

*innovation in creating student success
through cooperative services*

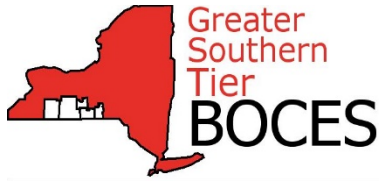


Greater Southern Tier BOCES

GST BOCES

Plan for the Ongoing Operation and Maintenance of All Physical Facilities and Technical Infrastructure

2020



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Plan for the Ongoing Operation and Maintenance of All Physical Facilities and Technical Infrastructure

This plan is presented annually and revised as needed at the Institutional Advisory Meeting.

This plan is evaluated by the Leadership Team in Adult Education every six months.

This plan is available to all staff in the shared J: located on every employee's computer.

The plan is located on the Adult Education website for students to access at any time.

Purpose:

The purpose of this plan is to outline responsibilities and procedures to be followed for the ongoing operation and maintenance of all physical facilities and technical infrastructure at Greater Southern Tier (GST) BOCES. GST BOCES budgets every year to pay transfer charges to an Operations & Maintenance (O&M) Department and an IT Technical/Computer Services Department. It is the duty of the Administrator of Adult Education to communicate with the Director of Facilities and Director of Computer Services for improvement of services to Adult Education.

Procedures:

Communication for Physical Facilities and Technical Infrastructure:

- Any staff member can request an improvement or repair for equipment and/or physical facilities using the work order program MANTIS. MANTIS allows faculty throughout GST BOCES to put a work order request to Operations & Maintenance (O&M). MANTIS can be accessed from any computer on campus. The Administrator of Adult Education approves the request then it is sent to the Director of Facilities. The Director of Facilities coordinates with his staff as to who will fulfill the work order. O&M is responsible for updating work order status in MANTIS and if work order is fulfilled, the job is closed out and archived.
- Any staff member in need of assistance with IT infrastructure of equipment can call the Helpdesk at computer services using extension 1324. If the problem is unable to be solved by HelpDesk, the staff member can complete a "HelpDesk Request Form" which

is accessible from www.gstbooces.org. These tickets are processed, and the Director of Computer Services assigns tickets to Desktop Technicians. The Desktop Technician is then sent to the location of the IT issue and logs information on the IT ticket.

Physical Facilities

Equipment and Supplies

Each training program is responsible for maintaining the equipment and supplies located in its classrooms/labs. The instructors must communicate with their Coordinator about any equipment issues. Coordinators will plan and budget before each training program begins to ensure all programs have adequate equipment and supplies so students can learn successfully. Coordinators must do inventory of supplies before a new training begins and regularly throughout training program. Instructors are to notify Coordinators of any equipment malfunctions. Coordinators will decide if equipment needs to be replaced and will receive input from Advisory Meetings for any equipment updates. Any issues with a piece of equipment must be processed through MANTIS as described in procedure above. O&M is always willing to try to fix equipment before replacing.

Operations and Maintenance

O&M provides complete upkeep, renovation, cleaning and maintenance of facilities and grounds where our classes are held.

The O&M staff is responsible for ensuring that GST BOCES' Adult Education facilities meet all federal, state, and local regulations.

O&M abides by two books, "Codes, Rules, and Regulations of the State of New York" by Wes Publishing and "School Law" 37th Edition, written by the New York State School Boards Association and New York State Bar Association, Distributed by LexisNexis

These two books are located in the Director of Facilities' office where planning takes place.

Below are links to the Department of State-Division of Building Standards and Codes webpage, Facilities Planning from the New York State Education Website, and an overview of "School Law" from LexisNexis Publishing:

https://www.dos.ny.gov/DCEA/laws_regs.html

<http://www.p12.nysed.gov/facplan/>

<https://www.lexisnexis.com/legalnewsroom/lexis-hub/b/commentary/posts/practicing-education-law>

O&M performs ongoing repairs and quality control of electrical, plumbing, heating, and ventilating equipment, as well as the moving and remodeling of classrooms, shops, and building. O&M takes care of all ground, including landscaping and snow removal.

The Director of Facilities oversees all the following services:

- Construction & Renovation Planning
 - Corrective Maintenance (Repairs)
 - Fire Safety Equipment/Device Maintenance
 - General Cleaning & Waste Removal
 - Grounds Keeping
 - Heating & Cooling Systems & Controls
 - Issuing Keys & Ensuring Campus Security
 - Minor Construction
 - Office, Classroom & Department Relocation
 - Preventive Maintenance
 - Vehicle Purchase & Maintenance
 - Disposal of Equipment
 - Disposal of needles from Phlebotomy Technician classes
- Safety checklists of classrooms, offices, and buildings are completed annually by the O&M department.
 - O&M ensures all buildings are occupied based on a Certificate of Occupancy for the local municipality and include an inspection by the Fire Department. O&M checks for an adequate number of functioning fire extinguishers and documents inspections on each tag on fire extinguishers.

