

# **A & F Leadership Meeting**

**Wednesday, October 13, 2010**

**Welcome**

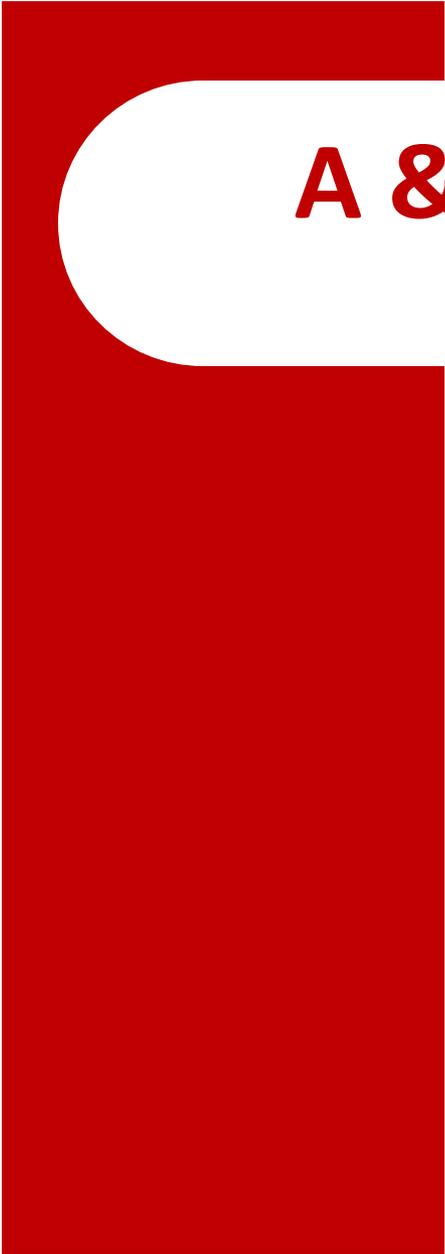
# A & F Leadership Meeting

## A & F Updates

Budget Overview - Tom Ehardt

Leadership Training – Joan Nelson

Emergency Response – Malcolm Davis

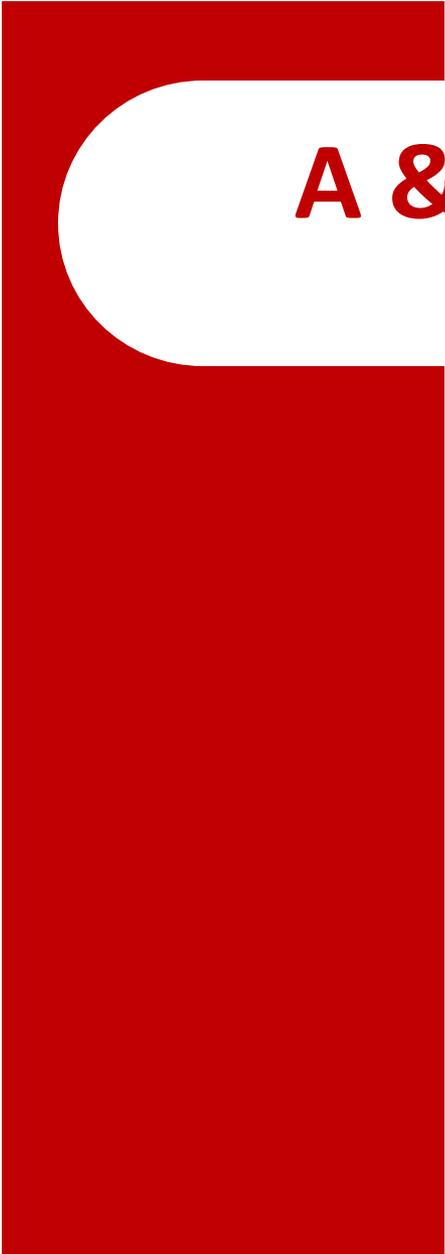


# A & F Leadership Meeting

A & F Updates

## Budget Overview

Tom Ehardt



# A & F Leadership Meeting

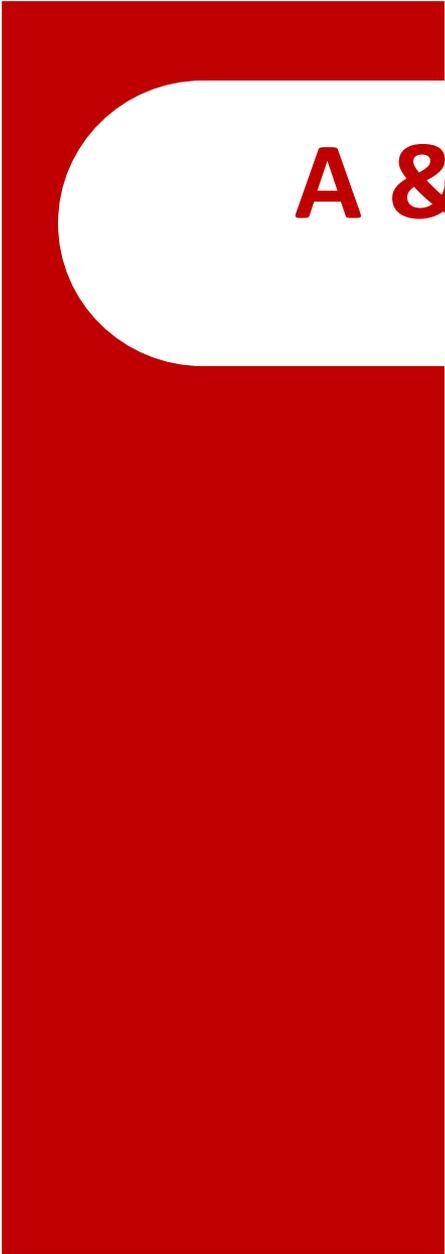
A & F Updates

## 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

Offense Type	Year	On Campus	Residential Facilities	Non-Campus Buildings & Property	Public Property	Total
Murder and Non-negligent Manslaughter	2007	0	0	0	0	0
	2008	0	0	0	0	0
	2009	0	0	0	1	1
Negligent Manslaughter	2007	0	0	0	0	0
	2008	0	0	0	0	0
	2009	0	0	0	0	0
