



NASCA

National Association of
State Chief Administrators

INNOVATIONS
IN STATE
GOVERNMENT

State of Maryland

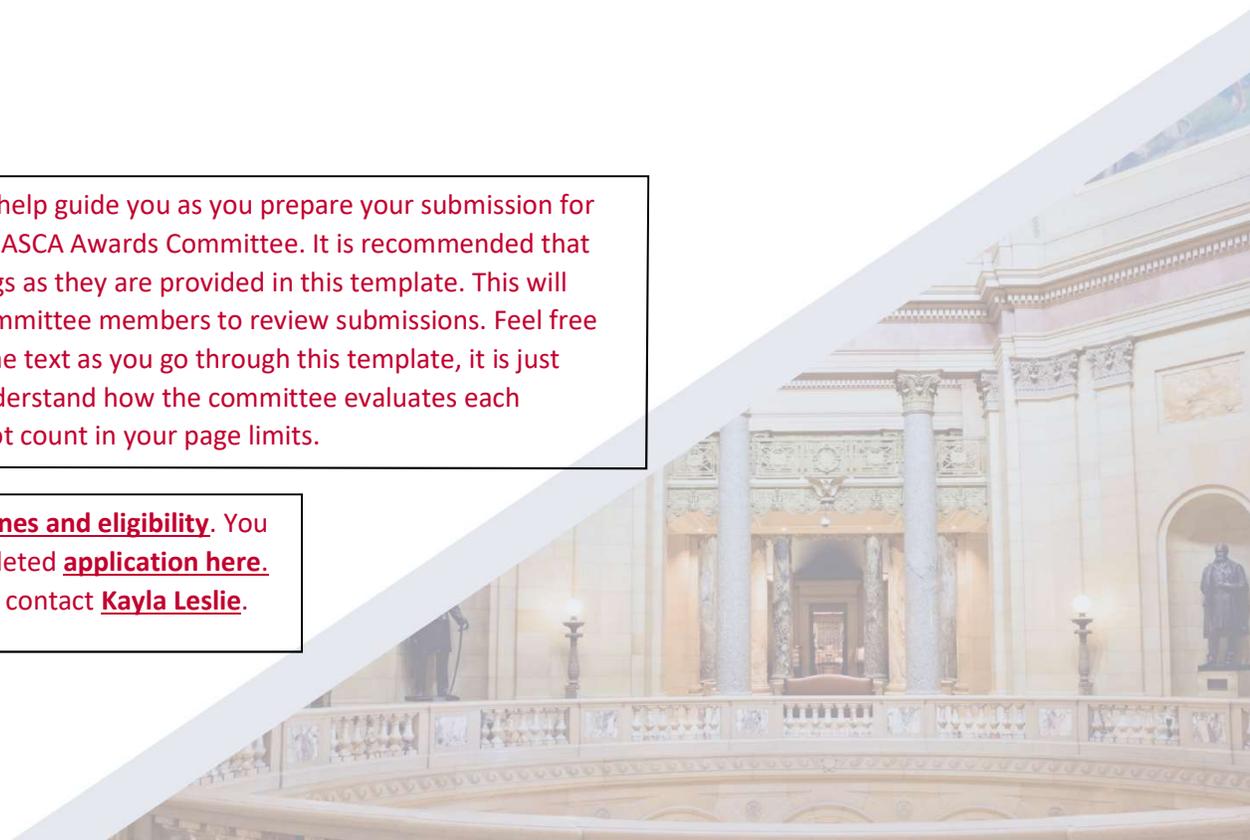
Department of General Services

2019 Innovations in State Government

Efficiency in Facilities Management Innovation

Use this template to help guide you as you prepare your submission for review by the 2019 NASCA Awards Committee. It is recommended that you keep the headings as they are provided in this template. This will make it easier for committee members to review submissions. Feel free to delete the guideline text as you go through this template, it is just there to help you understand how the committee evaluates each category and does not count in your page limits.

Please review [guidelines and eligibility](#). You can submit the completed [application here](#). If you have questions contact [Kayla Leslie](#).



Executive Summary (10 points)

Maryland Department of General Services Adoption of a Computerized Maintenance Management System (CMMS)

Today's state of the art for building management is a Computerized Maintenance Management System (CMMS). Widely used by both the public and private sectors, a CMMS is at its heart a database used to manage work requests and schedule service and maintenance. However, as it is populated with data, it also creates a record about each building and the equipment in it. This in turn permits users to track maintenance expenditures over the life cycle of an asset, manage workflows, support condition monitoring, create reports for management to make data-driven decisions, and even conduct predictive analytics.

Until recently, the Maryland Department of General Services (DGS) used only a basic work control system to manage requests for service in its 54 state-owned office buildings. This system captured information about the problem and its location, but did not create an inventory of equipment, track repair history, or conduct meaningful trends analysis.

On October 9, 2017, DGS began using a CMMS provided by eMaint, a Fluke Company. eMaint is cloud based software specifically designed for building management. It is a comprehensive, fully configurable tool that can be customized to meet users' needs. Through it, DGS can:

- Manage work orders
- Monitor building conditions
- Collect equipment repair history
- Create real time status reports
- Analyze maintenance trends
- Do repair vs. replacement analysis
- Predict ongoing repair needs
- Reduce emergencies
- Extend the life of building assets
- Improve return on investments

Innovation (30 points)

The Maryland Department of General Services, Facilities Operations and Maintenance approached this endeavor with the outlook of centralizing data not only for this Division, but to capture the essential data of other divisions within the agency. Since the information that most divisions within our agency attain has relevance to the other divisions within the agency, and at times is utilized by multiple divisions. It would be most useful to centralize this information for sharing and providing a more efficient and cost-saving approach for analyzing facility projects.

This project jointly is collaborating with the Facilities Operations and Maintenance Division and the Facilities Planning, Design and Construction Division due to the respective projects on our buildings and equipment within our buildings. Having a centralize repository for this type of data allows use to more effectively track maintenance expenditures over the life cycle of an asset, support condition monitoring, and make decisions based upon the data to repair or replace those assets.

Having this information in a centralized repository allows the broader approach to visualizing the issues in facilities on a state-wide level.

Transferability (30 points)

The Facilities Operations and Maintenance Division is able to capture the assets, workflows, monitor building conditions, equipment repair history, maintenance trends for DGS to assist our Facilities Planning, Design and Construction Division, which is a division that handles the repair and replacement of State-wide facilities assets. This allows the oversight of evaluating and predicting issues or failures with certain building assets.

Efficiencies Created (30 points)

The efficiencies created with this project can be measured by the capturing of data in a centralized platform. This data ranges from tenants who report issues in the facilities, the Facilities Operations and Maintenance staff, DGS facilities, building layouts and equipment. With this structure in place, in a short time, we are now able to report out on various issues and trends throughout our facilities.