Personnel

The O&M Department is comprised of the following positions:

Director of Facilities

Reports to the Superintendent of Greater Southern Tier BOCES. The Director of Facilities oversees the O&M Department and communicates with outside contractors. The Director of Facilities manages all facility operations including but not limited to mechanical, electrical, fire/life safety, vehicle fleet, plumbing, buildings and grounds.

Evening Working Foreperson

Reports to the Director of Facilities but oversees facilities from 3:00PM-11:00PM. The evening working foreperson is in charge of custodial staff in evening and oversees all cleaning operations.

Building Maintenance Mechanic

Reports to Director of Facilities and responds to work orders through MANTIS. Responsible for but not limited to general building maintenance and repairs, inventory of filters, pesticide control, electrical, plumbing, minor construction, door lock and key systems, HVAC systems.

Custodian

Reports to Evening Working Foreperson. Responsible for cleaning and sanitizing all classrooms, bathrooms, offices, etc. located in each building on each campus.

Technical Infrastructure

Equipment and Supplies

The Computers Services department keeps inventory of all computers, laptops, printers, scanners, and copiers used in Adult Education. Laptops and desktop computers are replaced for staff and faculty every 5 years. Computers in computer labs are replaced as needed every 5-7 years. Computer Services can run automatic updates on vital software programs such as Microsoft Suite to ensure staff and students are using the latest versions. Computer Services has a stockpile of equipment and supplies and can disburse immediately if a piece of equipment cannot be fixed.

Personnel

The Computer Services Department consists of the following positions:

Director of Computer Services

The director is responsible for planning, management, and departmental decision making. The director also directs technicians and HelpDesk employees.

Desktop Technician

There is one position for Adult Education. This technician assists employees virtually or answers any ticket requests through the HelpDesk form. This technician travels to office/classroom locations to assist employees or students.

HelpDesk Technician

There are two HelpDesk technicians that can be reached via extension 1324 for employees. The HelpDesk Technicians can assist faculty members over the phone with small tasks such as password change or loss of databases.

Network Services

GST BOCES provides network core services – telecommunications -- to departments under CoSer 605.001. This service provides the local and wide-area network (LAN and WAN) service.

It ensures computer network connectivity within the BOCES organization, within district buildings and schools, and across the entire Schuyler, Steuben, Chemung, Tioga and Alleghany county region.

Outside Contractors

Computer Services contracts with “Western New York Regional Information Center (WNYRIC)”. WNYRIC is responsible for all maintenance and security of GST BOCES servers, networks, and technical infrastructure. WNYRIC provides reliable wi-fi access and most importantly backup of data. WNYRIC develops Chapter 793 Plans every 3 years and receives approval from New York State Education Department. WNYRIC provides a range of services to GST BOCES including but not limited to:

- MS Exchange/Outlook
- Cloud Solutions
- Website Development
- Internet Content Filtering
- Spamming Detection Products
- Mobile Device Management
- Firewall Software/Intrusion Detection
- Hosted VOIP & Collaboration Tools
- Email Archival
- Remote Backup Service
- Identity & Access Management
- Enterprise Network Optimization

Website Usage and Security

GST BOCES uses a filtration system that restricts students’ and employees’ internet access to inappropriate and harmful materials. The content filtration systems are designed to block access to web sites based on categories. Students are encouraged in the beginning of every training program to use technology appropriately and for educational purposes only. Faculty and students also cannot download programs without a Desktop Technician’s approval. This allows Computer Services to ensure nothing harmful is being downloaded to computers or laptops that can affect an entire server network.

VOIP System

GST BOCES provides departments with comprehensive, state-of-the-art Voice Over Internet Protocol Communication Systems.

This service provides the design, installation, configuration and yearly support for a CISCO-based Voice Over Internet Protocol (VOIP) communication system. Two service options exist:

- Comprehensive hosting
- Distributed support service

Both options require the district to be connected to the regional wide area network (WAN).

Evaluation of this plan

This plan is evaluated and updated annually by the Leadership Team of GST BOCES in Adult Education. The Leadership Team is comprised of the Administrator of Adult Education, the COE Liaison, the Financial Aid Specialist, and the three Coordinators of Vocational and Literacy programs. Meeting minutes are documented along with a paper evaluation by each leadership team member of this plan.