

The BOK Back Story

By Anita Dosik

APPA's Body of Knowledge (BOK) has a long history. Born from the respected and long-running set of APPA print reference books, *Facilities Management: A Manual for Plant Administration*, the BOK is organized into the same four core areas:

1. General Administration and Management
2. Operations and Maintenance
3. Energy, Utilities, and Environmental Stewardship
4. Planning, Design, and Construction

READY, SET, GO!

Although in the works for several years, it wasn't until the fall of 2009 that the digital BOK (pronounced B-O-K) was unveiled for the use of APPA members, and for the benefit of the facilities management profession as a whole. It started with some brand new chapters, and some updated from the print version, while other chapters were still in the process of being written. It was the culmination of many years of work from several APPA members and staff.

At the start, APPA Past President Maggie Kinnaman took the helm as editor-in-chief, given that BOK had been in large part her brainchild. With the assistance of the first BOK content coordinators, dozens of authors, and two staff liaisons, the BOK took its first breath, and has continued to grow, expand, and be used in a variety of ways at APPA. The BOK's content coordinators, authors, editors, and peer reviewers enhance it on an ongoing basis, updating sections and adding new chapters, which are posted as soon as they are peer reviewed and approved for publication.

To be clear, at the beginning, adding and updating chapters in the BOK was no easy task. Each content

coordinator entered and updated their chapters themselves online, and the interface for doing that was, well, very "2009-ish" (i.e., cumbersome and time-consuming). Some chapters were so long that the system couldn't handle the size, and they had to be broken up (affectionately referred to as "chunking"). Since then, the BOK has grown and evolved into an easy-to-use system, and is updated by APPA staff (me), leaving the content coordinators free to pursue authors and content.

BOK'S MANY FACES

Accessible to all staff at APPA member institutions, the BOK is a "go-to," digital, living and breathing manual that can be accessed via the APPA website whenever (and wherever) it's needed. It is also the main content for the APPA Certified Educational Facilities Professional (CEFP) certification, and is the foundational text for APPA's Institute for Facilities Management. It is, in fact, the collected wisdom, experience, processes, and knowledge that both inform our members and provide the solid foundation from which continuous improvements and innovative change can occur. Remember that the digital BOK can assist you in your search for professional guidance, best practices, and policies and procedures as you go about supporting the mission and vision of your educational institution.

Following are the names and faces of the people that make the BOK a reality. It is their work and sharing of information that makes it work for all of us. Take a minute to see what information is awaiting you in the BOK. That way, if you run into one of the authors or content coordinators at the next APPA annual conference, regional meeting, or chapter event, you can say hello, and even consider becoming an author yourself!

PART 1—GENERAL ADMINISTRATION AND MANAGEMENT



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Section I-A: Leadership and Administration

- **Change Management** by John Morris, P.E., CEFP
- **Communication** by Robert Hascall and Karen M. Salisbury
- **Customer Service** by Polly Pinney, Past APPA President
- **Leadership** by William Daigneau, APPA Fellow
- **Managing Ethically** by E. Lander Medlin, APPA EVP
- **Organization** by Jack Hug, Past APPA President and APPA Fellow
- **Strategy and Leadership** by Brenda Albright

Section I-B: Human Resources Management

- **Effective Talent Management** by Jennifer Elmer, SPHR
- **Staff Development** by Suzanne Hilleman, MBA, SPHR
- **Strategic Role of Human Resources** by Andrea Balestrieri

Section I-C: Business and Financial Management

- **Financial Analysis and Control** by Mohammad Qayoumi, Ph.D., APPA Fellow
- **Modern Budgeting Issues** by William Gardiner
- **Overview of Accounting Systems** by Burr Millsap

PART 2—OPERATIONS AND MAINTENANCE



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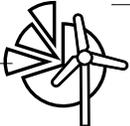
Section II-A: Plant Management

- **Capital Renewal and Deferred Maintenance** by Harvey Kaiser, APPA Fellow
- **Emergency Preparedness and Business Continuity** by John DeLaHunt, MBA, ARM
- **Facilities Condition Assessment** by Harvey Kaiser, APPA Fellow
- **Recapitalization Management** by Douglas Christensen, Past APPA President, and APPA Fellow
- **Work Management** by Mark Webb, EFP



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BOK Body of Knowledge

To access the BOK, go to the APPA website, and log in.

