivery
  2. FME and Space Management Technology
  3. Business and Capital Plan Development
  4. Technical Services
  5. Service and Cultural Enhancements
Develop Standardized Project Process

- Initiate the Project
- Plan the Project by Phase
- Procure Services/Products
- Manage Deliverables
- Manage Project Changes
- Perform Project Controls
- Close the Phase
- Close the Project

Communication with Customers and Stakeholders
Dispute Resolution Process
Estimating
Design Review
Commissioning
Inspections
Operational Improvements

**Facility Management**
- Initial restructuring completed early May
- Extended first shift operations (7am – 6pm)
- Shops and services merged to increase staffing depth and service response times
- Leveling of billable rates (FY 2011)
- Software implementation of a web-based work order system will begin in FY 2011 quarter; will be aligned with space management database
- Leveling of custodial staff, buildings shifts, and service levels under way
- Development of CRDM Program
- JOC program redeveloped and rolled out 9/1
- Building Coordinator Program Development - Underway

**Facilities Planning and Construction**
- Initial restructuring completed early May
- Began software implementation of a web-based space management system to align with THECB reporting requirements
- Began development of standard technical specifications for all projects to establish baseline requirements for materials, equipment.
- Began development of a project Inspection database and process
- Establishment of commissioning process for all Major Capital Projects
- Establishment of Project Management groups based upon colleges and component campuses to support system wide initiatives

**Shared Improvements to date:**
- Development of shared business model implemented, IT, Finance, Contracts, HR, Technical Services and Project Controls
- Joint projects initiated: Project delivery, Space and FME system, Facility Condition, Master and Infrastructure Planning
- Joint Staff Meeting, HR and Staff Recognition Programs Initiated
A & F Leadership Meeting

“We will become a model for other universities skilled trades shops – we will be all that you vision we can and more.” - Steve Wright

Rationale for Change and Benefits:

• Service coverage and campus growth with limited resources
• Increase depth of staffing and cross training opportunities
• More efficient utilization of existing staff
• Flexibility – extended service hours: 7:00 a.m. - 11:00 p.m.
• Efficiency – faster response time / shorter duration of project
• Morale and staff empowerment – building in house talent

Future Planning

• Proactive small project planning and reduction of backlog
• Continued improvements in planned maintenance and in house renovation projects
FM and FPC will continue to work together:

• Improve service and measure performance
• Enhance and empower the staff within its support area
  – Our People Are Our Greatest Asset!
• Develop and implement long term strategic plans in support of the President’s Vision
  – Business and Physical Plans
• Improve facilities and the experience of the occupants (students, staff and faculty)
• Work collaboratively to align and enhance services and outcomes
• Change and continuously evolve the organization in alignment with the universities academic needs and resources
A & F Leadership Meeting

UH Police Department

Malcolm Davis
University of Houston Department of Public Safety
Security Vehicles
A & F Leadership Meeting
UH Police Department
National Night Out

Coogs National Night Out:
“A Night to Unite”
You are Invited!!!!

Join the University of Houston Department of Public Safety & Student Government Association for National Night Out and Walk in the Dark

Lynn Eusan Park
Tuesday, October 5, 2010, from 5pm—10pm
Free Refreshments and Entertainment!

Sponsored By: