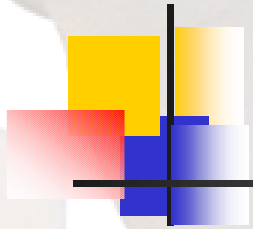


August 27, 2002

GAO workshop on Real Property Acquisition,
Management and Disposal



**Session 14: Establishing Real
Property Management Tools
1. Technology**

Eric Teicholz
Graphic Systems, Inc.
www.graphsys.com



I. Intro: Agenda

Drivers

- Internet
- IT Infrastructure Management
- Total Asset Management
- Disaster Recovery (COOP)
- Accountability

Tools

- eRE
- Enterprise CAFM
- Conditions Assessment
- Project Extranets
- Data Commissioning

Street Maps

Topo Maps

Real Estate Jobs

Property for Sale

Free Newsletter
 enter e-mail

 Add
 Remove
 HTML

[View Sample](#)



BlackBerry Internet Edition...

Real Estate Technology Categories

- ◆ [Apartment Leasing](#) (35)
- ◆ [Appraisals](#) (19)
- ◆ [Auctions](#) (9)
- ◆ [Brokerage - Commercial](#) (51)
- ◆ [Brokerage - Residential](#) (84)
- ◆ [Broker Services](#) (22)
- ◆ [Building Communities](#) (12)
- ◆ [Collaboration & Project Management](#) (25)
- ◆ [Construction](#) (50)
- ◆ [Construction Procurement](#) (26)
- ◆ [Consultants - eReal Estate](#) (13)
- ◆ [Credit & Collections - online](#) (1)
- ◆ [Demographics](#) (4)
- ◆ [Environmental](#) (2)
- ◆ [Exchanges/Marketplaces](#) (1)
- ◆ [Financing - Equity](#) (6)
- ◆ [Financing - Debt](#) (86)
- ◆ [Geographic Information Systems](#) (8)
- ◆ [Incubators - Real Estate](#) (4)
- ◆ [Information, Zoning Services](#) (41)
- ◆ [International Real Estate](#) (10)
- ◆ [Jobs](#)
- ◆ [Leasing Commercial](#) (18)
- ◆ [Lease Management](#) (6)
- ◆ [Maps](#) (14)
- ◆ [Market Research](#) (10)
- ◆ [Moving](#) (10)
- ◆ [News - Commercial Real Estate](#) (24)
- ◆ [Permits Online](#) (4)
- ◆ [Portals](#) (36)
- ◆ [Pre-planning Tools](#) (1)
- ◆ [Procurement](#) (26)
- ◆ [Property Insurance](#) (4)
- ◆ [Property Management](#) (43)
- ◆ [Property Tax](#) (1)
- ◆ [Public Records](#) (5)
- ◆ [Secondary Mortgage Market](#) (16)
- ◆ [Shopping Mall Sites](#) (14)
- ◆ [Site Selection](#) (9)
- ◆ [Software - Real Estate](#) (138)
- ◆ [Survey](#) (1)
- ◆ [Telecom](#) (52)
- ◆ [Technology Solutions Providers](#) (9)
- ◆ [Tenant Representation](#) (1)
- ◆ [Tenant Tools](#) (5)
- ◆ [Tenant Screening](#) (1)
- ◆ [Title Services](#) (7)
- ◆ [Traffic](#) (1)
- ◆ [Transaction Management](#) (42)
- ◆ [Utility Services](#) (16)
- ◆ [Virtual Tours](#) (15)

- Common Interface (Browser)
 - Remote locations
 - Training
 - ASP
 - eProcurement
 - Supply chain management



