

# IT Facility Management



**ProPath**

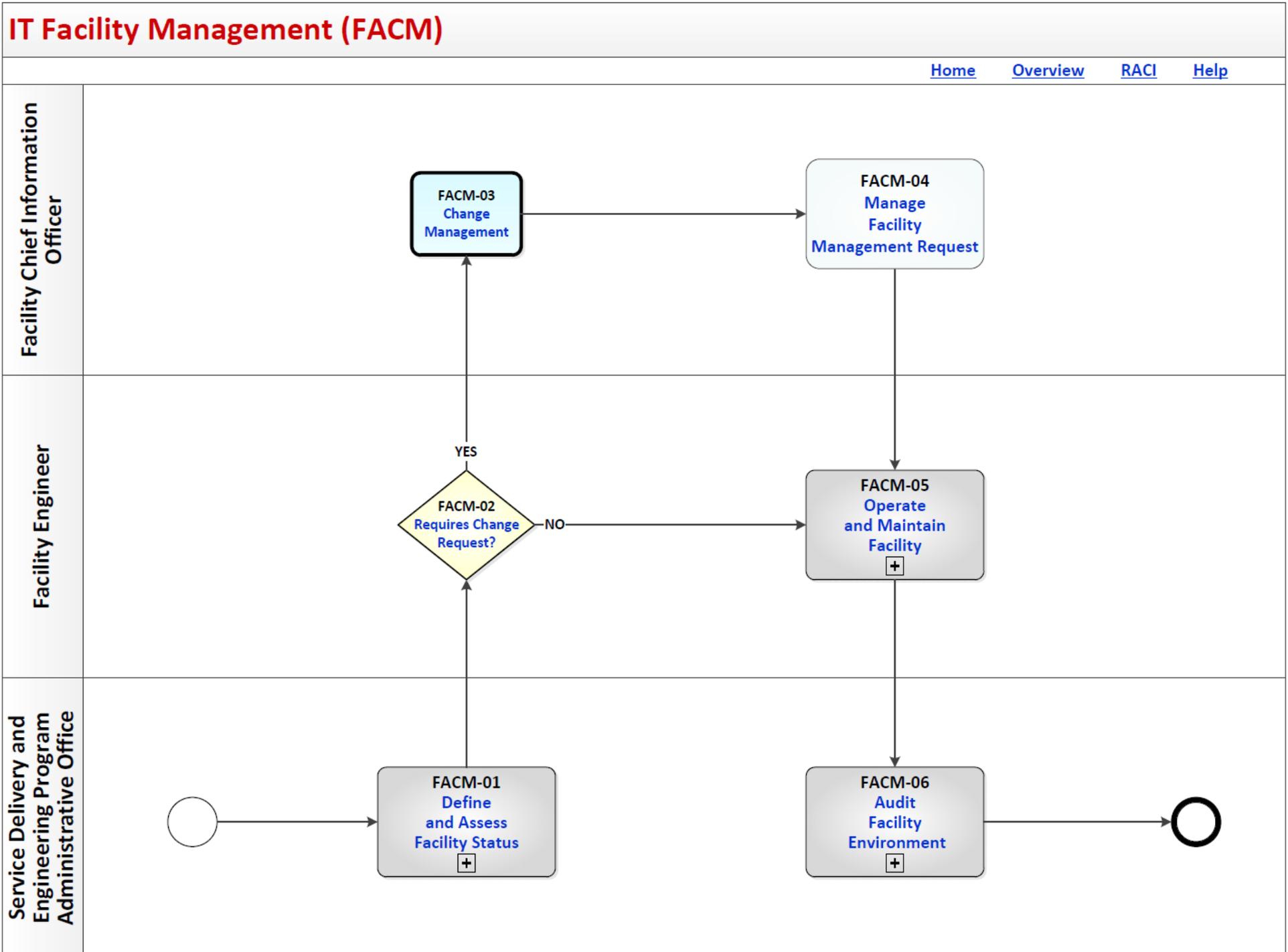
**Office of Information and Technology**