Forcible Sex Offenses	2007	10	6	0	0	10
	2008	5	4	0	0	5
	2009	3	2	1	0	4
Non-forcible Sex Offenses	2007	0	0	0	0	0
	2008	1	0	0	0	1
	2009	0	0	0	0	0
Robbery	2007	9	3	0	3	12
	2008	6	0	0	3	9
	2009	10	3	0	4	14
Aggravated Assault	2007	2	1	0	2	4
	2008	7	5	0	3	10
	2009	5	2	0	2	7
Burglary	2007	38	21	1	0	39
	2008	22	16	0	0	22
	2009	26	19	1	0	27
Motor Vehicle Theft	2007	16	3	0	0	16
	2008	27	1	0	0	27
	2009	11	2	0	1	12
Arson	2007	0	0	0	0	0
	2008	1	1	0	0	1
	2009	0	0	0	0	0
<b>Total</b>		199	89	3	19	221

# Criminal Statistics

Number of Campuses Reporting: 72

Year : 2009

Offense	Offenses Reported		Percent Cleared	
	All Campuses	UH	All Campuses	UH
Murder	1	1	100%	100%
Rape	27	1	22%	100%
Robbery	72	13	38%	54%
Aggravated Assault	104	7	60%	71%
Burglary	976	27	9%	15%
Larceny / Theft	7,521	411	7%	9%
Motor Vehicle Theft	259	13	13%	23%

