MOVE MANAGEMENT PROCESS

Introduction

In 2013, Construction & Design was tasked with organizing relocations of multiple departments from McDowell Center to newly acquired Jeffress Center following by department moves within a repurposed McDowell Center. This Move Management Process was born out of that need. The foundation for this process is Building Owners and Managers Association (BOMA) International based. Move item tagging and computer moves by Schoolcraft College Facilities Management (SCFM) vs. Information Technology department were established at this time as well.

Occupant moves prior to 2013 were problematic. Examples:

- End User stress on where to get move resources.
- Confusion between End User and Construction & Design on work order request submissions.
- Lacking coordination on move dates (i.e. computers moved before or after office belongings).
- Missed tasks like door key changes; office nameplate moves; and Active Directory updates.

The Move Management Process appoints a DCD Project Manager, as single contact for End Users needs, to coordinate dates and tasks with SCFM, Information Technology, Media Services, SCPD, systems furniture movers, and others to mitigate those problems from the past.

Move Instructions Basis

Note: A completed Move Instructions example is provided later in this document.

BASIC OUTLINE
Move Contacts
Project Locations
Established Move Dates
Office Furniture Moves
Boxes / Equipment Moves
Work Orders
Furniture Transfers
End User (Employee) Responsibilities
Standard Boxes
Special Boxes / Packing Items
Phones (VoIP Handsets)
Personal Property
Boxing Confidential Files
Pre-Move Instructions
Space Access
Post-Move Instructions / Activities

Move Instructions Example

GENERAL INFORMATION

A. Move Contacts:

    1. Move coordinator will be Department of Construction & Design (DCD).

    2. Jerry Piasentin – Director of Construction, Planning & Design
Jeffress Center; Office JC415 / Ext. 4517 / gpiasent@schoolcraft.edu
Work Schedule: M – F; 9 am – 5:30 pm
Role: Move Team Lead & Customer Experience Rep.

    3. Casey Samyn – DCD Support Staff
Jeffress Center; Office JC400D / Ext. 5653 / csamyn@schoolcraft.edu
Work Schedule: M, T; 1 pm – 5:00 pm, TH; 9 am – 5:30 pm
Role: Field Data Collection & Move Resources (i.e. packing supplies, packing assistance)

    4. Kim George – DCD Services Coordinator
Jeffress Center; Office JC400D / Ext. 5318 / kgeorge@schoolcraft.edu
Work Schedule: M – F; 7:30 am – 4:00 pm
Role: Service Request Processing (i.e. work orders, transfer forms, moving supply orders)

B. Established Move Dates:

    1. Move dates established by Project planning meetings are final. Reason is FM Dept., IT Dept., Media Dept., SCPD, Furniture Contractors, Electrical and IT Contractors installing powered furniture, copier moves by Vendor, etc. are all coordinated from those dates.

C. Office Furniture Moves:

    1. Primarily performed by contract under NBS.
Exclusion: Assigned / repurposed office chairs tagged for furniture move by Facilities Management.

D. Boxes / Equipment Moves:

    1. Construction & Design – oversees move activities on behalf of End Users.

    2. Facilities Management Department primarily performs these moves.

    NOTE: End Users should not move boxes other than personal belongings that are not property of the college.

    3. Facilities Management disconnects, moves, and reinstalls reused computers and printers at their new locations. Information Technology, via service ticket submitted by Construction & Design, performs technical and network support services to ensure these devices are operational. **Note: End User obtains new computer equipment submitting a Technology Request with Information Technology who procures, receives, and installs directly.**

4. Facilities Management moves miscellaneous furnishings such as bottled water machines, coat trees, and wall art.

5. A/V equipment moves are by Media Services Department. **Note: End User obtains new A/V equipment by contacting Media Services Department who procures, receives, and coordinates installs directly.**

6. Applicable copier moves (repurposed equipment) are Construction & Design coordinated with Purchasing Department and Facilities Management to perform. **Note: End User obtains new copiers by contacting Purchasing Department who procures, receives, and coordinates installs directly.**

E. Work Orders:

1. Construction & Design will prepare all Facilities Management work orders necessary for your move.

2. Construction & Design will submit required I T Requests with Information Technology for technical and network support services.

3. Construction & Design will coordinate work with Media Services Department for move services they perform.

4. **Exclusion**: End users will need to submit technology requests directly to Information Technology for any involved computer equipment and/or software adds/upgrades.

5. **Exclusion**: Requests to add Colleague printing capability will require an Information Technology Request (itrequest@schoolcraft.edu) submitted directly to Information Technology several weeks in advance of the move.

