



*Plan for Ongoing Operation and Maintenance
of all Physical Facilities and Technical Infrastructure*

COE 6-2

POLICIES AND PROCEDURES
Standard 6: Physical Resources and Technical Infrastructure
Person Responsible for Plan: Director of Physical Facilities
Revised: 5/23/18

Purpose:

Florida Education Institute (FEI) will adhere to the following written plan for the current and ongoing operation and Maintenance of all physical facilities and technical infrastructure. This plan will be essential for the operation of the institution and the achievement of the objectives for each program offered. In addition, this plan will address the current and ongoing operations, maintenance, and improvements of the physical facilities and technical infrastructure, including providing a safe, clean, secure, comfortable, and stimulating learning environment for our students, faculty, employees, visitors and the community we serve.

Authority:

Campus Director/Director of Physical Facilities

Distance Education Infrastructure: Not applicable

Special Note

The following Plans and Catalog sections are an integral part of this plan:

- COE 6-1 Physical Facility and Technical Infrastructure
- COE 6-3 Plan for the Health and Safety of the Institution’s Employees, Students, and Guests
- Safety procedures in FEI’s Catalog

Procedures:

Communication for Physical Facilities and IT Infrastructure:

1. Any **faculty or staff member** needing or identifying an improvement, repair, maintenance, or remodeling or the physical resources shall send such request to services@fei.edu. The Director of Physical Facilities will assess the request and, if approved, will provide and manage the specific work order in a timely fashion.
2. Any **faculty or staff member needing** or identifying an improvement, repair, or problem with the IT infrastructure or equipment shall send such request to helpdesk@fei.edu. Our IT vendor is required to these tickets immediately and on a first-come-first-serve basis. Any emergency IT needs or unusual request shall be communicated to the Director of Physical Facilities.

Operation and Maintenance:

3. The Director of Physical Facilities is responsible for this plan and will manage and delegate responsibilities to in-house staff or use independent contractors and service companies to implement plan.
4. The Approved Vendor List (AVL) will be used to implement this plan. Exceptions to the vendor list may be used at the discretion of the Director of Physical Facilities from time to time for certain mostly routine purchases.
5. Planning is to provide a safe, clean, secure, comfortable, and stimulating environment for our students and staff through a continuing process of professional planning, effective communication, and efficient delivery of career education and services that is aligned with FEI mission.
6. The strategic plan of the institution is an integral part of this plan as it may include new construction, renovations, improvements and remodeling of the physical facilities and capital improvements.
7. To assure that the physical resources provide for the protection of the health and safety of students, faculty, administrative staff, and visitors all safety-related information and policies and procedures have been uploaded in the institution's consumer information (www.fei.edu/cosumer-information/) page.
8. Safety Checklist of classrooms/labs should be done at least annually.
9. Safety Checklist of facility/buildings should be done at least annually.
10. **Custodial Staff:** Custodial services are to be provided by part-time staff. FEI will outsource to a cleaning services company the kitchen and HVAC/R lab areas.
11. **Maintenance Personnel:** The maintenance of the campus is to be contracted with companies and independent contractors that are approved for projects or part of the Approved Vendor List (AVL).
12. **Major Repairs and Renovations:** A project list is to be maintained and its priority shall be approved by the Campus Director. FEI will require outside companies to bid on these projects and the Director of Physical Facilities shall approve each company on a per project basis.
13. **Equipment (Includes Instructional Equipment):** The Director of Physical Facilities is responsible for ensuring that all equipment is maintained properly in a timely fashion and readily available to operate the campus and not cause disruption of educational services, especially, but not limited to, the air conditioning system, the lighting system, the electrical system, fire prevention system, and plumbing system.
14. **Supplies (Includes Instructional Equipment):** The Director of Physical Facilities is responsible for ensuring that all supplies are readily available to operate the campus and not cause disruption of educational services, especially, but not limited to, the cleaning supplies, office supplies, and general supplies.

15. **Furniture:** The Director of Physical Facilities is responsible for ensuring that all non-instructional furniture is in good working order, safe to use, and readily available to operate the campus and not cause disruption of educational services, especially, but not limited to, chairs, desks, student chairs, student desks, and shelves.
16. **Floors and Ceiling:** The Director of Physical Facilities is responsible for ensuring that all floors and ceilings are safe to use and readily available to operate the campus and not cause disruption of educational services, especially, but not limited to, heavily traffic areas, rugs, and building outside areas.
17. **Fire Safety:** The Director of Physical Facilities is responsible for ensuring that all buildings, which are occupied based on a Certificate of Occupancy for the local municipality and include an inspection by the Fire Department, have adequate number of fire extinguishers that are inspected regularly and documented on the tag attached to each unit. The Director of Physical Facilities shall welcome and fire inspections visits by local municipality shall be
18. **Grounds Maintenance:** The Director of Physical Facilities is responsible for ensuring that the grounds are safe, beautiful and attractive. A landscaper shall be contracted to maintain the grounds in these conditions.
19. **Safety Crosswalk on 8 Street:** The Director of Physical Facilities is responsible for ensuring that the crosswalk signage is visible and its pathway if safe and unobstructed.
20. **Safety Equipment, Materials, Supplies (Includes Instructional Equipment):** The Director of Physical Facilities is responsible for ensuring that all instructional equipment, materials, and supplies meet appropriate and required safety standards and are readily available to those who may need it (including faculty and students) to operate the campus and not cause disruption to the educational services, especially, but not limited to, goggles, gloves, safety signage, etc.).
21. **Local/State/Federal Requirements:** The Director of Physical Facilities is responsible for assuring the operation and maintenance addresses and meets relevant state or local law such as fire extinguisher service, state inspections, etc., in a timely fashion and not cause disruption of educational services, especially, but not limited to:
 - Fire prevention equipment
 - Fire extinguishers
 - Fire evacuation routes
 - Smoke detectors
 - MSDS Sheets (if applicable)
 - State/County/City inspections/requirements
 - American with Disabilities Act (ADA) requirements
 - Disposing of shredded papers with sensitive data
22. **Routine Maintenance:** The Director of Physical Facility is responsible for ensuring that the physical facilities are continuously maintained and improved by way of conducting all necessary routine maintenance, services, repairs, and purchases are being adequately implemented or addressed, including, but not limited to, the following:
 - Clean outside widows
 - Check/change air conditioning filters
 - Check/change light bulbs
 - Painting services
 - Rug cleaning services

