

The background features a large, light gray watermark of the University of Connecticut seal. The seal is circular and contains the text "UNIVERSITY OF CONNECTICUT" around the top and "1881" at the bottom. In the center of the seal is a stylized tree with a shield on its trunk.

# University of Connecticut

## Centralized Operations & Control Center

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## Jeremy Friedman

Associate Director of Strategic Operations

- **20+** Years of Operational Management in a multitude of industries
- **8+** Years at the University of Connecticut
- Prior **5** years as a Business and Data Analyst focused on technology/business process
- **5+** Years of Operations/Control Center Management



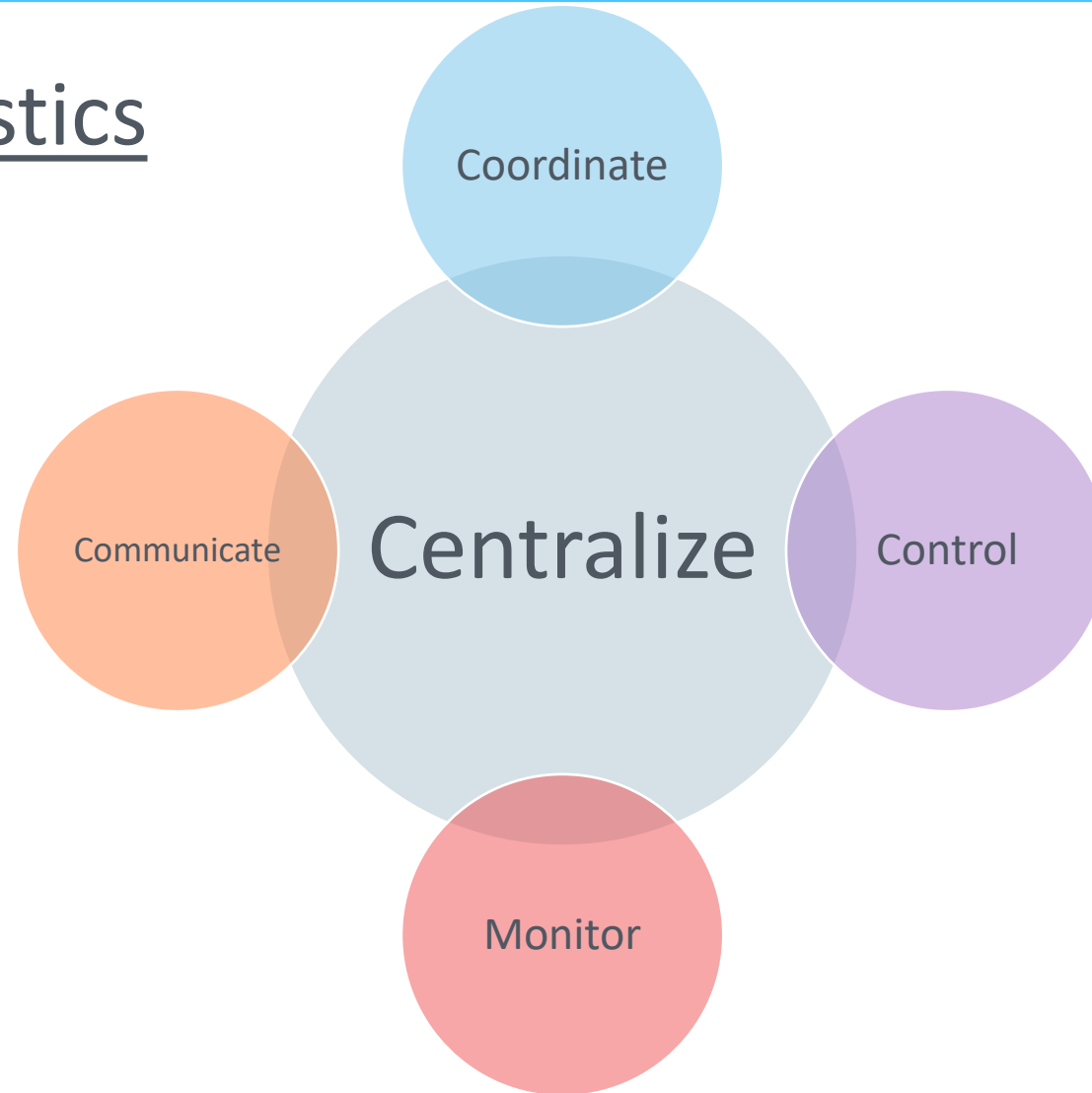
## What is an Operations & Control Center?

