

# **NBIMS-US 2012 Vision Task Force Narrative for Facility Management: What the Future May Hold**

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Facility management includes the interactions between people, process, technology and standards. It comprises broad responsibilities in an ever-changing environment. BIM and the National BIM Standard provide a strong foundation for the daily responsibilities of facility managers; especially through supporting the dynamic workplace as an important part of the parent organization and the municipalities in which the facility management team serves.

The technology savvy workforce embraces the dynamic needs of the building occupants as they continue to stretch the definition of multi-use space. The new office work environment includes face-to-face meeting space, as well as highly collaborate virtual work environments, allowing people to work from anywhere, at any time. The facility management workforce, many who purposefully entered the profession, understand the demands of younger generations entering the workforce who demand change and expect the use of technology to be commonplace. This requires facility managers to embrace and prioritize both new technologies and processes necessary to support effective use.

The role of the facility manager extends beyond the exterior walls of the buildings and the property lines of the buildings they work within. The facility manager plays a key support role in meeting municipality and infrastructure needs within the community. Ecodistricts are commonplace, and facility management best practice includes sharing energy and other environmental reporting metrics with the municipalities which their buildings are located. Other municipal level stakeholders that the facility manager communicates with regularly include city planners and emergency response personnel. Thus, BIM is commonly used to help support decisions and analysis to protect critical infrastructure, including but not limited to power and water treatment plants, roads, and municipal level security and communication systems.

Meeting the demands of the dynamic workplace and the continually expanding role of the facility manager requires quick access to accurate data in formats that can easily be shared and re-purposed with a large variety of stakeholders. BIM is the enabler to help facility managers make proactive, robust, reliable decisions about asset, energy, maintenance, and space management. Rooms full of paper-based record drawings and even CDs, DVDs and electronic media with multitudes of disorganized PDFs are nearly recognized as practices from the past.

BIM enables detailed analysis, that took hours if not days to complete 10 years ago, can be completed in minutes, often by the click of a button by a trained technology support person. Data from many different software solutions, including, but not limited to computerized maintenance management systems (CMMS), computer-aided facility management systems (CAFM), integrated workplace management systems (IWMS), building automation systems (BAS), geographical information systems (GIS) and enterprise resource planning systems (ERP) pull data from a single, common database using information exchanges included within NBIMS.

The facility manager's internal team, which often consist of both capital planning and operations and maintenance units, understands the value of keeping data in the database up to date. Facility managers work closely with technicians to continuously look for ways to improve data collection and tracking methods to ensure that the information required to generate key performance indicators (KPIs) is available to enable analysis and achieve high performance building operations goals.