



Focusing on BOK Part 2: Operations and Maintenance

BOK
Body of Knowledge

By Gary L. Reynolds, P.E., APPA Fellow

There are exciting and new changes to APPA's primary source of information, the "handbook" or "manual." Perhaps the most significant change is the change of the title from *Facilities Management: A Manual for Plant Administration* to *APPA's Body of Knowledge*, or BOK. While this may seem to be a minor change, it is in reality a significant statement about the content and relevance of the information it brings to APPA's membership.

This "fourth" edition of the manual has been completely revamped and is now online. This important move to an online version has allowed the authors to provide access for the readers, through links, to websites with important additional resources. So now instead of just providing references at the end of the chapter, the reader can click on a link that has been placed right in the text and immediately explore the subject matter further. In addition, the new format will allow the insertion of short video/audio clips and graphics that can be used to enhance the material. The online format also allows the material to be accessed anywhere at any time by anyone on a campus that has subscribed to the BOK.

Over the past several years, APPA has been working to align its programs across the many educational resources provided by APPA. Thus, you have seen the Institute for Facilities Management become a four-track program in alignment with the third edition of the manual's four parts: Part I: General Administration and Management, Part II: Maintenance and Operations of Buildings and Grounds, Part III:

Energy and Utility Systems, and Part IV: Facilities Planning, Design, Construction and Administration. In addition, the new certification program is based on the information contained in the BOK, which continues to follow the format of the four parts. All of these changes are meant to provide a consistency in accessing the information provided through APPA's many venues.

minimally used and have been dropped, including Parking Systems, Transportation, and Campus Mail Services.

And fourth, two new chapters have been added to the O&M section: Emergency Preparedness and Business Continuity, and Recapitalization Management.

What are some of the changes in the O&M chapters?

BECAUSE OF THE NATURE OF ONLINE PUBLISHING, WE NOW HAVE THE ABILITY TO CONTINUOUSLY UPDATE THE CHAPTERS AS APPROPRIATE, OR EVEN ADD NEW CHAPTERS AS NECESSARY.

OPERATIONS AND MAINTENANCE

How do these changes translate to the Operations and Maintenance (O&M) section of the new BOK?

First, many of the chapters within O&M section have been completely rewritten. Significant changes have been made to the Building Interiors, Building Control Systems, Building Electrical Systems, Building Fire Protection, Custodial Services, and Grounds Maintenance chapters.

Second, the chapters on Building and Architectural and Structural Systems, Building Mechanical Systems, Campus Security, Capital Renewal and Deferred Maintenance, Facilities Condition Assessment, Elevator Systems, Environmental Health and Safety, and Facilities Maintenance and Operations have had new sections added or material updated.

Third, several chapters from the third edition have been determined to be


First, we asked the authors to provide information that is relevant to issues we are facing today. While some theory is provided to ensure a broader understanding of the material, the chapters now include practical information for direct application to problems we face every day. Forms that may help organize the work or data gathering have been included, graphics have been improved to provide better understanding, links to many resources have been added at key points in the chapters, and new information in regards to regulatory requirements has been added.

For example, in the Building Interior's chapter, author Jean Sebbens has added a number of graphics that help with understanding various patterns in interior design work. Harvey Kaiser has provided sample forms in his chapter on Facilities Condition Assessment. And in the chapter on Environmental Health and Safety, Ralph Allen has provided links

directly to many of the Code of Federal Regulations (CFRs) that are cited in his chapter. These are just a few examples of the changes that are part of the new BOK.

Finally, because of the nature of online publishing, we now have the ability to continuously update the chapters as appropriate, or even add new chapters as necessary. So if there are important changes to security, such as changes to the Clery Act or changes to regulations governing elevators we will be able to update the chapters quickly, thus, ensuring that APPA's Body of Knowledge is always up-to-date.

The creation of the BOK has been a monumental effort by everyone involved, from the APPA staff, to the many authors, content coordinators and consultants, to create a truly new, comprehensive, up-to-date Body of Knowledge. I truly believe it will be a valuable tool for our members' use by providing answers and direction on many of the topics we all deal with on a daily basis.

Learn more at www.appa.org/bok. 

Gary Reynolds is the Content Coordinator for the Operations and Maintenance section of the BOK. He is an APPA Fellow, Past APPA President, and currently the executive director of facilities services at the University of Colorado-Colorado Springs. He can be reached at greynold@uccs.edu.

Part 2 – Operations and Maintenance

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SECTION II-A: PLANT MANAGEMENT

- Capital Renewal and Deferred Maintenance
- Emergency Preparedness and Business Continuity
- Facilities Condition Assessment
- Work Management

SECTION II-C: PLANT SERVICES

- Custodial Services
- Facilities Maintenance and Operations
- Grounds Maintenance and Operations
- Solid Waste and Recycling

SECTION II-B: BUILDING SYSTEMS

- Building Architectural and Structural Systems
- Building Electrical Systems
- Building Interiors
- Building Control Systems
- Elevator Systems
- Building Fire Protection
- Building Mechanical Systems

SECTION II-D: CAMPUS SERVICES

- Campus Security
- Environmental Health and Safety



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