“A control room or operations room is a central space where a large physical facility or physically dispersed service can be monitored and controlled.” – Wikipedia

“The facility or location on an installation, base, or facility used by the commander to command, control, and coordinate all operational activities” – Military Factory.com

“It serves as a nerve center that facilitates efficient and effective decision-making, communication, and control within the organization.” – Spellchecker.net

## Key Characteristics



## University of Connecticut – Facilities Operations Center

### Responsibilities

- 75,000 – 80,000 work orders generated per year
- Oversight of Computer Maintenance Management System (CMMS)
- 24/7 Building Automation Alarm Monitoring
- Life Safety System Monitoring
- ITS Server Monitoring
- ITS Emergency After-Hour Call Center
- Student Lock-out Program
- Residential Hall Key Distribution



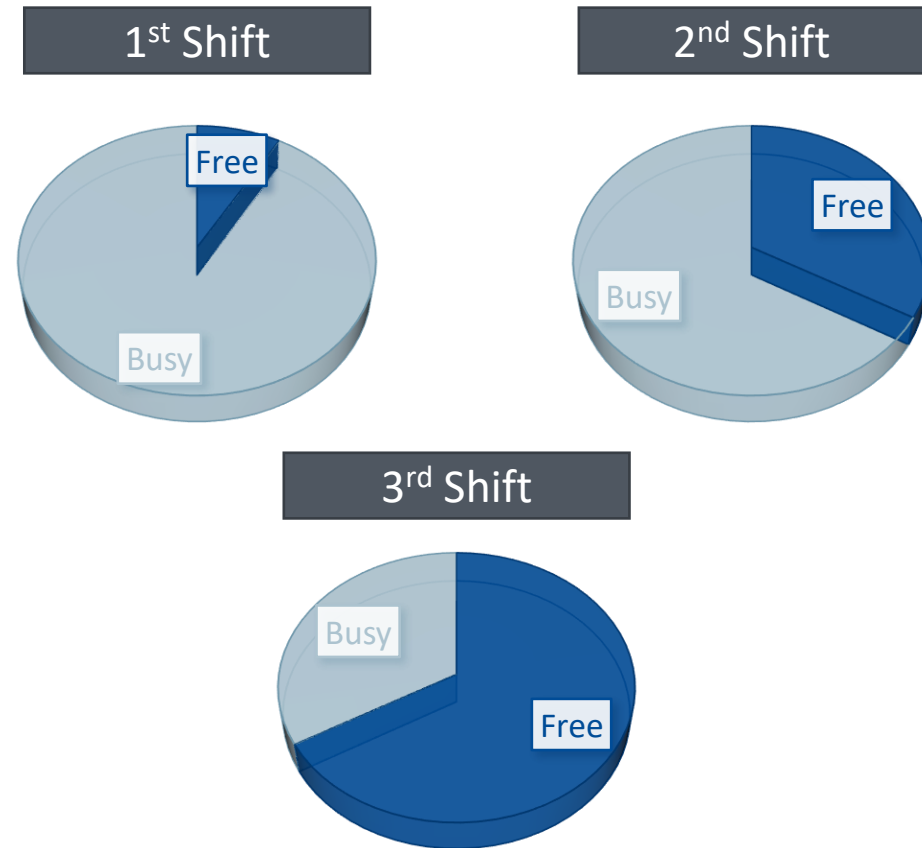
## Benefits and Efficiencies

- Reduce redundancies
- Increase efficiency of staff
- Level set work loads between shifts
- Identify and utilize capacity of employees
- Reduce financial burden



## Establish Available Resources

- Is there current capacity?
  - If so, where is the capacity
  - If not, how can we increase capacity
- What processes could fit into the available capacity?



## Build Partnerships

It is unlikely that within your single organization, you have enough tasks to fill the capacity of a 24/7 Operations Center in an efficient manner.

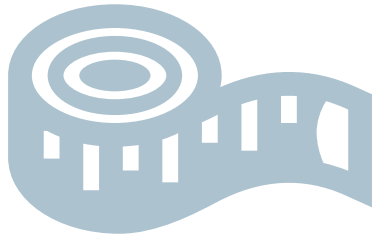
Other departments/organizations can support with filling some of those gaps. Share visions for benefits of collaboration and reducing redundant tasks/responsibilities.

The ceiling is much lower if you only focus on internal savings and efficiencies.