6. **Exclusion**: If presently using phone headsets end users will need to submit Information Technology Request (itrequest@schoolcraft.edu) directly to Information Technology. Information Technology will evaluate and advise you on headset update options.

F. Furniture Transfers:

1. Prior to start of this move process, all project furniture has been vetted and/or purchased. To maintain accurate account of those items – End Users shall not submit Facilities Management furniture / equipment transfer requests for unwanted items (aka changes in thought) until moves are complete. Construction & Design will address those requests as part of Post Occupancy Evaluation (POE) check-up explained at end of this document.

2. Construction & Design shall arrange all furniture transfers requests better assurance that furniture inventory records remain accurate.

G. <u>Employee Responsibility</u>:

   1. End Users are responsible to pack/unpack Schoolcraft College belongings assigned to them and/or their department.

   2. End Users may request / receive limited move packing / unpacking assistance by Construction & Design staff.

   3. Facilities Management will transport packed belongings between locations in accordance with assigned Move Schedule date(s).

H. <u>Standard Boxes</u>:

   1. Box size: 15" long x 12" wide x 10" high.

   2. Construction & Design furnishes, preps, and stages boxes for staff to use.

      a. Construction & Design will deliver boxes to the building staging them in a centralized location for persons to draw from pile.

      b. Please contact Construction & Design at ext. 5318 whenever boxes need replenishing.

I. <u>Special Boxes / Packing Items</u>:

   1. These items are project charges.

   2. Construction & Design will acquire, prep, and/or deliver these items in quantity requested.

   3. Construction & Design will furnish bubble wrap on request for packing of fragile items.

   4. Construction & Design will furnish packaging tape on request.

J. <u>Phones</u>:

   1. End User and Information Technology work directly on new office phone needs and phone extensions to new office locations.

   2. Construction & Design works with Information Technology on new phones for instructional spaces, lab support areas, and corridors.

   3. Facilities Management moves existing VoIP phones (extension follows with employee or department) reinstalling in new office locations.

K. <u>Personal Property</u>:

   1. It is highly recommended that owner transports personal property – especially fragile items.

L.   Boxing Confidential Files:

   1.   Facilities Management personnel will transfer these boxes standard; unless special arrangements to move confidential file boxes to interim, secure storage space as part of the move process.

   2.   Secure box lids with packaging tape where broken tape can indicate potential tampering.

   3.   Include **# of #** count on box labels to ensure all boxes arrive.

   4.   Try not to overly draw attention to box contents with warning labels.

PRE-MOVE INSTRUCTIONS

A.   File Storage Units:

   1.   End Users must empty file storage units prior to move. Storage units are not constructed for loaded transport and would present a safety hazard to movers.

   2.   Tape assigned furniture keys inside lockable storage units left behind or at minimum leave keys inserted in locks.

B.   Refrigerators:

   1.   End Users must remove personal refrigerator contents prior to move.

   2.   Label your personal refrigerator by taping a move location tag to it. Indicate with colored highlighter where to deliver the item. Construction & Design will furnish tags to you for this purpose.

C.   Box Labeling:

   1.   Label each box by taping a move tag map to it. Indicate with colored highlighter on map where the item is to be delivered. Construction & Design will furnish these tags for this purpose.

   2.   Tape move tags, on 8-1/2 x 11-paper size, to the long side of each moving box. This permits unrestricted access to box hand holes located on short sides of boxes.

D.   Box Stacking:

   1.   Stack packed moving boxes, so move tag information is exposed and facing same direction.

E.   Chairs:

   1.   Unless informed explicitly otherwise, a person assigned task chair moves with them to their new location.

2. Label chair backs by taping a move tag to it. Indicate delivery location with colored highlighter. Construction & Design will furnish move tags for this purpose.

F. Personal Computers:

1. Label computer monitor by taping a move tag to it. Indicate computer destination with colored highlighter on tag. That one tag addresses processing units, second monitor, keyboard, mouse, label maker, and other connected devices – excluding scanners. Construction & Design will furnish move tags for this purpose.

2. Facilities Management disconnects, packs, and transports personal computers for reuse at move destination.

G. Printers, Scanners, Shredders, etc.:

1. Label these devices by taping a move tag to it. Indicate item destination with colored highlighter on tag. Construction & Design will furnish location maps for this purpose.

2. Facilities Management will disconnect and transported printers and scanners.

H. Nameplate Signage:

1. Take your nameplate signage with you if not attached to wall surfaces by fasteners or double-sided tape.

2. Nameplate signage attached to wall surfaces by fasteners or double-sided tape will be removed and delivered by Facilities Management. Construction & Design will organize for End User.

