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FACILITIES MANAGEMENT

AT COLORADO STATE UNIVERSITY

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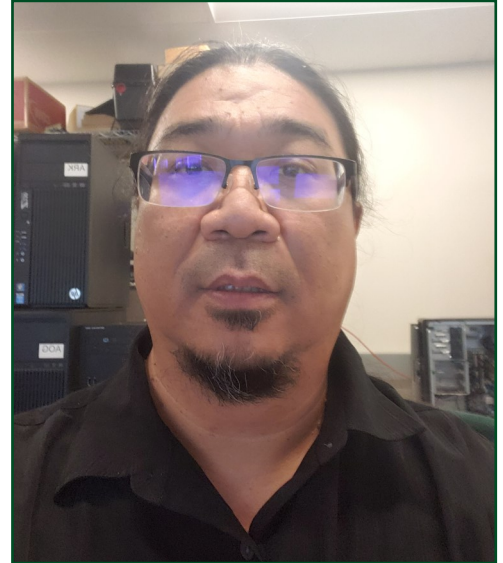
Greetings, FM Team.

Please welcome two new employees to FM Computer Services. You may already have had the pleasure of meeting **Barry Shadman-Adolpho** who joined us in October. He is an IT Support Specialist who quickly jumped into supporting FM's tech needs. He's already been in and out of offices and buildings, responsive to FM's IT requests. Barry was a graphic designer for 25 years, then decided to change careers to IT. Fun fact he shared: "While working as a graphic designer, I worked for the company that does the embroidery and screen printing for FM so it's nice to wear the clothes I helped create." In his spare time, he enjoys flying FPV quadcopters (drones). Welcome to FM, Barry!

As IT Manager for FM Computer Services, **Mike Dobbins** is leading the FM Computer Services section, previously Dallace Unger's role. He plans to work with his new team to assess and develop areas for improvement, efficiency, and enhancement of services. Specifically, he wants to focus on the customer experience for day to day issues, ensuring Computer Services can support current and future needs of FM staff. This includes continuing the adoption and growth of our AIM Integrated Workplace Management System.

Mike's vision for FM Computer Services currently centers around these four main tenets:

- Customer Experience - Document and improve current support activities for FM staff, including developing plans to effectively support Facilities Management through future growth and changing needs. He would like for FM Computer Services to be viewed as a trusted partner and easy to work with.
- Continue the rollout and staff training for our AIM Integrated Workplace Management System, including working with other groups on campus to promote AIM and increase adoption.
- Develop the FM Computer Services team – provide training and guidance so the team can continue to grow their knowledge and skills. He says, "I subscribe to the 'servant-leader' philosophy and believe a manager's role is to listen to my team, remove obstacles, provide the necessary training and tools to make the team as effective and efficient as possible in their day to day responsibilities."
- Utilize his experience with IT Security to provide FM staff training and align with Campus IT in



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order to harden and protect the Facilities Management network and tools. With phishing, ransomware, and other security exploits at an all-time high, it is critical that FM Computer Services works towards a “zero-trust” model to protect FM assets and information.

For the last ten years, Mike has been with CenturyLink in customer service delivery of purchased security and network services. Throughout his IT career, he says, “I have always been customer facing and am a firm believer that the customer experience is key for any IT organization.” Over his last three positions he contributed, lead, or managed: static and database driven websites; server maintenance and upgrades; desktop support and training; purchase and management of device fleets; integration and rollout of new software/features; improvement to processes/procedures utilizing LEAN concepts; and much more. Additionally, he has led teams of up to 24 people globally for much of his career.



Mike Dobbins

Mike first moved to Colorado from Connecticut back in 1991 to attend CSU as an undergrad. He says he has now “come full circle to working for CSU – 30 years later.” He lives in Fort Collins with his partner April and their rescue pup Jackson. One of his biggest passions is skiing. From late October to late May, he considers himself a “weekend-warrior,” braving I-25 and I-70 to ski many of the incredible ski areas in Colorado, and tries to make it to New Mexico, Utah, and Wyoming as well. In March 2022, he is going on a bucket-list ski trip to Canada. He shares that he also enjoys: “the Colorado outdoors, playing endless rounds of ball with Jackson, movie night with April, reading (sci-fi/fantasy nerd alert), live music (try to get to Red Rocks at least a couple times a summer – saw Black Crowes there about two months ago), working out and weight lifting (recently started working out in the mornings before work and can’t recommend it enough!), watching and attending live sports events and travel.”

His first day is today, November 8—please welcome him! He goes by Mike or most people usually end up calling him Dobbins, “since there are often more than one Mike/Michael in a meeting/on a call.”



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