I. Driver:

Infrastructure Management

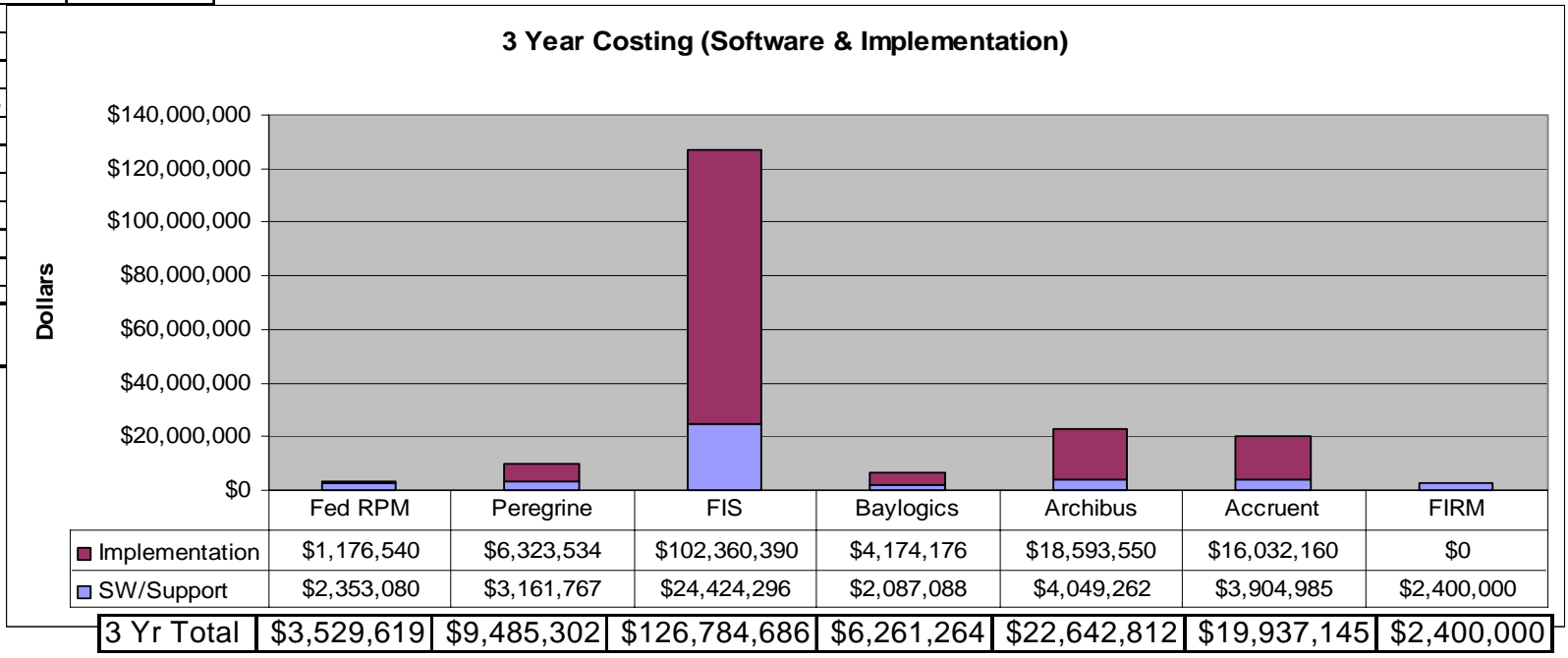
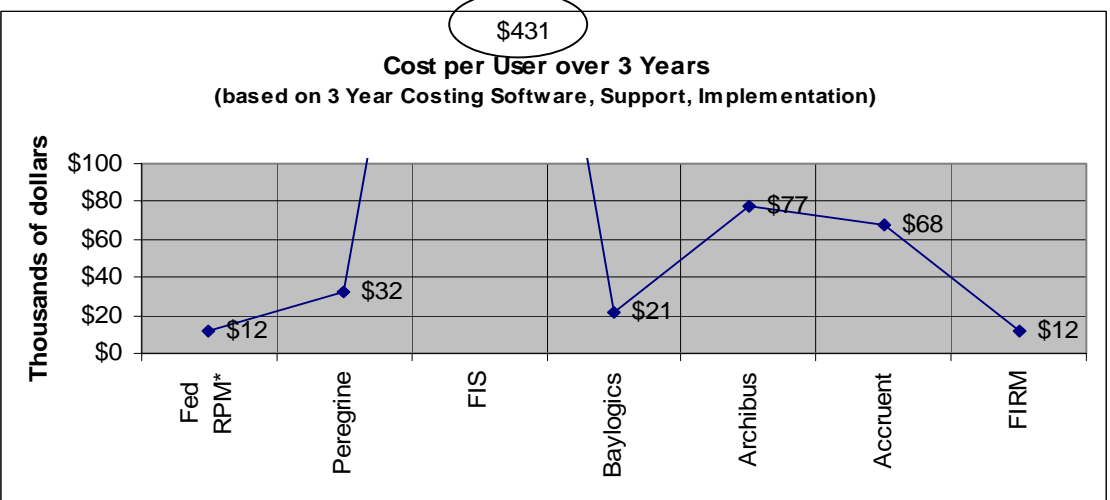
- PCs and Computing devices (e.g, lap-/palmtops)
- Communications and telecom protocols
- Vendor and other 'corporate' data
- Internal/external web technologies (inter-, intra-, extranets)
- benchmarking and financial metrics (cost-benefits)
- Work processes (procurement/financial management)

