



# IFMA™

International Facility Management Association

**Empowering Facility Professionals Worldwide**

## March Member Benefit of the Month: **Risk Reduction Synergistic Strategies** Presented by:



Workplace Evolutionaries

A Community of  IFMA™





**Facility Management Journal:** IFMA's award-winning bimonthly publication.



**IFMA Insider:** Informative weekly e-newsletter delivers the top stories in FM news and business trends.



**The Wire:** Biweekly e-newsletter keeps you updated on association news, events, courses, resources, and opportunities.



**FM Knowledge Center:** 24/7 FM education featuring courses, white papers, recording, webcasts and more.



**FM Job Search:** IFMA members have access to new FM job postings one week prior to the general public.



**IFMA's LinkedIn Group:** Engage in FM-related discussions with thousands of facility professionals all over the world.



**FM Deals and Discounts:** Members-only savings on IFMA courses and events, and from solutions providers.



**Bookstore Discounts:** Members-only savings on publications and reports.



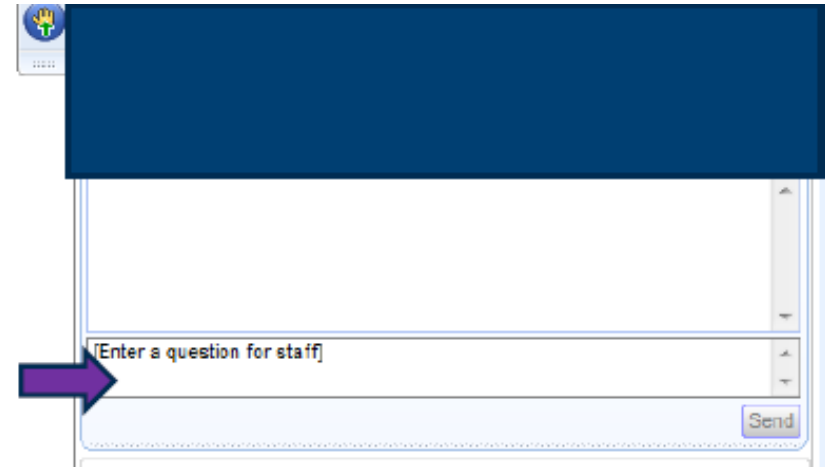
**Local and Global Networking:** Join one of 130 IFMA chapters and one of 17 IFMA councils to connect with colleagues in your city, state, province, or country who support similar types of facilities or business sectors.



**FM Buyer's Guide:** An online database of facility solutions providers.

**In the last year, IFMA has further strengthened its value for members, log in to your My IFMA Page to learn more**

- Have a question?
  - Enter your question and click send
  - Q&A session at the end
- Download the recording:
  - Links to the slides and recording will be available by logging in to your My IFMA account at:  
**<http://ifma.org/my-account/login>**





Our **mission** is to Stimulate Workplace Innovation, Empower People to be Change Agents, and to Influence the Evolution of the Workplace.

- WE builds an inclusive and diverse global community of evolutionary leaders and members.
- WE creates highly-interactive learning and networking events
- WE shares knowledge and research

*Next month...*



## Accommodating all personality types

**Nigel Osgood**

The most productive teams are those with a rich mix of personality types. Yet most office design is focused on creating stimulating buzzy collaborative environments with little regard for the preferences of team members. This webinar draws on Dr Oseland's recent psycho-physical research on the impact of personality type on designing spaces for interaction and on acoustical needs.



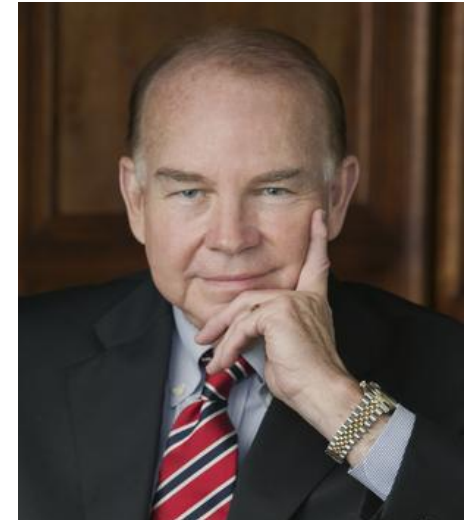
# Presenters



Thomas Mitchell, Jr.,  
Lieutenant Colonel (ret),  
USAF, CFM, IFMA Fellow  
Senior VP & COO  
FM3IS Associates, L.L.C