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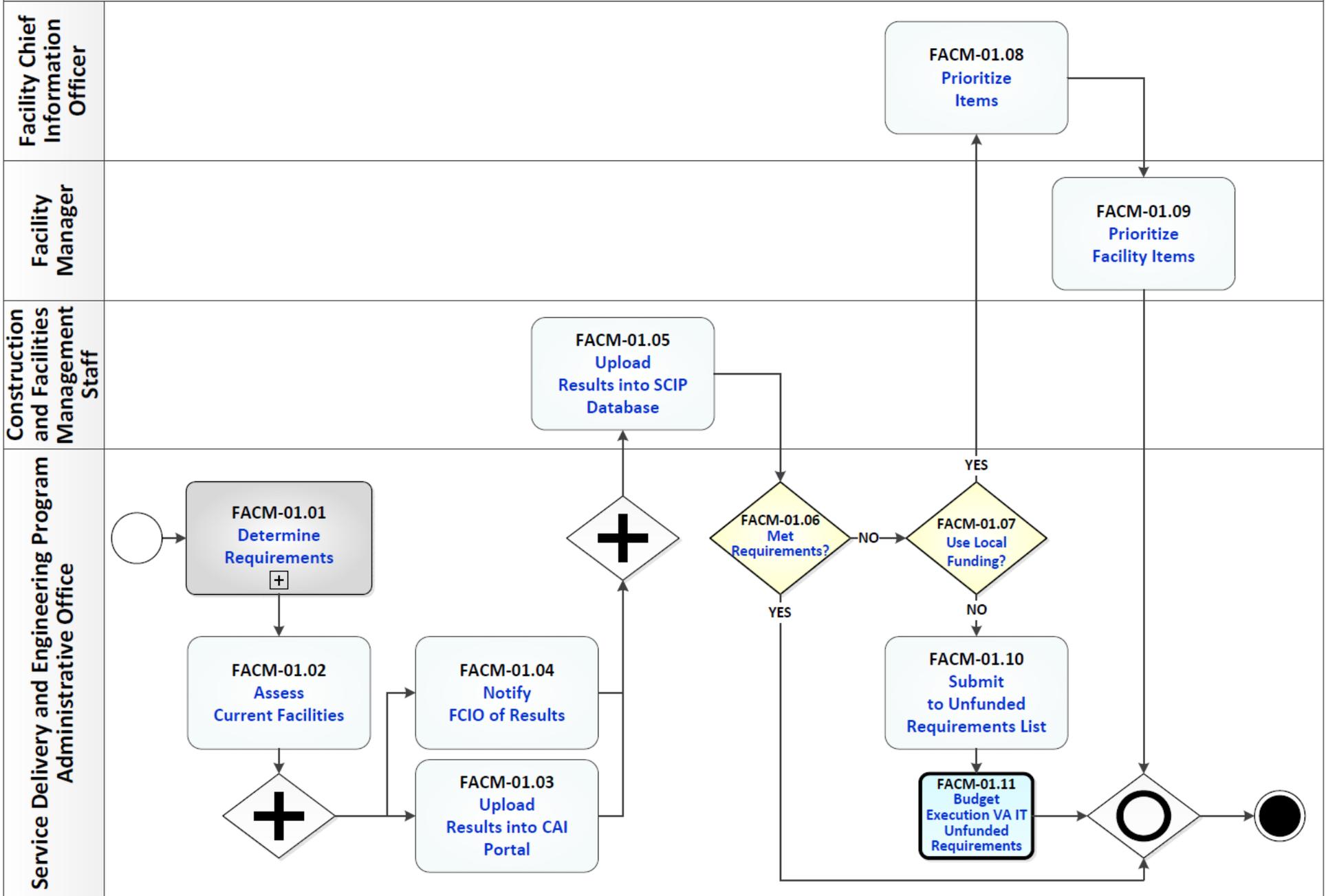
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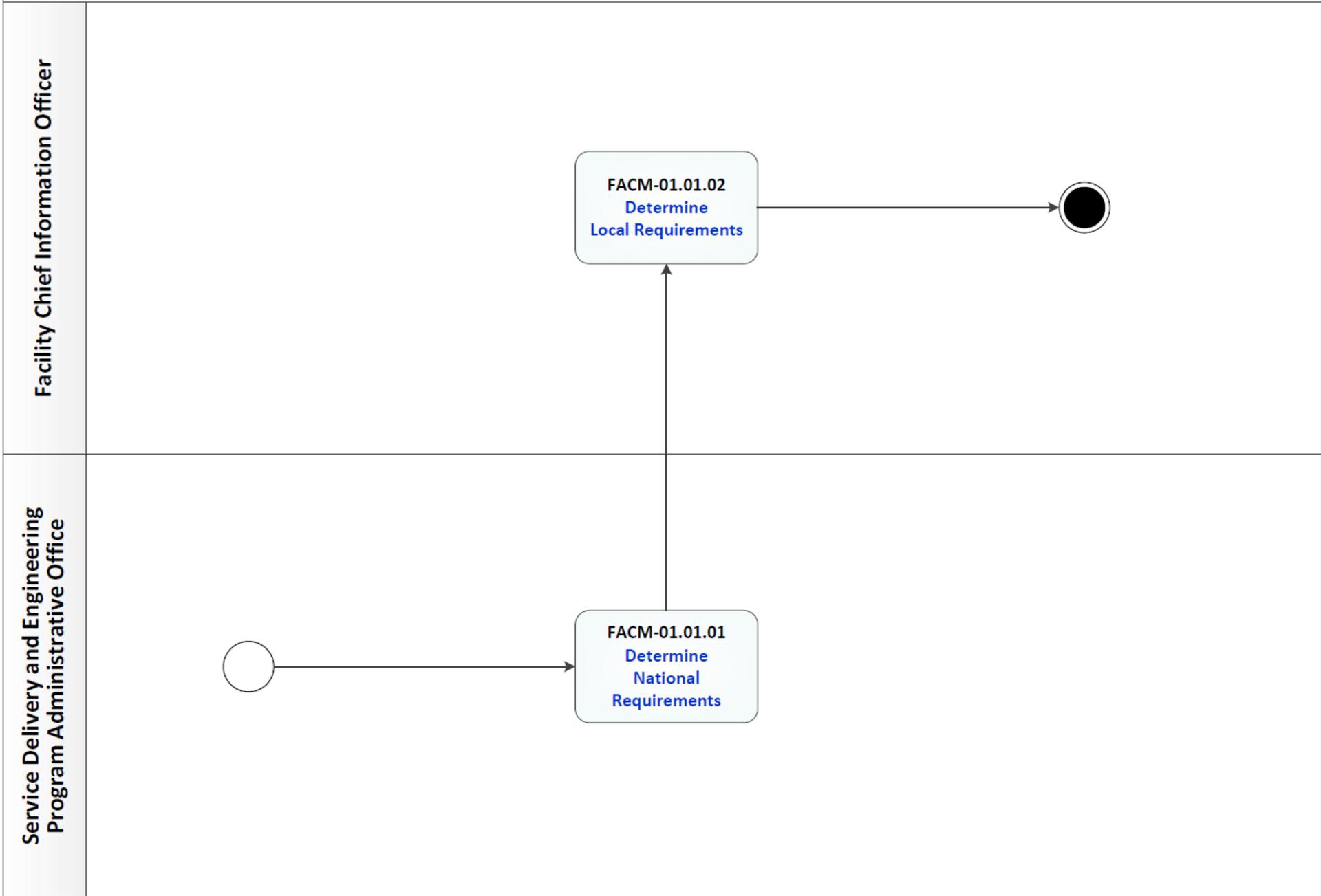
# IT Facility Management Process Maps



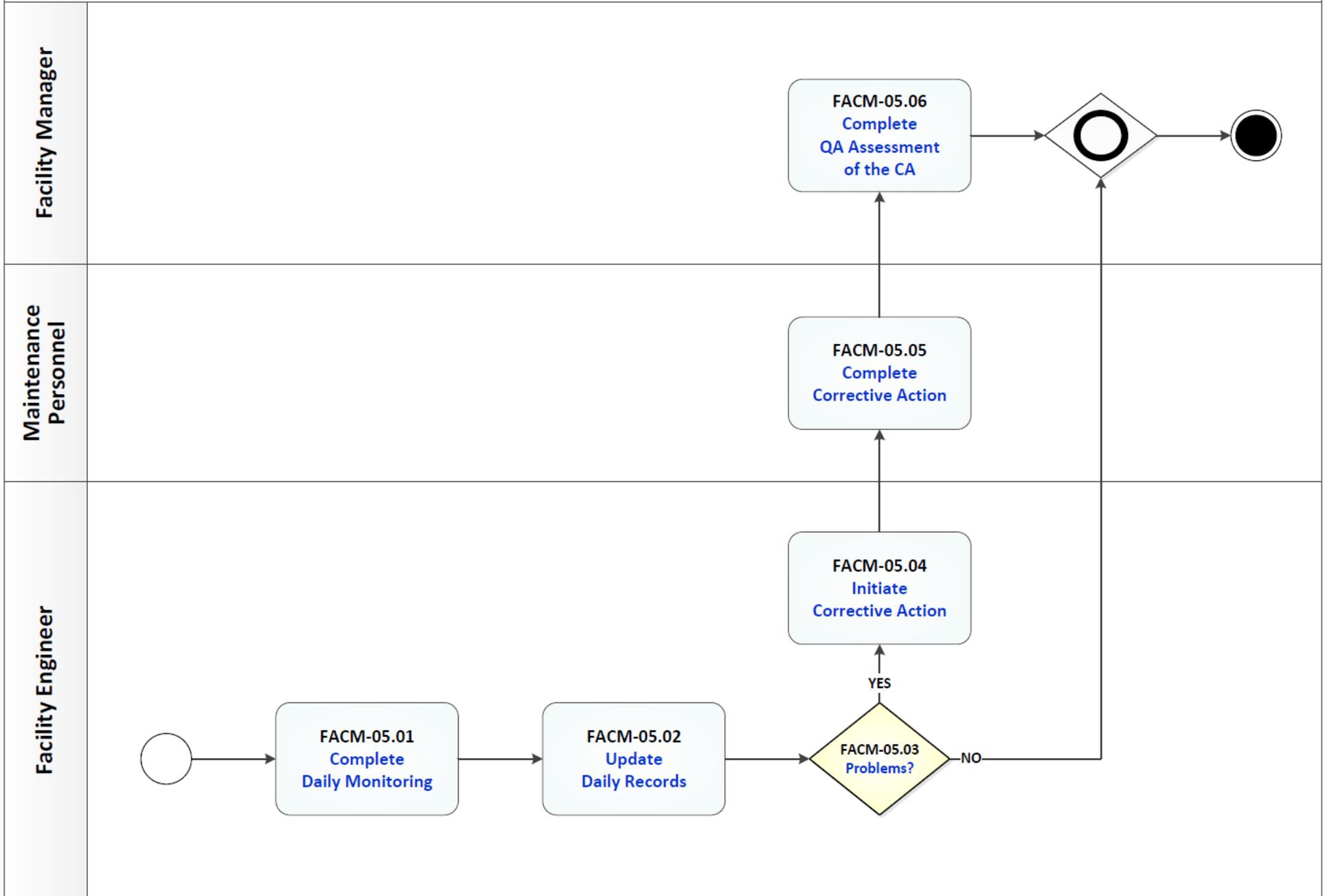
# IT Facility Management: FACM-01 Define and Assess Facility Status



