State of California . The Natural Resources Agency . Department of Parks and Recreation

PROJECT MANAGEMENT

March 20-25, 2016 - Week 1 April 10-15, 2016 - Week 2

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

- Date: March 15, 2016
- To: Supervisor
- From: Debbie Fredricks, Department Training Officer Training Section California State Parks
- Subject: Employee Attendance at Formal Training Project Management Group 2 – Week 1-2

An employee from your office will soon be attending the formal training program described in the attachment. Please ensure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work. You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

- 1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Specialist.
- 2. Review with the employee the reason for the employee's attendance.
- 3. Review objectives and agenda with the employee.
- 4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

- 1. Discuss what was learned and intended uses of the training.
- 2. Review the employee's assessment of the training program for its impact at the workplace.
- 3. Support the employee's use of the training at the work place.

Three Months Following Training

1. Supervisor evaluates the effectiveness of the training on the employee's job performance and meets with employee to discuss the evaluation.

Thank you for your assistance in seeing that the full benefit of training is realized.

Geedricks

Attachment

cc: Participant

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Mission Statement Training Section

The mission of the Training Section is to improve organizational and individual performance through consulting, collaboration, training, and development.

TRAINING SECTION STAFF

Ann D. Slaughter	Department Training Officer Mott Training Center Manager
	EMS and LFG Training Coordinator
	Training Specialist
	Training Specialist
Karyn Lombard	Training Specialist
Sara M. Skinner	Training Specialist
Jason Smith	Academy Coordinator
Matt Cardinet	Cadet Training Officer
Jeremy Alling	Cadet Training Officer
Lisa Anthony	Program Coordinator
Edith Alhambra	Assistant Program Coordinator
Alex Franck	Assistant Program Coordinator
	Assistant Program Coordinator

THE MISSION

of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including the Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

- 1. SYLLABUS: The syllabus is now accessible on the Employee Training Management System (ETMS). You should print a copy of the syllabus to bring with you to class. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
- PRE-TRAINING ASSIGNMENTS: Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.
- 3. TRAVEL: Arrange your travel to and from the training site through your District or Office. (No reimbursement for travel expense including per diem costs will be

approved for travel not specifically authorized in advance by the District Superintendent). Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6.

- 4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 10:00 a.m. on the date of departure. The Department provides your room and board expenses at the Marconi Conference Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in the Marconi Conference Center Administration Building.
- 5. <u>ENROLLMENT OR HOUSING CANCELLATION POLICY</u>: To cancel participation in a course, the participant must have their District Superintendent or Section/Office Manager send an email to the Training Specialist assigned to the course requesting to remove the participant. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Specialist assigned to the course at least 2 weeks prior to your date of arrival. Lodging, registration, and associated fees will be charged to the employee's District or Section/Office if a training cancellation is received with less than two weeks' notice.

The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.

- 6. MEALS: Meals will be provided from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:00 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, notify the Marconi Conference Center no later than one week before your scheduled arrival.
- 7. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, will be worn daily by all uniformed employees during formal training sessions <u>unless otherwise specified in the</u> <u>Program Attendance Checklist</u>. Non-uniformed employees shall wear apparel normally worn on the job. Appropriate attire includes apparel suitable for professional office dress. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

- 8. COURSE LEADERS: The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
- 9. TRAINING SECTION STAFF: Kenney Glaspie is your Training Specialist and has been assigned the responsibility for your training group. During the program, you may be asked to assist Training Section Staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Training Section Staff will do all within their power to make your training experience pleasant and meaningful.
- 10. ATTENDANCE: Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
- 11. TRAINING MATERIALS: May be made available to you at both your unit and at the Marconi Conference Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Bring your own pens and pencils.
- 12. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Limit those calls to your breaks.

Remember that cell reception is poor at Marconi. There is a pay telephone which takes prepaid phone cards or coins. If you have a phone in your room you can also use a prepaid calling card. There is one computer available for checking email in the Administration Building. There is also free Wi-Fi access.

- 13. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (415) 663-9020.
- 14. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.

15. SAFETY/COMFORT REMINDER: The Northern California Coastal Rainforest experiences an average of 70 inches of combined rain and fog annually. We will be training at the beginning of the wet season, so be prepared for adverse weather. Bring rain gear and layered work clothing that will allow you to stay comfortable while working/hiking in inclement conditions. There will be poison oak at this training.