Al Berman, President & CEO  
Disaster Recovery Institute  
International



Anthony Pizzitola, CFM, CBCP,  
MBCI, BIP  
Quality Assurance Manager &  
Disaster Recovery Professional  
Jones Lang LaSalle



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**" Are you prepared for the  
next emergency or disaster? "**



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# Technology and its use in a crisis

Al Berman

President – CEO

Disaster Recovery Institute International

(a non-profit organization)





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# Technology Solution: Cloudy Weather Ahead

## In A Crisis What Do We Need?

- DATA (Lots of Data)
  - Contacts
  - Plans
  - Inventory
  - Apps
  - Procedures
  - Manuals

## Where Do We Need To Have The Data?

- Everywhere I Can Be
  - At Home
  - At Another Site
  - In the Car (only when stopped)
  - On a Plane

## How Do I Need to Access the Data?

- On a Multitude of Devices
  - Laptop
  - Smart Phone
  - Home Computer
  - Tablet

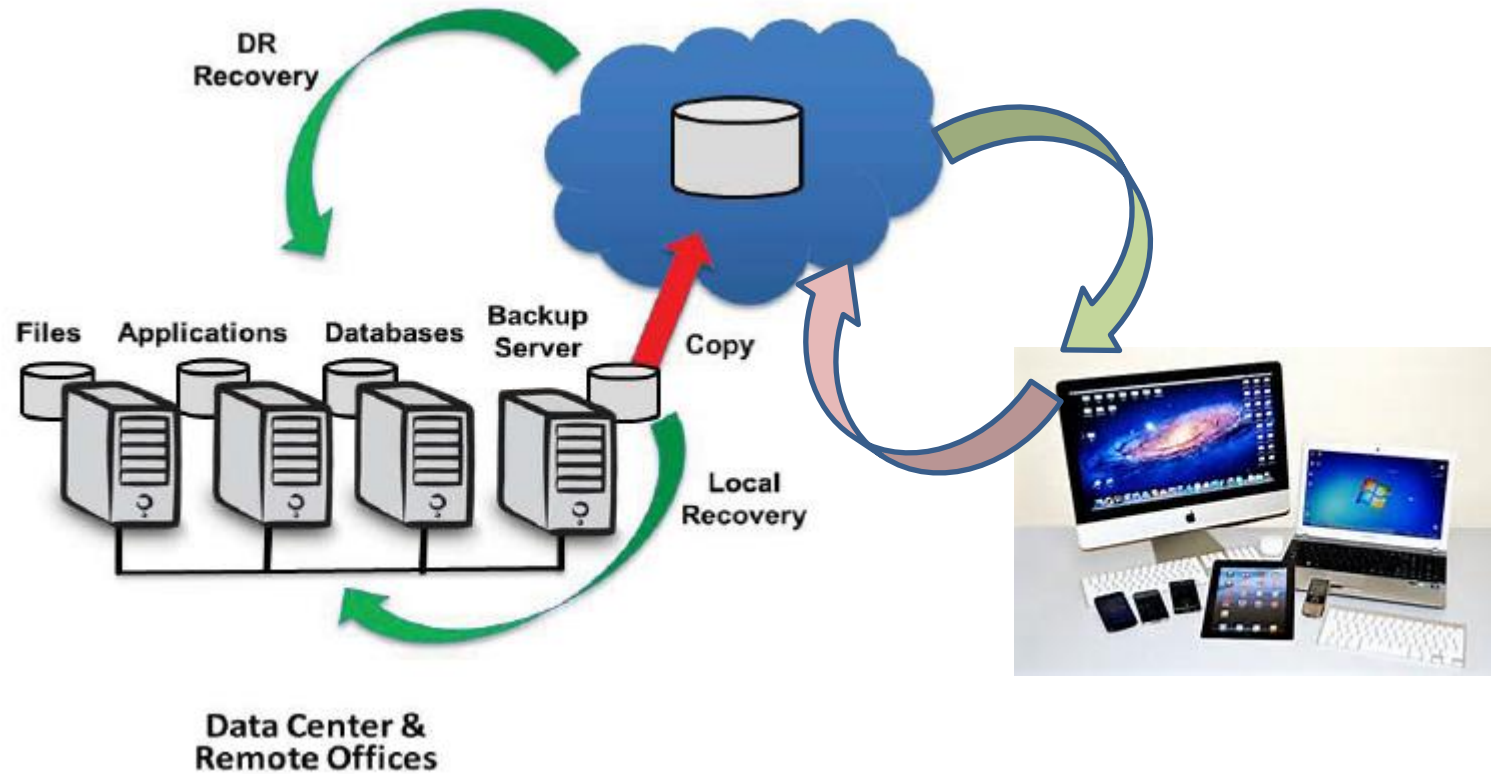
## In What State Must the Data Be?