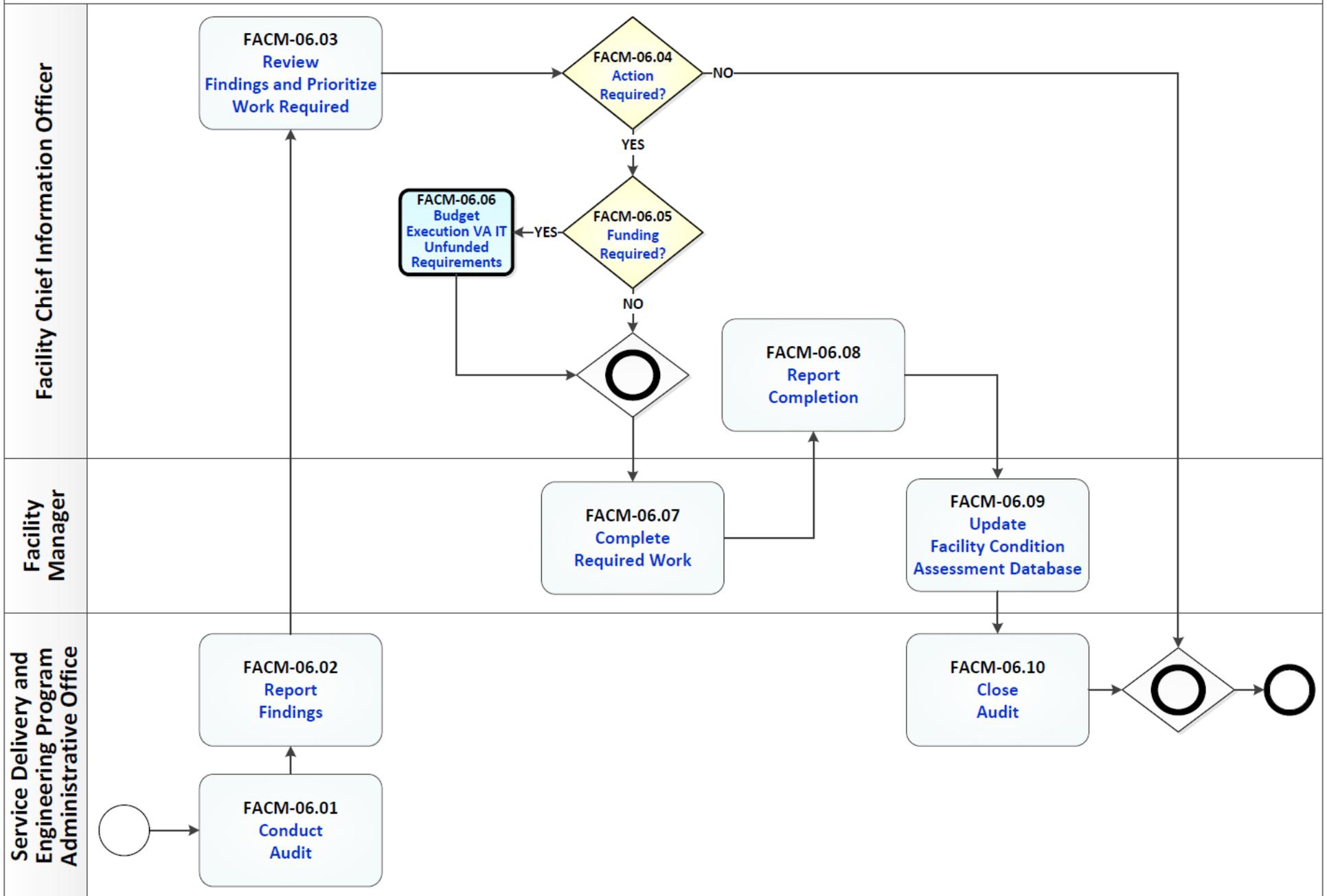
# IT Facility Management: FACM-01.01 Determine Requirements



# IT Facility Management: FACM-05 Operate and Maintain Facility



# IT Facility Management: FACM-06 Audit Facility Environment



# Process: IT Facility Management

Overview: The process map for Facility Management cycles through the following process and review activities:

- FACM-01 Define and Assess Facility Status
  - FACM-01.01 Determine Requirements
    - FACM-01.01.01 Determine National Requirements
    - FACM-01.01.02 Determine Local Requirements
  - FACM-01.02 Assess Current Facilities
  - FACM-01.03 Upload Results into CAI Portal
  - FACM-01.04 Notify FCIO of Results
  - FACM-01.05 Upload Results into SCIP Database
  - FACM-01.06 Met Requirements?
  - FACM-01.07 Use Local Funding?
  - FACM-01.08 Prioritize Items
  - FACM-01.09 Prioritize Facility Items
  - FACM-01.10 Submit to Unfunded Requirements List
  - FACM-01.11 Budget Execution VA IT Unfunded Requirements
- FACM-02 Requires Change Request?
- FACM-03 Change Management
- FACM-04 Manage Facility Management Request
- FACM-05 Operate and Maintain Facility
  - FACM-05.01 Complete Daily Monitoring
  - FACM-05.02 Updated Daily Records
  - FACM-05.03 Problems?
  - FACM-05.04 Initiate Corrective Action
  - FACM-05.05 Complete Corrective Action
  - FACM-05.06 Complete QA Assessment of the CA
- FACM-06 Audit Facility Environment
  - FACM-06.01 Conduct Audit
  - FACM-06.02 Report Findings
  - FACM-06.03 Review Findings and Prioritize Work Required
  - FACM-06.04 Action Required?
  - FACM-06.05 Funding Required?
  - FACM-06.06 Budget Execution VA IT Unfunded Requirements
  - FACM-06.07 Complete Required Work
  - FACM-06.08 Report Completion
  - FACM-06.09 Update Facility Condition Assessment Database
  - FACM-06.10 Close Audit

# **IT Facility Management Description and Goals**

## **Description**

The Facility Management (FACM) (Existing) process is a structured flow for defining, managing, operating and auditing facilities IT infrastructure. The FACM process ensures the standards established via the Office of Information and Technology (OI&T) Design Guide are followed and adhered to.

## **Goals**

The goal of the IT FACM (Existing) process is to provide a standard, repeatable process for facility IT infrastructure across VA Office of Information and Technology (OIT) locations.

