

Your Office Today and Tomorrow

A well-attended program on office standards titled "Your Office Today and Tomorrow" was held January 10, 2001 at the Boston Design Center. IFMA called upon six of its most experienced members to lead this panel discussion: Gina Collins, Space Management @ Boston College; Kathy DeMello, recently of John Hancock Financial and now Manager of Facilities/Gillette Corporate Offices; Donna Grady, Vice-President of AEW Capitol Management; Cindy Grosse, Project Manager with CRESA Partners; Ken Raymond, Manager of Site Development and Restoration/First Christian Science Church; and Nick Wankowicz, Facility Planner for Fleet Boston.

Their discussion centered on the "democratization" of office space. Essentially, you have the rising square foot cost of office space driving the design of offices into smaller square foot prints. For instance, at Intel, Chairman Andy Grove occupies the same 9' x 9' office as the rest of the Intel employees. Smaller offices for all also reflects the change from a hierarchical to a more flat corporate structure.

One of the interesting items discussed was the deployment of window space. This space would traditionally go to those highest on the corporate food chain. Now however windows are treated as "beachfront" property and shared by all by placing corridors and conference/"huddle" rooms along the windows.



Gina Collins, Space Management @ Boston College, Ken Raymond, Manager of Site Development and Restoration/First Christian Science Church, and Donna Grady, Vice President of AEW Capitol Management

The use of open workstations received a lot of attention at this program. Basically to control noise, the facility manager or human resource manager needs to run behavior protocol sessions before moving employees from closed to open workspaces. "Loud talkers," as Jerry Seinfeld called them, must be discouraged! Telephone booths need to be provided for private or significant business calls.

Lori Stewart-Colletti, Vice-President of Fox Relocation Management served as moderator for this two-hour program. Lori did an excellent job keeping the program moving and varying the content from time to time.

Facility Manager Feedback-Workplace Utopia or Rat Maze?

The editor would like your feedback on this subject. Is the open office concept really the democratization of the corporate workplace? Does it foster interaction and collaboration?

Or is it a ruse of cost conscious real estate executives in collaboration with office system furniture manufacturers looking to cut down square foot and HVAC costs, etc.?

E-mail your opinion to fmurphy47@aol.com. We will print your responses in the next issue of the Facilitator.

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News from the Boston Chapter of IFMA
The International Facility Management Association

Facility Manager's: Mega Issues

by Frank Murphy

Boston IFMA Executive Board Members Judylynn Monaco of Corporate Interiors and John Gioioso of Fresenius Medical Care recently attended the IFMA Leadership Conference held in Houston, Texas. They brought back with them information on what IFMA considers to be the Mega issues facing facility managers. They may surprise you!

1. The definition of just what is a Facility Manager will become even more obscure and blurred than it is today.
2. "Bricks and mortar" will no longer be the only type of facility under the Facility Manager's jurisdiction. He/she will be responsible for "virtual work environments." These environments can be from the home; the videoconference studio in Dublin, Ireland; or the personal communications device in the CEO's vest pocket.
3. Just when you are all caught up with your fiber optics network, technology will change!
4. Will real estate still be real estate when it involves space stations and sub-marine environments?
5. IFMA must expand the recognition and deployment of Facility Managers in Europe and Asia. I say to my Swiss wife, "We can move to Switzerland and I can

work as a Facility Manager." She says, "They don't have that profession there. They wouldn't know what you are talking about." That's a problem.

6. The e-FM business will be broadband based, geographically distributed with web access to information and resources.
7. Facility Managers charged with coping with environmental disasters and curing the ills of our lifestyle. Really, didn't we

have to go out of our way to soil the Galapagos Islands? And what about our counterparts in California who now deal with rolling blackouts? Or in England where construction sites are quarantined due to the "hoof and mouth" disease outbreak among English livestock.

These are the seven Mega Issues IFMA believes are in our future. Are you, are we ready?

Thank you, Connie Mugno

Connie Mugno has been the editor on the facilitator for the past 2½ years. She is stepping down so she can devote more time to her marketing and consultant work. Connie thank you for your hard work and commitment to IFMA.