Warning – Poison oak, which many people find highly irritating to the skin, is prevalent in this area. Persons who may have sensitivities are advised to take care to not come in contact with this plant while hiking and working, and should take any other preventative measures as may be appropriate.

Marconi Conference Center PLANNING INFORMATION

To make your visit as comfortable and satisfying as possible, please take a few moments to read the following.

CHECK-IN/CHECK-OUT

Please check in at the Front Desk. Follow the signs for Check-in.

Check-in: 3 p.m. to 11 p.m. Check-out 7 a.m. to 10 a.m. (Bring your key)

Late check-out (after 10 a.m.) will incur an additional day's charge.

DINING

Meals are served in Redwood Dining Hall. Breakfast buffet: 7 a.m. to 9 a.m. Lunch buffet: 11:30 a.m. to 1:30 p.m. Full service dinner: 6 p.m. to 8 p.m.

LODGING

You may wish to bring: shampoo, flashlight, comfortable shoes for hilly trails. Please note cooking and other appliances, candles and incense are not allowed, and food should not be kept in your room as it attracts insects.

PARKING

Please park in designated parking spaces only and observe the law regarding spaces for the handicapped. Campers, recreational vehicles and motor homes are not permitted.

DRIVING

Please drive slowly and carefully, yielding to pedestrians, bicyclists and animals. The speed limit is 15 mph, and all signs and barriers must be observed.

GAS STATIONS

The closest gas station is located in Point Reyes Station, 15 minutes to the south.

TELEPHONES

Your guestroom has a private telephone number which you can give callers after you check in, as well as a port for your modem. All outbound telephone and modem calls require a toll-free 800 number. Bring your calling card for phone calls; check with your ISP for 800number access. Most cellular phones DO NOT work at Marconi Conference Center.

MESSAGES, FAXES, MAIL

If your callers would like to leave a message, give them this number:

Front Desk Telephone: (415) 663-9020 You may also want to give them your lodging building, room number and name of conference, to expedite receiving emergency messages.

We post messages for guests on the message board. We'll also post a notice if you receive mail or a package. *Emergency messages will be delivered.*

If you wish to receive a fax, use this number: Front Desk Fax: (415) 663-1731 We will post a notice on the message board when your fax arrives and collect the service charge when you pick it up.

If you wish to receive mail, use this address: (your name), (conference name) c/o Marconi Conference Center P.O. Box 789, 18500 State Route 1 Marshall, CA 94940

We will post a notice on the message board and hold your mail at the Front Desk.



Marconi Conference Center's guestrooms overlook Tomales Bay

♦ EMERGENCIES

Between 11 p.m. and 7 a.m., the recorded message on (415) 663-9020 tells callers how to contact a guest or Marconi staff member in an emergency.

GUEST SERVICES

In the front desk area we have games, reading material and a VCR with a selection of movie videos; volleyball, badminton and horseshoe equipment; ice, irons and ironing boards, all at no charge. Our commissary sells snacks, cold drinks, personal hygiene items,

flashlights/batteries, writing supplies, stamps. We have a selection of Marconi souvenirs such as shirts, hats, mugs and other items that make wonderful remembrances of your stay with us. Our Front Desk staff can also help you with local information.

BUSINESS CENTER

The Business Center is located in the Pelican Building lounge and is open 7 am to 11 pm. For your convenience, we are pleased to provide **free of charge**, the following services: Internet / E-mail

- Computer with MS Office
- ♦ LaserJet Printer
- Photocopier

WALKING & EXPLORING

Marconi Conference Center is a unit of the California State Park system and all natural elements such as branches, pine cones, mushrooms and flowers are protected by state

law and may not be removed. Camping and campfires are not permitted.

We suggest walking on designated footpaths to avoid poison oak. The pine needles can be slippery—please use caution. We recommend flashlights at night.

SMOKING

State law prohibits smoking in or within 50 feet of Marconi Conference Center buildings. Ashtrays are located at entrances, on decks and on patios. Smoke only in paved areas and please use extreme caution when smoking on the property.

