Computer Security - Report IT
Curt Gomulinski
Network Services

With the continued proliferation of computers throughout the workplace and the many potential security risks, Business and Finance recently began an initiative to educate employees about computer security. This campaign included an e-mail from Tim Slottow, Executive Vice President and Chief Financial Officer, and the distribution of magnets and flyers to all Plant Operations employees. If you have not seen these items, contact your supervisor or a member of the Plant Operations Network Services staff.

This campaign aims to educate everyone on the simple things you can do to prevent unauthorized or malicious use of the university’s resources. It all boils down to if you see something out of the ordinary, say something to someone. The flyer pictured here and the online resources suggest a number of ways to protect yourself plus things to be suspicious of when using your computer. In terms of reporting something, you are welcome to submit an Outlook Help Desk ticket, call Network Services, or talk to a Network Services staff member in person.

While BFIT and Network Services rely on you to help support a safe computing environment, be assured we are working behind the scenes to provide additional security. On September 4, BFIT implemented a new spam filtering system that should reduce the number of spam messages in your Inbox. Eventually, this solution should eliminate some of the spam in your Junk E-Mail folder as well. We continue to look into creative solutions to make all Plant Operations’ computers safe, secure, and easy to use.

More information regarding the flyer and other resources from Business and Finance are available at: http://www.umich.edu/~busfin/security.html. Additional information including, information about securing your home computer, is available at: http://safecomputing.umich.edu.

Coworkers Hold Benefit for the Family of Sam Rochon
Paul Guttman
Construction Services

On Saturday, August 11, 2007, several of Sam Rochon’s friends and coworkers hosted a hog roast to benefit his family and to celebrate his life.

Under crystal blue skies, several hundred friends, coworkers, and family members met for an afternoon of exceptional food and fun.

Sam was a construction laborer for Construction Services who passed away on Sunday, July 1, 2007. He provided 20 years of exceptional service to the University of Michigan and to our department. Sam was a good friend and coworker and he truly loved his job and all of the people with whom he worked. Shortly before his passing, Sam told me, “This place is the best place in the world to work.” Sam will be greatly missed by all of his family, friends, and colleagues.

Attendees enjoy the shade at the benefit
Photo taken by: Paul Guttman

Sam Rochon
Photo taken by: Paul Guttman
EXEcuTIvE DIRECToR’S MESSAGE

Challenges Going Forward

I hope everyone who attended the picnic had a good time. The weather was terrific and the new facilities at Wiard’s were top notch. For those who were unable to attend, I hope you will have better luck next year. The picnic is one way that the University says “thank you” for all you do. Let me start this note, once again, by taking a moment to thank everyone for all of the hard work and effort that you put into making the University the truly world class institution that it is. We are beginning a new academic year with the return of the faculty and students to campus. Last issue, the Executive Director’s Note left off with challenges going forward and I thought that topic would be a good beginning for this issue’s note.

As many of you are aware, Plant has a new strategic plan - Vision 2012. Among other things, the plan focuses on the main challenges I mentioned last issue: customer satisfaction, high value services, and cost control with improved or expanded services. Plant needs to continue to excel, or find innovative ways to improve in these areas. Not surprisingly, these three challenges have common threads. Let’s address several of them.

Communication is a two-way street. Knowing what the customer wants involves carefully listening and understanding what their specific service needs are. This is true whether we are at a high-level school meeting or responding to a customer call. Listening and being certain to address the issues that our customers are facing are critical first steps. Once we understand the issue, then we can provide our facilities expertise to provide a solution or remedy. The need for communication does not go away after the initial understanding. Status of work progress and completion is appreciated and sought after. Together as a team, we can meet these challenges. Our new Vision 2012 plan will help us with a framework to stay on top of these issues. The need for communication does not go away after the initial understanding.

Cost Controls are those actions that we take to make sure we are keeping the cost of our work within acceptable standards. We perform a very complex rate analysis twice per year to make sure we are charging the most cost-effective rates for our services that we can. There are two major areas for cost controls: those related to overhead and those occurring at the job site. The overhead type involves the costs of all the production support activities: payroll, computers, work control, shop supplies, tools, and training to mention some of the bigger ones. Plant is always looking for better and more efficient ways to conduct these essential support services. The jobsite cost controls deal with such things as how jobs are staffed, the mix of skills, how materials are fed to the site, schedule processes are, but rather by how we conduct ourselves on the job site. Keep this in mind as you perform your work. Use your time effectively, plan your work so you do not have excessive starts and stops, and resist the temptation to hold casual conversations when not on break. Remember you are on stage when on campus working.