# Fire Related Statistics

## 2009

FACILITY	Date	Cause of Fire	# of Injuries	# of Deaths	Property Loss
Bates Residence Hall	11/20/09	Hot Plate on Furniture	0	0	\$70
Cullen Oaks Apartments	01/22/09	Grease Fire	0	0	\$15,000

## 2008

FACILITY	Date	Cause of Fire	# of Injuries	# of Deaths	Property Loss
Cullen Oaks	03/29/08	Intentional – chair set on fire	1*	0	\$6,000

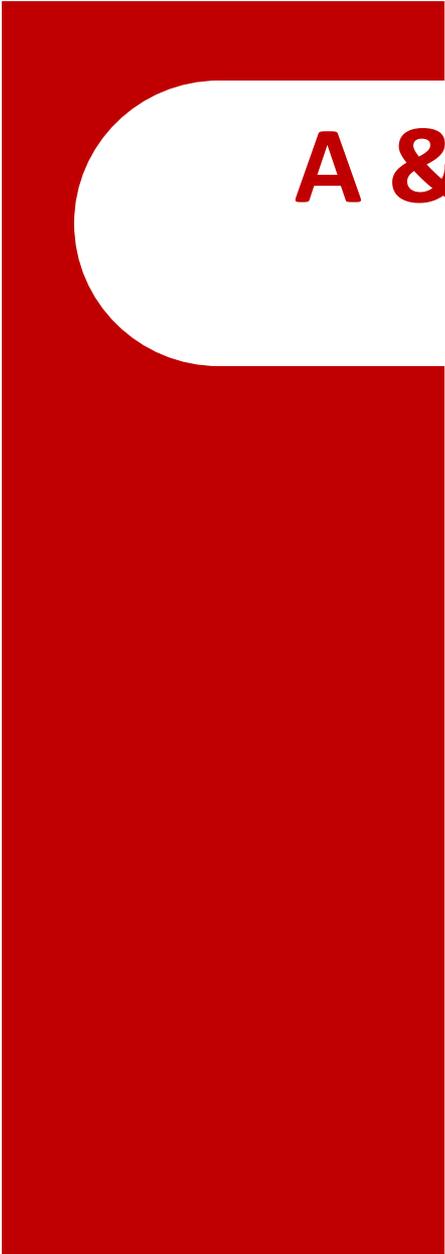
## 2007

FACILITY	Date	Cause of Fire	# of Injuries	# of Deaths	Property Loss
Moody Towers	09/10/07	Grease Fire	0	0	\$200
Cougar Place	12/16/07	Smoke Detector Caught on Fire	0	0	\$100

