

# Succeeding with B210 Facility Support's Emerging Consulting Services

Course Number EL802A *and* EL802B

Thursday, June 21, 2018 12:30—1:30 PM *and*

Friday, June 22, 2018 2:15--3:15 PM

Learning Units 1.0 LUs / RIBA

This presentation is protected by U.S. and international copyright laws.

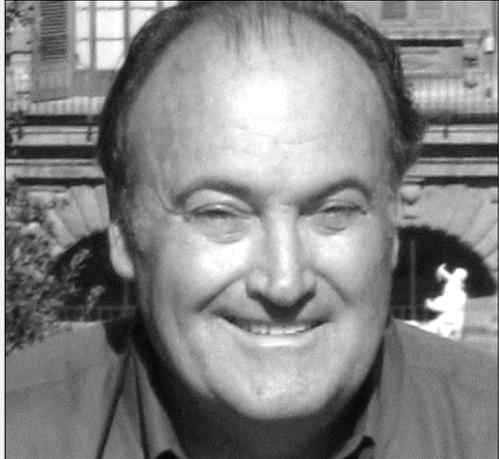
Reproduction, distribution, display and use of the presentation without written permission of the speaker is prohibited.

This program is registered with the AIA/CES for continuing professional education. As such, it does not include content that may be deemed or construed to constitute approval, sponsorship or endorsement by AIA of any method, product, service, enterprise or organization.

The statements expressed by speakers, panelists, and other participants reflect their own views and do not necessarily reflect the views or positions of The American Institute of Architects, or of AIA components, or those of their respective officers, directors, members, employees, or other organizations, groups or individuals associated with them.

Questions related to specific products and services may be addressed at the conclusion of this presentation.

# SPEAKERS LIST



STEPHEN  
HAGAN

FAIA

---

President | CEO, Hagan  
Technologies, LLC



SUSAN  
HENSEY

FAIA

---

Senior Partner, Little



HASTI  
HEJAZI

---

Expo Session Organizer /  
Education Director, The  
American Institute of  
Architects

# Course / Learning Objectives

1. Once participants have a solid understanding of the significant changes to the Facility Support document, they will be able to evaluate their firm's ability to offer these services to their existing and prospective clients. This knowledge will enable the architect to better communicate with clients concerning valuable services increasingly being provided within the industry, i.e., Facilities Planning, Workplace Strategy, CAFM & IWMS software support, the value of the built environment in terms of safety, occupant comfort and well-being- often utilizing data and technology feedback for human-centered and experiential design processes.
2. Participants will be introduced to firms who have transformed their traditional practices by providing non-traditional architectural engagements that may bookend an architectural project, providing ongoing consulting.
3. Participants will be able to evaluate where their firm currently falls within the evolving Facility Services industry and learn how they may grow their business for expansion into this arena. Upon completion, participants will understand the relationship between the AIA and other Facility Management industry organizations. Content will include Workplace Planning, Integrated Facilities Management Software, materials methods, as well as design and construction processes (codes and standards, environmental compliance, new as well as renovation and historic preservation).
4. Upon completion, participants will be able to take key ideas back to the office on Monday and understand how the Facility Support Document might increase an architect's or firm's brand and marketing of services. Areas of practice include: building systems, construction contract administration, design, environmental and legal project constraints and opportunities.



**YOU WIN!!!**

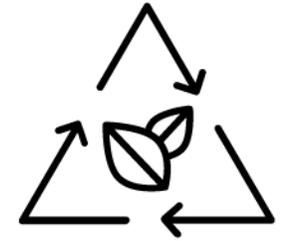
# THERE IS A **HUGE DEMAND** FOR FACILITIES MANAGEMENT SERVICES

## \$700B

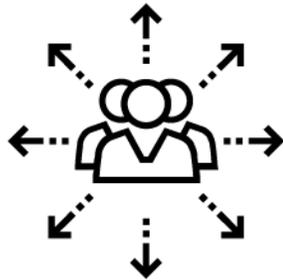
Global market value is likely to reach upwards of **\$700 Billion by 2020\***



**Rising real estate investments** brings new opportunities for growth



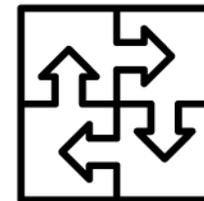
**Sustainable building practices** are boosting demand