I'm Frank Murphy from Gloucester Builders and The Joinery Shop. I don't plan to work as hard as Connie! So I need your help. I am recruiting writers for feature and member profile articles. You will receive a by-line and recognition for your efforts. Contact me at fmurphy47@aol.com.



Christmas in April

Mark your calendar for Saturday, April 28, 2001

Come help us on a charitable mission fixing up a home for a financially strapped family. Last year we helped to fix up a two-family property so that the elderly owner could rent out her second unit and retire and live among her old friends in her Dorchester neighborhood. This year we will again work on a Boston property. You don't need a particular skill, just raw enthusiasm! The Christmas in April organization provides all the expertise, equipment, and materials.

This is a family-friendly event: your children over the age of 14 are urged to participate. For information and sign up call Marie Fitzgerald at Symmes Maini & McKee; phone 617-520-9239 or fax 617-354-5758.

Proposed Board of Directors Slate for 2001-2002

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Awards (national)	Judylynn Monaco	Sr. Project Manager	Corporate Interiors
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Strategic Advisor	Judylynn Monaco	Sr. Project Manager	Corporate Interiors
Student Liaison	Lori Stewart-Coletti	VP	Fox Relocation Management

Cover Girl

Our own Sheila Sheridan, Director of Facilities and Services @ the John F. Kennedy School of Government, was featured in the cover story of the December issue of Facilities Design & Management magazine. Congratulations Sheila! A reprint of Sheila's profile as one of "10 Rising Stars in Facility Management and Real Estate," featuring 10 industry professionals worth watching in 2001 and beyond appears below.



Sheila Sheridan began her professional life as an inner-city teacher when "there were 45 kids in a classroom and no special-ed classes." This experience inspired in Sheridan a dedication to her "client" – a quality crucial to success in almost any career. "You can't fire a classroom of children," she jokes. "You have to find their strengths and weaknesses, and help them grow so you can promote them."

Interaction with people is a fundamental aspect of facilities management, and what Sheridan learned about that early in her career has helped in her FM role today. She and her staff consider the university community customers, and two Dean's Awards for Excellence in 1998 and 1999 attest to her department's devotion to service. "The students are only here for a year or two, and they require a commitment from the institution that it will provide all the things they need to be successful."

In addition to four buildings on the Harvard - Cambridge Campus, Sheridan oversees eight extended campus locations, one of which is in Washington, DC. Sheridan believes her greatest challenge is meeting the needs of students and faculty located throughout the extended campus. "The question is, how do we make them feel included and part of the organization," says Sheridan.

Whether a result of her teaching background or her professional involvement with a university community, Sheridan loves learning. "It excites me," she says. The desire to know more about facilities management led her to IFMA in the late 1980's, which she found offered more than just instruction; suddenly Sheridan had a community of colleagues.

"Often facilities people don't have a peer group internally, so they can't benchmark. You're kind of a lone ranger," she says. "I was so excited to find a group that I could share war stories with. It was a learning lab." Since joining IFMA in 1989, Sheridan has participated in various capacities and is currently serving as the national organization's second vice chair.

The willingness to learn is particularly essential, notes Sheridan, because no two days in the facilities management profession are the same. "Our core competency is constantly changing; each day is a new day and each day we may have to change the way we work. It is important to keep learning so you aren't caught unaware."

Never far away from the idea of customer service, Sheridan also underlines the importance of including the community in the decision making process. "I don't say no, I don't give ultimatums; I like to offer other opportunities." Acquiring buy-in helps ensure success. "People love to be asked," she says. But above all else, she advises, enjoy your job, "because your customers will know if you don't."

This article was written by Emilie Worthen Sommerhoff and reprinted here with the permission of Facility Design & Management magazine.

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An Evening with Geert Freling

by Frank Murphy

On March 13 at John F. Kennedy School of Government's Bell Hall, Geert Freling, IFMA President, addressed the Boston Chapter. His presentation covered the 7 Mega Issues facing Facility Managers (see story p. 1).