- Available – Anywhere Anytime
- Up to the Second – Current
- Consistent Across All Devices
- Quickly Available

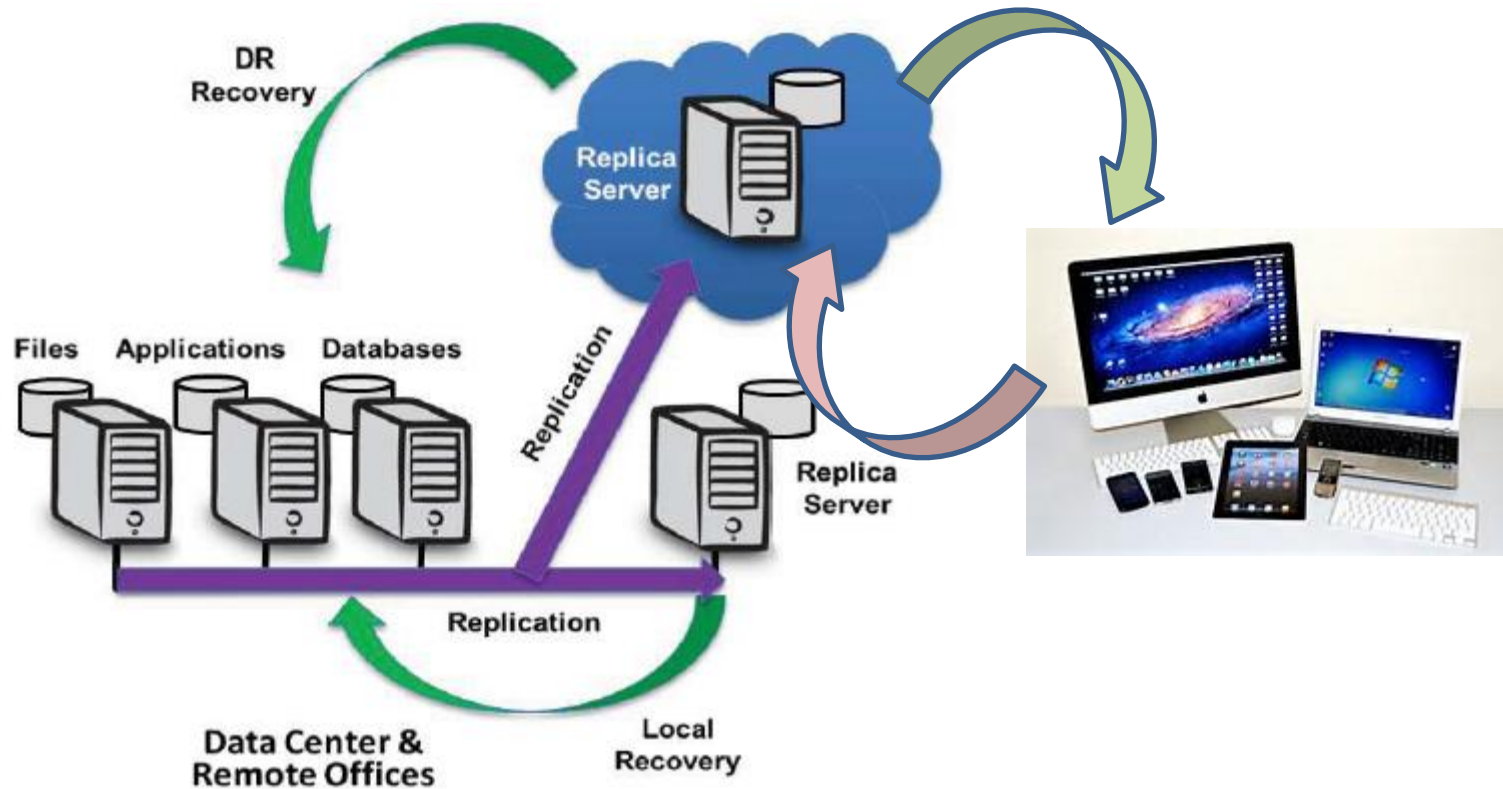


- **On Demand - Self Service** must be able to access (and change access to) their cloud resources without interacting with anyone;
- **Broad Network - Accessibility** from desktops, laptops, smart phones, tablets, etc;
- **Resource Pooling** - Resources that are pooled among multiple users and applications;
- **Rapid Elasticity** - Resources that can be rapidly reapportioned as needed;
- **Measured Service** — The cloud provider must essentially act like an electric utility, measuring the amount of service provided and reacting accordingly (both in terms of billing the client, and updating hardware and software as appropriate)