# A & F Leadership Meeting

## Changing the Game

Dr. Carlucci



# **A & F Leadership Meeting**

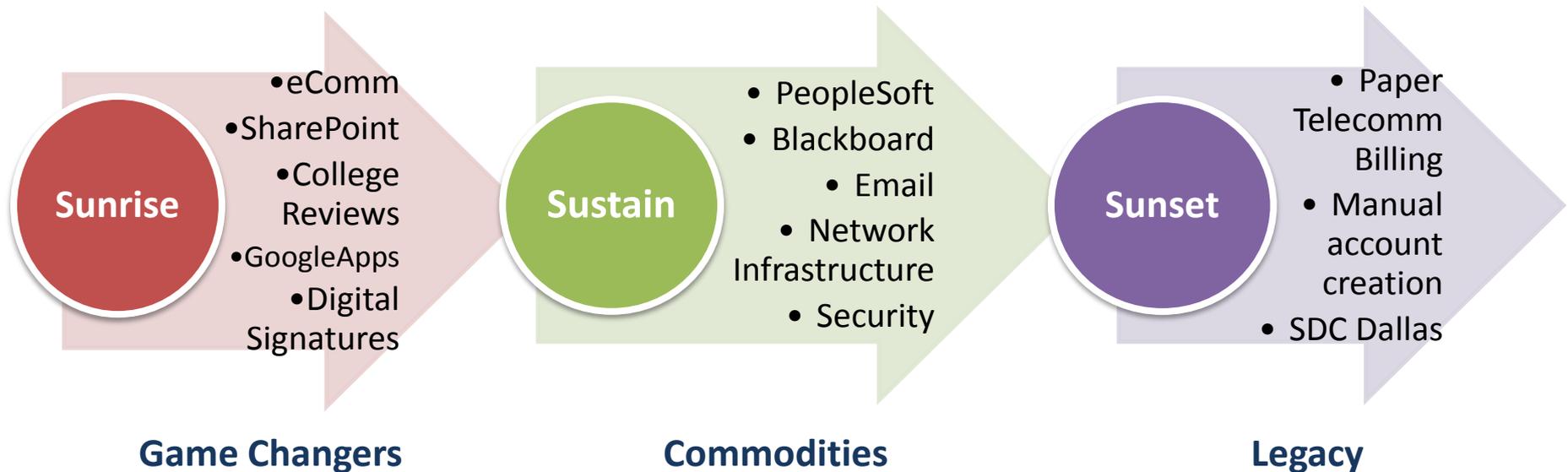
## **Information Technology**

**Dennis Fouty**

# Delivering “Game Changers” Through Technology

# INNOVATING: DOING MORE WITH LESS

## STRATEGIC ALIGNMENT OF OUR IT SERVICE PORTFOLIO



# ENTERPRISE SYSTEMS

## 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:

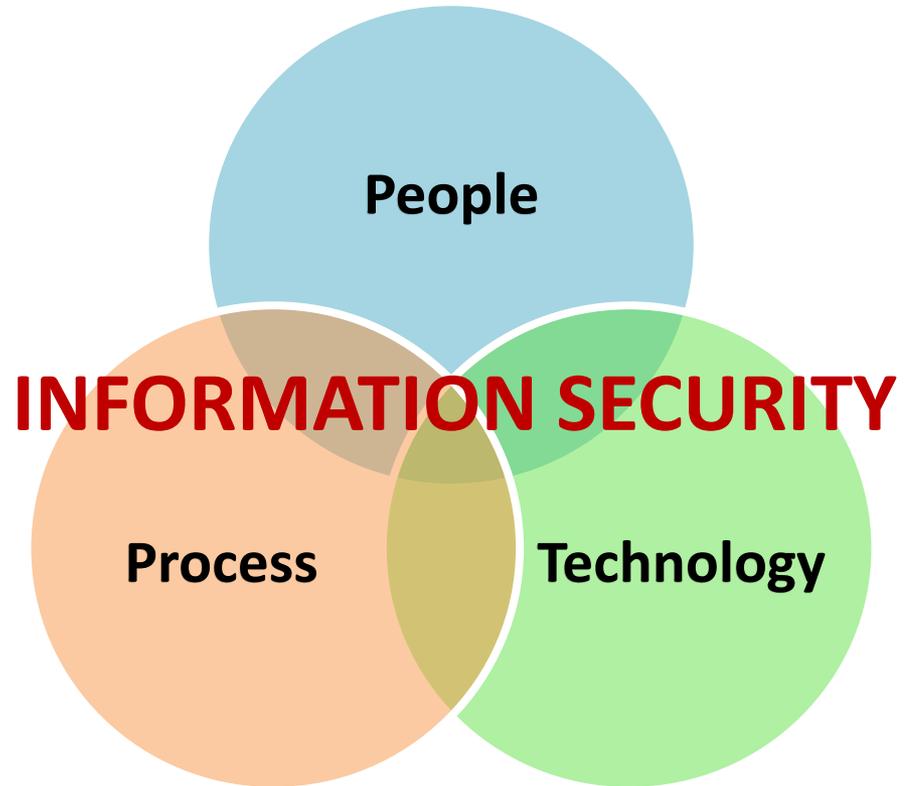
- Many other universities still planning
- Our imagination and ability to execute

