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FACILITIES MANAGEMENT

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Greetings FM Team,

It's been two months since Computer Services asked FM employees to reach out with technology questions and requests by using the fac_shared_help_desk@mail.colostate.edu email. A positive outcome of this is that the team has been able to establish a more ordered approach for addressing FM's IT needs. Several from the team check the shared mailbox daily. They often respond in under 15 minutes. The group has received several positive comments about their speedy response time, and they ask employees to continue to use this process for contacting them, and to not directly email individuals.

Please note that most of the Computer Services team has moved to remote working. This has allowed the group to be more focused on their projects. Teleworking also facilitates an environment with fewer interruptions for those who are providing the support. However, on-campus support is still available on Tuesdays and Thursdays from 8 a.m. to 4 p.m. by appointment. Generally, Adam Anderson covers Tuesdays and Shelby White covers Thursdays. Dallace Unger is in the office as well, Monday through Friday. He can offer limited support by appointment, if requests cannot wait for Tuesday or Thursday. The IT phone (970-567-1009) is another resource you can use to reach out to the group. The phone stays in the office, so Adam and Shelby have it when they are in, and on the other days Dallace answers.

Of course, everyone in Computer Services has provided some level of afterhours or in-office support recently. Examples include: Shelby coming in before her 8:00 a.m. start time to get things organized for the day. Adam swapping the cooling units on the server racks with Juan Ramirez at 6:00 a.m. Matt Smith coming in on a weekend to print labels for Trades, so they could continue to label assets in the IWMS. Ben Burkley getting the new version of EnergyCAP set up and working with the vendor. Eva Burch helping with billing when things weren't looking right. Dallace has noticed that in the last few weeks the "working from home" questions have dropped off and the team has started to see a rise in the more typical "this is not working" type of questions. They also receive a fair number of questions about Microsoft Teams, as many within our department are leveraging this tool for virtual meetings, document sharing, and overall opportunities to connect with colleagues. Computer Services encourages FM employees to feel comfortable reaching out with your technology concerns and inquiries, and they will continue to support you so that your work can go as smoothly as possible.

Sincerely,



Tom Satterly, P.E.
Associate Vice President for Facilities Management

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