- Restaurant equipment
- Proper signage within buildings
- Exterminator services
- Parking space cleaning
- Hurricane shutters maintenance services
- Copier/Computer services
- Computer equipment services

TECHNICAL INFRASTRUCTURE:

FEI has contracted an outside IT vendor, P & A Group, as its IT managed service contractor. P & A Group is responsible for all maintenance and security of the institutions servers, networks, and technical infrastructure, including the technology used by the institution to deliver its educational services to students.

An important part of FEI's IT vendor's responsibilities is to assure that FEI's technical infrastructure, including wi-fi access, provides for the reliable accessibility and backup (in-house and cloud solution) of data contained in its servers.

FEI contracts Process & Analysis Group (P & A Group) to provide all IT services to the institution, including assurance of data backup solutions both cloud and physical server. The P & A Group services provides full IT managed services and support to our institution. P & A Group provides a range of services to keep FEI's computer systems running securely, smoothly, and productive. The following are the primary managed services provided by P & A Group:

- Administrator: Domain Control (Manages all servers)
- Network Security: Disaster Recovery
- Users: Permission spreadsheet
- Cloud
- IT P & A Documentation
- Diagram – Server Room (6 servers)
- Backup
- Ticket System
- Inventory
- Quickbooks
- Remote Desktop
- POS Pasion
- 1435 SW 87 Ave
- All 4 campus buildings
- Email security policies (Microsoft)
- Software licenses
- Non-assigned emails
- Printers
- IT infrastructure management
- Network Security Management (Firewalls, Security, Policies, etc.)
- Email security
- Overall network security
- Bank-up solution to all FEI data (Cloud and on the ground)
- Server management and maintenance (see diagram)
- Project and strategic planning for IT
- Technician visit to FEI 9 hours a week
- Server permissions authority (for employees)
- Unlimited 24/7 remote support
- Network cabling

- Server room/datacenter maintenance
- Network management reporting
- Helpdesk@fei.edu support management for employees
- System inventory reporting
- Service and maintain all IT equipment
- Diamond D access/server
- Internet service provider management
- Computer lab/tablet cart maintenance
- Internet service availability
- Manage, secure, maintain all servers
- Computer lab service and maintenance
- Antivirus service
- Wifi service
- Security of data

Telephone System

FEI uses the company Connect3 for all telephone service maintenance, repairs, and support to our institution.

Camera System

FEI uses the company [Soltec Phones](#) for all camera service maintenance, repairs, and support to our institution.

Network Passwords Policy

Administrative network passwords are only provided by hand-delivery from P & A to Ramon Valenti, owner.

Permissions

Password, cameras, and network specific permissions (i.e., department folders, etc.), are requested by HR to P & A Group based on the position and administration approval.

Diamond D access and permissions is managed by HR in a similar fashion as network permissions.

Website and Hosting

FEI uses the company [ARC Digital Marketing](#) as its webmaster for changes, revisions, and management (including hosting) of FEI's website.

LED Parking Lot

FEI uses the [Digital Display Experts](#) for its LED parking lot services.

Emergency Needs

All physical resources and/or equipment and supplies needing maintenance and improvement of an emergency nature must be reported immediately and personally to the Director of Physical Facilities and follow purchasing policy.

Evaluation:

"[Instructor's Weekly Reports](#)" (IWRs) and requests made to education@fei.edu and/or services@fei.edu will provide the ongoing process to assure that our media services plan is in use and regularly evaluated.

An annual evaluation of this plan shall be conducted in our:

- Annual Faculty and Staff Meeting
- Occupational Advisory Committees
- Annual Administrative Meeting

Feedback:

Feedback from evaluations will be used to maintain and improve this plan. All Feedback from evaluations (including from other sources) will be taken into consideration.

THIS PLAN IS AVAILABLE IN THE STUDENT AND CAREER SERVICES OFFICE TO EMPLOYEES AND STUDENTS AT ANY TIME. EMPLOYEES CAN ACCESS THIS PLAN IN THE "STAFF INFO FOLDER" IN THE FEI NETWORK.

Cross Reference Policies:

COE 6-1

COE 6-3

COE 6-4

Website consumer information page

Catalog

Policy for Personnel:

All Employees