Geert Freling, President of IFMA – National; Jim Downing of Stride Rite Corporation, President of IFMA – Boston

Mr. Freling is truly the 1st international president of IFMA. His hometown is Aalsmeer in the Netherlands. I found just the names of his family members to be a cultural education. There is his wife Mieke, daughters Geertge Maria and Gohanna Wilhelmina, and son Casper Hubertus or "Huib" for short.

Geert admits that being our president has cut into his career time. With his wife, Mieke, he owns and operates a business center at the Amsterdam airport. This center can host a conference or rent a fully staffed office suite. Geert's market is foreign companies desiring to conduct business in the Netherlands.

Traveling the globe for IFMA has also cut into time for personal pursuits as well. Geert loves to cook and eat, play volleyball, and collect old waffle irons. That's right, waffle irons! The ancient kind that you would place on the embers of and open fire. Geert decorates his kitchen wall with these antiques.

I came away from my interview with Geert convinced of one thing. Geert passionately believes that if Facility Management is to transform itself and survive the technology revolution it must siege control of the communication/information infrastructure. This does not mean that Facility Managers now become Information Technology professionals. In Geert's mind this means that Facility Managers must document map the infrastructure, i.e. keep track of where it is and who's using it. Geert is a strong

believer in the "virtual workplace." He proved this during his presentation when he pulled from his pocket both his digital organizer and in the size and shape of a writing pen; his digital camera/video camera.

March 13th was quite an evening. It truly put the International in International Facility Managers Association.

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Up and Coming Events

Date	Subject	Location
April-TBA	All the Right Moves Successful Relocations	Aspect Communications, Burlington, MA
May 9	New Smarter Buildings	Sun Microsystems Burlington, MA
May-TBA	Logan Airport 2001	Logan Airport East Boston, MA
June 13	Awards Program	Henderson House Weston, MA



Our hosts for the evening from the John F. Kennedy School of Government: left to right, Ardis Bordman, Sheila Sheridan, Suzanne Scudder, and Peter Atkinson.

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Student Liaison, Alicia L. Dernier, Akamai Technologies, Inc., 617-613-2826

I am sitting at my dining room table, laptop poised and ready to go, and I'm watching the snow and rain outside take up the balance of a typical New England weekend. I think I'm ready for the warmer weather, aren't you?

I'm happy to report that the proceeds from IFMA/IIDA's highly successful Holiday Gala event will be presented to the CAP House in March. CAP is a pioneering program to assist children with AIDS. Thank you to Judylynn Monaco and her Gala committee for all their hard work!

In mid March your Boston Chapter Board is planning to provide the membership with an unprecedented opportunity to join our International President, Geert Freling, for an evening at Harvard Kennedy School of Government. Prompted by his presentation at World Work Place last September, Mr. Freling is successfully bringing the entire International IFMA community one step closer to formalizing the facility manager's profession. Mr. Freling, lending his considerable expertise and insight, will be discussing the important Mega Issues that confront facility managers on a daily basis. It should be an evening well worth attending.

I am also pleased to report that we want to be more proactive and encourage our membership to consider the certification process. Beginning this spring more staff and resources will be made available to the prospective candidate. The road to becoming a CFM is an adventure that doesn't end by passing the exam. There are literally hundreds and hundreds of men and women who have challenged themselves and who are started or who have already made the commitment to get started. I encourage you to really ask why yourself, "Why haven't I gotten started?"

In keeping with the theme that IFMA is really an international organization and that we need to reach out, I am pleased to report that I have asked several members of the Board to assist me and extend a helping hand invitation to a European "Sister Chapter". While I am still waiting formal acknowledgement, I am hopeful that I can very soon announce that we will be forming an alliance/partnership with Sweden. Having a sister Chapter will mean we can be part of a much larger organizational movement designed to share cultural and professional issues surrounding the facility profession. In doing so, we can begin to assist and learn from other facility managers. I am also pleased to report that this spring we will also be working with a much closer sister – the state of Maine and a new IFMA Chapter to be formed in Portland.

And if you haven't logged into our web site lately, now is the time to do it. We have a new look, with new ideas and a better link to the new international web site. Thanks to Cynthia Rambaldo for all her imagination and time towards this effort.

Respectfully,

For more information about IFMA and all its activities, please visit the Boston Chapter website at www.ifmaboston.org

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