## Making Sure Information Is Current

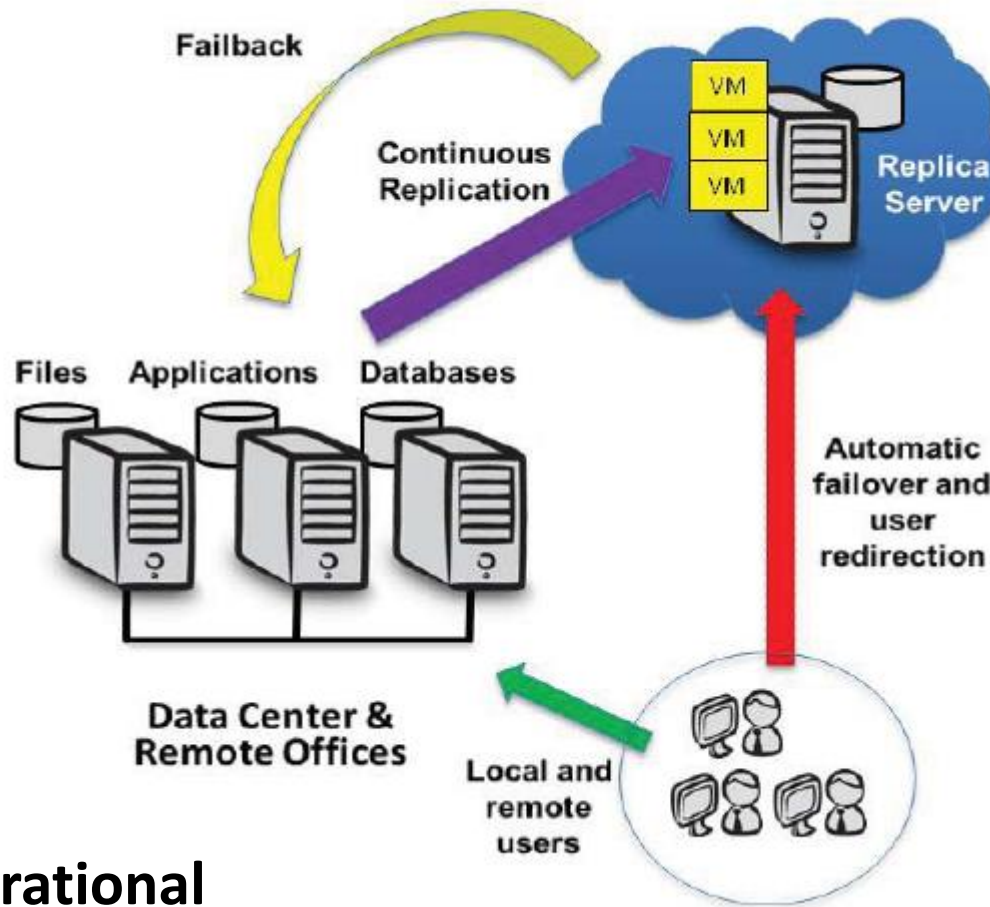


## Making Sure Information Is Available Anywhere



# Cloud Data Backup - DraaS

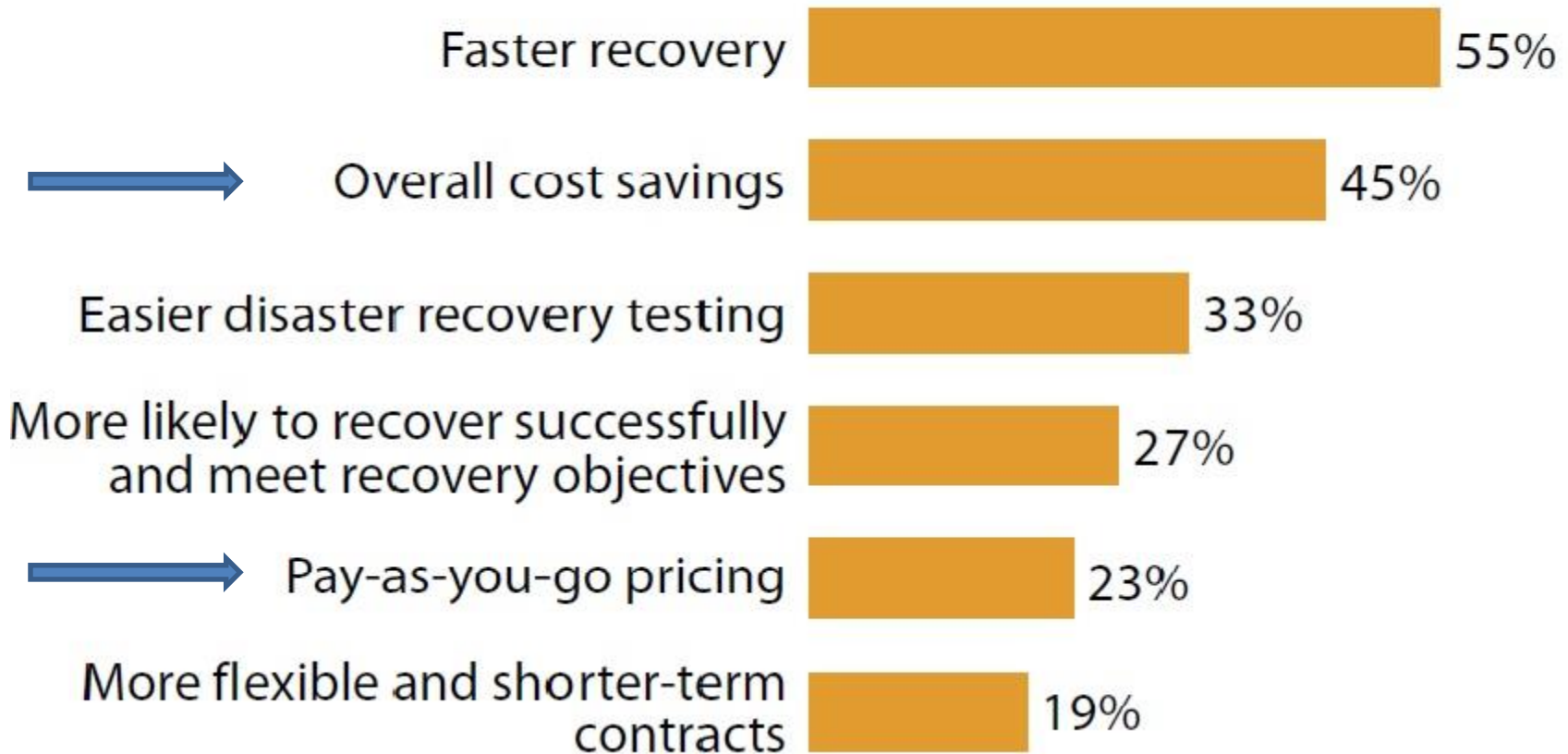
## Making Sure Information Is Available Quickly



**Fully Operational**



## “Why are you interested, in or already using, the cloud for disaster recovery?”



# You Use the Cloud Today

- Drop Box
- ADP Payroll
- Google Mail
- Salesforce
- Intuit
- ~~iTools~~ , ~~iCloud~~, Cloudme
- Asana
- Tripit
- Boomerang
- Mint
- Skype
- LinkedIn

## More and More Organizations Use The Cloud

- More than More than Half of U.S. Businesses Now Use Cloud Computing – Forbes 4/16/2013
- Companies that Moved to the Cloud
  - Netflix
  - Xerox
  - Instagram
  - Pinterest
  - Apple
- Even the CIA uses the Cloud

- Cloud is Here to Stay
- Provides for Keeping Information Current
- Provides Information Availability Everywhere
- Provides for Reducing Time to Recover
- DRaaS May be Part of a Solution
- Must Be Vetted – Due Diligence
  - Security
  - Compliance
  - Reliability
  - Cost

# Information Communication Technologies

Thomas Mitchell, Jr.