From there, click myAPPA and then myAPPASpace. There you'll see a box for myEAccess, and a link to the BOK.

(NOTE: The first time you log into the BOK, you will see a link to set up your access. After that is done, just the link to the BOK will be there for you to click on.)

If you have any problems accessing the BOK, please contact Anita Dosik at anita@appa.org.

Section II-B: Building Systems

- **Building Architectural and Structural Systems** by Steven Thweatt
- **Building Control Systems** by Gary Reynolds, Past APPA President, and APPA Fellow
- **Building Electrical Systems**
- **Building Fire Protection** by John DeLaHunt, MBA, ARM
- **Building Interiors** by Jean Sebben
- **Building Mechanical Systems** by Gary Reynolds, Past APPA President, and APPA Fellow
- **Elevator Systems** by Jay Popp

Section II-C: Plant Services

- **Custodial Services** by Alan Bigger, APPA Fellow
- **Facilities Maintenance and Operations** by Gary Reynolds, Past APPA President, and APPA Fellow
- **Grounds Maintenance and Operations** by John Lawter, EFP, Rob Doletzky, and Kenn Rapp
- **Solid Waste and Recycling** by Phillip Melnick

Section II-D: Campus Services

- **Fire Prevention on College and University Campuses** by Robert Ferrara and Jeffrey Issler, Ph.D., MPH
- **Campus Security** by Christopher Blake
- **Environmental Health and Safety** by Ralph Allen

PART 3—ENERGY, UTILITIES, AND ENVIRONMENTAL STEWARDSHIP



Content Coordinator:
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University of Regina
emmet.boyle@uregina.ca

Section III-A: Energy Utilization and Environmental Stewardship

- **Campus Utility Systems Master Planning** by John Tysseling, Ph.D., and Darryl Boyce, P. Eng.

- **Campus Computerized Control and Monitoring Systems** by Scott Macdonald
- **Energy Management and Conservation** by Reza Karkia
- **Roadmap for Campus Environmental Sustainability** by Jiri Skopek, OAA, MCIP
- **Source Energy** by Cheryl Gomez, P.E., MBA, LEED AP BD+C, and Pete Sandberg

Section III-B: District Energy Systems

- **Central Heating Plants** by Antoine D'Amour and Richard Forget
- **Cooling Systems and Thermal Energy Storage** by Kent Peterson, P.E., LEED AP
- **Electrical Distribution Systems** by Aravind Batra
- **Energy Generation Alternatives** by Donald Schmidt, Ph.D., P.E., and Darryl Boyce, P. Eng.

Section III-C: Other Utilities

- **Data and Voice Network Infrastructure** by Denis Levesque, CIO, and Mike Milne
- **Domestic and Fire Protection Water Supply and Distribution Systems** by Susanne Cordery, P.E., CWP, and Carol Dollard, P.E., CWP, LEED AP
- **Sanitary Sewers and Stormwater Management Systems** by John McEwan

PART 4—PLANNING, DESIGN, AND CONSTRUCTION



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University
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Section IV-A: Facilities Planning

- **Building Information Modeling** by Craig R. Dubler, Ph.D., DBIA, Cody R. Slack and Edward J. Gannon, P.E., Ph.D.
- **Campus Master Planning** by Linda Dalton, Ph.D., FAICP

- **Capital Budgeting** by Alan Matthews and Diane Cook
- **Infrastructure Planning** by Frederick Mayer and William Daigneau, APPA Fellow
- **Programming** by Ira Fink
- **Site Development** by Joseph A. Hibbard
- **Space Planning and Administration** by Joseph E. Bilotta

Section IV-B: Facilities Design and Construction

- **The Building Commissioning Process** by Richard Casault, P.E.
- **Construction Management** by Jeffrey Gee
- **Design Management** by Michael Haggans
- **Project Delivery** by Robert R. Smith
- **Organization and Management of Capital Projects** by David Allard and Tony Fort

Section IV-C: Special Topics

- **In-House Design/Construction Services** by Robert W. Unrath
- **Real Estate** by Jeffrey Lipton
- **Renovations** by Mark Thaler
- **Sustainable Design and Construction** by Andrew S. McBride
- **Value Management** by Steven Thweatt 

Anita Dosik is associate director of publications at APPA and managing editor of *Facilities Manager*. She can be reached at anita@appa.org.

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