In both categories of cost control, Plant relies heavily on your input. Your creativity is appreciated and sought after. Together as a team, we can meet these challenges.
PPAPO Welcomes Two New Staff Members

Karen Rothfuss
Plant Materials & Moving Services

Nancy Chantaca joined the PPAPO team July 9, 2007. She has many years of experience in benefits administration, HR & Payroll, and was very excited and enthusiastic to join the PPAPO team. Nancy currently resides in Flint with her spouse Randy Brownell and her seven-year-old daughter, Jordan, but hopes to relocate closer to the Ann Arbor area soon.

Kellie Carpenter also joined PPAPO on July 9, 2007. Kellie transferred here from the Medical Records area where she worked for nearly three years. She is attending classes as Jackson Community College to obtain an Associates Degree in Accounting. She lives in Munith, where she just built her first house. She enjoys riding her four-wheeler at Silver Lake Sand Dunes and spending time with her family.

The PPAPO team also would like to send out a farewell to Karen Rothfuss who accepted a position with the newly created Plant Material and Moving Services unit effective September 24, 2007. Karen’s eight years of support and dedication to PPAPO will be sorely missed; however, we are very pleased that she will remain as part of the Plant Operations family. We look forward to partnering with Karen in her new role.

Congratulations & Best Wishes Karen!
We’ll miss you!

Teri Bareis
Plant Payroll & Accounts Payable

Photo taken by: Anna Balholff
“Who ya gonna call?”

Pam Smith
Work Control

Who takes your call when you dial 7-2059? Who is that mystery employee? Could it be someone named Sandy, Melissa, or Dave? They are three of the 11 POCC employees who answer your calls at the call center.

Sandy Patterson has worked for POCC for 14 years. Her favorite part of the job? A happy customer! She enjoys talking to the wide variety of people who call and land in her queue.

Melissa Poston has worked with us for two years and she loves her job! She enjoys getting to know the customers and mechanics and feels a bond forming with people she has never met but talks to day-after-day.

David Kelley has worked with us for only few months and he had to dive right into handling emergencies in his first few weeks. He loves using the walkie-talkies, being deprived of one as a kid. It’s certainly an upgrade from the Dixie cups and string!

What is the hardest thing about working at the call center for these three? Waking up a sleeping Plant Operations’ employee in the middle of the night for an urgent Priority 1 call. Priority 1 calls also follow more complex procedures than the routine calls. Developing an understanding of the priority system and learning to rank requests is one of the many skills needed to work at the call center.

Do you want to know more about these mystery employees? Stay tuned for the next issue of The Plant Exchange!

Pictured above: David Kelley, Melissa Poston, and Sandy Patterson
Photo taken by: Pam Smith

COMING THIS FALL - Basic Computer Classes for Plant Employees

Anna Tobias
Plant Academy

How would you like to print a copy of your paycheck, or learn how to use the new, computerized U-M job bidding system called eMploy? Starting this fall, Plant Academy will be offering mini-courses on how to do these things and more. Stay tuned to your supervisor, the bulletin boards, and announcements for more information on this chance to learn specific skills for conducting U-M business on the computer.

And back by popular demand! -- Self-paced classes in the computer lab beginning September 10. The computer classroom will be open every Wednesday and Thursday from 12:30 to 5:30 pm. Whether it is Windows, Word, Excel, or Outlook, Anna Tobias will help learners decide where to start. If you never used a computer before, this lab is for you. If you have used a computer, but want to know more, there is plenty of coursework from which to choose. There is even a tutorial to improve your typing skills!

The Plant Academy Computer Classroom is located at 109 E. Madison—home of Plant Building & Grounds Services. Come over after work and take advantage of these FREE computer classes!
The Tunnel Crew
Dennis Kretin
Utilities & Plant Engineering

The Tunnel Crew is comprised of a team of steamfitters who have a combined work history of more than 150 years of experience. Most of the crewmembers are certified welders.

The crewmembers are responsible for the utility piping that encompasses more than seven miles of tunnels. The responsibilities of the crew include maintaining the utility piping and equipment, installing new piping and equipment, and assisting outside contractors as required.