Lieutenant Colonel (ret), USAF, CFM, IFMA Fellow

Senior VP & COO

FM3IS Associates, L.L.C

## What's an Emergency?

“any event that (can) negatively impact an organization’s personnel, processes or production

- Emergency Management (EM) Responsibilities
  - ✓ Coordinate resources from all sectors before, during and after an emergency
  - ✓ Manage activities during the 4 phases of the EM life cycle
- FM Responsibilities
  - ✓ Protect critical assets from hazardous risk
  - ✓ Return built environment & support services for normal use

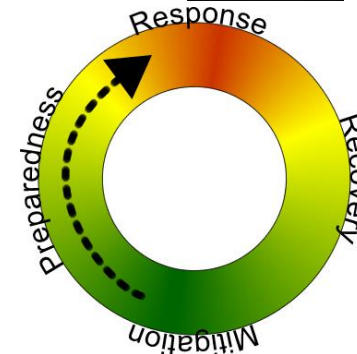
## Commonalities in Priority...

- Save lives!!!
- Evacuate people from the hazard zone
- Organization (business, mission) continuity

EARTHQUAKES



CYBER THREATS



PANDEMIC DISEASE



FIRES



HURRICANES/TYPHOONS

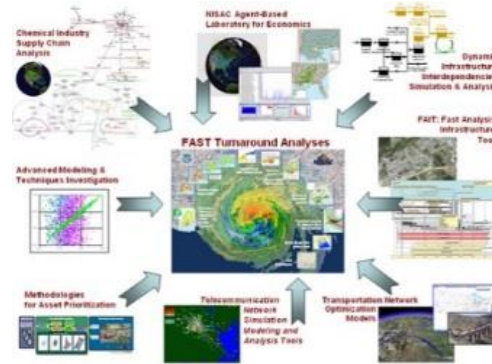


TERRORISM



# Mitigation: How ICTs enable FMers to reduce their organization's vulnerability to the threat

- Risk Assessment
- Facility Vulnerability Assessment
- Warning and Monitoring



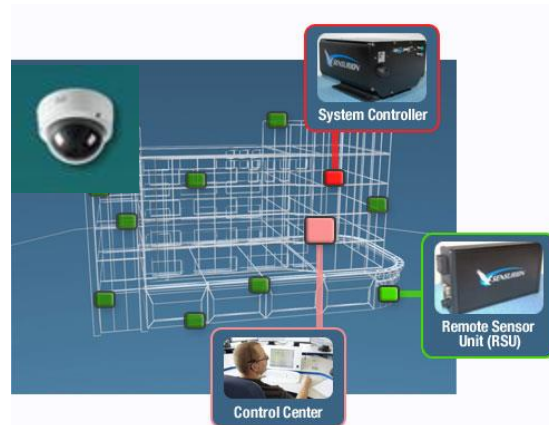
Simulation & Analysis

The screenshot shows a Microsoft Excel spreadsheet titled "ARM Risk Assessment Worksheet". The spreadsheet has columns for:
 

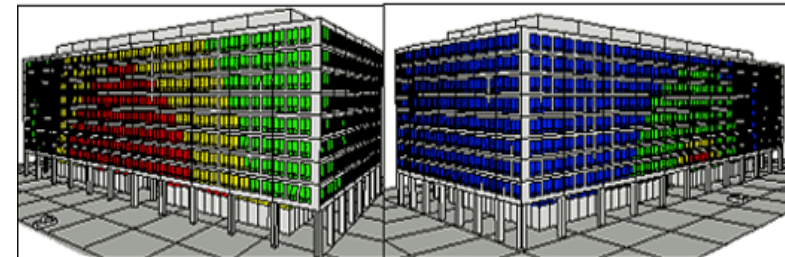
- Asset
- Threat
- Threat Scenario
- Threat Impact
- Area of Potential Vulnerability
- Vul. Rating
- Threat Rating
- Indicatable Event
- Hazard Level
- Priority
- Current Mitigation Strategy
- Risk Rating
- New Vul. Rating
- New Threat Rating
- New Risk Rating

 The data rows show various assets with their corresponding hazard and risk levels, with some cells highlighted in yellow.