Specifically the process:

- Documents standards and guidelines
- Ensures compliance with the Office of Information and Technology (OI&T) Design Guide, February 2011
- Ensures consistency for existing FACM processes in OI&T

## **IT Facility Management RACI Information**

The following describes the RACI information for this process:

### **FACM-01.01.01 Determine National Requirements**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Chief Information Officer

Consulted Role: Facility Director/Medical Center Director; Facility Manager

Informed Role: Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

### **FACM-01.01.02 Determine Local Requirements**

Responsible Role: Facility Chief Information Officer

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Director/Medical Center Director

### **FACM-01.02 Assess Current Facilities**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Director/Medical Center Director

Consulted Role: None Listed

Informed Role: Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager; Facility Chief Information Officer

### **FACM-01.03 Upload Results into CAI Portal**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Chief Information Officer

Consulted Role: None Listed

Informed Role: Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager; Facility Director/Medical Center Director

#### **FACM-01.04 Notify FCIO of Results**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: Facility Chief Information Officer; Facility Director/Medical Center Director

#### **FACM-01.05 Upload Results into SCIP Database**

Responsible Role: Construction and Facilities Management Staff

Accountable Role: Facility Chief Information Officer

Consulted Role: None Listed

Informed Role: None Listed

#### **FACM-01.06 Met Requirements?**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: None Listed

#### **FACM-01.07 Use Local Funding?**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: None Listed

#### **FACM-01.08 Prioritize Items**

Responsible Role: Facility Chief Information Officer

Accountable Role: Facility Director/Medical Center Director

Consulted Role: Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager

Informed Role: None Listed

### **FACM-01.09 Prioritize Facility Items**

Responsible Role: Facility Manager

Accountable Role: Facility Chief Information Officer

Consulted Role: Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

Informed Role: Facility Director/Medical Center Director

### **FACM-01.10 Submit to Unfunded Requirements List**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Chief Information Officer

Consulted Role: Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

Informed Role: Facility Manager; Facility Director/Medical Center Director

### **FACM-01.11 Budget Execution VA IT Unfunded Requirements**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Chief Information Officer

Consulted Role: None Listed

Informed Role: None Listed

### **FACM-02 Requires Change Request?**

Responsible Role: Facility Engineer

Accountable Role: Facility Chief Information Officer

Consulted Role: None Listed

Informed Role: None Listed

### **FACM-03 Change Management**

Responsible Role: Facility Chief Information Officer

Accountable Role: None Listed

Consulted Role: None Listed

Informed Role: None Listed

### **FACM-04 Manage Facility Management Request**

Responsible Role: Facility Chief Information Officer

Accountable Role: Facility Manager

Consulted Role: Service Delivery and Engineering Program Administrative Office

Informed Role: Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

### **FACM-05.01 Complete Daily Monitoring**

Responsible Role: Facility Engineer

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: Facility Chief Information Officer

### **FACM-05.02 Updated Daily Records**

Responsible Role: Facility Engineer

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: Facility Chief Information Officer

### **FACM-05.03 Problems?**

Responsible Role: Facility Engineer

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: None Listed

#### **FACM-05.04 Initiate Corrective Action**

Responsible Role: Facility Engineer

Accountable Role: Facility Manager

Consulted Role: Service Delivery and Engineering Program Administrative Office; Maintenance Personnel; Construction and Facilities Management Staff

Informed Role: Facility Chief Information Officer

#### **FACM-05.05 Complete Corrective Action**

Responsible Role: Maintenance Personnel

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Facility Chief Information Officer; Facility Director/Medical Center Director

#### **FACM-05.06 Complete QA Assessment of the CA**

Responsible Role: Facility Manager

Accountable Role: Facility Chief Information Officer

Consulted Role: None Listed

Informed Role: Facility Director/Medical Center Director

#### **FACM-06.01 Conduct Audit**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Chief Information Officer

Consulted Role: Facility Engineer; Maintenance Personnel

Informed Role: Construction and Facilities Management Staff; Facility Manager; Facility Director/Medical Center Director

### **FACM-06.02 Report Findings**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Chief Information Officer

Consulted Role: None Listed

Informed Role: Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager; Facility Director/Medical Center Director

### **FACM-06.03 Review Findings and Prioritize Work Required**

Responsible Role: Facility Chief Information Officer

Accountable Role: Facility Director/Medical Center Director

Consulted Role: Facility Engineer; Facility Manager

Informed Role: Service Delivery and Engineering Program Administrative Office; Maintenance Personnel; Construction and Facilities Management Staff

### **FACM-06.04 Action Required?**

Responsible Role: Facility Chief Information Officer

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: None Listed

### **FACM-06.05 Funding Required?**

Responsible Role: Facility Chief Information Officer

Accountable Role: Facility Manager

Consulted Role: None Listed

Informed Role: None Listed

### **FACM-06.06 Budget Execution VA IT Unfunded Requirements**

Responsible Role: Facility Chief Information Officer

Accountable Role: None Listed

Consulted Role: None Listed

Informed Role: None Listed

### **FACM-06.07 Complete Required Work**

Responsible Role: Facility Manager

Accountable Role: Facility Chief Information Officer

Consulted Role: Facility Engineer; Maintenance Personnel

Informed Role: Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Director/Medical Center Director

### **FACM-06.08 Report Completion**

Responsible Role: Facility Chief Information Officer

Accountable Role: Facility Director/Medical Center Director

Consulted Role: Facility Engineer; Facility Manager; Maintenance Personnel

Informed Role: Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff

### **FACM-06.09 Update Facility Condition Assessment Database**

Responsible Role: Facility Manager

Accountable Role: Facility Chief Information Officer

Consulted Role: Facility Engineer

Informed Role: Service Delivery and Engineering Program Administrative Office; Maintenance Personnel; Construction and Facilities Management Staff; Facility Director/Medical Center Director

### **FACM-06.10 Close Audit**

Responsible Role: Service Delivery and Engineering Program Administrative Office

Accountable Role: Facility Chief Information Officer

Consulted Role: Facility Engineer; Facility Manager

Informed Role: Construction and Facilities Management Staff; Facility Director/Medical Center Director; Maintenance Personnel

## **IT Facility Management Associated Artifacts Information**

Associated Artifacts information (including hyperlinks) for this process includes:

FISI Site Survey - Site Summary Checklist

Request for Change

## **IT Facility Management Tools and Web Sites Information**

The Tools and Web Sites associated with this process (including hyperlinks) include:

Office of Construction and Facilities Management - Manual

Rational Team Concert (Change/Configuration Management) Server

Strategic Capital Investment Process

VA Capital Asset Inventory

## **IT Facility Management Standards Information**

Standards associated with this process (including hyperlinks) include:

American National Standards Institute (ANSI)

Building Industry Consulting Service International (BICSI)

Localized Established Monitoring Standards

Office of Information and Technology Design Guide

OI&T Change Management Process Document

Telecommunications Industry Association (TIA)

VA Directive 0730, Security and Law Enforcement

VA Handbook 0011, Strategic Capital Investment Planning Process

VA Handbook 0730/4, Security and Law Enforcement

VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program

## **IT Facility Management Process**

### **Process Activity Name: FACM-01 Define and Assess Facility Status**

#### **Previous Activities**

Process Begins

#### **Next Activities**

FACM-01.01 Determine Requirements

#### **Description**

The sub-process FACM-01 Define and Assess Facility Status cycles through the following dependent activities:

- Determine Requirements
- Assess Current Facilities
- Upload Results into CAI Portal
- Notify FCIO of Results
- Upload Results into SCIP Database
- Met Requirements?
- Use Local Funding?
- Prioritize Items
- Prioritize Facility Items
- Submit to Unfunded Requirements List
- Budget Execution VA IT Unfunded Requirements

## **Process Activity Name: FACM-01.01 Determine Requirements**

### **Previous Activities**

FACM-01 Define and Assess Facility Status

### **Next Activities**

FACM-01.01.01 Determine National Requirements

### **Description**

The sub-process FACM-01.01 Determine Requirements cycles through the following dependent activities:

- Determine National Requirements
- Determine Local Requirements

## **Process Activity Name: FACM-01.01.01 Determine National Requirements**

### **Previous Activities**

FACM-01.01 Determine Requirements

### **Next Activities**

FACM-01.01.02 Determine Local Requirements

### **Description**

The Service Delivery and Engineering Program Administrative Office uses the National Requirements found in the Office of Information and Technology (OI&T) Design Guide and Office of Construction and Facilities Management web page. The link to the Office of Construction and Facilities Management website provides a library of listings of links to standards.

