

2000 Goals & Performance Tracking
Campus Facility Services

1. Goal:
Develop Energy Management plan and begin implementation of plan.

1. Meet with technical staff to brainstorm issues. (Done) 2. Develop draft plan to discuss with campus administration. (Done) 3. Analyze utility budget over last five years in order to formulate baseline financial data. (Done) 4. Begin work on first phase of plan.
Evidence: Energy saving means are installed.

2. Goal:
Negotiate with IPALCO and Clarian Health regarding long term utilities relationship and agree to terms.

1. Perform tri-generation study on joint Clarian/IUPUI project. (Done) 2. Formulate and get consensus to joint goals for negotiations. 3. Present findings to IPALCO. (Done) 4. Analyze financial implications and agree to with Clarian. (Done) 5. Enter agreement.
Evidence: Savings in overall utility bills.

3. Goal:
Focus learning environment enhancement program on classrooms where the most credit hours of the top 25 classes that impact freshmen are held.

1. Identify implicated classrooms. (Done) 2. Convene internal CFS committee to shadow campus classroom committee. (In process) 3. Establish baseline condition assessment implicated classrooms. 4. Implement program. 5. Assess impact.
Evidence: Classrooms that most greatly impact retention of freshmen are improved in quality.

4. Goal:
Recruit, retain & develop (in house) qualified craft employees.

1. Partner with Human Resources Administration to do a market analysis. (Done) 2. Devise job descriptions for SM20 positions (Done) 3. Devise methodology for inquiry that employees qualify for SM20 position (Done) 4. Implement program by March 1, 2000.
Evidence: Long term retention rate for craft employees will improve.

5 Goal:
Replace mainframe work management software “Assetworks”.

1. Participate in enterprise-wide project development (In process) 2. Develop implementation plan. (Done) 3. Purchase software. 4. Receive conceptual training (Done)

Evidence: Go live by July 1, 2000

6. Goal:
Develop & implement comprehensive customer service program.

1. Nurture with leadership. (On-going) 2. Develop customer information system. 3. Create strategy 4. Implement through structure, people & technology.

Evidence: Customer Service assessment shows improved customer satisfaction.