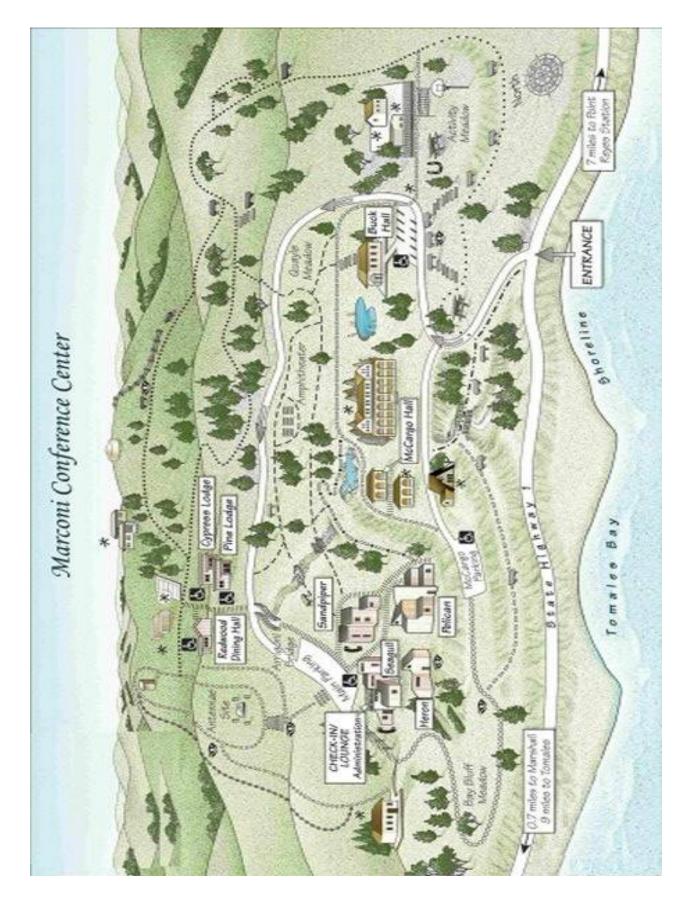
PETS

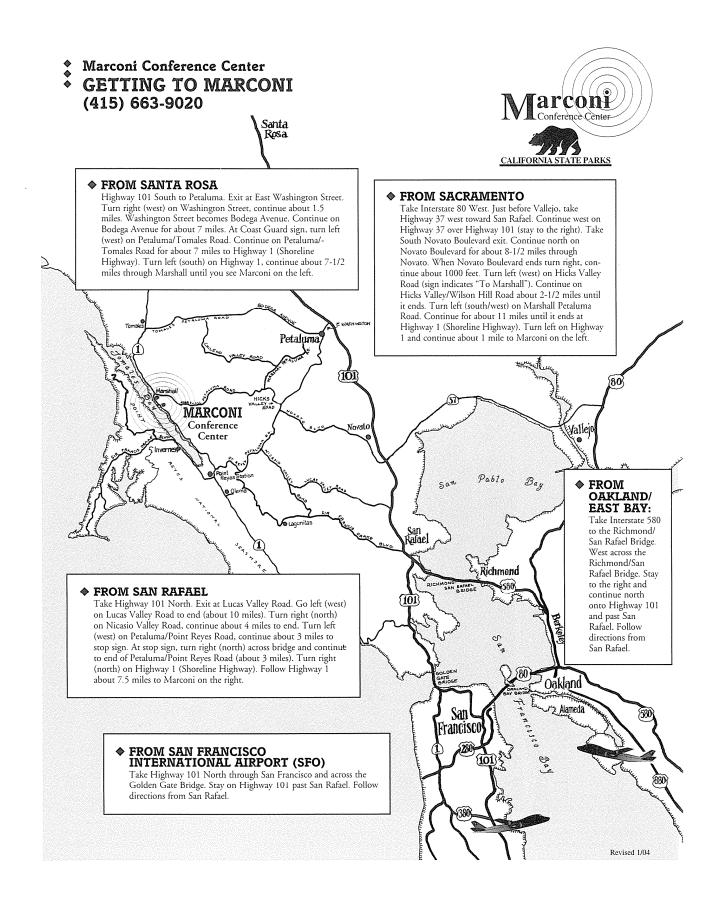
With the exception of guide dogs for the handicapped, *pets are not permitted* in Marconi

Conference Center buildings and cannot remain on the property overnight. Dogs must be on a leash at all times.

ENJOY!

We hope that between highly productive meetings you'll have some time to appreciate the rich human and natural history that surrounds us here. Please let us know if there is anything we can do to enhance your stay.





