Business Operations and Facilities

Services
Service Level Agreements

OBJECTIVES

To better align business service with institutional goals and customer expectations, Business Operations and Facilities is working to establish service level agreements to clarify expectations and performance standards between Business Operations and Facilities and its customers. To support this effort we have:

- Completed an inventory of all services provided by each department within our Business Operations and Facilities.
- Established key performance indicator targets.
- Identified methods for monitoring, reporting, and tracking the key performance indicators.
- Identified actions to link these service levels to our future budget formulation process.

GOAL

Achieve strategic alignment and resource management through the development of mutually agreeable service level agreements.
Ancillary Support Services

**Fleet Services**
Manage approximately 180 vehicles, providing maintenance, long-term vehicle leases, insurance, an online drivers safety course, driver verification and state reporting.

**Mail Services**
Provides efficient and economical receipt, sorting and delivery of interoffice and U.S. Postal Service mail for the university.

Primary services are: receipt and delivery of USPS mail, pickup and delivery of campus mail, processing of outbound First Class and Non Profit bulk mailings, distribution of accountable mail and packages, postal box rentals, forwarding service for box holders. In addition, they offer assistance with mail piece design ensuring compliance with postal regulations, mail automation for production mail to include folding and insertion of mail into envelopes along with postage metering.

**Records Management**
Responsible for the certification the UTMB Records Retention Schedule in accordance with 13 TAC 6.2. The team develops policies, directives, and instructional materials governing the organization, maintenance and disposition of records at UTMB, regardless of medium. Guidance, assistance and training in all aspects of the Records Management Program is provided to university departments. The team coordinates the retirement and retrieval of records to the University Records Center.
Auxiliary Enterprises furnish housing, recreation, books, medical equipment, school supplies, parking, vending services, and retail food outlets for the staff, students, visitors and patients of UTMB.

The department, which is self-supporting, provides these products and services at the lowest possible prices consistent with sound business practices. Our staff responds to our customers’ needs in a courteous and well-informed manner and ensures that all buildings, grounds, and equipment are maintained properly.
Design & Construction

**Design**
- Manage an average of 100 projects greater than $10k per year
- Includes management of design services, architect/engineers, project scope, schedule, and budget, communications, bidding and negotiations, contract awards

**Construction**
- Provide management for approximately 2,200 work requests per year (moves, small construction, and signage less than $10k)
- Process an average of 2,700 key/core requests per year
- Includes construction activity, construction communication, move-in activities, signage, equipment installation and coordination, furnishings, coordination with IS on telephone and data installation, artwork selection, keying for the project
Biological & Chemical Safety
Supports the research, healthcare and academic arenas to ensure regulatory compliance in chemical safety, biosafety and laboratory safety. This program provides consultation and support to the Institutional Biosafety Committee, the Chemical Safety Committee and the Institutional Animal Care and Use Committee. The Select Agent Program and The National Biosafety Training Program are also supported.

Environmental Protection Management
Ensures regulatory compliance with all local, state and federal environmental laws, including; hazardous waste, medical waste, radioactive waste, air pollution emissions from industrial operations, underground storage tanks, storm water runoff and wastewater discharges.

Fire and Life Safety
Responsible for institutional compliance with fire and safety code requirements, including Life Safety Risk Assessments, and implementing Interim Life Safety Measures. They also perform specification, testing and inspection of: fire alarms, suppression and sprinkler systems, fire egress pathways, fire drill requirements, fire extinguisher training as well as addressing specific safety concerns.

Radiation Safety
Ensures UTMB is in compliance with regulations and recommendations for radioactive materials, X-rays, other radiation devices and lasers. The program supports the Radiation Safety Committee, Radioactive Drug Research Committee, Laser Safety Subcommittee and have representations in the General Safety Committee and subcommittees of the Environment of Care. Services include but are not limited to providing training on radiation safety, laser safety and MRI safety for non-MRI personnel, registering of radiation producing devices with TDSHS, assisting in the registration and permitting of authorized users, facility evaluations for shielding, area and personnel monitoring and calibration of survey meters.
Facilities Portfolio Management

**Strategic Planning and Space Management**
- Provide annual assessments of snapshot of space, annual departmental needs and gap analysis, projects of future needs
- Consultation for feasibility of potential projects and programming services
- Master Planning for UTMB
- Facility Capital Improvement Plan

**Real Estate Management**
- Oversight of leasing program and property acquisitions

**Property Insurance Management**
- Oversight of insurance program for UTMB and coordination with UT System Office of Risk Management

**Facility Documentation**
- Oversight of facility documentation and archives
Institutional Emergency Preparedness

Develops and manages all institutional emergency plans, including: Preparedness, Mitigation, Response, and Recovery. Also coordinates the annual requirements for emergency preparedness exercises.