SPACE ACCESS

A. Door Keys & Access Badges:

1. Facilities Management will address keying needs for End User by work order requests submitted by Construction & Design. Facilities Management will meet with department decision makers to address keying preferences.

2. End User obtains door keys through the standard Key Authorization procedure conducted by SC Police Department.

3. End users will need to visit SC Police Department for new / first-time access badges. An appointment is preferred. SC Police Department will take a badge photo at their office in Jeffress Center; Lower Level.

4. SC Police Department will need information from a department head indicating spaces reporting personnel need to access and the spaces those persons will no longer access.

B. Custom Millwork Cabinet Keys:

1. Facilities Management may be able to rekey lockable custom cabinets. Construction & Design will evaluate that potential and represent your needs to Facilities Management in the form of a work order request.

2. You can obtain keys to lockable custom cabinets through the standard Key Authorization procedure conducted by SC Police Department.

C. Office Furniture Locks:

1. Rekeying of locking office furniture, on both new and repurposed products, is possible per department preference. Construction and Design will facilitate lock changes based on End User input.

2. Keys will be available on the date of respective furniture install.

POST-MOVE INSTRUCTIONS / ACTIVITIES

A. Empty Boxes:

1. Construction & Design will arrange for carts or other means to stack unpacked boxes for transport back to Construction & Design storage.

2. Moving boxes need to be unfolded and flattened for their return. Box lids left assembled.

3. Contact Construction & Design at ext. 5318 when unpacked boxes are ready for pick-up and reuse for upcoming College moves.

B. Post-Occupancy Check-Up:

1. Approximately 1 ½ - 3 weeks after the move, a post-occupancy check-up (aka Post Occupancy Evaluation) will be conducted with End Users to identify and document post-move items and issues in need of correction.

## Move Tags Use & Instructions

Move Tags were incorporated in 2013 on request from SCFM. They often send persons for box and belongings moves with no prior knowledge of move planning. By attaching a simple tag to box or belonging, showing "move to" location highlighted, the mover just needs to know where to find that location. There are plenty of existing resources to assist in location finding – unless location is newly created to where the tag can communicate that on its own merit.

Move tag instruction has two components. The instruction sheet showing a building part plan with highlighted "move to" location and written instructions on tag use. The second sheet is the move tag itself that end users can print at will highlighting "move to" location electronically or manually.

Traditionally, electronic move tags have been formatted in Microsoft Word using text boxes around move locations to serve electronic highlighting when preformatted shading is selected. **Other ways of achieving similar or improved tag effectiveness can be used by DCD Move Manager based on time available or other, maybe newer, technology used at College. <u>Tag format though must follow what was established in 2013 and shown in examples below.</u>**

Move Tag Instructions Format Example

SC PROJECT 18FR01; Applied Science (Heath Science Center) Wing A
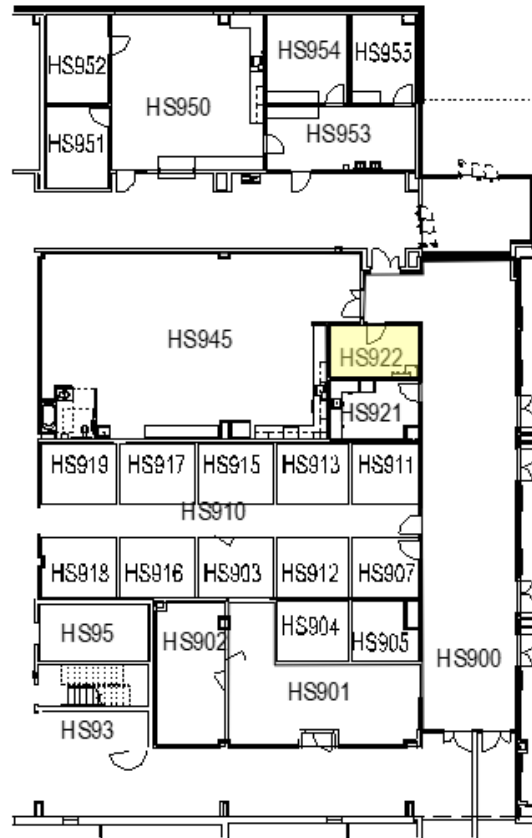
Instructions for Digitally Highlighting Map:

If you choose to highlight this map digitally, open the attached formatted file in Microsoft Word and click "Enable Editing" at the top of the screen. Then click within the move destination room/area where a text box should appear around it. Double-click on the text box to bring up the Drawing Tools menu. Highlight yellow within the textbox by choosing Format→ Shape Fill→ Yellow. The result is shown above for Room HS922.

Move Tag Format Example

SC PROJECT 18FR01; Applied Science (Heath Science Center) Wing A

ID TAG: