



U.S. General Services Administration

# Evolution of GSA's Facility Management Strategy using Maximo

West Mountain MUG User Group Meeting, August 2021

presented by

Karson Wynne - GSA Region 8 NCMMS Program Manager

Scott Stukel - Owner/Principal, White's Elm Consulting



# About the US General Services Administration – Public Buildings Service

GSA PBS acquires space through new construction and leasing and maintain federal properties nationwide.

- Own or lease an inventory of more than 8,800 facilities.
- Maintain more than 370 million square feet of workspace for 1.1 million federal employees.
- Preserve more than 500 historic properties.

## What else we do...

- Promote innovative workplace solutions.
- Act as a green technologies proving ground.
- Support development of urban communities.
- Provide space for child care centers.
- Donate or sell underutilized real estate for federal agencies.
- Commission artwork for new federal buildings.
- Conserve federally-owned artworks, the largest public collection in the country.
- Support sustainable design.
- Bring real value and accountability to the tax payer.

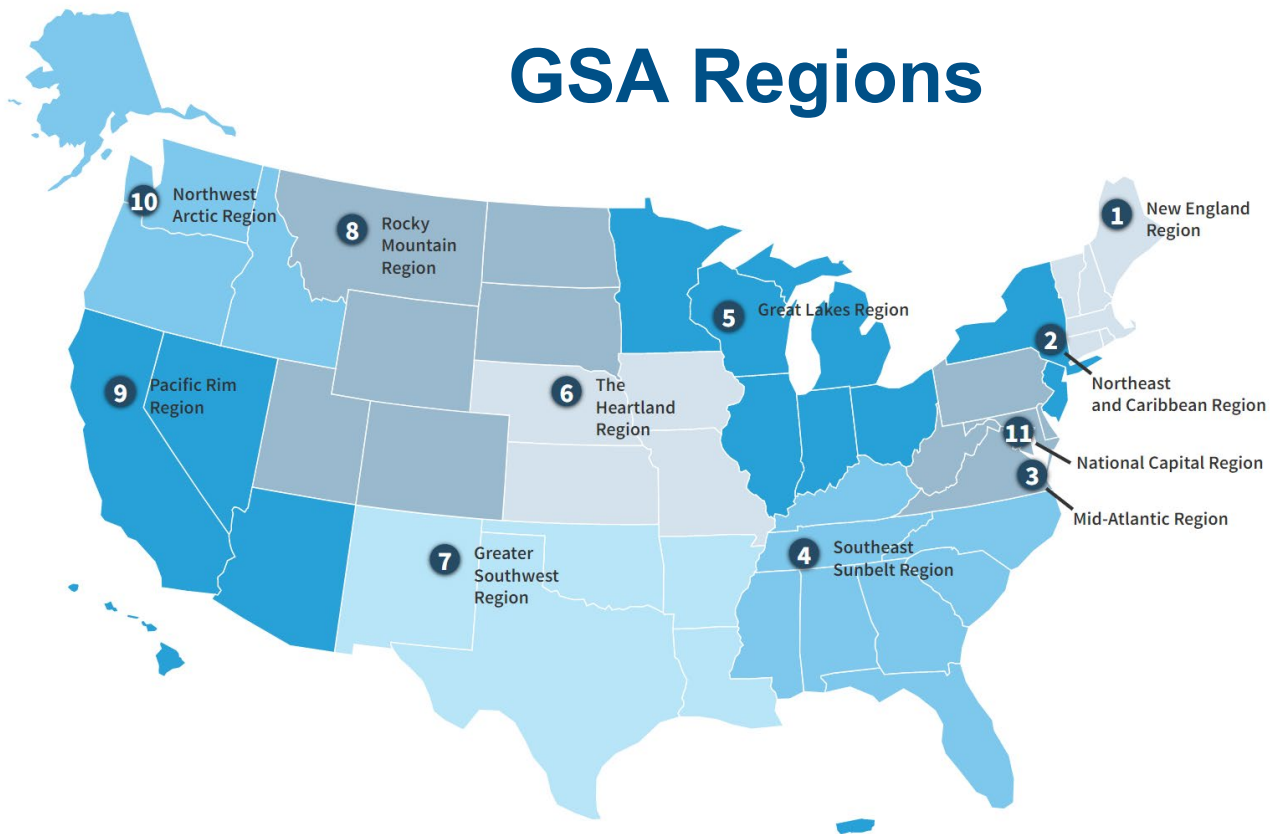
# GSA Mission, Vision, Values

**Mission:** Deliver value and savings in real estate, acquisition, technology, and other mission-support services across the government.