Cost benefits drive popularity of **outsourced services**



**RFPs from end users and real estate firms** for services



Increased need for **integrated services**



The competition is **bundling services** with architecture and design

# WHERE BUSINESSES THRIVE

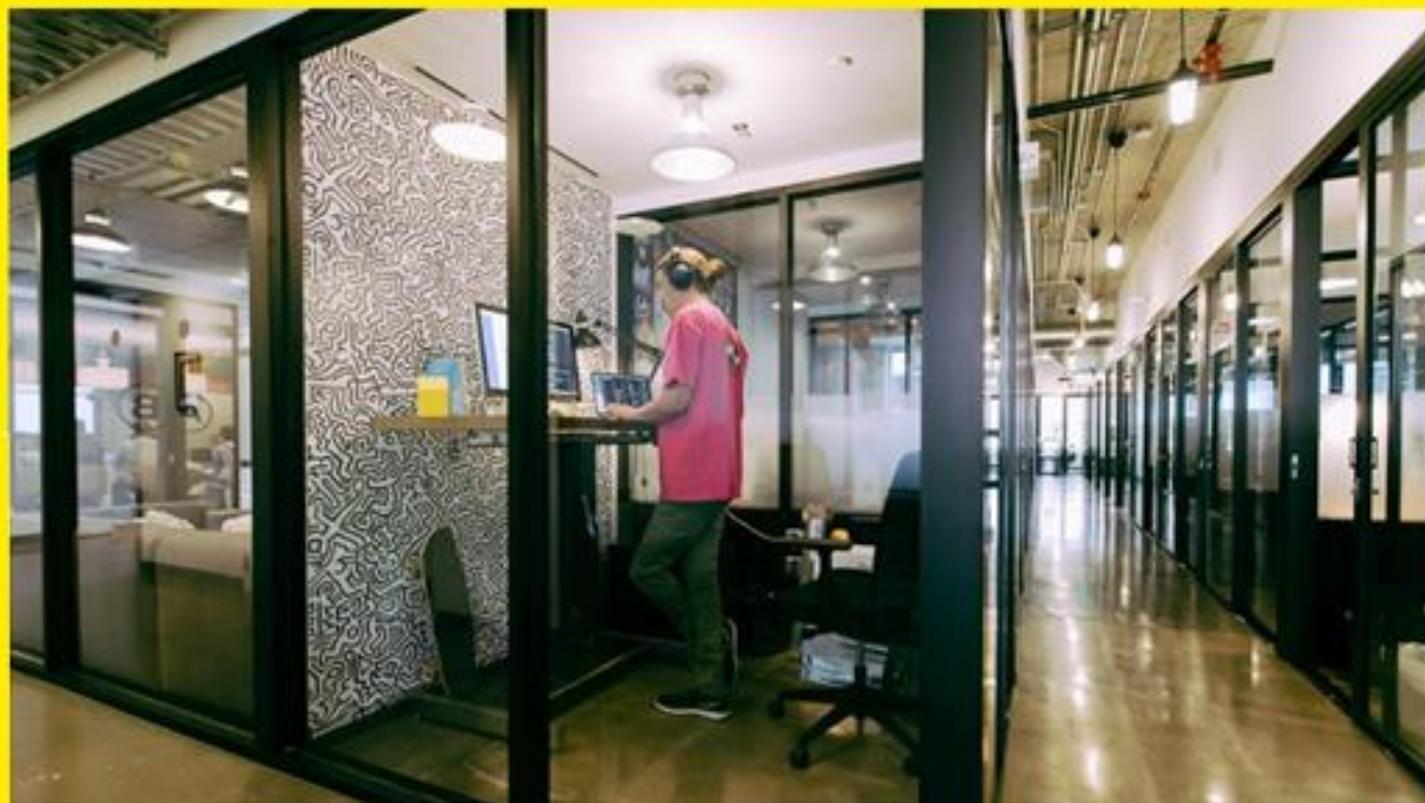


wework



# At WeWork, Humans Supply Data For Its "Giant Computers"

The coworking startup is using heat maps and beacons to make its real estate operating system even more efficient.

