



Goddard Procedural Requirements (GPR)

DIRECTIVE NO. GPR 8830.1B
EFFECTIVE DATE: December 15, 2015
EXPIRATION DATE: December 15, 2020

APPROVED BY Signature: Original Signed By
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TITLE: Director Of Applied Engineering and Technology Directorate

COMPLIANCE IS MANDATORY

Responsible Office: 500/Applied Engineering and Technology Directorate

Title: Facility Operations Managers

PREFACE

P.1 PURPOSE

This document establishes a Facility Operations Manager (FOM) program and provides the roles, responsibilities, and requirements for FOMs who are a vital support element in the Center's efforts to maintain the safe and successful functioning of facilities and operations.

P.2 APPLICABILITY

This GPR applies to all organizations within the Goddard Space Flight Center (GSFC) and all GSFC civil service and contract employees located at GSFC facilities on the Greenbelt and Wallops campuses, who are appointed to the position of FOM or Alternate FOM.

P.3 AUTHORITIES

- a. 51 USC 20113(a) of the National Aeronautics and Space Act
- b. NPD 8700.1, NASA Policy for Safety and Mission Success
- c. GPD 8715.1, Goddard Space Flight Center Safety Policy

P.4 APPLICABLE DOCUMENTS

- a. GPR 1800.1, GSFC Smoking and other Tobacco Use Requirements
- b. GPR 6730.1, Vehicle Reserved Parking
- c. GPR 8710.8, GSFC Safety Program Management

P.5 CANCELLATION

- a. GPR 8830.1A, Facility Operations Managers
- b. GID 8830.0, Facility Operations Managers and Alternate Appointment Change

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P.6 SAFETY

None

P.7 TRAINING

See Section 2.3c.

P.8 RECORDS

Record Title	Record Custodian	Retention
Building Emergency Plans	Code 240, Emergency Management	*NRRS 1/2 - Destroy when obsolete or superseded.

**NRRS 1441.1 – NASA Records Retention Schedules*

P.9 MEASUREMENT/VERIFICATION

None

PROCEDURES

In this document, a requirement is identified by “shall,” a good practice by “should,” permission by “may” or “can,” expectation by “will,” and descriptive material by “is.”

1. ROLES AND RESPONSIBILITIES:

1.1 Center Director (or designee) shall:

Appoint the FOM Committee Chair(s) from the membership of the Center’s senior management team at Greenbelt. The position at WFF may be held within the Facilities Branch. Normally, one chair is appointed for Greenbelt and one for Wallops Flight Facility (WFF). An alternate or backup FOM Committee Chair should be appointed to ensure coverage when the FOM Chair(s) is not available.

1.2 Center’s Associate Director (or designee) shall:

Approve FOMs based on the recommendations of the Director Of. See Section 1.10.

Note: All FOM appointments at WFF, the designee for the Center’s Associate Director is the Code 800 Director Of Suborbital and Special Orbital Projects Directorate.

1.3 Directors Of (or designee) shall:

Recommend their FOM and Alternate FOM (AFOM) representative(s), and grant their appointed representative(s) the authority to commit their organization regarding facility safety and operational issues. Note: The designee should be a directorate level position

1.4 Management Operations Directorate

The Center’s Management Operations Directorate is responsible for conducting a number of critical institutional management functions targeted at ensuring that our workforce and assets are protected and available to support the Center’s mission for years to come. These functions include procurement, facilities management, security, environmental management, emergency management, information and logistics. Representatives of this organization shall support the local FOM Committees by ensuring that FOMs and AFOMs are knowledgeable and aware of emerging operational issues, concerns, or changing procedures associated with their institutional management functions that the FOM helps to support.