The Service Delivery and Engineering Program Administrative Office (SDE PAO) reviews the National Requirements found in the O&IT Design Guide and Office of Construction and Facilities Management web page. The SDE PAO uses section 3 and 4 from the Office of Information and Technology Design Guide to select requirements to use for room power, environmental controls, room pathways, cable installation, fire suppression, security, maintenance and cleaning, space planning and requirements, etc. for their specific location. The SDE PAO uses the Office of Construction and Facilities Management web page as a resource for guidance as well.

### **Input**

Office of Information and Technology Design Guide (Section 3 and Section 4)

### **Output**

Selected National Requirements

### **Associated Artifacts**

None Listed

### **Responsible Role**

Service Delivery and Engineering Program Administrative Office

### **Accountable Role**

Facility Chief Information Officer

### **Consulted Role**

Facility Director/Medical Center Director; Facility Manager

### **Informed Role**

Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

### **Tools and Websites**

Office of Construction and Facilities Management - Manual

### **Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

### **More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-01.01.02 Determine Local Requirements**

### **Previous Activities**

FACM-01.01.01 Determine National Requirements

### **Next Activities**

FACM-01.02 Assess Current Facilities

### **Description**

The Facility Chief Information Officer (FCIO), or designee, defines Local Requirements using local guidelines and Office of Construction and Facilities Management web page in addition to checking with community, town, city, county, and state requirements. The link to the Office of Construction and Facilities Management website provides a library of listings of links to standards.

The FCIO uses the OIT Design Guide and Office of Construction and Facilities Management web page for some of the guidelines to follow. The FCIO also references local, state, and county guidance as required for determining local requirement for room power, environmental controls, room pathways, cable installation, fire suppression, security, maintenance and cleaning, space planning and requirements, etc. for their specific location.

### **Input**

Local Guidelines

Office of Information and Technology Design Guide (Section 3 and Section 4)

### **Output**

Selected Local Requirements

### **Associated Artifacts**

None Listed

### **Responsible Role**

Facility Chief Information Officer

### **Accountable Role**

Facility Manager

### **Consulted Role**

None Listed

### **Informed Role**

Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Director/Medical Center Director

### **Tools and Websites**

Office of Construction and Facilities Management - Manual

## **Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

## **More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-01.02 Assess Current Facilities**

### **Previous Activities**

FACM-01.01.02 Determine Local Requirements

### **Next Activities**

FACM-01.03 Upload Results into CAI Portal

And

FACM-01.04 Notify FCIO of Results

### **Description**

The Service Delivery and Engineering Program Administrative Office, or designee, assesses the current facilities to include room power, environmental controls, room pathways, cable installation, fire suppression, security, maintenance and cleaning, space planning and requirements, etc., using the Facility Infrastructure Standards and Improvement (FISI) Site Survey Checklist - Site Summary. A determination is made for submitting a Change Request via the Change Management system at this junction of the process.

### **Input**

Selected Local Requirements

Selected National Requirements

### **Output**

FISI Site Survey Checklist - Site Summary

### **Associated Artifacts**

FISI Site Survey - Site Summary Checklist

### **Responsible Role**

Service Delivery and Engineering Program Administrative Office

### **Accountable Role**

Facility Director/Medical Center Director

### **Consulted Role**

None Listed

## **Informed Role**

Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager; Facility Chief Information Officer

## **Tools and Websites**

Rational Team Concert (Change/Configuration Management) Server

Office of Construction and Facilities Management - Manual

## **Standards**

Office of Information and Technology Design Guide

VA Handbook 0730/4, Security and Law Enforcement

VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program

## **More Info**

The Facility/Medical Center Director, or their designee, is responsible for ensuring that the standards used to conduct the assessments for Facilities Management are using the latest Standards. Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

## **Process Activity Name: FACM-01.03 Upload Results into CAI Portal**

### **Concurrent Activities**

FACM-01.04 Notify FCIO of Results

### **Previous Activities**

FACM-01.02 Assess Current Facilities

### **Next Activities**

FACM-01.05 Upload Results into SCIP Database

## **Description**

The Service Delivery and Engineering Program Administrative Office, or designee, uploads the results of the assessment into the Capital Asset Inventory (CAI) Database.

## **Input**

FISI Site Survey Checklist - Site Summary

## **Output**

Updated Capital Asset Inventory Database

## **Associated Artifacts**

FISI Site Survey - Site Summary Checklist

## **Responsible Role**

Service Delivery and Engineering Program Administrative Office

**Accountable Role**

Facility Chief Information Officer

**Consulted Role**

None Listed

**Informed Role**

Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager; Facility Director/Medical Center Director

**Tools and Websites**

VA Capital Asset Inventory

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

**More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable. The Capital Asset Inventory website may require permission from the administrator. Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-01.04 Notify FCIO of Results****Concurrent Activities**

FACM-01.03 Upload Results into CAI Portal

**Previous Activities**

FACM-01.02 Assess Current Facilities

**Next Activities**

FACM-01.05 Upload Results into SCIP Database

**Description**

The Service Delivery and Engineering Program Administrative Office, or designee, notifies the location Facilities Chief Information Officer (FCIO) of the results of the assessment.

If a change request is to be submitted the SDE Program Administrative Office reviews the request with the FCIO.

**Input**

FISI Site Survey Checklist - Site Summary

**Output**

FISI Site Survey Checklist - Site Summary (Updated)

Notification of Results

**Associated Artifacts**

FISI Site Survey - Site Summary Checklist

**Responsible Role**

Service Delivery and Engineering Program Administrative Office

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

Facility Chief Information Officer; Facility Director/Medical Center Director

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

**More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-01.05 Upload Results into SCIP Database****Previous Activities**

FACM-01.03 Upload Results into CAI Portal

AND

FACM-01.04 Notify FCIO of Results

**Next Activities**

FACM-01.06 Met Requirements?

**Description**

The Construction and Facilities Management Staff uploads the results of the assessment into the Strategic Capital Investment Process (SCIP) Database.

**Input**

FISI Site Survey Checklist - Site Summary

**Output**

Updated Strategic Capital Investment Process Database

**Associated Artifacts**

FISI Site Survey - Site Summary Checklist

**Responsible Role**

Construction and Facilities Management Staff

**Accountable Role**

Facility Chief Information Officer

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Tools and Websites**

Strategic Capital Investment Process

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

VA Handbook 0011, Strategic Capital Investment Planning Process

**More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

The Strategic Capital Investment Process website requires permission from the administrator.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-01.06 Met Requirements?****Previous Activities**

FACM-01.05 Upload Results into SCIP Database

**Next Activities**

If "Yes":

FACM-02 Requires Change Request?

Or

If "No":

FACM-01.07 Use Local Funding?

**Description**

If the facility requirements have been met from the assessment (YES) proceed to another decision dependency to determine if a change request is required.

If the facility requirements have not been met (NO) proceed to another decision dependency to determine if local funding is being used.

**Responsible Role**

Service Delivery and Engineering Program Administrative Office

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Process Activity Name: FACM-01.07 Use Local Funding?**

**Previous Activities**

FACM-01.06 Met Requirements?

