

facilities, with over 4,000 employees using Aperture [a specific CAFM product]. The resources associated with TRPA's real estate portfolio include personnel, equipment, furniture, and lease information. Multiple departments were accessing data relating to these resources on a constant basis. The CAFM system allowed TRPA to store this information in a single location. The CAFM system is now the most reliable source of information relating to these resources.”

Gathwright describes typical responsibilities and activities that an interior designer using CAFM may perform:

- *Interface and coordinate with administrators of systems that relate to the CAFM system. In many companies, personnel information is recorded and tracked in PeopleSoft by the human resources department. It is necessary to coordinate with the PeopleSoft administrator to ensure that the personnel data within the CAFM system are correct and can be updated in a timely manner.*
- *Provide training and general support to all system users.*
- *Coordinate data input. There can be an infinite number of data sources for CAFM systems; it is necessary to ensure that information contributing to the CAFM system is “good” data and is being updated on a regular basis.*
- *Conduct ongoing needs analysis necessary to improve the system.*
- *Perform related responsibilities, such as maintaining lease charge-back reports and providing strategic planning and programming.*

The desired personal traits and capabilities of interior designers performing CAFM consultation or services include: a thorough understanding of facilities management, some exposure to strategic planning and programming, the ability and desire to be detail-oriented, and a combination of technical expertise and the ubiquitous “people” skills. Gathwright feels that the latter “is a strength that I have not seen in many of the consultants that I have worked with through the CAFM implementation process. It is very important, not only to be able to understand and operate the system, but to be able to communicate technical issues to people with limited technical knowledge.”

Over time, CAFM provides a historical database that is a valuable tool for assessing cost benefits, determining the viability of alternative approaches, and evaluating facilities options. Stanescu summarizes its benefits:

- *CAFM responds quickly and accurately to all FM requests that come along.*
- *It improves the organization's productivity by using standard templates, symbols, data, and reports.*
- *Its easy-to-understand graphics enable management to make decisions easily.*
- *It makes strategic planning more effective because of the comprehensive understanding of facility assets and how they are used.*
- *It ensures the consistency and accuracy of asset inventories, personnel location, and space information.*
- *It involves less disruption, fewer mistakes, and reduced cost.*

CAFM allows management to develop knowledge related to facilities issues more easily, quickly, and reliably through access to accurate, dynamic, real-time graphic and statistical information. Overall, CAFM provides a company with both detailed and overview information that is readily available and provides the basis for well-informed decision making over the life span of a facility or group of facilities. Interior designers who provide these services are important participants in the overall health and growth of a company.

### **Owner's Representation**

Owner's representation is the specialty practice of acting as the client's advocate in communicating to all parties involved in a project. As the client's advocate, the designer makes decisions and addresses problems in a manner that truly represents the best interest of the client as well as the project. The owner's representative provides a single point of contact for multiple disciplines, and ensures strict adherence to budget and schedule. The owner's representative also assures that all parties are providing quality work and are complying with corporate standards.