



**Two key Facilities Management staffers behind the development of the Division's new website, Architectural & Engineering Services Director Colin Tennent and Information Technology Operations Analyst Celeste Barnes, check out the new FM homepage.** Photo courtesy of Facilities Management Division

## ***New Facilities Management website will be interactive link to 'customers'***

Every day, Facilities Management's 400 staff keep the U of S 'city' running – with its \$1-billion-worth of 60 buildings, 766 hectares of land, 25 km of roads and walkways, and many more kilometres of water, sewer, steam and electrical lines.

That huge task includes everything from clearing snow and planting flowers to renovating offices and overseeing construction of new buildings.

Now Facilities Management has unveiled a powerful new tool – a website designed to become a key interactive link with its thousands of faculty, student and staff clients.

Officials say the Division's new website furthers its goal of being service-oriented, helping it respond quickly to calls for maintenance or renovation jobs as it supports the University's teaching and research.

"It's a major step for Facilities Management in terms of serving our customers, staff and business partners," says Paul Becker, Associate Vice-President for Facilities Management.

The manager of the Division's web project, Information Technology Operations

Analyst Celeste Barnes, says while the website is up-and-running as of May, its content and interactivity features are being phased-in.

"This first phase is fairly non-interactive," Barnes says, though she points out it does have a campus map that viewers can enlarge and move.

It also has some high-tech features like a video introduction by Becker and a "fly-by" video that takes viewers on a 360-degree trip around a graphic rendering of the Thorvaldson Building and its new Spinks Addition.

The new website, at [www.facilities.usask.ca](http://www.facilities.usask.ca), consists of dozens of pages offering a complete range of information about the physical campus, links to

Facilities Management units, and help with arranging for prompt service. Examples of the pages include:

- Safety Bulletins & Tips.
- U of S Master Plan.
- Room Scheduling.
- Building Standards.
- Custodial Operations.
- Key Room Requests.
- Occupational Health & Safety.
- Snow Removal.
- Surplus Equipment & Recycling Facility (SERF).
- Utilities.

There's also an extensive list of all the maintenance and repair services the Facilities Management 'Can-Do Crew' performs.

"We spent quite a bit of time looking at it from the customer's point of view," Barnes says, so the website will answer all their questions and be helpful and usable.

Her colleague on the website project, Division IT Manager Chris Newton, adds, "We have lots

of plans for the site", to make it more functional. "It's going to grow. This is a building-block, and we want to develop a dynamic site with e-business and other opportunities down the road."

He and Barnes say a 'Customer Service Centre' is being developed, so in awhile campus people will be able to do things like reserve meeting rooms and submit service requests online, and receive speedy confirmation by e-mail. Right now people can download the key 'Work Initiation & Request Form' from the new website and send it to Facilities Management, or simply call the Division to request service.

"For emergencies we still expect people will phone us," Barnes says.

She notes there are both 'internet' and 'intranet' sides to the new FM website. Much of the information about the U of S campus and Facilities Management is

available to anyone in the world who visits the website. But some of the pages that hold detailed information of concern only to U of S employees have a security feature that will only let people in if they enter their University 'network services ID number' (NSID) and a password.

Barnes says one area that she thinks offers a lot of potential is "giving back to the community", by including photos and documents about the history and development of the U of S campus on the website.

There are already the beginnings of a photo gallery and a historical documents section in the site, and they're going to grow, for the enjoyment and interest of anyone who cares to check it out, Barnes says.

She and Newton say they'll gauge the response of users of this early version of the Facilities Management website before adding major new features.

There are 'website feedback' and 'Customer Satisfaction Survey' sections built into the site, to invite users to let the Division know what they think of it.

"We're rolling it out to let people take a look and get comfortable and make their comments," Barnes says.

Colin Tennent, Director of Architectural & Engineering Services, is overseeing the website development project. The Division hired Al Rosseker to design the site, and the University's Division of Media & Technology has carried out the website development work.

Barnes and Newton say the Division may be one of the last U of S units to develop a web presence, but it wanted to upgrade its computer equipment before developing the site. It did that, and is now able to store the content for the extensive new website – and a lot more – on its own network server.

A brochure is being printed this month to help publicize the new website to campus people, and on May 15 Barnes started a series of information sessions about the site, explaining it to the heads of campus student computing labs.

***"We spent quite a bit of time looking at it from the customer's point of view."***

***– Celeste Barnes***