

Plan for Operation and Maintenance of Physical Facilities and Technical Infrastructure

Northwest Laborers-Employers Training Trust (NWLETT)

Purpose:

This plan describes the ongoing operations and maintenance of all physical facilities and technical infrastructure at all NWLETT locations that are appropriate for and essential to the operation of NWLETT. This plan ensures physical resources provide for the protection of the health and safety of students, staff and visitors. This plan describes the procedures for the privacy, safety and security of data necessary for the operation of NWLETT.

Personnel:

The NWLETT Training Director and Assistant Training Director are responsible for this plan and will manage and delegate responsibilities to staff personnel or utilize independent contractors and service providers to implement this plan.

All staff personnel are responsible to maintain their work areas in a neat and orderly condition. All staff personnel are equally responsible to maintain shared workspaces in a neat and orderly condition. Staff personnel identifying an improvement, repair or maintenance need of physical facilities shall notify the Training Director or Assistant Training Director.

The Hospitality Department Manager is responsible to maintain the cleanliness and organization of student quarters, kitchen and dining areas, administration building and classroom building.

Maintenance personnel are responsible for site facilities, buildings and equipment, repair of defective or malfunctioning equipment/infrastructure and upgrades to existing site facilities, buildings and equipment.

Routine site and equipment maintenance is scheduled on a periodic basis. Grounds maintenance is outsourced to a local landscaping company. Tool maintenance is the responsibility of staff personnel that utilizes them. Heavy equipment maintenance is scheduled quarterly by instructor support personnel. Specialized services and needs will be outsourced as needed and approved by the Training Director or Assistant Training Director.

All staff personnel will be responsible to identify site or equipment repairs. Repair of equipment covered under existing service contracts may be called in by affected staff personnel. Malfunctions of equipment or facilities, which pose a physical hazard, will be clearly marked. If applicable, defective equipment will be powered down at the power source and tagged/locked out until the problem is resolved. Minor or low-cost repairs, which can be safely accomplished, may be initiated by staff personnel possessing the required skills and proper use of PPE. All other repairs will be referred to the site maintenance coordinator. Maintenance staff along with management will determine if repairs can be completed safely in-house or will be contracted out. Completed repairs are verified and documentation will be filed accordingly by appropriate staff personnel.

Maintenance of trust vehicles is the responsibility of staff that utilizes vehicles to identify the need for maintenance and repair, report accidental damage and coordinate required repair or maintenance actions.

Site instructors are responsible for the cleanliness and organization of their classrooms, hands-on areas and pertinent to the Kingston site, ensuring student dorm rooms are in order upon student checkout.

Equipment and Supplies:

All staff personnel are responsible for compliance of procedures to procure or contract for services, ordering materials, purchasing or renting equipment. Department task managers will identify materials, equipment and/or services needed to perform a task. Inventories are monitored and quantities required are assessed on an ongoing basis. Task managers will solicit bid requests from the approved NWLETT Vendor list and select a vendor that provides the best-cost performance and is within budget. Vendors are reviewed on an ongoing basis to ensure materials, equipment and service is of the highest quality.

Task managers are responsible for determining the life cycle of equipment and supplies as well as plan for obsolescence and replacement.

Relevant State Law and Applicable Federal Codes and Procedures:

Operations and maintenance of NWLETT facilities shall conform to relevant federal, state and local laws applicable to:

- Building codes
- Fire codes
- OSHA
- Material Safety Data Sheets
- State/County/City inspections
- Americans with Disabilities Act

Technical Infrastructure:

The Systems Administrator plans, coordinates and manages operations in the areas of information systems, network planning and analysis (WAN, LAN & VPN), internet, intranet, electronic data, information systems, databases, servers (data, backup, etc.), universal power supply devices, PC & Mac maintenance and programming. The Systems Administrator is responsible for the following:

- Evaluates the organization's current technology use, forecasts future needs and recommends hardware and software improvements and upgrades.
- Identifies areas of operation that need upgraded equipment.
- Directs and monitors efforts to adapt or modify existing software and programs to meet specific needs.
- Develops procedure for installation, use and troubleshooting of communications hardware and software.
- Reviews and approves all systems, software and programs prior to their procurement and implementation.
- Administers IT systems security programs including network/systems access and password control.

- Responsible for the disposal of obsolete IT equipment including the removal of sensitive data prior to disposal.

Operations and functions such as programming support, installation, repair or replacement of specialized equipment or the addition of major infrastructure may be contracted out. The Systems Administrator identifies the need for specialized services requiring outsourcing. The Systems Administrator will manage the process of vendor selection, coordinate logistical requirements and will ensure services are delivered in full.

The Systems Administrator will act as the Network Administrator and will be responsible for the daily operations of NWLETT's IT systems including maintenance of the network servers, data backup operations, resident databases, management of the internet, intranet, e-mail accounts and website. The Systems Administrator will serve as a point of contact for any issues related to the network, servers and peripherals connected to the network or information systems and directs troubleshooting, test and repair efforts.

The Systems Administrator will maintain the VPN connections to all instructional service centers and the branch campus in Utah. All instructor laptop computers will have VPN software installed to securely connect to the main campus via available local internet access.

The Systems Administrator will manage the development and control of NWLETT's intranet and external website. The Media Specialist is responsible for updating the intranet and website with approved content. The website will contain information intended for customers, students and the general public. The intranet will contain approved procedures, forms, electronic library and staff scheduling information. Intranet access is limited to employees only.

The Systems Administrator will provide access, training, troubleshooting and repair support to NWLETT employees in the proper use of equipment and software. The Systems Administrator will review requirements for outside training for IT support personnel and will approve and monitor such training as needed.

Plan Availability and Evaluation:

This Operations and Maintenance plan will be accessible to employees and students on the NWLETT website.

This Operations and Maintenance plan will be reviewed by committee on an annual basis. Any revision recommendations by the committee will be subjected to authorization by the NWLETT Director.