1.5 Facilities Management Division (FMD) (Facility Management Branch (FMB) at WFF) shall:

- a. Ensure Building Managers work with FOMs on issues and resolution to issues that could affect building operations, including but not limited to:
 - (1) Securing buildings during natural disasters
 - (2) Scheduling utility outages
 - (3) Scheduling building maintenance, repair, rehabilitation, and modifications

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- (4) Communicating changes in building services and procedures

1.6 Safety and Mission Assurance (SMA)

Codes 300 at Greenbelt and 803 at WFF provide SMA oversight. These groups provide the FOMs with insight into hazards and issues that could affect facilities and occupants of the facilities. Annually, they conduct institutional inspections of facilities, providing a list of common area issues the FOM may have to address. They provide oversight of flight hardware operations and hardware that might create issues to other occupants. GPR 8710.8, GSFC Safety Program Management, specifies the division of safety responsibilities.

1.7 FOM Committees shall:

- a. Oversee and make recommendations to Center management through the Facilities Review Committee on the execution details associated with the FOM responsibilities and program.
- b. Established separate committees for Greenbelt and Wallops
- c. Consist of all FOMs and Alternates as members
- d. Meet, as required, to ensure members are knowledgeable and aware of emerging issues, concerns, or changing procedures.

1.8 FOM Committee Chair(s):

- a. Shall be responsible for providing overall leadership and guidance to the FOM program and committee(s)
- b. Ensure members are informed about management issues important to the conduct of their responsibilities. Responsibilities include:
 - (1) Maintaining the master list of all FOMs and AFOMs for each building/location
 - (2) Serving as the central communications point for information to be disseminated to the overall FOM/AFOM community
 - (3) Ensuring that all program documents are kept up to date
 - (4) Providing overall committee administration including meeting agendas, minutes, providing minutes to members, and action tracking.
<https://spaces.gsfc.nasa.gov/display/FOM/Home> maybe used to house minutes.

1.9 Greenbelt FOM Advisory Board should:

- a. Provide assistance to the Greenbelt FOM Committee Chair (insights into Program issues and concerns, preliminary review of documents and plans, etc.)
- b. Have members appointed or volunteers from each Directorate at Greenbelt

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1.10 FOMs and AFOMs:

- a. Monitor matters that affect safety, utilization, and general functionality of their assigned buildings and facilities including common areas, adjacent grounds, sidewalks, and parking lots, submitting emod tickets when corrective action is necessary
- b. Serve as the building occupant's point of contact for coordination of building maintenance, repair, rehabilitation, and modifications
- c. Are appointed for each GSFC building at both Greenbelt and Wallops per the requirements of Section 2.0
- d. Should use the FOM Guide (located at <https://spaces.gsfc.nasa.gov/display/FOM/Home>) as a guideline for additional duties that should be completed
- e. Maintain Building Emergency Plans (BEP) (See section 3.2 for details)
- f. Perform periodic inspections of common areas, placing results in SHETrak
- g. Coordinate and approve facility utility outages, utilizing the Utility Outage Tracking System (<http://uots.gsfc.nasa.gov/>) to minimize the impact on building occupants and their operations while ensuring that needed institutional work is able to be performed in a timely and safe fashion
- h. Should notify FMD when routine operations change within a building so that custodial support may be appropriately provided when the changes may affect needed custodial services
- i. Contact FMD building managers prior to any building exterior/public modifications
- j. Notify FMD building managers prior to any occupants placing anything (equipment, furniture or other devices) on the building roof. At no time shall the roof be used for storage unless approved by FMD.
- k. Ensure compliance with GSFC smoking policies per the requirements of GPR 1800.1, GSFC Smoking and other Tobacco Use Requirements. In general:
 - (1) Tobacco is prohibited in all Goddard buildings and Government vehicles
 - (2) Tobacco use is prohibited within 25 feet of any building entrance or open portal such as a ventilation air intake
 - (4) Ensure suitable ash receptacles are provided at appropriate locations and in adequate numbers near building entrances (Notify FMD when areas need additional receptacles)
 - (5) Monitor compliance with requirements as stated in GPR 1800.1
 - (6) All forms of tobacco use are allowed in all other outdoor areas of the GSFC grounds, with possible exception of special events facilities, such as tents or outdoor eating areas.
- l. Designate and manage reserved parking spaces per GPR 6730.1, Vehicle Reserved Parking, including issuing temporary handicap parking passes to building occupants when necessary
- m. Accompany the Safety Division personnel (Code 360 at Greenbelt or Fire Department at WFF) on their annual survey of all facilities and initiate corrective actions, where required