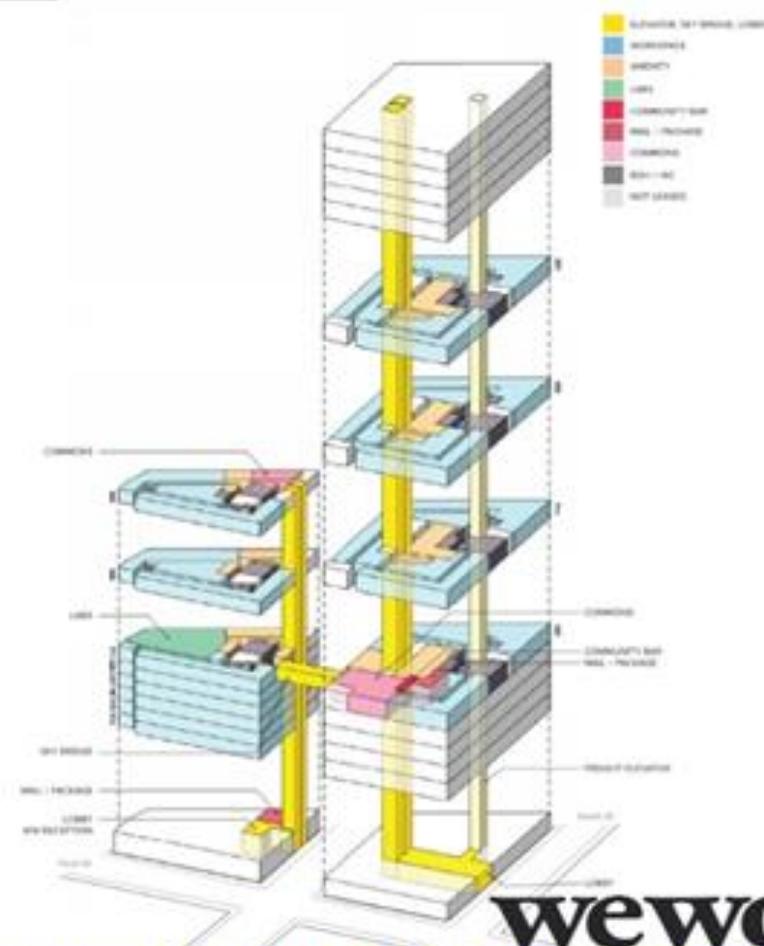
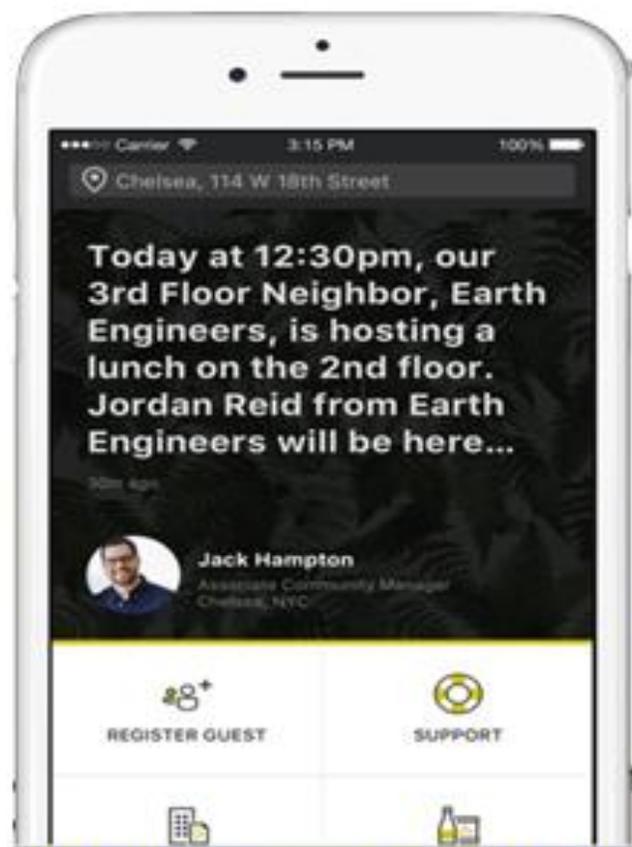
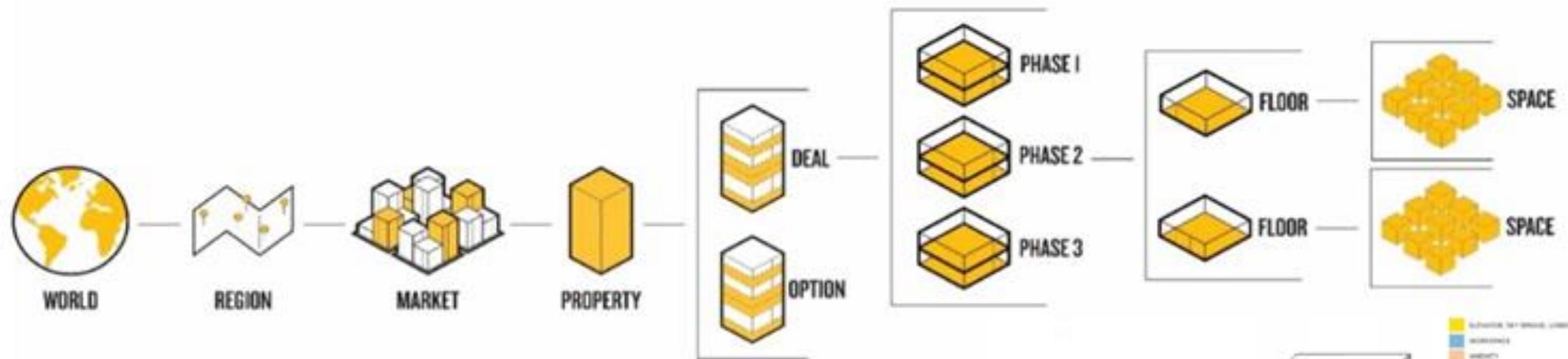