# 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

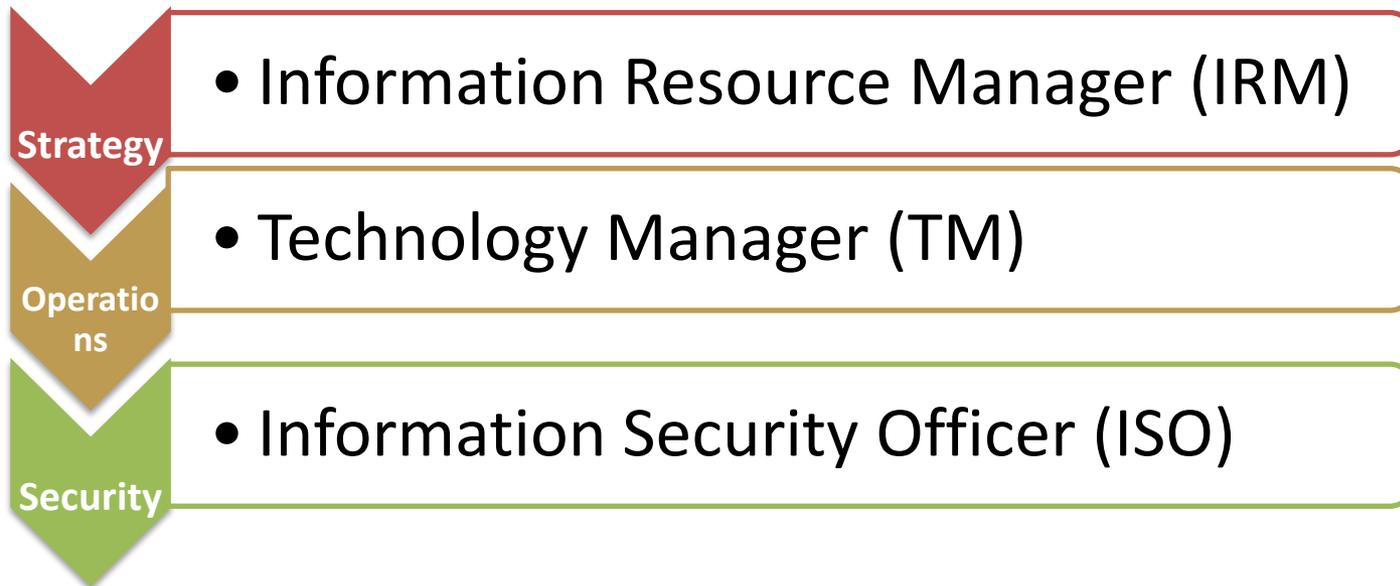
## PROCESSES

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:



# TECHNOLOGY PARTNERS PROGRAM

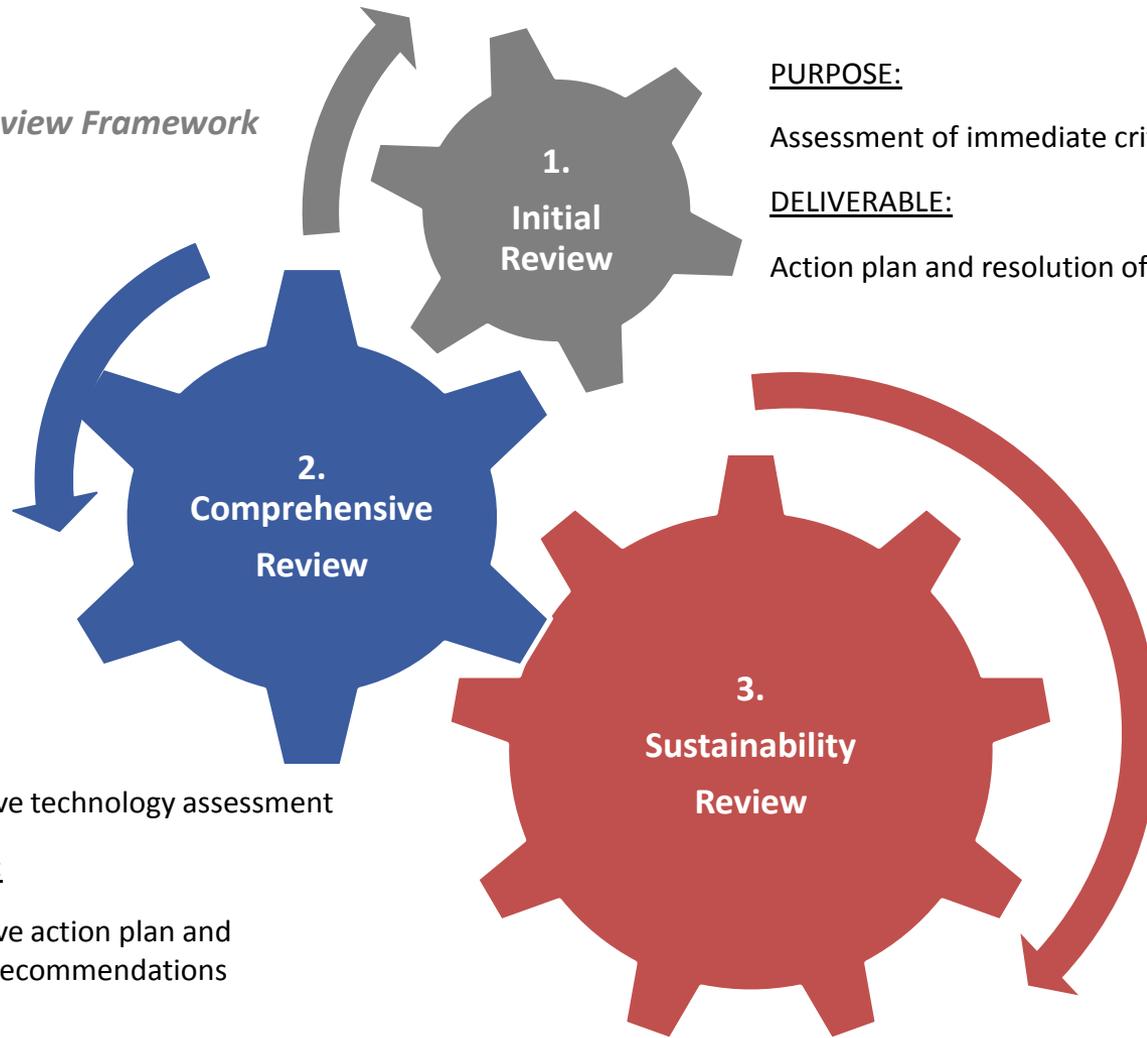
## Why a Game Changer?