1.11 Line Management and Employees

- a. Each employee should initiate needed corrective actions through their line management and notify their building FOM if action could affect common areas
- b. Maintaining the safety and good housekeeping of GSFC facilities is the collective responsibility of all employees

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1.12 Civil Servant Supervisors

- a. Shall determine the amount of time needed for the employee to perform FOM duties
 - (1) If 25% or more of their time is spent performing FOM duties, consult with a Human Resources Specialist to determine the employee's position description from a position classification perspective.
 - (2) If less than 25% consider collateral duties and include the following in their position description: "The Facility Operations Manager arranges for and oversees delivery of building operations and services. The FOM ensures that the buildings, laboratories and other Goddard facilities are maintained to provide a safe work environment, are in compliance with all governing regulations and guidelines to facilitate the day-to-day operations at the Center. The FOM serves as the advocate for assigned buildings and brings attention to the building owner and coordinates activities with the Facility Management Division involving the repair, maintenance, renovation, and construction needs for existing facilities/buildings."

2. FOM APPOINTMENTS AND REQUIRED SKILLS:

2.1 Appointment of FOM/Alternate FOM (AFOM)

- a. Each building at both Greenbelt and WFF shall have a FOM, which may be a civil servant or contractor. Normally the FOM is appointed from the majority resident Directorate or organization in the building.
- b. Contractor FOM nominees require a justification approved by the Director Of and the Center's Associate Director.
- c. Most buildings should have at least one AFOM.
- d. The Center's Associate Director approves FOM nominations based on the recommendation of the Director Of or their designee. The Director Of or designee approves AFOM nominations.
- e. FOM/AFOM nominations are accomplished at <https://lqms.gsfc.nasa.gov/fom/> using NDC credential for log in. Select the tab for "New FOM/AFOM Request" and select the appropriate boxes. All nominated contractors need to be approved by their Contracting Officer Representative (COR).

2.2 Knowledge, Skills and Abilities

To be effective, the FOM/AFOM should possess certain skills and abilities commensurate with the complexity of the facility and the operations housed within the facility. The following describes the key attributes:

2.2.1 Management/problem solving ability

- a. Be able to organize and manage a wide variety of activities to avoid problems, which would impact the activities within his/her facility
- b. Be able to address the numerous and varied problems that arise on a day to day basis

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- c. Having the ability to see the interconnectivity of various issues (some quite subtle) and take appropriate action to coordinate activities is essential.
- d. Be able to develop and implement detailed and intricate action plans, when needed
- e. Be able to provide both short and long range planning and the ability to set priorities and organize effectively

2.2.2 Ability to communicate effectively

- a. Communicate with all levels of management and people of all skills and backgrounds, including the Center's various institutional service providers and line management
- b. Facilitate communication between occupant groups in the building as well as between management and the institutional service providers

2.2.3 Knowledge of facilities and facility systems

- a. Possess a basic understanding of the facility for which he/she is responsible
- b. Possesses some understanding of complex facilities which contain HVAC systems, electrical systems, fire safety systems, communication systems, and other specialized systems which may be present
- c. Able to read and interpret construction/building plans and documents

2.2.4 Knowledge of basic safety principles

- a. Possess a knowledge of basic safety principles and practices and be able to apply these to the many varied circumstances, which may exist in his/her building
- b. Know how to contact subject matter experts in safety when issue is beyond their knowledge

2.3 Emergency responses at Greenbelt

- a. Provide assistance in incident management
- b. Considered subject matter experts for the building
- c. Shall take the National Incident Management System IS 700A, National Incident Management System NIMS - An Introduction or the Code 240, Emergency Management Office provided overview of this course. If taking the on-line course, the training is conducted through SATERN or at (<http://training.fema.gov/IS/NIMS.asp>) at no cost through FEMA. Using SATERN will record the course in the learning history.

