Projects and Planning

ISC NETWORKING & TELECOMMUNICATIONS

INFRASTRUCTURE, PROJECTS AND PLANNING

Greg Hartley,
Manager of Infrastructure, Projects and Planning
Today’s Agenda is to provide a background on our group and how we perform our services particularly relating to project management services.

- Where is IPP in relation to ISC and what is our function.
- Services managed by IPP
- Contacting our office
- The processes we follow when performing service requests:
  - Move, Add, Change (MAC’s)
  - Renovations
  - New Construction / Capital Projects
  - Consulting Services
  - Resources IPP Utilizes
- Pricing and labor costs
# ISC Networking & Telecommunications

## Infrastructure, Projects and Planning Services

**Who we are, what we do...**

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<th>Design and manage communications</th>
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<td>- Pathways</td>
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<td>- Conduit</td>
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<td>- Copper</td>
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<th>Design and manage Network Aggregation Point (NAP) Facilities</th>
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<td>- TV/Video</td>
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# Infrastructure, Projects and Planning Staff

*Who we are, what we do...*

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<tr>
<th>Design &amp; Engineering</th>
<th>Network Aggregation Point (NAP) Facilities</th>
<th>Project Management Services</th>
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<td>• James Lovett</td>
<td>• Pat Riley</td>
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<td>• Dave Tarampi</td>
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**Manager**

• Greg Hartley
Infrastructure, Projects and Planning
Who we are, what we do...
Contacting IPP

Depending on the type of service, we are contacted by many sources.

• ISC Customer Service
  • In person and automated systems
• ISC Staff and Management
• Clients
• FRES
Contacting IPP

Most small service requests are processed through our customer service intake database and the service orders are managed accordingly.

Other services involving renovations and more detailed planning are sometimes handled directly from a client or a FRES project manager.
Move, Add, Change

- This is a request for a simple move add or modification to.
  - Add a new wall plate or cable to an existing wall plate.
  - Move a wall plate to another place.
  - Modify a wall plate configuration.
- Request is placed through ISC Customer Service
- Service Order is created
  - **Wiring Requirement identified**
    - Order is escalated to a Project Manager in IPP.
Move, Add, Change

Request Process – Order Escalated to IPP
• Service Order is directed to Infrastructure, Projects and Planning (IPP).
• The assigned PM will review the request and determine client requirements.
• PM performs Inspection of the area and prepares a scope of work to be reviewed and approved.
• Design Review is conducted.
  • A design review is a meeting with IPP, NetOps, NTAG and the NOC to review the client request and determine if networking equipment / service changes need to be made to meet the client request. Work needed is written in a project scope with the details and cost provided to the PM.
Move, Add, Change

Request Process Order Escalated to IPP – continued

• Final Design and Scope of Work is written.
• Estimate is provided to the client for approval.
• Once the design and scope of work are approved, a cable technician is assigned the order.
• Once the cable technician completes the installation, the work is inspected for approval.
• Once approved, data/phone activation requirements are provided to Network Operations for technician assignment and dispatch.
• Network Operations Dispatches the order.
• Activations are completed
• The project is then reviewed by the Project Manager and prepared for billing.
• Once approved by the PM, the client is notified work is complete and final invoice is sent to Billing.
Renovations tend to involve complex planning and design work. Project Managers work closely with FRES and Clients directly with office renovations.

- Typical Steps With Renovation Projects:
  - Planning
  - Scheduling
  - Implementation
  - Changes
  - Completion
  - Billing
Renovations - continued

Planning

- ISC needs to be made aware of all projects as soon as possible.
- Invite us to your project planning sessions.
- Ask for our help early on to avoid missed opportunities later.
  - Design Review
    - Once ISC N&T receives your request for assistance. Our group reviews the project scope and conducts a design review to ensure proper communications equipment and services are being deployed.
Planning - continued
• Scope of Work
  • Finalize
  • Approval
• Contractor Bid Process
  • Bid Review
  • Award Contract

Scheduling
• Confirm Schedule and obtain approval from Client and other project Stakeholders

Implementation
• Schedule Contractor
• Assign Resources
• Inspect Work


Renovations – continued

Implementation - continued
  • Client Communications
    • Meetings
    • In person
  • Change Orders
    • Changes in Scope of Work
      • Adds, Moves etc.

Project Completion
  • Client follow up and review of work
  • Project Manager packages project for billing.

Billing
  • Client confirmation of project closure
  • Invoice sent to Billing
Capital projects involve complex planning and design work well ahead of ground breaking. IPP Project Managers work closely with FRES and Clients directly on these projects and need to be included in the planning sessions as early as possible.

- Project Kick Off / Overview
- Planning
- Financial Review and Cost Estimating
- CAG/Senior Staff Approval
- Identification and Understanding of Client Needs / Requirements.
- Review of Supporting Communications Infrastructure
- Development of a Project Plan
- Implementation
- Project Timeline
- Progress Reports
- Change Management
- Completion
- Billing
Contractors

- IPP manages cable installations using IBEW Local 98 contractors.
- Contractors are screened and evaluated before working at Penn.
- All contractors are required to use specific material pricing.

Project Bidding and Cost Avoidance

- All work estimated to be at or above $5000.00 is bid out to at least 3 University approved contractors.
- Contractor costs are competitive and scrutinized for maximum value and performance.
- Use of other outside contractors not familiar with the Penn campus has resulted in substantially higher bids.
- IPP routinely evaluates our contractor pool with our asset manager and outside references to ensure best quality, service and pricing are being received.
On Site Contractors (MAC Crew)

- IPP has contracted a rate and materials agreement with Atlantic Coast Communications to provide communications contractors for time and material projects. These contractors are typically assigned to MAC work, rapid installations and emergency requests, but can be utilized for other projects as needed.
- The MAC crew allows flexibility to respond to client requests for small wiring projects and repairs. Otherwise all work would require contractors to bid and schedule the according to their availability.

Contractor Expenses

- All contractor expenses are passed on directly with no additional service charge.

ISC Charges

- IPP charges only for project management time and other ISC services according to the current rate schedule.
CONTACTING IPP

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THANK YOU

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