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*



### PURPOSE:

Assessment of immediate critical needs

### DELIVERABLE:

Action plan and resolution of critical needs

### PURPOSE:

Comprehensive technology assessment

### DELIVERABLE:

Comprehensive action plan and execution of recommendations

### 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](#)

# A & F Leadership Meeting

## Plant Operations

# 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

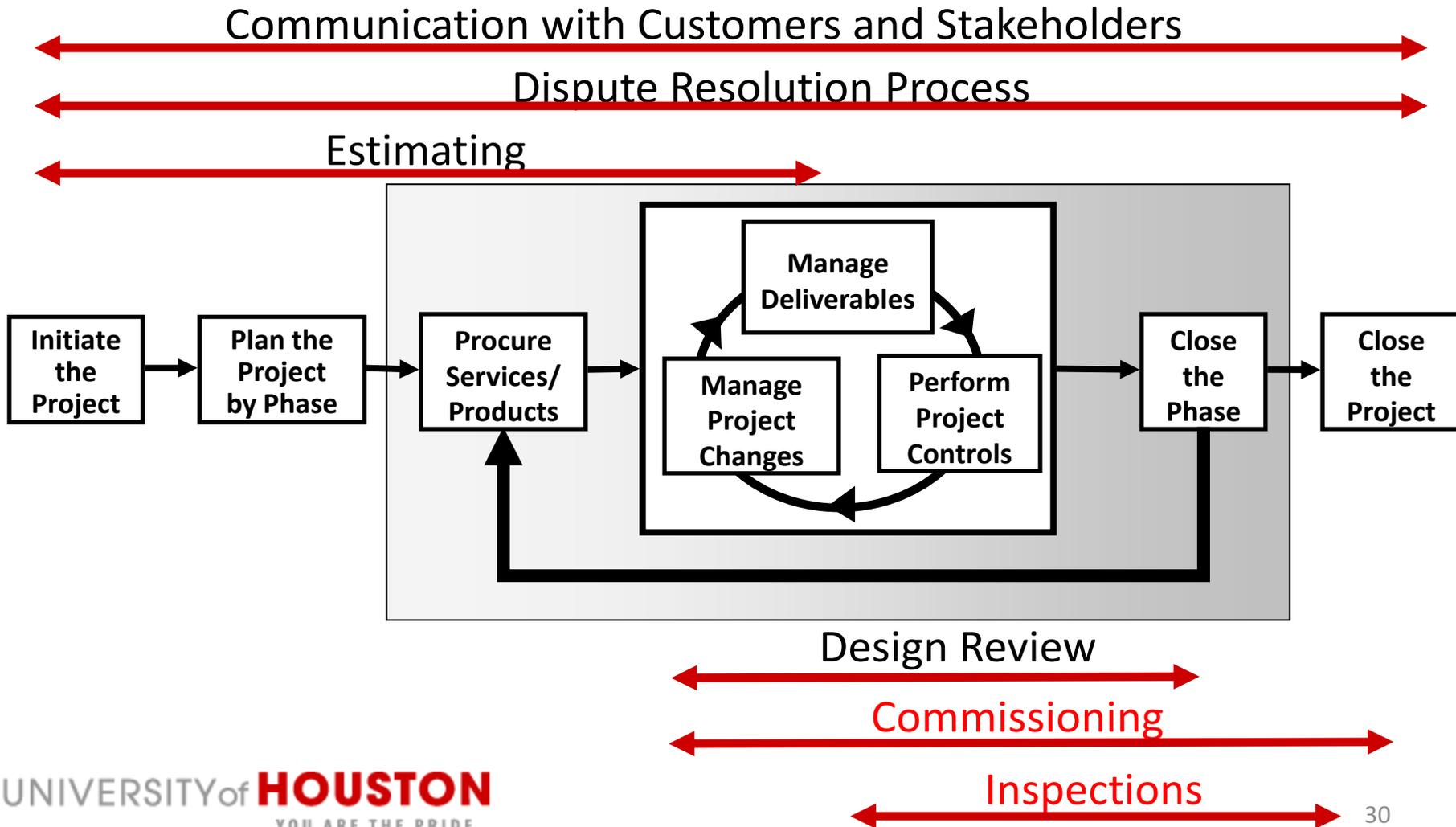


# Strategic Initiatives

- 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



# 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:

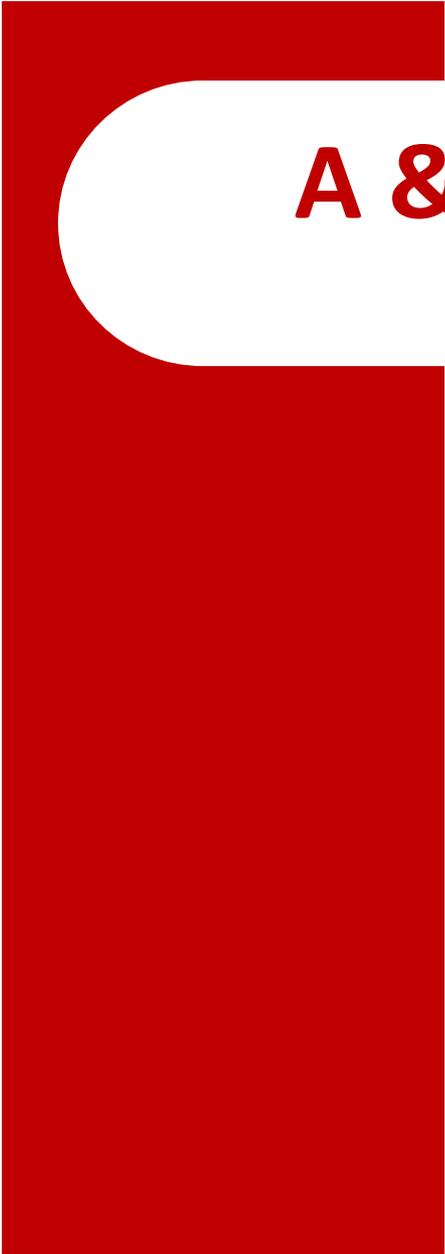
- Service coverage and campus growth with limited resources