3. DOCUMENTATION REQUIREMENTS

3.1 FOM Guide

A FOM Guide is provided to help the FOM/AFOM perform their duties in a more efficient manner. It provides details on utility outages, construction projects, audits, custodial services, energy management, and more. It can be located at <https://spaces.gsfc.nasa.gov/display/FOM/Home>.

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3.2 Building Emergency Plans (BEP)

FOMs shall be responsible for the preparation and distribution of Building Emergency Plans for all buildings with 10 or more occupants using the template provided by the Center Emergency Management Office, Code 240. If a building has 10 or less occupants, the preparation of a BEP is recommended. Details regarding the preparation of applicable document may be found in the FOM Guide. The FOM guide may be found at web address: <https://spaces.gsfc.nasa.gov/display/FOM/Home>. The Emergency Management posts completed documents on the Protective Services web site (<http://protectiveservicesdivision.gsfc.nasa.gov/>) under Emergency Management, Workplace Preparedness.

Ensure plans are specified in BEP to assist impaired employees in the event of an emergency. Coordinate these with the Center Emergency Management Office. Multi-person teams may be required for assistance of impaired employees with designated staging locations, if the impaired person must remain in the building in a safe location.

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Appendix A – Definitions

None

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Appendix B – Acronyms

CO – Contracting Officer
COR - Contracting Officers Representative
FEMA – Federal Emergency Management Agency
FMD – Facilities Maintenance Division
FOM – Facility Operations Manager
GDMS – Goddard Directives Management System
GMI – Goddard Management Instruction
GPD – Goddard Policy Directive
GPR – Goddard Procedural Requirement
GSFC – Goddard Space Flight Center
NPD – NASA Policy Directive
WFF – Wallops Flight Facility

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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	09/29/08	Initial Release
A	01/06/14	<p>Section P.4, removed existing references and updated with new ones.</p> <p>P.7, rewrote to send reader to section 2.2 instead of having redundant information</p> <p>P.8, Changed records to reflect new building emergency plans and deleted the monthly walk-through results</p> <p>1.4, Removed safety for the list of functions conducted by the Management Operations Directorate</p> <p>1.5, Added section on FMD responsibilities</p> <p>1.6, Added section on Safety Mission Assurance responsibilities</p> <p>1.9, Added a FOM Advisory Board</p> <p>1.10, Rewrote to list all responsibilities listed in the handbook, updated to reflect electronic inspection tracking, and wiki page.</p> <p>Sections 2.1 and 2.2, restructured and clarified requirements, deleting the requirement that the Director Of Management Operations concurs with appointments of FOM.</p> <p>2.5, reduced the required training from three course to one overview of the emergency management program.</p> <p>3.1, changed the handbook to a guide that will be listed on a wiki page.</p> <p>3.2 changed the Emergency Action Plans to the Building Emergency Plans.</p>
B	12/15/2015	<p>Update per the approved GID</p> <p>Update P.7 Training</p> <p>Section 1.2 add note to allow Director Of Code 800 to approve FOM appointments instead of Code 100</p> <p>Section 1.3 add note to allow directorate level approval</p> <p>Section 2.1 change section to allow FOM to be contractor with approval and justification</p>

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		<p>Delete section 2.2 since now covered in 2.1</p> <p>Add reference to web address for FOM guidebook.</p> <p>Updated web address for FOM information</p> <p>1.2 changed to the Center’s Associate Director</p> <p>1.10e. Clarified requirements for BEP</p>
	02/02/2016	<p>Administrative change to Section 1.1 to add the ability for the Center Director to appoint an alternate or backup FOM Committee Chair to ensure coverage when the FOM Chair(s) is not available.</p>