



Operations and Maintenance Plan	Plans
	Effective Date: September 24, 2019
	Review Date: September 24, 2019

- (1) Purpose. This plan is to evaluate the adequacy and improvement of all physical facilities and technology infrastructure at the College. The plan encompasses activities associated with planning, and financing the physical facilities and technology infrastructure. The College does not currently offer distance education. College Administration, Risk Management, information systems, technology enhanced instruction and Maintenance/Custodial Departments are responsible for establishing procedures for the efficient operation and maintenance of buildings, equipment, and technology infrastructure.
- (2) Technical Infrastructure. The IT Manager provides direction and ongoing analysis and planning of the technology infrastructure, directing decisions for changes, upgrades, and new projects to facilitate the changing needs of the College.
 - (a) The IT Services Department ensures that technology and instructional information management systems are integrated; provide ongoing analysis and planning of Network operations; and make decisions for changes, upgrades, and new projects necessary to operate and maintain the internal technology infrastructure.
 - (b) Internet and infrastructure backbone connectivity is provided by the Utah Education and Telehealth Network (UETN) data network, is maintained by the UETN, and is contracted throughout the state. The IT team maintains a Disaster Recovery Plan and Procedures to recover from disasters affecting its production operations.
 - (c) The UETN provides and maintains the wide area broadband; Internet access; network support and security monitoring; and broadcast. The UETN network infrastructure carries high speed data and real-time applications, including video to communities throughout the state. Network staff research, design, build, monitor, and contract with multiple Utah service providers across the state. The UETN network support personnel continuously tracks, reports, and manages Internet, data, and video traffic for the College. The UETN network security detects attacks on the network, identifies miscreant tools and trends, and mitigates infrastructure vulnerabilities. The College employs competent Information Systems personnel that provide ongoing analysis, planning, maintenance, and security of the LAN/WAN operations.
- (3) Personnel.
The Facilities Department includes:
 - (a) IT Services, led by an IT Manager and including one or more additional personnel.
 - (b) Custodial Services, led by a Custodial Supervisor, and including one or more additional personnel.
 - (c) Maintenance Services, which includes one or more maintenance personnel.

- (4) Equipment and Supplies.
- (a) General facility equipment and supplies are requested annually as part of the College budget process. Facility equipment and supplies needs are reviewed and prioritized for approval by the College Executive Team.
 - (b) Each department is responsible for maintaining their own specialized equipment, laboratories, and supplies.
 - (c) Instructors are responsible for inspecting materials and equipment to ensure quality and safety standards in accordance with manufacturer requirements, codes, laws, and regulations pertaining to specialized materials and equipment, and their intended use.
 - (d) IT and Maintenance Services provides basic maintenance of classroom equipment.
- (5) State and Federal Law. As a State agency, Dixie Tech is required to comply with all federal and state codes and procedures.
- (6) Physical Facilities. The College's Facilities Director, appointed by the College President, is responsible for the maintenance of the campus facilities.
- (a) The College Maintenance Department staff members respond to day-to-day facility and equipment maintenance and repair requests.
 - (b) Employees may submit a maintenance request through the Employee Resources link on the College's website. Maintenance requests include: alterations, repairs, or improvements for the physical facility. Requests are then prioritized and resolved using the budgeted funds of the affected department.
The process is as follows:
 - Faculty/staff identify need/problem and submit a request on the College website
 - Requests are submitted to Asset Essentials
 - A work order number is created by Asset Essentials and the requests are assigned to the appropriate department to be completed.
 - The appropriate department responds to the request and resolves the need/problem.
 - If emergency funding is needed, a request is made to the Executive Team.
 - (c) Capital Improvement/Development and larger requests are submitted through the Capital Improvement Request process with the Utah State Department of Facilities and Capital Management (DFCM).
 - (d) The College's maintenance personnel provide preventative maintenance and upkeep of equipment used by the programs.
 - (e) For requests that require advanced or specialized knowledge and/or skill, equipment vendors and third party vendors are contacted to oversee the project.
 - (f) The Utah State Building Board annually audits against the Facility Maintenance Standards approved by the Board. These standards outline the requirements to maintain state facilities in a manner that will maximize their usefulness and lifecycle.
 - (g) In order to be aware of each facility's needs, a Risk Management Self-Inspection Survey Report Form is completed on an annual basis. The self-inspection survey process begins in November and is completed by May of the following year. Administration and Maintenance personnel prioritize needs/problems presented as a result of this report and Operation and Maintenance budgeted funds may be used, or Capital Improvement Order Request may be submitted to DFCM.
 - (h) Regular facilities staff meetings are held to check the status of open projects, evaluate resources required to resolve projects and to allocate work-load to ensure efficient response and resolution.
- (7) Availability. This plan shall be available on the college's website, and referenced in both the new student and new employee orientations.

- (8) Annual Evaluation. The college's Facilities Director shall annually review this policy and make recommendations for any changes to the Executive Team by June of each year.