The “Tunnel Rats,” as they are referred to, deal with a wide range of issues daily. These issues range from high heat stress areas (temperatures of up to 120°F), to customer satisfaction at the ground level.

The personnel are an elite unit that is very capable of self-direction and requires minimal supervision. They know their job and do it without hesitation.

The crew worked for an extended period without a foreman due to Bill Fink being on leave. The unit still functioned in an appropriate manner and never left any dilemma unresolved.

The tunnel crew, under the direction of Bill Fink, greatly improved the tunnel system. The improvements implemented by Bill and the tunnel crew have had a profound impact on the tunnel system and the quality of customer satisfaction to whom the utilities are provided. Bill and his crew’s legacy will be one that will benefit generations to come.

They are the unsung heroes of the University of Michigan and deserve to be recognized for the fact that “WE MAKE BLUE GO.”

The next time you use hot water or feel heat in your building during the cold winter months, remember that the extensive efforts of the “Tunnel Rats” made it possible.

Cost Savings in the Central Power Plant
Merrill Willett
Utilities & Plant Engineering

Tighter operating budgets are becoming an unpleasant fact, and as a result, we at the Central Power Plant conducted an audit in the spring of 2006 to determine where and how we could reduce costs with respect to water, wastewater, and chemicals.

We identified a number of areas where improvements in operation, maintenance and upgrading of equipment could reduce our cost of operation. The first improvement made was to modify the way we operated our condensate treatment equipment resulting in a significant reduction in waste water generation.

The second improvement was to upgrade our boiler makeup water treatment equipment demineralizers, resulting in more treated water production, reduced wastewater generation, and chemical usage.

The third improvement was to implement a new chemical treatment technology and monitoring program for steam generation, which reduced our water usage, waste water generation and chemical usage. The fourth improvement was to continue to educate our personnel in industry-best practices; this will allow us to make better decisions when it comes to operating and the use of our limited resources.

The final result for fiscal year 2007 compared to 2006 was that we reduced our process water usage by seven million gallons, and our waste water generation along with our chemical usage by 18 million gallons. This resulted in a net savings of $174,000 in fiscal 2007.

We must continue to look for ways to improve, as we will always have a finite amount of money and infinite ways to spend it.

Hot Water from the Sun
Eric Albert
Utilities & Plant Engineering

George Gooch of the Central Power Plant and Kim Borregard of Plant Engineering are in the final planning stages to install a solar collector on the roof of the power plant to preheat campus hot water.

The collector will potentially save about 250 million BTUs of steam per year and avoid the addition of 500 tons of carbon dioxide to the atmosphere over its lifetime. The collector’s rotating platform tracks the sun and its aluminum mirrors focus the sun’s rays onto pipes containing a heating solution, making it one of the most cost effective and durable units on the market. It will be one of the first of its kind in the U.S.

If this pilot unit proves successful, there may be other viable applications at several locations on campus to heat pool water, domestic water, and water for heating. The collector’s manufacturer, Menova, currently is researching using the collector to produce chilled water by using a low temperature absorption chiller. The project is jointly funded by the Energy Conservation Outreach program and the Central Power Plant.

Energy Efficient Fan Belts
Eric Albert
Utilities & Plant Engineering

Brian Morgan of UPE’s Energy Conservation Group and Kim Borregard of Plant Engineering are implementing a project to upgrade the efficiency of the belt drives on hundreds of fans that distribute heating, cooling, and ventilation to campus buildings.

Slippage occurs between conventional belts, motors, and fan sheaves resulting in a seven percent loss of energy. Switching to cogged belts and sprockets eliminates this slippage and prolongs belt life. The first phase is underway to convert about 50 drives in several east Central Campus buildings, saving about $50,000 per year in electricity.
Aiming for “Awesome!”

Bernadette Malinoski, Facilitator for the Labor Management Council
Construction Services

“If we really got all of Construction Services working together as a team, we’d be awesome!” This exclamation, uttered two years ago at the first meeting of the Construction Services Labor Management Council in August 2005, set the tone for the group’s work.

