

Office Move, Tenant Improvement and New Construction

OMF Cross-Functional Team

Quarterly Status Report March 2013

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Ben Berry, Bryant Enge	Myndi Fertal	December 2012	March 2013
Project Purpose	To create a collaborative, standardized, single process which addresses project estimating, planning and project implementation with regards to all office moves, tenant improvements or new construction which requires technology upgrades and/or personnel moves. This work effort is expected to result in a high value customer experience.		
Goals and Deliverables	<p>Process is to be:</p> <ul style="list-style-type: none"> • A single intake point in OMF for office moves, tenant improvements and new building construction requests; • A standardized single process for all user Bureaus; • Flexible and responsive to project needs and constraints; • Developed with a customer-centric focus; • Fully optimized and fully documented. <p>Documentation is to be:</p> <ul style="list-style-type: none"> • Developed for shared use by all internal business partners and customers. <ul style="list-style-type: none"> ○ Documentation includes; Project Charters, Scope Statements, Cost Estimates and Project Schedules and customer approvals. ○ Scalable based on project status. <ul style="list-style-type: none"> ▪ Low Confidence (conceptual) estimate turnaround is quick; --% design completion. ▪ Medium Confidence estimate turnaround within –days. Project bid date. ▪ High Confidence number that bid award decision can now be based on. <p>Organizational Collaboration is to be:</p> <ul style="list-style-type: none"> • A shared customer-centric focus between the BTS, Facilities, Procurement Services; • A partnership between BTS, Facilities, Procurement Services which ensures goal alignment and a value-based collaboration for the mutual benefit of a positive customer experience for those who request OTC services from OMF. <ul style="list-style-type: none"> – A single standardized process that is efficient, cost effective, duplicable and equally available to all user Bureau 		
Project timeline	Kick-off: July 03, 2012 Estimated Target End Date: December 2013		
Team members	<p>Core Team: Myndi Fertal (BTS lead) Jim Coker (Facilities) Emily Rice (BTS PMO) Paul Gamboa (BTS PMO) Cloy Swartzendruber (BTS Support Center) Vinnie Puglia (BTS Communications)</p>		

	<p>Barb Gibson (Procurement) Janene Edgerton (Facilities)</p> <p>SME: Dan Bauer (BTS PMO) Bob Ochs (BTS PMO) Bob Kieta (Facilities) Alida Thatcher (BTS Support Center) Margie Polmateer (BTS Support Center) Karen Bourbonnais (BTS Communications) Jackie Jackson Freeman (BTS Communications) Mike Croxton (BTS Communications) Wendy Gibson (Facilities)</p> <p>TBD: Ralph Smith (BTS Financial Services) Brad Stevens (Facilities Financial Services)</p>
Other changes	<p>BTS has identified another SME participant. OMF-Printing and Distribution will need to be an SME member of this team to ensure collaboration on moving large multi-use printers.</p>
Current Status	<p>On March 14th a high-level recommendation/solution was shared with the project sponsors. The recommendation was approved and next steps determined.</p> <p>The recommendation in summary is:</p> <ul style="list-style-type: none"> • Create a “Moves Czar” within BTS. • This individual would be embedded within OMF-BIBS-Facilities but continue to report to BTS. • This individual would act as a sub-contractor to Facilities • This individual will manage the external vendor contractor who will be used to perform some move activities. • This individual will be responsible for documented the inside plant cabling for BTS. • This individual will be responsible for ensure compliance with all BTS standards and practices by external vendor contractors.
Next Step	<ul style="list-style-type: none"> • Document a business case with associated Return on Investment/Feasibility study. • Define Knowledge Skills & Abilities • Work with BHR Class/Comp to define new or use existing classification and pay grade • Define reporting structure within BTS for this individual • Confirm union approval and/or validation of process for utilization of external vendor contractors. • Define funding & billing mechanism for this individual • Define demand vs supply for moves • Define cost of moves now and estimated cost under new process