[Photo: courtesy of WeWork]

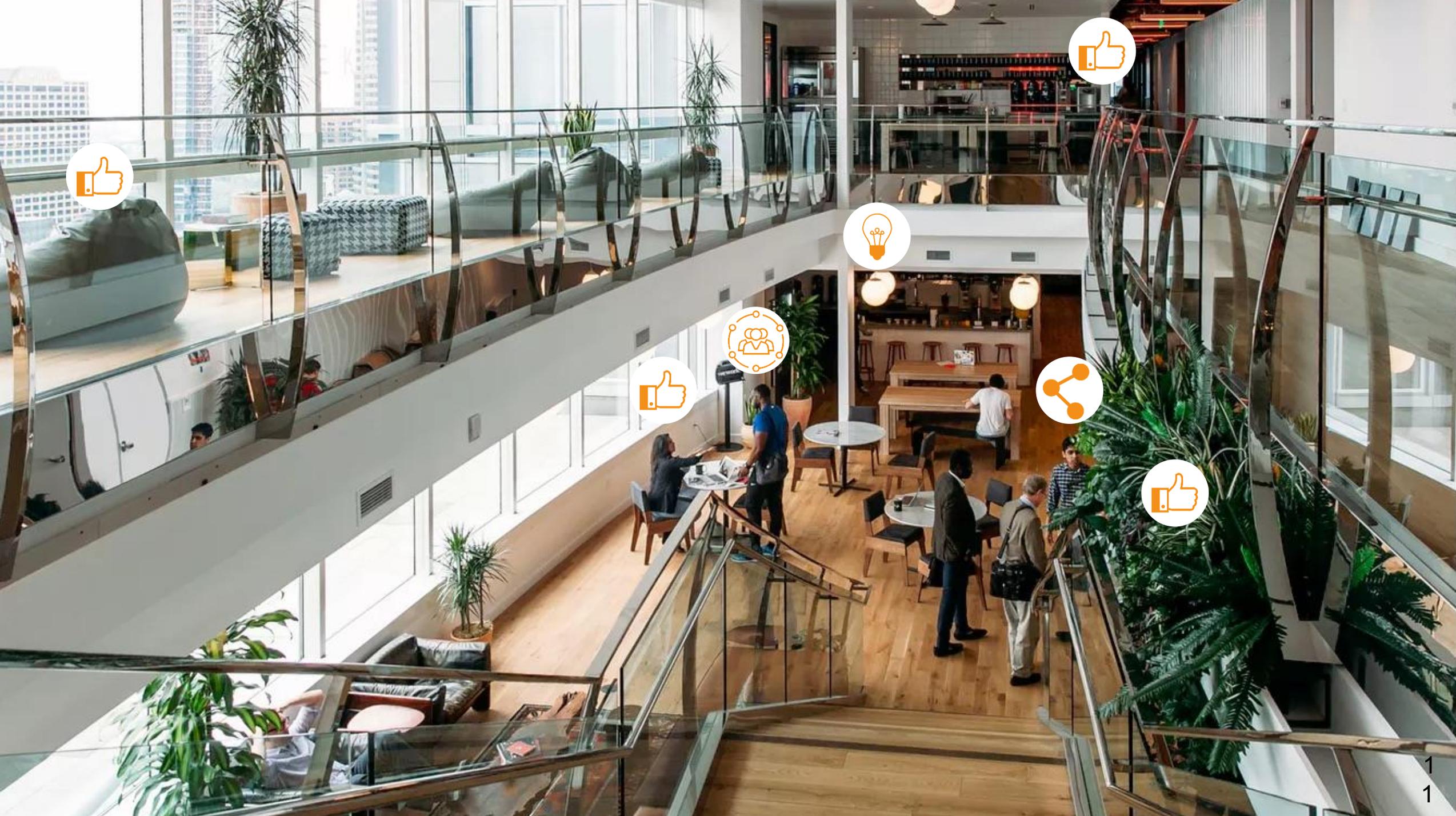
<https://www.fastcompany.com/3062701/at-wework-humans-supply-data-for-its-giant-computers>