The six-member Labor Management Council (LMC) - (three representatives from the trades and three representatives from management) is charged with developing initiatives that will lead to positive changes in Construction Services. To accomplish this objective, the team is tasked to act with the interests of the whole community of Construction Services in mind to:

• Develop action plans for top-priority, employee satisfaction issues.
• Assist the department in the implementation and monitoring of new programs designed to increase employee satisfaction.
• Take the lead in coordinating and administering Business & Finance Employee Satisfaction surveys in Construction Services.

As it began, the Council worked with volunteers from across Construction Services to define what an “Awesome!” department would be like. The result was a statement of “The Ideal Construction Services” reviewed and approved by the whole department. For a copy, please visit our website at” http://www.plantops.umich.edu/construction/ideal.html.

Because effective communication is essential for all of Construction Services to work together as a team, the LMC has crafted several initiatives. These initiatives include: a peer-guided class, Crucial Confrontations: Tools for resolving broken promises, violated expectations and bad behavior™; interactive-quarterly meetings with all Construction Services employees, including Q&A sessions; and efforts to promote the Construction Services biweekly newsletter as a source of information for all employees.

Through the 2007 “Build the Team” initiative, the LMC is encouraging active participation by trades employees on task teams charged with designing processes to:

• Include trades people in meetings to plan complex projects.
• Conduct reviews of completed projects with the people who worked on the projects in order to identify best practices and areas for improvement.
• Use technology more effectively to improve communication.

At every Labor Management Council meeting, the members experience the importance of skillfully bringing multiple perspectives and ideas to bear on issues of importance to employee satisfaction. Teamwork is the way to “Awesome!”

Current LCM members from left to right:
Jim Hadden, Steve Bird, Mike Gaubatz, Mike Cobb, Rich Gross; not pictured, Dave Clark
Photo taken by: Bernadette Malinoski
The International Sanitary Supply Association (ISSA) recently honored Plant Building and Grounds Services as the first organization in the cleaning industry to meet the criteria and earn certification for ISSA’s Cleaning Industry Management Standard (CIMS) with the additional designation of Certification with Honors.

ISSA is the leading international trade association with worldwide membership including nearly 5,000 distributors, manufacturers, building service contractors, and in-house service providers. ISSA also works with more than 75 associations, alliances, and government agencies around the world that represent the cleaning industry.

Plant Building and Grounds Services was one of 24 case study organizations in the United States and Canada that committed to being one of the first in-house and contracted operations to undergo the certification process and third-party assessments to achieve possible certification to CIMS.

After the pursuit for documentation to meet each section’s requirements, seven binders of information and documents were submitted to ISSA for evaluation. It was truly a team effort that afforded us this success. Thanks to the following people from the university community and our department who contributed significantly: Denise Willmore and Jeff Terry from Risk Management Services; Stacy Johnson, Human Resources; Keith Trombley, OSEH; Pam Smith, Work Control; Rose Griffith, Darryl Betts, and Luke Gentles from PBGS for their positive feedback and helpful suggestions. We also thank the facility representatives who made time to meet with the assessor for one-on-one interviews, including Bonnie Brown, Terry Bennett, John Minier, and Doreen Bolgos. Thanks to John Lawter for his support and input, the department’s lead team, supervisors, and all our custodians who represented the department so well during the assessor’s site visit.

Certification with Honors is the highest designation available to those who comply with CIMS. This indicates that our cleaning organization met 100 percent of the mandatory management requirements and at least 85 percent, per section, of the recommended elements set forth in this standard. We were able to provide thorough documentation of compliance with the five core sections of CIMS: Quality Systems, Service Delivery, Human Resources, Health, Safety and Environmental Stewardship, and Management Commitment.

So what does this all mean to us? Certainly, this process was useful in identifying our areas of success. However, it also identified areas in need of improvement and reinforced the need for us to standardize and simplify our processes. All the information compiled for certification is now together as a single reference source for easy access. This process reminded us of the tremendous resources available to us within the University community.

Darryl Betts, Custodial Area Manager, affirmed in a statement to ISSA that the University of Michigan has a motto: “The Leaders and the Best” and that “we saw the CIMS certification as one way our department could exemplify that philosophy and gain the respect our staff deserves.” Luke Gentles, Business Manager, added that “Receiving this certification from an internationally recognized organization such as ISSA brings credibility and prestige to our department, and will go a long way when meeting with internal clients, upper management, and peer institutions.”
The facilities group within the College of Literature, Science, and the Arts (LSA) came to Construction Services requesting assistance with the design and implementation of the renovation of the Residential College Administration area in the Tyler House of East Quad. We were required to fast track the construction and design in order to meet the small window of time to complete the project. The design for this 5,500 square foot area continued through the demolition stage as discoveries during demolition changed the scope of work and design. This project would not have been completed in the allotted time without the fast-track approach.

