Facilities Exceeds its Goal!
Submitted by: Patty Fogg

Congratulations to the Facilities organization for exceeding its goal by raising $4,026 during the American Heart Association Walk, September 9, 2007. The Facilities organization established a goal to raise $2,000 and it exceeded its projection by doubling the amount..."Working together does equal good employee relations."

A sincere and special thank you goes to those of you who made contributions and, of course, to those of you who participated as this year's American Heart Association Walkers. Those individual AHA Walkers were:


Sunday, September 9th's AHA Walk photos may be previewed at the web link address: http://www.udel.edu/PR/UDaily/2008/sep/07heartwalk/slide1.html.
Facilities “Spotlight” On You
Implementing Quality Customer Service

Dave VanHook, Julian Velazquez and Darren Miller
Thank you, Mr. VanHook and Mr. Velazquez of Insulation Services and Mr. Miller of HVAC Services, for fixing our ceiling.

Noah

A picture is worth a thousand words!
Now this is customer satisfaction.

Kevin McSweeney and Jeff Work
I just wanted to drop you a line and ask you to thank Kevin and Jeff for doing such a great job with the fire extinguisher training this morning. We had about 20 people sign up for the training, but 42 actually came. Kevin and Jeff really hustled and got everyone through. I think everyone thoroughly enjoyed the hands-on part and gained valuable experience at the same time. Again, we really appreciate their dedication, especially in this heat!

Philip Roach
Center for Composite Materials

Joe Bennett, Felix Lopez, Ben Toole, Sam Jones and Roger Bowman
Thanks very much for your invaluable assistance during the last week before student arrival, especially Friday night. Please pass on to those troops who were involved my gratitude and that of Facilities Planning and Construction staff.

Thanks,
Tom Taylor
FP&C

Bruce Campbell and Lewes Maintenance & Operations Staff
Coast Day reminds me that I want to write and say how fortunate we are to have a GREAT facilities group in Lewes. And, it is not just Coast Day, but EVERY DAY! They are always helpful and oriented toward problem solving. By way of a recent example, let me cite the situation a couple of weekends ago. There was a problem with the seawater system in Cannon Lab and the students who were checking tanks and running experiments couldn’t figure it out. Soon Bruce arrives and then 4 of his staff arrive because they heard there was a problem! It was Saturday, no one complained, everyone pitched in and tried to figure out and correct the problem. It was just great! Within a couple of hours the situation was solved, the problem corrected, and seawater flowing through the tanks!

The entire team is excellent . . . but I think they really stand out thanks to Bruce’s example and leadership!

May he NEVER be old enough to retire!

Nancy M. Targett
College of Marine and Earth Studies

Tyra Webster
Special thanks to Tyra who is doing an exceptional job in the Accounting wing and is always happy and enthusiastic. You’re truly a joy to work with.

Facilities Accounting

Valarie Phillips
Valarie has put a lot of work in our labs in Drake Hall getting ready for the Fall semester. The floors are great. What can I say? When you go in, it really looks nice. When the kids walk into these labs, they will know it is a clean lab. Thank you for your time.

Linda Bostwick
Lab Service in Drake Hall
To meet Facilities’ increasing need for Information reporting and automation over the past year, Facilities’ IT Infrastructure and Systems had significant growth and improvements. One of the most important projects was the completion of our new server room in General Services. The project involved many people, making it a success. It was managed by FP&C with work done by Maintenance and Operations, the CITA group, Network Services, and contractors. The new facility has many enhanced features including a dedicated electrical generator, redundant air conditioning, redundant Gigabit network connections. Network Services installed dedicated fiber to the Data Center’s Machine Room where we house backup equipment for disaster recovery. The room also has electronic access control for entry with alarms monitored by Public Safety. Environmental conditions are monitored by the Facilities’ BAS group.

The University Movers relocated the three equipment racks after business hours on a Friday evening allowing the CITA staff to have all equipment running by Saturday morning. The move was a complete success!

This new facility provides us with the necessary improvements to continue growing our network infrastructure allowing additional services for the Facilities organization. Over the past year we installed several new servers, including a new Storage Area Network with 7 terabytes (TB) of production storage for our 25 servers with a backup server with 45 TB of storage for backup and recovery. Some recent and upcoming specific server projects include upgrading to Exchange 2007 Server allowing increased mailbox size and added functionality with an improved Outlook Web Access Client. We will also be upgrading the main file server where all of our personal and shared documents are stored and shared on the network. The M&O BAS group and the CITA group have been working together over the past couple of years upgrading the current BAS systems including the Honeywell, Andover and Staefa systems with new servers and technology. Recently we upgraded the main SQL database server providing faster processing and increased data storage.

On October 17th we switched to our new web site designed and built by Greg Aluise with support from Terri Lineback and Terry Henderson. In addition to a much improved look and feel, technically the site has several improvements. The system is now running in a Content Management System (CMS); a CMS is a database driven web site connected to a SQL Server. This allows for fast site searches and easy site management. With the CMS we can grant end users the ability to maintain and own their content with no HTML skills required. The CMS also allows for portal functionality. There is a “Log In” option that magically reveals added information to Facilities’ employees. Use your Facilities’ Windows account to log into the site.

We have also been in the process of updating network communications for our electrical metering system. This Motorola Canopy wireless network is similar to the wireless networking many people have at home for Internet access. It consists of three access points that are tied into the UD campus network. Our access points are located on the roofs of Spencer, Christiana Towers, and a third site will be installed in a location to be determined near Delaware Stadium. We had a year-long test on a seven-point pilot program which was extremely successful. We will be installing new network capable meters and canopy points for the remaining locations this year. This system will provide more reliable and faster communications for Facilities’ employees and the City of Newark when accessing our metering information.