**Next Activities**

If "Yes":

FACM-01.08 Prioritize Items

Or

If "No":

FACM-01.10 Submit to Unfunded Requirements List

**Description**

If the determination is made to use local funding (YES) the next activity to complete is Prioritize Items.

If the determination is made to not use local funding (NO) the next activity to complete is Submit to Unfunded Requirements List.

**Responsible Role**

Service Delivery and Engineering Program Administrative Office

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Process Activity Name: FACM-01.08 Prioritize Items****Previous Activities**

FACM-01.07 Use Local Funding?

**Next Activities**

FACM-01.09 Prioritize Facility Items

**Description**

The Facilities Chief Information Officer prioritizes items found that needs corrective action from the Assessment Checklist results.

**Input**

FISI Site Survey Checklist - Site Summary

**Output**

Prioritized Items

**Associated Artifacts**

FISI Site Survey - Site Summary Checklist

**Responsible Role**

Facility Chief Information Officer

**Accountable Role**

Facility Director/Medical Center Director

**Consulted Role**

Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager

**Informed Role**

None Listed

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

### **More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-01.09 Prioritize Facility Items**

### **Previous Activities**

FACM-01.08 Prioritize Items

### **Next Activities**

FACM-02 Requires Change Request?

### **Description**

The Facility Manager prioritizes facility items from the Prioritized Items provided by the Facility Chief Information Officer.

### **Input**

FISI Site Survey Checklist - Site Summary

Prioritized Items

### **Output**

Prioritized Facility Items

### **Associated Artifacts**

None Listed

### **Responsible Role**

Facility Manager

### **Accountable Role**

Facility Chief Information Officer

### **Consulted Role**

Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

### **Informed Role**

Facility Director/Medical Center Director

### **Tools and Websites**

Office of Construction and Facilities Management - Manual

### **Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

### **More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-01.10 Submit to Unfunded Requirements List**

### **Previous Activities**

FACM-01.07 Use Local Funding?

### **Next Activities**

FACM-01.11 Budget Execution VA IT Unfunded Requirements

### **Description**

If local funding is not available the Service Delivery and Engineering Program Administrative Office will submit a request to the Budget Execution VA IT Unfunded Requirements team.

### **Input**

FISI Site Survey Checklist - Site Summary

### **Output**

Submission to Unfunded Requirements List

### **Associated Artifacts**

None Listed

### **Responsible Role**

Service Delivery and Engineering Program Administrative Office

### **Accountable Role**

Facility Chief Information Officer

### **Consulted Role**

Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

### **Informed Role**

Facility Manager; Facility Director/Medical Center Director

### **Tools and Websites**

Office of Construction and Facilities Management - Manual

### **Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

## **More Info**

Future updates to include General Services Administration (GSA) standards, VA Directive and Handbook 0730, and additional standards and guides as applicable.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-01.11 Budget Execution VA IT Unfunded Requirements**

### **Previous Activities**

FACM-01.10 Submit to Unfunded Requirements List

### **Next Activities**

If "Go to UFR":

Budget Execution VA IT Unfunded Requirements Process

Or

If "Stay in FACM":

FACM-02 Requires Change Request?

### **Description**

Local funding is not available so the Service Delivery and Engineering Program Administrative Office will submit a request to the Budget Execution VA IT Unfunded Requirements team.

Upon completion of processing the Unfunded Requirements List, the Budget Execution VA IT Unfunded Requirements Process flows back into the Facility Management Process.

### **Input**

Submission to Unfunded Requirements List

### **Output**

None Listed

### **Associated Artifacts**

None Listed

### **Responsible Role**

Service Delivery and Engineering Program Administrative Office

### **Accountable Role**

Facility Chief Information Officer

### **Consulted Role**

None Listed

**Informed Role**

None Listed

**Tools and Websites**

None Listed

**Standards**

None Listed

**More Info**

None Listed

**Process Activity Name: FACM-02 Requires Change Request?****Previous Activities**

FACM-01.06 Met Requirements?

Or

FACM-01.09 Prioritize Facility Items

Or

FACM-01.11 Budget Execution VA IT Unfunded Requirements

**Next Activities**

If "Yes":

FACM-03 Change Management

Or

If "No":

FACM-05 Operate and Maintain Facility

**Description**

The Facility Engineer reviews the assessment(s) and determines if a request for change is required.

If the change requires a change request the next activity to complete is to jump into Change Management.

If the change does not require a change request the next activity to complete is Operate and Maintain Facility

**Responsible Role**

Facility Engineer

**Accountable Role**

Facility Chief Information Officer

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Process Activity Name: FACM-03 Change Management****Previous Activities**

FACM-02 Requires Change Request?

**Next Activities**

If "Go to CHG":

Change Management Process

Or

If "Stay in FACM":

FACM-04 Manage Facility Management Request

**Description**

Upon determining that a request for change is required, there is a flow into the Change Management Process to execute a request for change.

Upon completion of processing the request for change, the Change Management Process flows back into the Facility Management Process.

**Input**

Change Request

**Output**

Change Request (processed)

**Associated Artifacts**

Request for Change

**Responsible Role**

Facility Chief Information Officer

**Accountable Role**

None Listed

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Tools and Websites**

None Listed

**Standards**

None Listed

**More Info**

None Listed

**Process Activity Name: FACM-04 Manage Facility Management Request****Previous Activities**

FACM-03 Change Management

**Next Activities**

FACM-05 Operate and Maintain Facility

**Description**

The Facility Chief Information Officer, or their designee, manages change requests to bring the site or facility to meet all requirements.

**Input**

Change Request

**Output**

Updated Change Request

**Associated Artifacts**

Request for Change

**Responsible Role**

Facility Chief Information Officer

**Accountable Role**

Facility Manager

**Consulted Role**

Service Delivery and Engineering Program Administrative Office

**Informed Role**

Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel

**Tools and Websites**

Office of Construction and Facilities Management - Manual

## **Standards**

Office of Information and Technology Design Guide

VA Directive 0730, Security and Law Enforcement

## **More Info**

Change Management Tools are used to manage the Facilities Management Request. No link is provided at the tools are different across locations.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-05 Operate and Maintain Facility**

### **Previous Activities**

FACM-02 Requires Change Request?

Or

FACM-04 Manage Facility Management Request

### **Next Activities**

FACM-05.01 Complete Daily Monitoring

### **Description**

The sub-process Operate and Maintain Facility cycles through the following dependent activities:

- Complete Daily Monitoring
- Update Daily Records
- Problems?
- Initiate Corrective Action
- Complete Corrective Action
- Complete QA Assessment of the CA

## **Process Activity Name: FACM-05.01 Complete Daily Monitoring**

### **Previous Activities**

FACM-05 Operate and Maintain Facility

### **Next Activities**

FACM-05.02 Updated Daily Records

### **Description**

The Facility Engineer, or designee, monitors available controls systems daily to ensure data demonstrates results within established standards for the respective systems.

**Input**

FISI Site Survey Checklist - Site Summary

**Output**

Facility Monitoring Checklist

**Associated Artifacts**

None Listed

**Responsible Role**

Facility Engineer

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

Facility Chief Information Officer

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Localized Established Monitoring Standards

**More Info**

Operate and Maintain Facility activities are all focused on local level actions related to non-IT functions. If it is an IT related action the Change Request process should be followed.

