Good to Great
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Infrastructure Planning and Facilities

1. Dan Bollman, AVP Infrastructure Planning and Facilities
2. Infrastructure Planning and Facilities plans, builds and maintains the physical environment for MSU’s education, research and outreach missions.
3. If you want to...
   a. Build something
   b. Fix something
   c. Make plans
   d. Save energy
   e. Recycle
   f. Do it sustainably
   g. Clean or maintain something
   h. Handle an emergency
   i. Heat or cool something
   j. Turn on the lights
   k. Call someone
   l. Make a space beautiful
   m. Use water
   n. Landscape
   o. Improve environment
   p. Do it safely
   q. Keep MSU roads safe
   r. Get online
   s. Be transported
   t. Manage off-campus properties
4. IPF’s vision
5. To have highest metric-driven performance standards
6. To provide the highest customer satisfaction
7. To deliver exceptional value to the university
8. IPF supports MSU and its mission
9. We use MSU dollars wisely
10. IPF: A work in progress
11. Our culture is changing
12. Buildings/facilities are NOT our customers
13. PEOPLE are our customers!
14. No more “Don’t be seen or heard.”
15. Customers need to know what we’re doing
16. We hear you say...
   a. “You cost too much!”
   b. “You take too long!”
   c. “You don’t keep me informed!”
17. But you also say...
a. “Your people are dedicated experts.”
b. “The quality of IPF work is great!”
c. “IPF keeps MSU running.”
d. “IPF builds MSU’s physical infrastructure to support emerging work.”

18. We’re making the vision real.
19. We are looking for ways to reduce our costs
20. Adjusted fee structure brings costs down
   a. Before: 5 percent
   b. 30 percent reduction to
   c. After: 3.5 percent
21. Judicious use of project contingencies
   a. Last year, we closed $237 million in completed projects
   b. Returned $7.1 million to funding sources
22. Window air conditioners in the past:
   a. Estimated at $3-5K
   b. Often took months to install
   c. Costs difficult to track
23. Window air conditioners today:
   a. Menu approach
   b. Starting at $2K (depending on size)
   c. Installation within 30 days
24. Implementing campus-wide customer service center saves time and money
25. “Big Idea”
   a. Develop robust, central, university-level customer service center to serve all internal and external audiences
   b. Center staff would serve as ambassadors for MSU
   c. 24/7 complete service-cycle approach
   d. Leveraging technology to create personalized, positive Spartan experiences
26. University-wide, device-independent issues reporting
   a. Any issue
   b. Anywhere
   c. Anyone
   d. Anytime
   e. Call 355-1855
27. In support of Faculty Readiness Initiative
   a. Faculty Readiness program helps departments attract top candidates
28. Goal: To have faculty offices and labs ready when they arrive on campus to begin work
29. Competition for faculty improves with move-in ready research/office space
30. Research and teaching can begin as soon as faculty member arrives
31. What makes Faculty Readiness work
   a. Dedicated staff
   b. Early involvement
   c. Communication throughout project
   d. University-wide effort
32. Reducing energy costs frees up dollars for academic pursuits
   a. MSU Energy Imperatives
i. Satisfy FRIB energy needs
ii. Reliability and cost
iii. Energy Transition Plan
iv. Tightening regulations
v. New substation
vi. Look for opportunities for large-scale renewable energy
vii. Demand-side management (conservation and efficiencies)
viii. Optimize plant operations
ix. Address aging infrastructure needs
x. Strategic fuel procurement for reliability and price stability

33. Greenhouse gas emissions are down 18 percent
34. Coal use down by 65 percent since 2009-10
35. Renewable energy portfolio doubled since 2012-13
36. Partnering with campus community improves efficiency
37. Spartan Treasure Hunt creates “best-of-both-world” teams
   a. Building occupants and IPF pros both bring unique expertise to teams
   b. Teams walk through building, observing and listening
   c. Teams identify energy-saving opportunities and system improvements
   d. Solutions are proposed, priced, presented and implemented
   e. Lasting relationships are built between IPF and faculty and staff
38. IPF partnerships support MSU’s research initiatives
   a. IPF partners with SPARTA on solar energy
   b. College of Engineering
      i. Ground glass as an admixture for cement to improve strength and reduce cost
      ii. Pavement Center for Rehabilitation and Management collaborates to identify opportunities for study
      iii. Pursue grants in Republic of Georgia
   c. Partnership with Forestry helps repurpose trees removed from MSU
   d. Partnering with Human Medicine recruited top staff person with shared responsibilities between CHM and IPF
39. IPF is committed to helping provide a world-class experience at MSU
40. We are your partner for all your facilities needs!