The BOK Back Story

By Anita Dosik

A
PPA'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

Content Coordinator:
Brad Boser, CEFP—Southern Alberta Institute of Technology
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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

Content Coordinator:
Chris Kopach, CEFP—University of Arizona
ckopach@email.arizona.edu

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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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
- 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
- Sanitary Sewers and Stormwater Management Systems by John McEwan

PART 3—ENERGY, UTILITIES, AND ENVIRONMENTAL STEWARDSHIP

Content Coordinator:
Emmet Boyle, CEFP – 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.

PART 4—PLANNING, DESIGN, AND CONSTRUCTION

Content Coordinator:
Steve Maruszewski, CEFP – Pennsylvania State University
sxm37@psu.edu

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

To access the BOK, go to the APPA website, and log in. From there, click myAPPA and then myAPPAWorkspace. There you’ll see a box for myEAccess, and a link to the BOK.

(NO TE: 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 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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