

# FM Services Guide – Change Management Process

May 2025

## Overview

The FM Services Guide was originally published in 2020 and included customer engagement sessions to gain familiarity and buy-in. Guiding principles for developing and sustaining the FM Services Guide include transparency, clarity, customer engagement, and change management. Change management is critical to sustain these principles and is defined as anything that requires updating due to clarifications of service, institutional service level decisions, and institutional funding guidance.

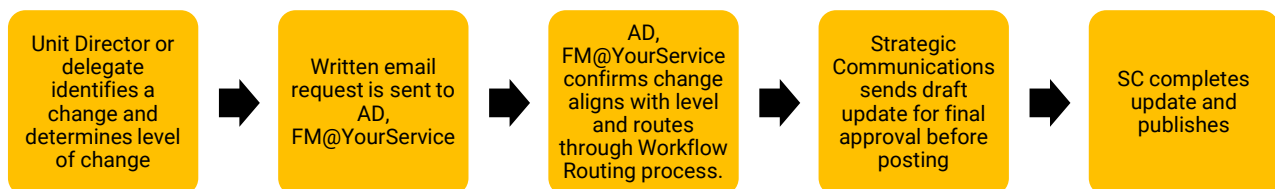
## Roles & Responsibilities

- **Associate Director of FM@YourService:** steward of the FM Services Guide Change Management Process. This role is responsible for change management facilitation aligned with the process defined below.
- **FM Unit Director/Delegate:** responsible for identifying, gaining alignment, and requesting changes to the FM Services Guide. Unit Director is responsible for following the process to obtain **FM Customer Service Advisory Committee** alignment/approval.
- **FM Service Advisory Committee or Other Customer Advisory team:** Responsible for providing feedback to proposed type 3 changes.
- **Strategic Communications:** responsible for completing updates to the FM Services Guide document, publishing and managing the most current version of the Services Guide on the Facilities Management website.

## Change Management Process

The following types of change have been identified:

1. **Type 1 - Minor Corrections:** simple corrections such as spelling or sentence structure, branding update that do not change service level, funding or look/feel of the guide.
2. **Type 2 - Improved Documentation of a Service:** documenting clarifying definitions that do not change service level/funding or documenting services that have been provided but were not stated.
3. **Type 3 - Service Level or Funding Change:** Change (new, reduction or increase) of service level or funding. Requires FM Services Advisory Committee alignment/approval.



## **Workflow Routing (Who approves) - Change Management**

### **Type 1 - Minor Corrections:**

1. Unit Director/Delegate
2. AD, FM@YS
3. Strategic Communications

### **Type 2 - Improved Documentation of a Service:**

1. Unit Director/Delegate
2. AD, FM@YS
3. Director, Strategy & Operations
4. Strategic Communications

**Type 3 - Service Level or Funding Change:** Note – Unit Director is responsible for obtaining (or facilitating the process to obtain) **FM Service Advisory Committee or equivalent** alignment for institutional baseline service level or funding changes.

1. Unit Director/Delegate
2. AD, FM@YS
3. Director, Strategy & Operations
4. AVP, FM
5. Strategic Communications