ARM Risk Assessment Worksheet



Red = High Hazard  
Yellow = Medium Hazard  
Green = Low Hazard  
Blue = Unbroken



BIM Vulnerability Assessment (Existing Facility vs Upgraded Facility)



# Preparedness: How ICTs enable FMers to prepare their organization for the coming threat

- Emergency Action Plan
- Education and Training
- Drills



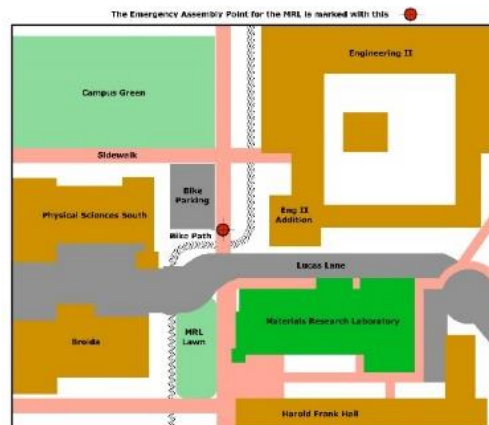
Facility Escape Plan



Information Collaboration Website



HAZMAT Campus Plan



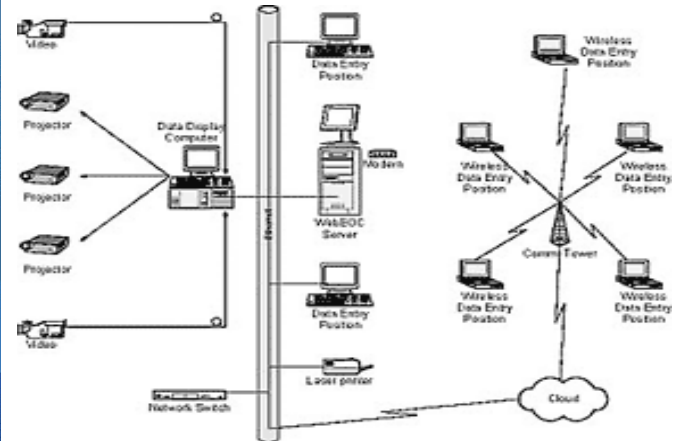
EVAC Assembly Point



Continuity Planning Portal

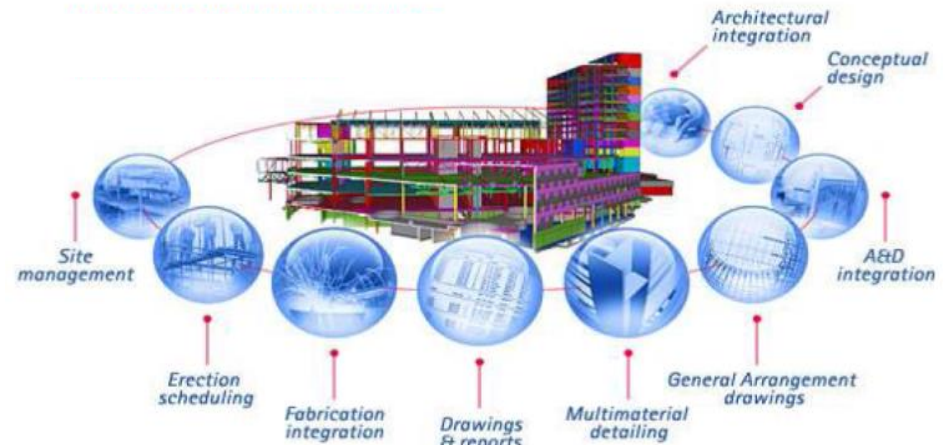
# Response: How ICTs enable FMers to deal with the threat when it arrives

- Incident Command System
- Emergency Operations

# Recovery: How ICTs enable FMers to help their organization get back to normal

- Damage Assessment
- Critical Infrastructure Restoration



# Risk reduction

Anthony Pizzitola CFM, CBCP, MBCI, BIP  
Quality Assurance Manager & Disaster Recovery  
Professional  
Jones Lang LaSalle



- The frequency of High-Impact Low-Probability (HILP) events in the last decade signals the emergence of the 'new normal' that impact facilities, operations and financials.
- These events followed in the footsteps of 9/11: Katrina, Macondo Oil Spill, the 3/11 Japanese Earthquake and Tsunami, Hurricane Sandy, Boston Bombing and a plethora of Active Shooter catastrophes.
- Also, Is your facility prepared to deter Active Shooter issues from making headlines?

## ***International Facility Management Association***

**Facility Management** is a profession that encompasses multiple disciplines to ensure functionality by integrating people, place, **process** and technology.

This is accomplished through **Core Competencies**. **Second Core Competency:**  
Emergency Preparedness and Business Continuity.

