

The State of Alaska:

Tackles Statewide
Deferred Maintenance



Introduction

The largest U.S. state by area, Alaska is roughly twice the size of Texas and one-fifth of the entire United States. Alaska's Division of Facilities Services (DFS) maintains over 2,000 facilities (across 14 agencies) with a combined 19 million square feet of space and an overall replacement value of \$8.6 billion. Some of the more prominent agencies with facilities include the Department of Transportation, University of Alaska System, Department of Administration, Department of Corrections, Department of Health and Social Services, Department of Military and Veterans Affairs, and Department of Natural Resources.

Problem

In 2019, the state's deferred maintenance costs increased by more than 10%- from \$1.8 billion to \$1.97 billion. Deferred Maintenance (often called a backlog) encompasses all the facilities' maintenance and repairs that have been postponed due to lack of resources, construction, or repair schedules. Deferred maintenance projects are items that cannot be addressed through preventative maintenance timelines.

Prior to 2019, most of Alaska's agencies were independently managing their own facilities' preventive maintenance and deferred maintenance. Furthermore, the state found that multiple, redundant systems were being utilized. Each with their own systems, interfaces, and capabilities. Without a centralized system in place, identifying the true costs of Alaska's deferred maintenance needs was nearly impossible.

Common examples of Alaska's deferred maintenance items included leaky roofs/windows, old HVAC systems, plumbing/electrical concerns, and general safety compliance issues.

The Division of Facilities Services quickly recognized the need for a centralized solution that provided a consistent framework for assessment and needs prioritization.

Solution

The State's journey toward a centralized approach began in 2015 when the Office of Management and Budget (OMB) formed the Executive Facilities Management Advisory Committee (EFMAC). One year later, the "State Facilities Council" was formed to further analyze the idea of centralization and provide a recommended course of action. Then in 2017, the Department of Transportation and Public Facilities (DOT&PF) was designated as the lead agency to consolidate the statewide maintenance functions.

At the same time, the DFS established a software subcommittee to research best-in-class, enterprise solutions. Working with members from all four departments, the subcommittee spent 18 months developing the system requirements and researching available options.

After months of investigation, as well as numerous conversations with other leading state and local government organizations, the subcommittee determined that an Integrated Workplace Management System (IWMS) would provide the state the holistic approach to deferred maintenance they needed.



Alaska State Library Archives Museum

By definition, an IWMS encompasses real estate and property management, operations and maintenance, space management, capital planning and project management, and energy management with statewide facilities maintenance, design, and construction all under a single solution.

In 2018, the DFS issued an RFP and selected the IWMS from FacilityForce largely based on its breadth of capabilities, user experience, industry reputation, and enterprise scalability. The implementation of the IWMS began in early 2019 and the first module went live in September.



Anchorage Sport Fishing Hatchery

Advantages

By centralizing the management of their facilities maintenance program, the state of Alaska is now positioned to benefit in several ways:

- Established a comprehensive and sustainable baseline “health of assets”
- Achieved a holistic, and transparent view of the state’s building asset portfolio
- Standardized Facility Condition Assessments (FCAs)
- Installed systematic procedures, best practices, and performance metrics
- Standardized approach to routine and preventive maintenance needs
- Prioritized deferred maintenance schedule that is deliberate, objective, and comprehensive
- Consolidated their facility maintenance related contracts
- Linked the state’s energy efficiency program with future deferred maintenance projects

By working with facility council representatives from each department, the process for prioritizing facilities deferred maintenance requests have been refined to incorporate a Facilities Condition Index (FCI) as an unbiased comparison of facilities as a key component for future recommendations.

Today

Today, the State of Alaska has a clearly defined vision for centralized facilities management and their stewardship is consistent and predictable. The state has established a continuous, transparent, and results-based program to accomplish deferred maintenance and energy-efficient improvements.



FacilityForce’s IWMS solution allows the State of Alaska to effectively manage the 2,000 plus buildings, while providing a holistic view of deferred maintenance and facilities needs across all 14 agencies. Stay tuned for further installments in this series on the State of Alaska.

Why FacilityForce?

Although FacilityForce is a new name in the software world, we're actually a veteran player. Created specifically to address the ongoing challenges government and commercial entities face today, FacilityForce was carved out of AssetWorks Facilities, a software developer with a rich history dating back to 1991 (30+ years ago).

Organizations with a significant investment in facilities and assets depend on FacilityForce's sophisticated software solutions to drive efficiencies in operations and maintenance, space planning and utilization, strategic planning and capital improvements, real estate and lease management, as well as energy and utilities.



FOR MORE INFORMATION CONTACT:

FacilityForce LLC
13359 North Highway 183, Ste 406-797
San Antonio, Texas 78750

www.FacilityForce.com

Copyright © 2021 FacilityForce LLC.
All Rights Reserved.