PROGRAM ATTENDANCE CHECKLIST

- _____1. Arrange your travel through your District Office.
- 2. Remember to bring the following with you to training:
 - **D** Program Syllabus, study guide, and all pre-training assignments.
 - Personal Safety Equipment (eye, ear, head, and hand protection).
 - Coveralls or appropriate work clothing.
 - □ Foul weather gear due to the possibility of rain during the program. It is required that you bring rain gear with you.
 - D Proper field uniform, see Formal Training Guidelines #7.
 - **C** Coffee cup, reusable water bottle, alarm clock, pens and pencils.

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should discuss the impact and assess the effectiveness this program has had on the employee.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the employee, supervisor, and Training Section in providing a return on the training investment to the Department.

PROJECT MANAGEMENT GROUP 2 - WEEK 1 - A G E N D A March 20-25, 2016

This program will be conducted at the Marconi Conference Center in Buck Hall. Field sessions will be held at various Marin District Parks. Vans will transport you to and from the field sessions and will leave the Marconi Conference Center promptly at 0800/1300 daily and return by 1700 on field days.

Sunday		
<u>March 20</u> 1500	REGISTRATION: Check-in at the Marconi Conference	All
	Center	
1800	Dinner	All
Monday		
March 21		
0700-0800	Breakfast	All
0800-0900	Training Orientation, Registration, and Expectations	Stehl
0900-1000	Project Management Orientation	Chamberlin
1000-1200	Project Management Process and Development	Knapp
1200-1300	Lunch	All
1300-1500	Scope Development, Cost Estimates, Schedules, and Resources Identification	Allsop/Turner
1500-1700	Group Exercise White Board and Introduction	Chamberlain/
	to Project Management Tools for Field Use	Walck
1800	Dinner	All
Tuesday March 22		
0700-0800	Breakfast	All
0800-0900	Group Assignments	All
0900-1100	Project Infrastructure Database (PID)	Schoppman
1100-1200	Group Exercises, Develop Project Approach	All
1200-1300	Lunch	All
1300-1400	Transportation to Mount Tamalpais, Samuel P. Taylor	All
	and Tomales Bay State Parks	,
1400-1700	Rotating Labs:	All
	Steep Ravine Cabins	
	Devils Gulch Trail	
	Lagunitas Creek Culvert/Resource Management	
	Tomales Bay Campground/Restroom and Parking Area	
	Olompali Parking Machine Install	
1800	Dinner	All

PROJECT MANAGEMENT GROUP 2 - WEEK 1 - A G E N D A March 20-25, 2016

Wednesday March 23 0700-0800 Breakfast All Natural and Cultural Concerns Osanna/ 0800-0900 Chamberlin CEQA and Environmental Compliance and Permits Archambault/Newland/ 0900-1100 Coastal, DFW permitting Sea Level Rise) Michalk 1100-1200 AB52 Tribal Consultation Hartzell 1200-1300 Lunch All 1300-1400 Transportation to Mount Tamalpais, Samuel P. Taylor All and Tomales Bay State Parks 1400-1700 Rotating Labs: All Steep Ravine Cabins Devils Gulch Trail Lagunitas Creek Culvert/Resource Management Tomales Bay Campground/Restroom and Parking Area Olompali Parking Machine Install 1800 Dinner All Thursday March 24 0700-0800 Breakfast All Group Work 0800-1200 All Scope and PEF Development Allsop Allsop/Schoppman PID Entry 1200-1300 Lunch All All 1300-1400 Transportation to Mount Tamalpais, Samuel P. Taylor and Tomales Bay State Parks Rotating Labs: All 1400-1700 Steep Ravine Cabins Devils Gulch Trail Lagunitas Creek Culvert/Resource Management Tomales Bay Campground/Restroom and Parking Area Olompali Parking Machine Install 1800 Dinner All Friday March 25 0700-0800 All Breakfast Group Work 0800-0900 All Scope, PEF Development, PID Entry Allsop/Schoppman Project Agreements and FEMA Moses 0900-1030 **Emergency Response Group Exercise** 1030-1130 Allsop/Moses Class II Prep, Homework and Departure Stehl 1130-1200

PROJECT MANAGEMENT TRAINING GROUP 2 - WEEK 2 - A G E N D A April 10-15, 2016

This program will be conducted at the Marconi Conference Center, Buck Hall. Field sessions will be held at various Marin District Parks. Vans will transport you to and from the Field sessions and will leave the Marconi Conference Center promptly at 0800/1300 daily and return by 1700 on the field day.