## ***Disaster Recovery Institute***

### **Business Continuity**

**Management** is defined as a holistic management **process** that identifies potential impacts that threaten an organization and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation and value creating activities.

# Let's "Coin" a New Definition

- Integrating Facility Management and Business Continuity Planning disciplines into a mutual and beneficial exchange process will enable the organization to more accurately identify and correct threats to the organization prior to disruptions and better enable continuity of operations without interruptions to enable zero tolerance downtime.



## ***Facility Professionals***

- Perform Site & Facility Inspections
- Perform Safety Inspections
- Inspect Preventive Maintenance
- Inspect Predictive Maintenance
- Inspect Quality of Vendor Services
- Inspect Quality of Contractor's Work
- Inspect Functionality of HVAC, Electrical, Mechanical and Technological
- Inspect for ADA Compliance
- Inspect for OSHA Compliance
- Inspect for National & Local Code Compliance

## ***BCM Professionals***

- *Perform Risk Evaluation and Control*
- *Perform Threat Assessments*
- *Perform Business Impact Analysis*
- *Prepare Emergency Response & Operations*

- Meet onsite for risk-mapping to determine the top ten exposures and threats for natural, manmade and technological impacts and the probability of impact in specific units and site geographies.
- Invite vendors, general contractors, inspectors, and consultants to validate and assist to list the prioritization of threat probabilities.
- Synergize to determine the most cost effective and beneficial methodology for correction to ensure resilience.
- Incorporate the cost and correction methodologies and financial implications for not correcting in your Business Impact Analysis.

- Bring more to the table than numerous problems and a budget requesting more funds.
- Demonstrate to Business Continuity, Emergency and Risk Management departments that you have contributing knowledge to identify potential disasters and implement corrections for resiliency.
- If upper management advises the company cannot afford the safeguards, provide facts that prove they can ill-afford not to.
- Not only will you be contributing to the bottom line, you might be saving it!

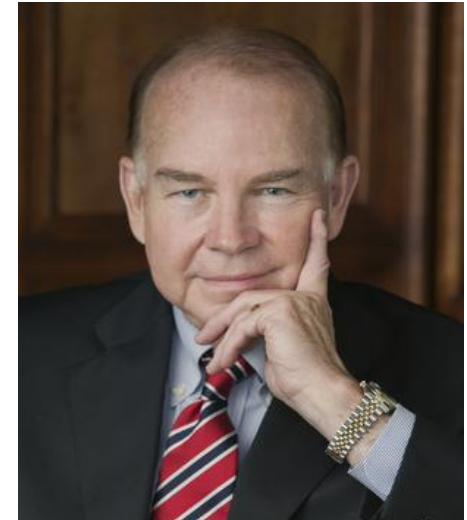
# Questions?



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- The webinar was recorded and will be accessible by logging into your My IFMA account: <http://www.ifma.org/my-account/login>
- You can access the member benefits from the previous months by logging into your MY IFMA account.



assessing risks.

#### SEPTEMBER BENEFIT OF THE MONTH

Please join us on **Wednesday, September 24 from 12pm-1pm CDT** for the live webinar: **FM Perspectives on Emergency Preparedness & Business Continuity**. Join IFMA and speakers: Mark Sekula, IFMA Fellow, CFM, FMP, LEED AP, President of Facility Futures Inc.; Nick Bettis, Director of Marketing for RLE Technologies; and Laverne Deckert, Manager, Research & Standards of IFMA as they discuss the strategic value of business continuity and emergency preparedness planning to your organization, the challenges and benefits of quantifying downtime and a review of important aspects of

[Register Now](#)

#### AUGUST BENEFIT OF THE MONTH:

IFMA and Executive Director of Business & Channel Strategy at Lencore, David Smith, presented on: **(Un)Intelligibility in Workplace Design**. In this engaging webinar, David discussed:

1. The perspective and the definition of "intelligibility" in workplace design.
2. The cost impact of the unproductive employee
3. Criteria for making a space unintelligible through sound
4. Criteria and considerations for making a space intelligible for mass notification and emergency communications (MNEC)

Download the [presentation slides](#)

Download the [Recording](#)

[See Previous Membership Benefits of the Month »](#)

#### THE VALUE OF BELONGING

Your membership relationship with IFMA provides a myriad of offerings for learning, growth, community and professional success. Explore your



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**Thank you for joining us!**