Finally, over the past year we have been testing and preparing for Windows Vista and Office 2007. All of the issues raised by the Vista/Office test group have been addressed, and we are pleased to report that we have begun the upgrade process.
Facilities—Focus On Maintenance & Operations

Fall 2007 Opening
Submitted by: Tim Becker

On September 10 more than 12 departments assembled representatives in Hullihen Hall to review the Fall ’07 residence hall opening experience. It takes many employees and much behind the scenes work to prepare to open the buildings each Fall.

Again this year, Facilities was recognized for preparedness, fast response to requests, and for overall appearance. It takes many of our staff all summer to clean and repair the thousands of rooms and apartments. The number of requests for repairs and cleaning at opening continues to decline yearly. This is a reflection of the efforts that are made over the summer by the custodial and maintenance staff. This is what makes the summer effort worthwhile. The results are recognized and appreciated. UDPD is one of the many groups represented at the review meeting. They and the Office of Residence Life are always among the first to recognize the accomplishments of Facilities’ staff.

Opening involves staff from Admissions, Residence Life, Housing Assignments, Student Services, Dining, Transportation, Publications, Student Centers, and more. The goal of convening this diverse group of staff is to critique the opening while it is fresh in everyone’s minds and from that, try to find ways to improve the future openings. In addition to Facilities providing 27 mechanics and 35 custodians daily for the weekend opening, Public Safety provides dozens of staff for traffic control. Dining staffs all the main units in addition to extra food carts and beverage stations. It is our opportunity to make a positive first impression upon our newly arriving students as well as their parents. It is a task we have taken seriously with support from the University administration to allow the level of staffing to match the needs of the thousands arriving.

Congratulations to all in Facilities on another successful opening.

Maximo—Again
Submitted by: Bob Stozek

Sound like a broken record? Well, we’re trying once more to move on with Maximo to replace the Scheer work order system and to give us additional tools to better understand where the university maintenance dollars are spent and to plan our maintenance efforts. We had several false starts over the past years primarily because we never had the funds to move ahead with the implementation. Last year, the administration let us keep a portion of our operating expenses that we were able to save through improved efficiency and better cost control. This year, we again were able to bank some savings to reinvest into operations and we now have sufficient funds to move ahead with the implementation. Also helping us proceed is the ability of IT to give us some internal assistance since they are largely through with PeopleSoft Financial and Student Information System implementation which has had them tied up for 5+ years. IT is also helping investigate a new Time and Attendance software package to replace the university’s existing system. So, if all this comes together in the next few months, we will be better positioned to move on with Maximo and make it a reality.
Blast from the Past

Can you guess who’s who?

1.

2.

3.

4.

5.
Can you guess who’s who?

6.

7.

8.

9.

10.
Blast from the Past

Can you guess who’s who?

11.

12.

13.

14.

15.
Blast from the Past

Can you guess who’s who?

16.

17.

18.

19.

20.
What’s Happening

Please Welcome...

**New Hires……**
- Benjamin Adjel, Custodial Services
- Rick Hill, M&O
- Bessie Lovelace, Custodial Services
- Victoria McCloe, Custodial Services
- John O’Hagan, Custodial Services
- Connie Panco, Custodial Services
- Hannah Sam, Custodial Services
- Jose Sanchez, Custodial Services
- Susan Schweers, FP&C

**Congratulations…**

**Retirees……**
- JoAnne Hannagan, Custodial Services

**Employee Appreciation Luncheon**
- **Date:** Tuesday, December 11, 2007
- **Time:** 11:00 am—1:00 pm
- **Place:** Bob Carpenter Center

Please Welcome…
- Sharon Melvin, Custodial Services
- Jennifer Pyle, DOHS
- Elaine Nelson, DOHS
- Caryn Miller, HR Services
- Ken Wassmer, M&O
- Don Cox, M&O
- Jane Frank, DOHS
- Bill Fendt, DOHS
- Kathy Michael, HR Services
- Sharon Melvin, Custodial Services
- Verlyn Rayfield, Custodial Services
- Jim Tiger, M&O
- Ann Woodall, DOHS
- Michael Shaw, DOHS
- Mark Golden, M&O
- Janice Taylor, Accounting Services
- Robin Elliott, DOHS
- Judy David, Custodial Services
- Krista Murray, DOHS
- Jackie Simpkins, Custodial Services

Congratulations…

**Safety Corner**
The Department of Occupational Health and Safety
website: [www.udel.edu/ohs](http://www.udel.edu/ohs)
The Safety Beakon—Newsletter published by DOHS: [www.udel.edu/ohs/newsletter](http://www.udel.edu/ohs/newsletter)

**Our next issue — December 2007**
If you have any information that you would like to have published in the next edition, please contact us. Deadline is: **Monday, December 3, 2007.**

- **Facilities HR Services**, GSB Room 112, Attention E-News
- Michele Jones, telephone 831-1522, mjones@udel.edu
- Patty Fogg, telephone 831-1102, pfogg@udel.edu
- Leslie York-Hubbard of OH&S, telephone 831-6366, lesliyh@udel.edu

**It OUT!**

Wildfire Preparedness Tips
California Wildfires
[http://www.redcross.org](http://www.redcross.org)

We’re on the Web!
[www.facilities.udel.edu](http://www.facilities.udel.edu)