

## INTERNAL COMMUNICATION – WUSM Management Council

### FMD LAUNCHES NEW WEBSITE AND OTHER UPDATES

Facilities Management (FMD) is excited to announce some recent changes we have made which will improve your experience. These changes include our new website, expanded hours for the service center and more. Please read below to find out all the new services FMD has to offer!

First, we launched a brand new **website** on August 19<sup>th</sup>. This improved website features a comprehensive list of services, our FY15 chargeable rates, the shuttle map and schedule, a calendar of events (including road closures and outages), custodial service levels and much more! Please visit our new website at <http://facilities.med.wustl.edu/>.

The **Facilities Integrated Service Center** (FISC), which opened on May 5<sup>th</sup>, expanded its hours even more and is now open Monday to Saturday, 7 am to 7 pm as well as Sunday from 1 pm to 7 pm (except holidays). You can reach the FISC by calling 314-362-3100, emailing [wusmfacilities@wusm.wustl.edu](mailto:wusmfacilities@wusm.wustl.edu) or visiting the first floor lobby of Olin Residence Hall. The FISC is here for all your facilities' needs, from custodial and maintenance to parking and badging.

Besides contacting the FISC, all students, faculty and staff can now access our online work order request system, **ServiceNow**, by visiting <https://wusm.service-now.com/myLogin.do>. Using your WUSTL key or computer login, you can submit work orders or view the status of a work order. Please visit <http://facilities.med.wustl.edu/facilities-integrated-service-center/> for instructions on using ServiceNow.

We would also like to announce some improvements within **Facilities Engineering** and **Custodial Services**. In Engineering, we merged the Central, East and West shops into the East Shop and the West Shop, in order to align with Custodial Services' zones. We also combined the Electronic Shop and the Machine Shop. In Custodial Services, we accelerated the transition schedule from third shift to second shift since the process has gone so well. You can view the current organizational structure at <http://facilities.med.wustl.edu/about/organizational-structure/> as well as the zone map at <http://facilities.med.wustl.edu/wp-content/uploads/2014/07/Custodial-Area-Map-8-5-14.pdf>.

Earlier this year, Facilities Management, in collaboration with WUSM Human Resources, Barnes Jewish Hospital and St. Louis Children's Hospital, established the **Lactation Room Program**. We are pleased to announce there are now 26 lactation spaces available at the medical campus. These are new or recently renovated rooms that are available for faculty, staff, clinical fellows, postdoctoral appointees and medical students. Information about the rooms, a map and a list of the locations can be found on the website at <http://facilities.med.wustl.edu/lactation-rooms/>. The Workplace Lactation Policy can be found at <http://medschoolhr.wustl.edu/Policies/Pages/Home.aspx>.

Finally, we have a few items to look forward to in the next couple of months. Facilities Management is in the final stages of developing a **Service Guide**, which you will find on the website upon completion at <http://facilities.med.wustl.edu/guide-to-facilities-management/>. The Service Guide includes a complete A to Z list of services as well as chargeable rates, contact information and more. You can obtain a printed copy by contacting Michelle Gubin, Communications Coordinator, at 314-362-0214 or emailing [gubinm@wusm.wustl.edu](mailto:gubinm@wusm.wustl.edu).

We will send out our first **newsletter**, *People and Places*, in October. In this newsletter, we'll feature stories and photos of new buildings going up on campus as well as what's happening in FMD.

We will also develop a **Project Delivery Guide**, similar to the Service Guide, with detailed information about all the tasks involved in Physical Planning and Capital Projects. Be sure to check the website for updates!

As stewards of the university's facilities, it is the goal of the Facilities Management department to ensure an effective, efficient and quality environment for students, faculty, staff, trainees and visitors in support of The School of Medicine's mission of Patient Care, Research and Education.

For further information regarding Facilities Management, please visit our website at <https://facilities.med.wustl.edu>, or contact Melissa R. Hopkins, Assistant Vice Chancellor/Assistant Dean of Facilities, at 314-362-4970 or [hopkinsm@wustl.edu](mailto:hopkinsm@wustl.edu).