- Increase depth of staffing and cross training opportunities
- More efficient utilization of existing staff
- Flexibility – extended service hours: 7:00 a.m. - 11:00 p.m.
- Efficiency – faster response time / shorter duration of project
- Morale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

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# Security Vehicles

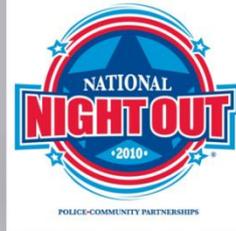
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# A & F Leadership Meeting

## 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**

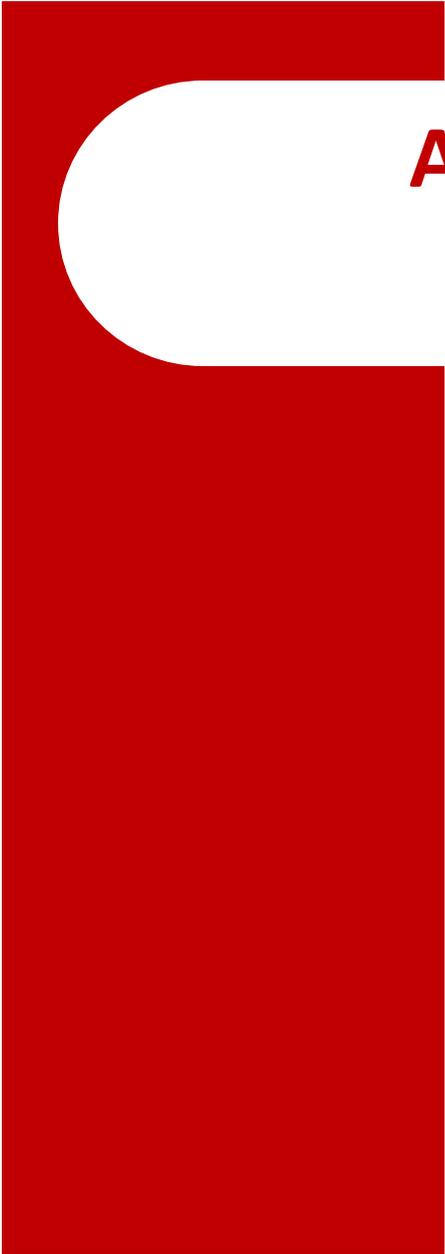
***Free Refreshments and Entertainment!***

*Bring your bicycle and have it registered with UHDPS.*



Sponsored By:





# A & F Leadership Meeting Questions & Wrap-up