“Buildings are literally becoming giant computers,” says Joshua Emig, head of product research.”

“In the office of the future, heat maps will facilitate employee interactions, and conference rooms will talk to you”



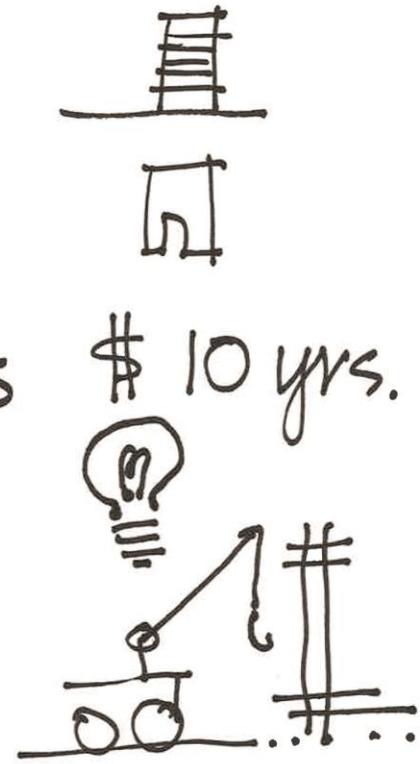
wework



SERVICE PROVIDERS



- "Architects"
- Interior Designers
- Leasing Agents / Brokers
- Maintenance Contractors



Owners / Facility Mgrs.



# THINGS CHANGED!

SERVICE PROVIDERS

"Architects"  
Interior Designers  
Leasing Agents / Brokers  
Maintenance  
Contractors



Owners / Facility Mgrs.



Integration  
technology  
BIM

CRE  
exec.  
C-suite

**THE  
COMPLETE  
ARCHITECT'S  
GUIDE TO**

**Facility Support**

1

**WE FIGURED OUT HOW  
IT WOULD BE USED**



**2**

**WE ASKED THE  
EXPERTS FOR INPUT**



**Robin Ellerthorpe**  
Author of 2000  
Handbook Chapter



**Mike Koger, AIA Esq.**  
AIA Documents Committee

Corporate Architects & Facility Management  
an **AIA** Knowledge Community





4

**WE DEFINED A  
COMMON LANGUAGE**



5

**WE OVERHAULED THE  
OUTDATED DOCUMENT**



**DOCUMENT B210  
IS LIKE A BUFFET OF  
OPTIONAL SERVICES**



# SERVICES MENU

FACILITY CONDITION ASSESSMENT

FACILITY PERFORMANCE ASSESSMENT

OPERATIONS ASSESSMENT

SPACE MANAGEMENT

MAINTENANCE MANAGEMENT

DIGITAL FACILITY MANAGEMENT SYSTEM

OTHER FACILITY SUPPORT SERVICES



## § 2.5.1 FACILITY CONDITION ASSESSMENT

.....