II. Tools eReal Estate

GSA: OGP 3 Year Costing FIRM & Commercial CRE Systems

*Three Year User Projections

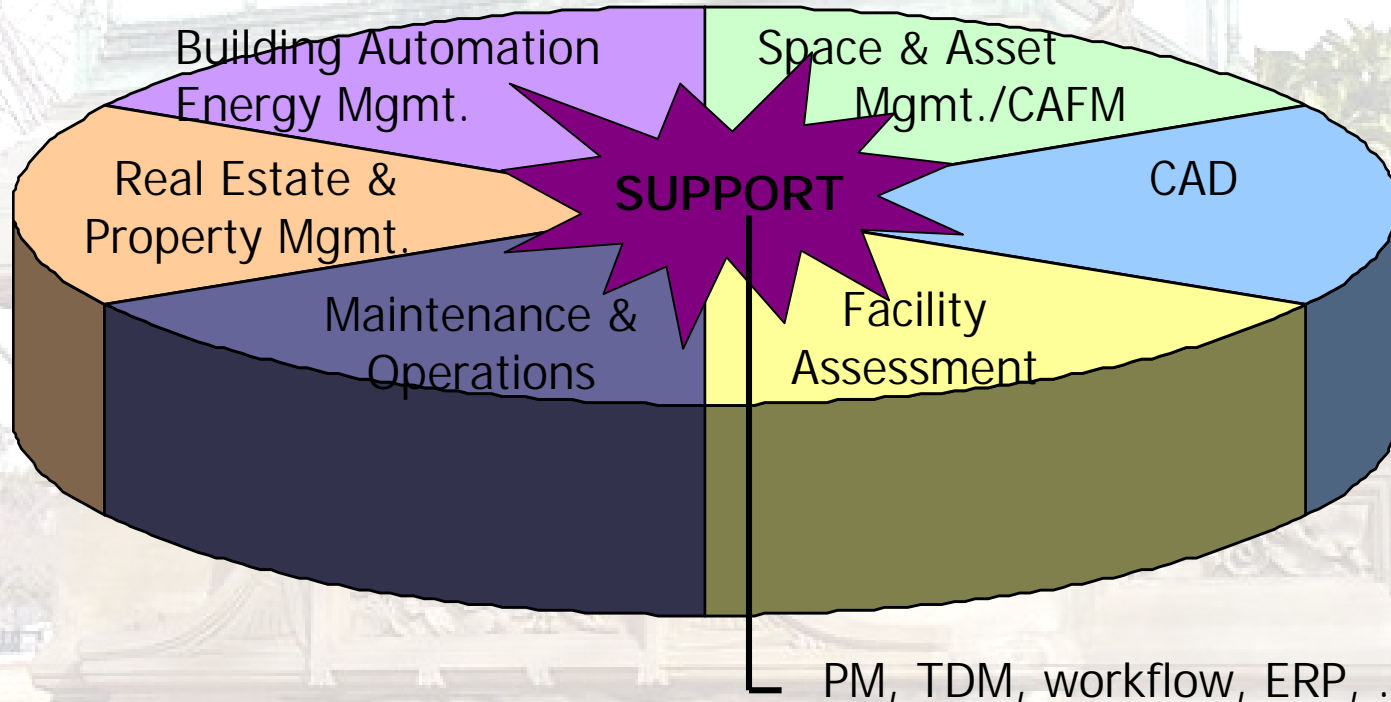
AGENCY	Current FIRM Users	Total GSF
Current users		
HHS	9	36,843,336
DOJ	10	107,725,787
DOI/BR	50	6,644,666
IRS	65	30,282,304
USIA/IBB	2	1,564,313
DOT/FRA	10	1,050,361
EDUC	1	22,578,361
USDA(ARS, FRS,RD)	72	22,193,121
Total Current Users	219	228,882,249
PROJECTED USERS - Year 2		
USDA (add'l)	28	39,504,406
FEMA	3	1,647,950
VA		
SSA		
Year 2 total		
PROJECTED USERS - Year 3		
SBA		
BIA		
NPS		
FWS		
Year 3 total		
Projected Total (year)		
TOTAL Current & Projected USERS		