• Offers Emergency Management / Incident Command trainings
• Performs Institutional review and analysis services for Hazard Vulnerability and Emergency Plans
• Conducts grant administration for Hospital Preparedness Grants, and 404 & Pre-disaster Mitigation Grants.
Property Services

Committed to provide safe and reliable systems that support Business, Academic, Research and Patient Care functions within all UTMB facilities. Their goal is to prevent unplanned interruptions of operations and services within the facilities. They maintain and repair fixed equipment (physically attached to the building) and buildings systems in order to provide a reliable environment for all operations.

Clinical Equipment Services
Mission is to excel in providing service to the community by maintaining safe and reliable clinical equipment with a responsive, professional staff. Known as “CES” the staff repairs and maintains clinical equipment and delivers a specialty pool of clean equipment for inpatients. In addition CES cleans ICU and isolation room equipment. Our staff maintains the television service, nurse call and inpatient beds and is available to consult and assist with equipment acquisition questions.

Environmental Services
Mission is to maintain a facility that promotes cleanliness, safety, and pride, thereby enhancing the healing environment for our patients, their families, and visitors in order to positively impact their well-being. The key to the ES Department’s success is making the patient, visitor, and customer experience the heart of everything they do. Every day their staff finds new ways to make today a better day for everyone they serve. Maintaining, cleaning and sanitizing over 6 millions square feet allows all people to have a clean, pleasant, and safe work area that promotes a healthy work environment in which they have pride in everyday.
Shared Administrative Services (SAS) provides financial and administrative support services for the IS and Logistics Departments. This includes PeopleSoft HCM Manager Self Service and Talent Acquisition Management transactions.

SAS monitors and updates Kronos time keeping, provides pre-travel arrangement services, travel reimbursements, requisitions, vouchers, various budgeting, financial forecasting, reporting and other administrative services as required for Business Operations and Facilities and IS.

In addition to the above, Shared Administrative Services (SAS) manages the campus wide Outbound Shipping Service (e-ShipGlobal, Inc.), the Automated Office Equipment Leasing Service (AOEL/Xerox), and the UTMB Procurement Card Program.
Supply Chain

**Purchasing**
Assists the entire institution with purchasing supplies, equipment and services. It is their responsibility to ensure that we all follow best value principles, applicable laws, regulations, and best industry practices.

**Receiving, Shipping & Delivery**
Receives all merchandise coming into UTMB and delivers it to the appropriate department. They also ship UTMB outbound packages. While out on routes the delivery personnel will also pick up surplus items and deliver them to the Surplus Inventory Area.

**Materials Management Warehouse**
Responsible for providing various consumable medical and surgical supplies, dry ice, gas cylinders and hurricane supplies to UTMB departments. These items are stored in the warehouse on 13th and Strand, and can be delivered to your department, or you can go to the warehouse to pick up your supplies.

**Materials Management Hospital Supply**
Supply chain activities for UTMB’s hospital and clinic operations are managed by this group. They store and distribute medical supplies throughout the hospitals and clinics with the use of Omnicell supply cabinets. They are responsible for keeping the Omnicells filled with the supplies needed to serve our patients.
Data Analytics
Provides supply chain data to the institution. As an active part of the Value Analysis team, they provide reports to departments, showing spending patterns and product utilization figures. This team is also responsible for creating and maintaining the electronic supply catalogs that are available for use in the clinical, research, and business areas.

Informatics
Monitors Logistics Supply Chain Software Systems (Digimax Stock Inventory, Phoenix Fleet Services Program, SCL Delivery, Acutrax Cylinder, Gain Records Management, Catalyst Punch-out Program, Materials Management Shopping Cart) to ensure availability and accuracy. Responsible for providing reports to assist in various activities throughout Logistics. Also maintains the Logistics web site.

Surplus Inventory
Responsible for the storage, management and disposal of UTMB’s surplus property. Departments send a variety of equipment and furniture to the surplus warehouse, where it is made available to be used by other UTMB departments and state agencies. Surplus property that is not reclaimed is then sold in a public auction.
Utilities

Utilities provide UTMB with a safe, productive and energy efficient work environment. This is accomplished by the production and distribution of utilities from district energy plants, providing engineering and technical support to Facilities and Campus Services through the application of sound economic and business practices. Utilities consists of four groups:

- District Energy Operation
- Engineering
- Sustainability
- Business Operations