Sunday

<u>April 10</u>		
1500	REGISTRATION: Check-in at the Marconi Conference Center	All
1800	Dinner	All
Monday April 11		
0700-0800	Breakfast	All
0800-0900 0900-1000	Review of Project Management Skills Interagency Agreements 215, Project Monitoring,	Newland Turner
1000-1200 1200-1300	Public Works Contracting, Monitoring, and Reporting Lunch	Birkhead
1300-1400	Transportation to Mount Tamalpais, Samuel P. Taylor and Tomales Bay State Parks	All
1400-1700	Rotating Labs:	All
	Steep Ravine Cabins Devils Gulch Trail	
	Lagunitas Creek Culvert/Resource Management Tomales Bay Campground/Restroom and Parking Area	
1800	Olompali Parking Machine Install Dinner	All
Tuesday <u>April 12</u>		
0700-0800	Breakfast	All
0800-0900	Transportation to Mount Tamalpais, Samuel P. Taylor and Tomales Bay State Parks	All
0900-1700	Rotating Labs:	
	Steep Ravine Cabins	
	Devils Gulch Trail Lagunitas Creek Culvert/Resource Management	
	Tomales Bay Campground/Restroom and Parking Area Olompali Parking Machine Install	
1200-1300	Boxed Lunch	All
1800	Dinner	All

PROJECT MANAGEMENT TRAINING GROUP 2 - WEEK 2 - A G E N D A April 10-15, 2016

This program will be conducted at the Marconi Conference Center, Buck Hall. Field sessions will be held at various Marin District Parks. Vans will transport you to and from the Field sessions and will leave the Marconi Conference Center promptly at 0800/1300 daily and return by 1700 on the field day.

Wednesday

April 13 0700-0800 0800-1000 1000-1200 1200-1300 1300-1430 1430-1600	 Breakfast Team Development of Project PEF/Detailed Project Description Permit Drafting Detailed Budget Project Agreement Tools for Project Management in Detail Lunch Administration of Contracts and Funding Allocations Public/Stakeholder Meetings and Plan Development 	All All Turner All Garcia Stehl/Chamberlin
1600-1700 1800-	Team Exercise	All All
Thursday <u>April 14</u> 0700-0800 0800-1000 1000-1200 1200-1300 1300-1700	Breakfast Project Funding ADA Projects-Trails and Facilities Lunch Team Development of Project • PEF/Detailed Project Description • Permit Drafting • Detailed Budget • Project Agreement	All Knapp/Chamberlin N. Service Center All
1800-	Dinner	All
Friday <u>April 15</u> 0700-0800 0800-1130	Breakfast Group Presentations to Project Selections Team	All Project Selection Team
1130-1200	Class Review/Class III Prep and Departure	Stehl

TRAINING PROGRAM:PROJECT MANAGEMENT7272	2 HOURS
PROGRAM OUTLINE	
PROGRAM ORIENTATION	2.0
PROGRAM MANAGEMENT PROCESS AND DEVELOPMENT	3.0
PROGRAM DEVELOPMENT Scope and Cost Estimates Schedules and Resource Identification Group Exercise	
PROJECT INFRASTRUCTURE DATABASE	
PROJECT DEVELOPMENT AND MANAGEMENT Group Field Exercises Team Development of Project Classroom Team Presentations to Project Selection Team and Questions	
ENVIRONMENTAL COMPLIANCE Natural and Cultural Concerns CEQA and Permits AB52 Tribal Consultation	
<u>FEMA AND EMERGENCY RESPONSE</u> Project Agreements FEMA Group Emergency Response Exercise	
CONTRACTING TYPES Interagency Agreements Project Monitoring Public Works Administration and Funding Allocations	·····
TOOLS FOR PROJECT MANGEMENT	2.0
<u>PUBLIC MEETINGS</u> Stakeholders Group Exercise	
PROJECT FUNDING	2.0
ADA PROJECTS Trails and Facilities	
PROGRAM EVALUATIONS	1.0

PROJECT MANAGEMENT TRAINING

PROGRAM ORIENTATION AND REGISTRATION

<u>Purpose</u>: Participants and Trainers will become acquainted with each other and the Program Coordinator. The group will be given information on the logistics of the week's training program. In addition, the program content will be reviewed.