II. Tools

Enterprise CAFM

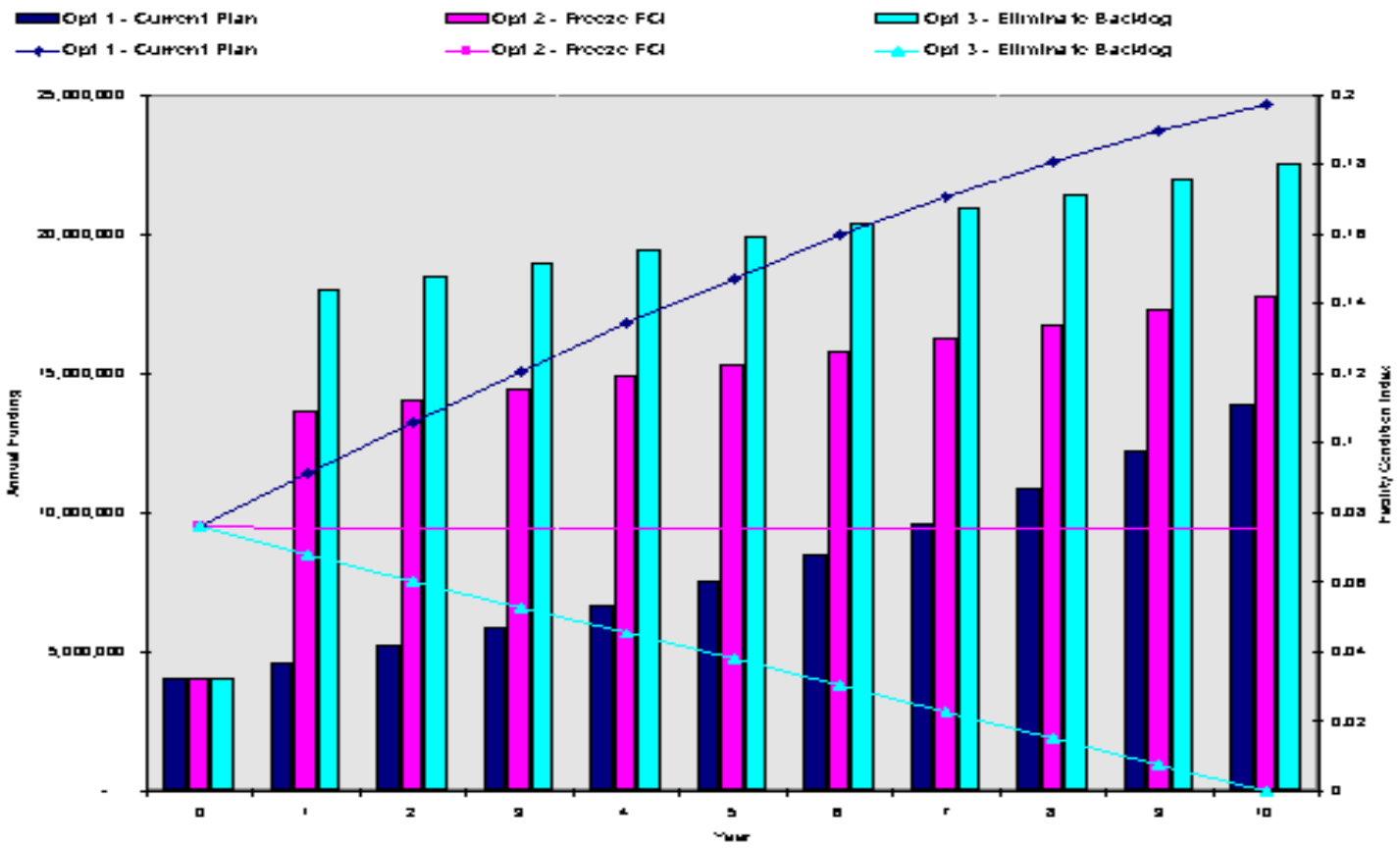
- FM Technology



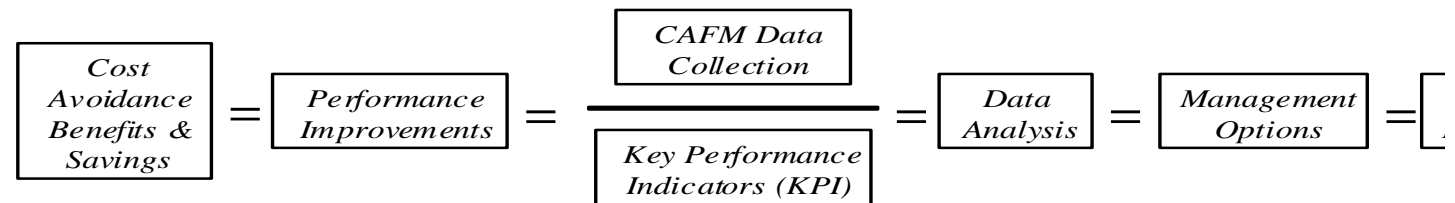
Facility Condition Assessment

- Deficiencies
- Correction
- Life Cycle
- Facility Condition Index
- Capital Planning

Facility Funding Scenarios



II. Driver: Accountability: Benchmarking / KPIs



- Performance improvement means three things:***
- ◆ ***Doing the same amount for less, the Cost Savings,***
 - ◆ ***Doing more with the same amount the cost avoidance,***
 - ◆ ***Providing a higher quality of service to the customer by improving the quality service provided.***



Continuity of Operations (COOP) Planning, Response Recovery

TASK

- Assessment of all damaged assets before repair, cleaning or restoration
- Evaluate performance of stake holders before/during crisis
- Updating of all appropriate databases and processes
- Updating of relevant planning and training, response preparation and testing
- ...

FM DATA REQUIREMENTS

- Updating of appropriate CAFM, CMMS, GIS, condition assessment and documentation systems
- Use of work order, inventory, procurement, before/after asset comparisons, move planning and execution, stacking and blocking, work and project management, financial planning
- ...