While there are no National Established Standards/Guidelines, Localized Established Monitoring Standards are to be used for the specific location.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-05.02 Updated Daily Records****Previous Activities**

FACM-05.01 Complete Daily Monitoring

**Next Activities**

FACM-05.03 Problems?

**Description**

The Facility Engineer, or their designee, updates Daily Records of control systems monitored against established standards.

**Input**

Daily Records

Facility Monitoring Checklist

FISI Site Survey Checklist - Site Summary

**Output**

Updated Facility Monitoring Checklist

Updates to Daily Records

**Associated Artifacts**

None Listed

**Responsible Role**

Facility Engineer

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

Facility Chief Information Officer

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Localized Established Monitoring Standards

**More Info**

Operate and Maintain Facility activities are all focused on local level actions related to non-IT functions. If it is an IT related action the Change Request process should be followed.

While there is no National Established Standards/Guidelines, Localized Established Monitoring Standards are to be used for the specific location.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-05.03 Problems?****Previous Activities**

FACM-05.02 Updated Daily Records

**Next Activities**

If "Yes":

FACM-05.04 Initiate Corrective Action

Or

If "No":

FACM-06 Audit Facility Environment

**Description**

If there are problems with updating the daily records (YES) the next activity to complete is Initiate Corrective Action.

If there are no problems with updating the daily records (NO) the next activity to complete is Audit Facility Environment

**Responsible Role**

Facility Engineer

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Process Activity Name: FACM-05.04 Initiate Corrective Action**

**Previous Activities**

FACM-05.03 Problems?

**Next Activities**

FACM-05.05 Complete Corrective Action

**Description**

The Facility Engineer, or their designee, initiates a Work Order to complete the required corrective action for all processes that fall below the established standard. The Corrective Action is assigned to the Maintenance Engineer for completion.

**Input**

Daily Records

**Output**

Corrective Action Work Order

**Associated Artifacts**

None Listed

**Responsible Role**

Facility Engineer

**Accountable Role**

Facility Manager

**Consulted Role**

Service Delivery and Engineering Program Administrative Office; Maintenance Personnel; Construction and Facilities Management Staff

**Informed Role**

Facility Chief Information Officer

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Localized Established Monitoring Standards

**More Info**

Operate and Maintain Facility activities are all focused on local level actions related to non-IT functions. If it is an IT related action the Change Request process should be followed

.

While there is no National Established Standards/Guidelines, Localized Established Monitoring Standards are to be used for the specific location.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-05.05 Complete Corrective Action****Previous Activities**

FACM-05.04 Initiate Corrective Action

**Next Activities**

FACM-05.06 Complete QA Assessment of the CA

**Description**

The Maintenance Personnel, or their designee, completes Corrective Action Work Order assigned by the Facility Manager for all processes that fall below established standards. The Maintenance Personnel, or their designee, are required to get the processes back within standard and communicate to the Facility Manager and the Facility Chief Information Officer when the work is completed.

**Input**

Corrective Action Work Order

**Output**

Completed Corrective Action Work Order

**Associated Artifacts**

None Listed

**Responsible Role**

Maintenance Personnel

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Engineer; Facility Chief Information Officer; Facility Director/Medical Center Director

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Localized Established Monitoring Standards

**More Info**

Operate and Maintain Facility activities are all focused on local level actions related to non-IT functions. If it is an IT related action the Change Request process should be followed.

While there is no National Established Standards/Guidelines, Localized Established Monitoring Standards are to be used for the specific location.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-05.06 Complete QA Assessment of the CA****Previous Activities**

FACM-05.05 Complete Corrective Action

**Next Activities**

FACM-06 Audit Facility Environment

**Description**

The Facility Manager, or their designee, completes a local version of a Quality Assurance (QA) assessment of the Corrective Action. The purpose of the local QA assessment is to allow the Facility Manager, or their designee, the opportunity to provide feedback on the level of

satisfaction for the work completed. Local QA assessments can be formal or informal in nature, depending upon either the Facility Manager discretion or whether or not a formal assessment is called for based on contractual requirements.

The Facility Manager is responsible for informing the Facility Chief Information Officer and the Executive Sponsor of the results of the assessment.

**Input**

Completed Corrective Action Work Order

**Output**

Quality Assurance Assessment

Updated Facility Monitoring Checklist

**Associated Artifacts**

None Listed

**Responsible Role**

Facility Manager

**Accountable Role**

Facility Chief Information Officer

**Consulted Role**

None Listed

**Informed Role**

Facility Director/Medical Center Director

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Localized Established Monitoring Standards

**More Info**

Operate and Maintain Facility activities are all focused on local level actions related to non-IT functions. If it is an IT related action the Change Request process should be followed.

While there are no National Established Standards/Guidelines, Localized Established Monitoring Standards are to be used for the specific location.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-06 Audit Facility Environment**

### **Previous Activities**

FACM-05.03 Problems?

Or

FACM-05.06 Complete QA Assessment of the CA

### **Next Activities**

FACM-06.01 Conduct Audit

### **Description**

The sub-process Audit Facility Environment cycles through the following dependent activities:

- Complete Daily Monitoring
- Report Findings
- Review Findings and Prioritize Work Required
- Action Required?
- Funding Required?
- Budget Execution VA IT Unfunded Requirements
- Complete Required Work
- Report Completion
- Update Facility Condition Assessment Database
- Close Audit

## **Process Activity Name: FACM-06.01 Conduct Audit**

### **Previous Activities**

FACM-06 Audit Facility Environment

### **Next Activities**

FACM-06.02 Report Findings

### **Description**

The Service Delivery and Engineering Program Administrative Office, or designee conducts a full Information Technology Facilities Audit every 3 years following the FISIS Site Survey Checklist - Site Summary document. The SDE PAO uses the Office of Information and Technology Design Guide, Office of Construction and Facilities Management web site, and the FISIS Site Survey Checklist - Site Summary as guidelines for the audit.

### **Input**

FISIS Site Survey Checklist - Site Summary

### **Output**

Facilities Audit

**Associated Artifacts**

None Listed

**Responsible Role**

Service Delivery and Engineering Program Administrative Office

**Accountable Role**

Facility Chief Information Officer

**Consulted Role**

Facility Engineer; Maintenance Personnel

**Informed Role**

Construction and Facilities Management Staff; Facility Manager; Facility Director/Medical Center Director

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

**More Info**

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-06.02 Report Findings****Previous Activities**

FACM-06.01 Conduct Audit

**Next Activities**

FACM-06.03 Review Findings and Prioritize Work Required

**Description**

The Service Delivery and Engineering Program Administrative Office, or designee reports findings from the Facilities Audit to the Facilities Chief Information Officer.

**Input**

Facilities Audit

**Output**

Reported Facilities Audit Findings

**Associated Artifacts**

None Listed

**Responsible Role**

Service Delivery and Engineering Program Administrative Office

**Accountable Role**

Facility Chief Information Officer

**Consulted Role**

None Listed

**Informed Role**

Construction and Facilities Management Staff; Facility Engineer; Maintenance Personnel; Facility Manager; Facility Director/Medical Center Director

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

**More Info**

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-06.03 Review Findings and Prioritize Work Required****Previous Activities**

FACM-06.02 Report Findings

**Next Activities**

FACM-06.04 Action Required?

**Description**

The Facility Chief Information Officer, or designee, reviews the Facilities Audit findings and prioritize the actions to correct the findings requiring no funding and to establish funding for actions requiring funding that becomes a OIT project. If there are no findings, no further action is required.

The FCIO creates the Work Order to track status of the findings using internal work order methods as the work is being completed as a result of the audit and does not constitute the work be classified as a project.