Performance Objectives: By the close of the session the participant will

- 1. Review program content, procedure, and evaluation processes.
- 2. Share and record expectations with group members.

PROJECT MANAGEMENT PROCESS AND DEVELOPMENT

<u>Purpose</u>: To develop an understanding of the necessary planning steps and processes required to ensure success both prior to and during project implementation.

Performance Objectives: By the close of the session the participant will

- 1. Properly scope and develop material, equipment and personnel lists required to complete a department project.
- 2. Properly schedule necessary staff, equipment, and materials required for successful project implementation.
- 3. Describe the roles and responsibilities of project implementation staff to include project managers, technical supervisors, crew supervisors, team leads, and crew members.
- 4. Work successfully in a team to write a project scope and project description for PID.
- 5. Work successfully in a team to prepare project presentation to present to DPR panel Project Selection Team

PROJECT INFRASTRUCTURE DATABASE (PID)

<u>Purpose</u>: Learn the different levels of PID and what it is used for in the department.

<u>Performance Objective</u>: By the close of the session the participant will

1. Gain a working knowledge and definition of the different levels of PID.

- 2. Develop the ability to write a clear and concise project scope and project description.
- 3. Gain the ability to use the PID database.

ENVIRONMENTAL COMPLIANCE

<u>Purpose</u>: Gain an understanding of the proper steps and procedures needed to ensure a project complies with previously determined environmental compliance commitments.

Performance Objective: By the close of the session the participant will

- 1. Determine the environmental compliance commitments and ensure those commitments are documented on-site and followed during project implementation.
- 2. Become familiar with the AB52 Tribal Consultation requirements for all projects.

FEMA AND EMERGENCY RESPONSE

<u>Purpose</u>: Learn to properly manage emergency situations and how to record FEMA events for possible funding.

<u>Performance Objective</u>: By the close of the session the participant will

- 1. Describe the necessary procedures and protocols to apply to emergency situations that occur in Districts and in field operations.
- 2. Have an improved understanding of how to manage crews in different emergency situations. Learn the protocol for documenting events for FEMA funding.

CONTRACTING TYPES

<u>Purpose</u>: Develop the participant's knowledge of the different contracting methods that can be used in project implementation.

Performance Objective: By the close of the session the participant will

- 1. List the contracting options available and the associate advantages and disadvantages of those contracting methods.
- 2. Develop knowledge of the necessary inspections and recording associated with different contract types to ensure project success.

3. Develop a better understanding of public works contracting versus Interagency Agreements.

PROJECT MANAGEMENT TOOLS

<u>Purpose</u>: Develop the participant's knowledge of necessary on-site processes and checklist's to perform for project development and prior to project implementation.

Performance Objectives: By the close of the session the participant will

- 1. Develop knowledge of various forms and tools to utilize for project development and implementation.
- 2. Ensure that all pre-project requirements and necessary project implementation steps are in place prior to project implementation.
- 3. Develop knowledge and skills necessary to understand and preform record keeping of project performance.
- 4. Design projects based on predetermined scope of work. Determine task, timeline, materials, and construction methods necessary to complete project design.
- 5. Demonstrate the importance of mandatory full time and periodic inspections and record keeping.

PUBLIC MEETINGS

<u>Purpose</u>: Learn proper procedures for holding stakeholder and public meetings.

Performance Objective: By the close of the session the participant will

- 1. Describe importance of properly dealing with our stakeholders both inside and outside public meetings.
- 2. Learn the proper techniques to ensure an effective and successful public meeting.

PROJECT FUNDING

Purpose: Learn funding sources available for DPR projects.

Performance Objective: By the close of the session the participant will

- 1. Gain knowledge of the different funding sources in the department.
- 2. Learn the prioritization process for funding projects.

3/15/16

ADA PROJECTS

<u>Purpose</u>: Develop the participant's knowledge of accessibility guidelines and procedures for departmental projects.

Performance Objective: By the close of the session the participant will

- 1. Gain knowledge of ADA trail guidelines and requirements.
- 2. Gain knowledge of ADA guidelines for facilities projects. Lean process for when the Service Center needs to be notified of a project.