The administration area includes offices, two conference rooms, two kitchens, two corridors, and a unisex bathroom. As the scope of work grew, the project resulted in gutting the majority of the project area. All trades were utilized for this project and the majority of the work rested on the shoulders of the electricians as the entire area required new conduit and wiring for all outlets, light fixtures, and data lines. The majority of the infrastructure for the area was installed in the basement and the services accessed through the floor slab. Future wireless upgrades were taken into consideration for the project and provisions were made to make for an easy installation in this area. Steve Roberts acted as the lead person for the entire project.

The project was completed before the start of school and the offices were turned over to the Residential College Administration August 13. This project is yet another quality example of the capabilities Construction Services has in completing multi-trade construction projects. This project was managed entirely in-house and the majority of skilled trades onsite were full-time employees. We look forward to serving LSA again next summer when we will be working on another section of East Quad.
C.A.R.E. Ordering Problems
Pam Smith
C.A.R.E. Team Representative

Are you having trouble logging in to the new C.A.R.E. vendor website? Are you tired of the message “the login name or password entered does not match our records?” This short guide should help.

Logging in with the information below no longer works on the new website.
1) Login: Blue - Password: 1817
2) Email address or unique name
3) Any other combination!

What works? The login name and password you received in the mail.

C.A. Short, the new vendor for the C.A.R.E. program, sent letters home to each employee with a current login name and password. Unfortunately, there have been some problems with this process. We have heard…
1) The dog ate my letter.
2) My son got the mail and put it somewhere - never to be found again.
3) I never received it. Did it look like junk mail?
4) I can’t remember what it was or where I put it.
5) Huh?

These problems can be resolve by:
1) Calling C.A. Short at 1-800-535-5690 and giving them your name and UM ID number.
2) Email custser@cashort.com with your name and UM ID number.
3) Email Plant Operations customer support person Jackie Newton at jnewton@cashort.com with your name and UM ID number.
4) Contact your C.A.R.E. representative for help.
5) Call Pamela Smith at 936-2531 for help.

If you were not an employee in April when the C.A. Short mailing was sent, you will be sent your login, password, and point statement upon receiving your first award.

We hope this answers all your login problem questions. If not, there is a “Click Here for Live Support” link on the website so you can chat “live” with a customer support representative. Please let us know if you continue to encounter problems.

Thank you.

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Plant Operations Blood Drive

Date: Tuesday, October 23, 2007
Time: 8:30 a.m. ~ 2:30 p.m.
Location: Student Theatre Arts Complex
1201 Kipke Drive

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Meet the most recent **PLANT ACADEMY GRADUATES**

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**Plant Academy Graduating Class of June 2007 of the Supervisor Leadership Certification Program**
Wayne Zdrojkowski, Jim McIntosh, Rich Robben, Danny Black, Jack Duey, Gary Jenkins, Patrick Flavin, Sue Nylen, Mary Gluski, Alan Abend, Sandra Herrst, Dennis Kretin, Mike Swanson, Stephanie Caddell, Allissa Weber, Cindy Fowler, Paul Turlukowski, Sarah Ely
(Not pictured: Joe Hovorka, Camie Munsell, John Nichols, Lynette Wright)

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**Congratulations!**

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**Plant Academy Graduating Class of June 2007 of the Introduction to Facilities Management Certification Program**
(Not pictured: Mary Diskin, Kim Harless, Carol Varney, Ed Wilson)

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**Great Job!** 🎓
2007 Employee Appreciation Picnic

Good Times
Do you know what this chart represents?

This is a ROPA diagram. ROPA stands for Return on Physical Assets. It is used as a benchmarking tool by a large number of college peers to compare how well we are maintaining and servicing the campus. The three different colors represent a theoretical standard: ideal situation (blue), institutional target/realistic situation (red), and the actual performance (grey). The areas of this chart of most interest to the Plant Operations department are the corners of the diamond labeled “Operations and Service.”

There will be more information about the ROPA diagram in a future article.