**Vision:** Effective and efficient government for the American people.

**Values:** Service, Accountability, and Innovation.

# GSA Regions



# GSA Stated FAM Business Drivers

- Facility/Building & Workplace Availability (Facility Health)
- Customer Satisfaction (Customer Needs)
- Occupant Productivity (Customer Needs)
- Annual & Lifecycle Costs (Cost Management)
- Optimized Facilities, Buildings & Assets i.e. repair vs replace (Facility Health, Cost Management, Customer Satisfaction)
- Facility Knowledge & Information
- Facility/Building Resource Needs



# GSA PBS Objectives & Initiatives

1. Facility Asset Management Strategy & Policy
2. FAM Training & Skills Development
3. Facility Inventory, Assets, Hierarchy, Information, Knowledge
4. Building Needs & Total Cost of Ownership

# GSA Maximo (NCMMS)

- The National CMMS Application is available from within GSA and the public Internet and serves 2115 users across the nation.
- Program is a collaborative effort between Office of Facilities Management, Office of the Chief Information Officer and all regions to deploy a single CMMS solution across our 11 regions.
- The NCMMS has been live since September 30, 2016.
- NCMMS helps PBS maintain our facilities effectively via consistent processes and accurate data for building equipment, maintenance schedules, work orders, and service requests.



# Facility Inventory & Asset Knowledge

- Locations/Location Hierarchy
  - 1 Org (GSA), 11 Sites (Each Region)
  - 11,745 Buildings, 270,548 location records
- Assets/Asset Classifications
  - 1,010,320 Assets
  - 559 Asset Classification Templates with Specifications
- BIM Modeling
- GIS Mapping
- GSALink – SkySpark Integration for Building Management Systems/IoT

# GSALink (SkySpark)

**Today 1500+ GSA Buildings(owned / operated) are connected to GSALink**

## **What is GSALink's purpose?**

- GSALink bldgs are the "covered bldgs" - about 80% of GSA energy use.
- Enable energy and mechanical operation expense savings.
- Applies metrics for Key Performance Indicators (KPIs)

## **How does GSALink accomplish this?**

- Applying fault detection and diagnostics (FDD) algorithms to identify equipment inefficiencies. (sparks)

Sparks 20-Aug-2021 • CO0009ZZ - BYRON WHITE US CRTHS AHU\_08N



# Building Needs & Total Cost of Ownership

- PMs
- Inspections (GSA configured inspections and contractor evals)
- Work Orders – 1.3M per year
  - Anywhere mobile for O&M contractor maintenance personnel
- Job Plans
  - 3748 job plans in library
- Tracking National KPI's more effectively

# All Regions

✓ Data ready

Data through: Jun

KPI	Current Month	Over-all YTD	Level
Time to Respond & Complete Work Orders	94%	91%	L5
PMs Planned & Performed	92%	89%	L4
Asset ID on Maintenance Work Orders	80%	71%	L5

Targets	Level-3	Level-4	Level-5
<sup>1</sup> Time to respond...	75%	85%	90%
<sup>2</sup> PM's	80%	90%	95%
<sup>3</sup> Asset ID on corrective WO	20%	40%	60%

All KPIs are recorded monthly. Final scores depend on performance for the full year.





# GSA Region 8 NCMMS Roadmap

- Executive leadership support on region wide and national initiative.
- Facility Asset Management policies, standards, and procedures.
- Develop internal expertise in Facility Asset Management best practice through IFMA, SMRP, MUG's, etc.
- Deploy standardized best practices regionally and advocate for national standards.
- Develop plan for tracking Total Cost of Ownership.
- Regionally Led Users Group.
- Extend Maximo capabilities to support GSA Master Plan.



***Karson Wynne***

GSA Region 8 NCMMS Program Manager

[karson.wynne@gsa.gov](mailto:karson.wynne@gsa.gov)

***Scott Stukel, CMRP***

Owner/Principal, White's Elm Consulting

[sstukel@whiteselm.com](mailto:sstukel@whiteselm.com)