**Input**

Reported Facilities Audit Findings

**Output**

Reviewed Facilities Audit Findings

Work Order(s)

**Associated Artifacts**

None Listed

**Responsible Role**

Facility Chief Information Officer

**Accountable Role**

Facility Director/Medical Center Director

**Consulted Role**

Facility Engineer; Facility Manager

**Informed Role**

Service Delivery and Engineering Program Administrative Office; Maintenance Personnel; Construction and Facilities Management Staff

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

**More Info**

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

**Process Activity Name: FACM-06.04 Action Required?**

**Previous Activities**

FACM-06.03 Review Findings and Prioritize Work Required

**Next Activities**

If "Yes":

FACM-06.05 Funding Required?

Or

If "No":

Process Ends

**Description**

If further action is required (YES) proceed to the next decision dependency to determine the next activity to complete.

If no further action is required (NO) the activity ends.

**Responsible Role**

Facility Chief Information Officer

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

None Listed

**Process Activity Name: FACM-06.05 Funding Required?****Previous Activities**

FACM-06.04 Action Required?

**Next Activities**

If "Yes":

FACM-06.06 Budget Execution VA IT Unfunded Requirements

Or

If "No":

FACM-06.07 Complete Required Work

**Description**

If funding is required there is a jump into Budget Execution VA Unfunded Requirements

If funding is not required the next activity to complete is Complete Required Work.

**Responsible Role**

Facility Chief Information Officer

**Accountable Role**

Facility Manager

**Consulted Role**

None Listed

**Informed Role**

None Listed

## **Process Activity Name: FACM-06.06 Budget Execution VA IT Unfunded Requirements**

### **Previous Activities**

FACM-06.05 Funding Required?

### **Next Activities**

If "Go to UFR":

Budget Execution VA IT Unfunded Requirements Process

Or

If "Stay in FACM":

FACM-06.07 Complete Required Work

### **Description**

Funding for work order items that need to be addressed is not available so the Facility Chief Information Officer will submit a request to the Budget Execution VA IT Unfunded Requirements team.

Upon completion of processing the work order items, the Budget Execution VA IT Unfunded Requirements Process flows back into the Facility Management Process.

### **Input**

Work Order(s)

### **Output**

None Listed

### **Associated Artifacts**

None Listed

### **Responsible Role**

Facility Chief Information Officer

### **Accountable Role**

None Listed

### **Consulted Role**

None Listed

### **Informed Role**

None Listed

### **Tools and Websites**

None Listed

**Standards**

None Listed

**More Info**

None Listed

**Process Activity Name: FACM-06.07 Complete Required Work****Previous Activities**

FACM-06.05 Funding Required?

Or

FACM-06.06 Budget Execution VA IT Unfunded Requirements

**Next Activities**

FACM-06.08 Report Completion

**Description**

The Facility Manager, or designee, updates Work Orders to show complete work from the Facilities Audit findings. The Facilities Manager uses the Work Orders as a punch list/check list to track all work required and completed.

**Input**

Reviewed Facilities Audit Findings

Work Order(s)

**Output**

Updated Work Order(s)

**Associated Artifacts**

None Listed

**Responsible Role**

Facility Manager

**Accountable Role**

Facility Chief Information Officer

**Consulted Role**

Facility Engineer; Maintenance Personnel

**Informed Role**

Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff; Facility Director/Medical Center Director

**Tools and Websites**

Office of Construction and Facilities Management - Manual

## **Standards**

Office of Information and Technology Design Guide

## **More Info**

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-06.08 Report Completion**

### **Previous Activities**

FACM-06.07 Complete Required Work

### **Next Activities**

FACM-06.09 Update Facility Condition Assessment Database

### **Description**

The Facility Chief Information Officer, or designee, reports status of the work completed to the Facility/Medical Center Director and OIT Leadership and alerts the Facility Manager to update the Facility Condition Assessment (FCA) tab located in VA Capital Asset Inventory (VA CAI) Portal. The Facility Condition Assessment tab can be accessed by drilling down into the specific location and station using the VA CAI and then opening the Facility Condition Assessment tab in the portal.

### **Input**

Reviewed Facilities Audit Findings

### **Output**

Completion Report

### **Associated Artifacts**

None Listed

### **Responsible Role**

Facility Chief Information Officer

### **Accountable Role**

Facility Director/Medical Center Director

### **Consulted Role**

Facility Engineer; Facility Manager; Maintenance Personnel

### **Informed Role**

Service Delivery and Engineering Program Administrative Office; Construction and Facilities Management Staff

### **Tools and Websites**

Office of Construction and Facilities Management - Manual

VA Capital Asset Inventory

## **Standards**

Office of Information and Technology Design Guide

## **More Info**

The Strategic Capital Investment Process (SCIP) Database is updated once the audit findings are entered into the FCA Database. Each year, prior to the beginning of the SCIP cycle, the Office of Asset Enterprise Management pulls fresh FCA data and load it into the SCIP database for all sites with FCA data. The update process is normally done in the late November timeframe.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-06.09 Update Facility Condition Assessment Database**

### **Previous Activities**

FACM-06.08 Report Completion

### **Next Activities**

FACM-06.10 Close Audit

### **Description**

The Facility Manager, or designee, updates the Facility Condition Assessment (FCA) Database located in the VA Capital Asset Inventory (CAI) Portal using the Completion Report. The Facility Condition Assessment tab can be accessed by drilling down into the specific location and station of the VA CAI and then opening the Facility Condition Assessment tab in the portal.

### **Input**

Completion Report

### **Output**

Updated Facility Condition Assessment

### **Associated Artifacts**

None Listed

### **Responsible Role**

Facility Manager

### **Accountable Role**

Facility Chief Information Officer

### **Consulted Role**

Facility Engineer

### **Informed Role**

Service Delivery and Engineering Program Administrative Office; Maintenance Personnel; Construction and Facilities Management Staff; Facility Director/Medical Center Director

## **Tools and Websites**

Office of Construction and Facilities Management - Manual

VA Capital Asset Inventory

## **Standards**

Office of Information and Technology Design Guide

## **More Info**

The Strategic Capital Investment Process (SCIP) Database is updated once the audit findings are entered into the FCA Database. Each year, prior to the beginning of the SCIP cycle, the Office of Asset Enterprise Management pulls fresh FCA data and load it into the SCIP database for all sites with FCA data. The update process is normally done in the late November timeframe.

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

## **Process Activity Name: FACM-06.10 Close Audit**

### **Previous Activities**

FACM-06.09 Update Facility Condition Assessment Database

### **Next Activities**

Process Ends

### **Description**

The Service Delivery and Engineering Program Administrative Office, or designee, closes the audit once all information has been entered into the Facility Condition Assessment Database. The SDE PAO, or designee, receives confirmation from the Facility Manager that the information is updated and they can close the Audit.

### **Input**

Completion Report

### **Output**

Closed Facility Audit

### **Associated Artifacts**

None Listed

### **Responsible Role**

Service Delivery and Engineering Program Administrative Office

### **Accountable Role**

Facility Chief Information Officer

### **Consulted Role**

Facility Engineer; Facility Manager

**Informed Role**

Construction and Facilities Management Staff; Facility Director/Medical Center Director;  
Maintenance Personnel

**Tools and Websites**

Office of Construction and Facilities Management - Manual

**Standards**

Office of Information and Technology Design Guide

**More Info**

Additional Standards can be referenced in the Office of Construction and Facilities Management website.

END OF PROCESS