- 1 CODE REVIEW
- 2 SITE FEATURES
- 3 EXTERIOR COMPONENTS
- 4 INTERIOR COMPONENTS
- 5 MECHANICAL, ELECTRICAL & PLUMBING SYSTEMS
- 6 CONVEYING EQUIPMENT
- 7 LIFE SAFETY & FIRE PROTECTION SYSTEMS
- 8 DATA & COMMUNICATION SYSTEMS
- 9 FURNISHING, FIXTURES & EQUIPMENT INVENTORY
- 10 PRELIMINARY COST ESTIMATE
- 11 FACILITY CONDITION INDEX



## § 2.5.2 FACILITY PERFORMANCE ASSESSMENT

---

- 1 UTILITY OPERATING COST
- 2 BUILDING AUTOMATION SYSTEMS
- 3 WORKSPACE ERGONOMICS
- 4 SUSTAINABILITY
- 5 BUILDING CERTIFICATION ASSISTANCE
- 6 HEALTH AND WELLNESS



## § 2.5.3 OPERATIONS ASSESSMENT

---

- 1 LABOR COST
- 2 WORK ORDER PROCESS
- 3 VENDOR CONTRACTS
- 4 ORGANIZATION AND POLICIES



## § 2.5.4 SPACE MANAGEMENT

---

- 1 AREA CALCULATIONS
- 2 SPACE ALLOCATION INVENTORY
- 3 OCCUPANCY PLANNING
- 4 MIGRATION PLANNING
- 5 MOVE, ADD, CHANGE MANAGEMENT
- 6 WORKPLACE STRATEGIES



## § 2.5.5 MAINTENANCE MANGEMENT

.....

- 1 MAINTENANCE PLAN
- 2 MAINTENANCE MANAGEMENT SERVICES
- 3 ONGOING COMMISSIONING PLAN
- 4 ONGOING COMMISSIONING SERVICES



## § 2.5.6 DIGITAL FACILITY MANGEMENT SYSTEM

---

- 1 EVALUATION
- 2 SELECTION
- 3 IMPLEMENTATION AND TRAINING
- 4 OPERATION
- 5 CONSULTING



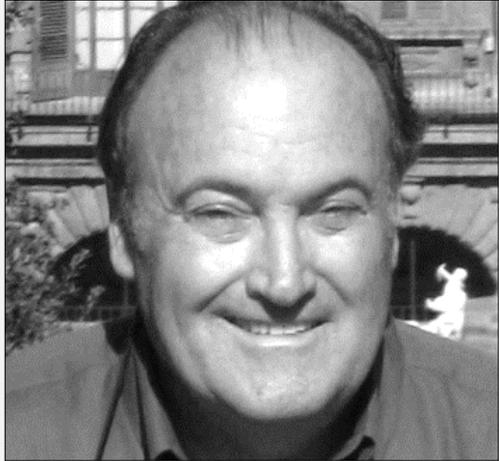
## § 2.5.7 OTHER FACILITY SUPPORT SERVICES



A man with a beard and dark hair, wearing a dark blue quilted vest over a white shirt, is looking down at a large white sign he is holding. The sign has the text "HOW DO I START?" written in large, bold, dark grey capital letters. The background is a plain, light grey wall.

**HOW DO  
I START?**

# CONTACT INFO



[stephen.hagan@gmail.com](mailto:stephen.hagan@gmail.com)

STEPHEN HAGAN

FAIA

---

President | CEO, Hagan  
Technologies, LLC



[shensey@littleonline.com](mailto:shensey@littleonline.com)

SUSAN HENSEY

FAIA

---

Senior Partner, Little



[Hastihejazi@aia.org](mailto:Hastihejazi@aia.org)

HASTI HEJAZI

---

Expo Session Organizer /  
Education Director, The  
American Institute of  
Architects



**THANK YOU**

# Succeeding with B210 Facility Support's Emerging Consulting Services

Course Number EL802A *and* EL802B

Thursday, June 21, 2018 12:30—1:30 PM *and*

Friday, June 22, 2018 2:15--3:15 PM

Learning Units 1.0 LUs / RIBA