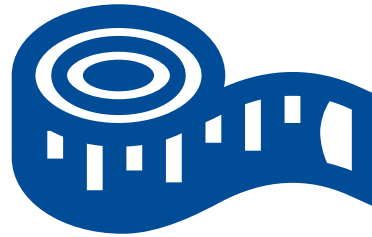




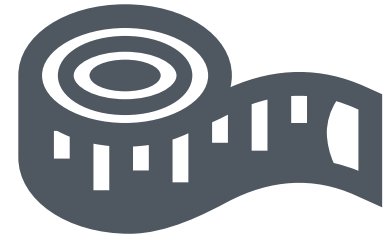
## Measure Your Success



Is the process as efficient as you expected it to be?



Are you able to meet operation expectations?



Can you do more? What is the next step?

## Breaking Down Silos

- Will be one of the most challenging parts of the process
- You are asking others to put you in charge of the success of their operation
- Growth over time
- Don't be afraid to start small

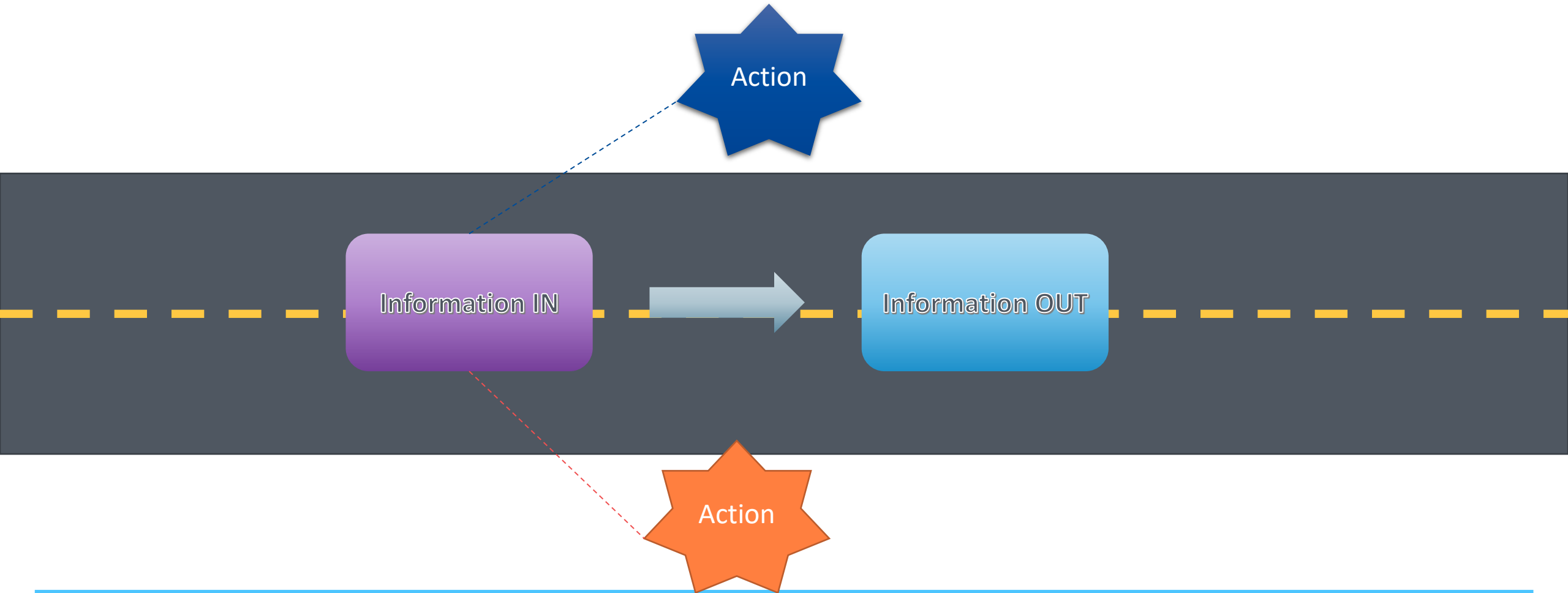


## Efficiency vs Capacity

- Make sure the task matches the skill set
- Someone with capacity is not always the best person to complete the task
- Be reasonable when assessing new functionality to your operation
- Understand what the core function is that your team does, and what new tasks require



## Stay on the Path of Success



## If You're Thinking About Implementing



## Post-Implementation – Challenge the Success of the Operation

