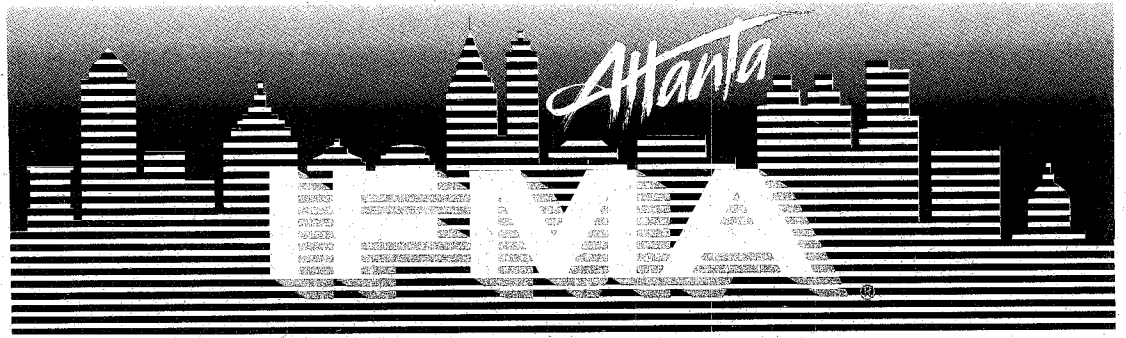


# International Facility Management Association



## MAY 1992

### Executive Board 1992

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*Long, Aldridge & Norman*  
(404) 527-4045

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**IFMA HOUSTON**

*INTERNATIONAL HEADQUARTERS*  
1 Greenway Plaza, E., 14th Flr.  
Houston, TX 77046  
(713) 623-4362  
(800) 359-4362



**Speakers:**

Mr. Jim McGraw, Coordinator for the  
Office of Technology Assessment  
(State of Georgia)

**Topic:**

Disaster Recovery Planning

**Date:**

Wednesday, May 20th  
Networking 11:30; Luncheon 12 P.M.

**Location:**

Atlanta Merchandise Mart

**Reservations:**

Barnett Business Services, 681-5344,  
Call by May 15th, before 5 P.M.  
Fee \$20 Members; \$30 Nonmember

Mr. Jim McGraw, Coordinator for the Office of Technology Assessment (State of Georgia-Department of Administrative Services), is currently assigned as Disaster Recovery Coordinator for the State of Georgia's Computer Services Division. Mr. McGraw has over 20 years of experience in the field of telecommunications and data transport services.

He has been given the responsibility for creating a disaster recovery plan which includes approximately 100 million dollars in computer hardware and telephone lines. His advisory position is to provide technical support on telecommunications and disaster recovery. Mr. McGraw is responsible for the purchase of between 30 and 50 million dollars per year in EDP related equipment and services.

Mr. McGraw obtained his Certified Disaster Recovery Professional certification from the Disaster Recovery Institute, University of St. Louis. Mr. McGraw is scheduled to receive a Bachelor of Science Degree in Public Administration and a Bachelor of Arts Degree in Political Science from Georgia State University.

Mr. McGraw, a native Atlantan, served in the Navy. He received the Bronze Star Medal with Combat "V", a Vietnamese Cross of Gallantry, Purple Heart and a Presidential Unit Citation. He is married to Danna Joiner McGraw.

Mr. McGraw will address educational issues concerning Disaster Recovery Planning, also known as contingency planning or business resumption planning. Facility managers should be concerned about and included in the contingency planning process which begins as a data processing function, but eventually reaches into almost all facets of the corporation. In larger organizations, contingency planning is a separate function and very specialized job evolving around each area of the business.



GREETINGS  
FROM  
THE  
PRESIDENT

"Can we talk?" No, I'm not Joan Rivers, but let's talk about an ongoing current topic. MAYBE a few of us can relate to, STRESS. Stress is the body's nonspecific response to any demand placed on it, and stress is not caused only by negative or adverse

Continued on page 2

influences. Stress increases the rate of wear and tear the body experiences. Test your stress level - this information was taken from the *American Massage Therapy Association*.

Rank	Life Event	Life Changing Value
1.	Death of a spouse	100
2.	Divorce	73
3.	Marital separation	65
4.	Jail term	63
5.	Death of close family member	63
6.	Personal injury or illness	53
7.	Marriage	50
8.	Fired from job	47
9.	Marital reconciliation	45
10.	Retirement	45
11.	Change in health of family member	44
12.	Pregnancy	40
13.	Sex difficulties	39
14.	Gain of new family member	39
15.	Business readjustment	39
16.	Change in financial state	38
17.	Death of close friend	37
18.	Change to different line of work	36
19.	Change in number of arguments with spouse	35
20.	Mortgage/loan for major purchase	31
21.	Foreclosure of mortgage or loan	30
22.	Change in responsibilities at work	29
23.	Son or daughter leaving home	29
24.	Trouble with in-laws	29
25.	Outstanding personal achievement	28
26.	Wife begins or stops work	26
27.	Begin or end school	26
28.	Change in living conditions	25
29.	Revision of personal habits	24
30.	Trouble with boss	23
31.	Change in work or conditions	20
32.	Change in residence	20
33.	Change in schools	20
34.	Change in recreation	19
35.	Change in church activities	19
36.	Change in social activities	18
37.	Mortgage/loan for lesser purchase	17
38.	Change in sleeping habits	16
39.	Change in number of family get-togethers	15
40.	Change in eating habits	15
41.	Vacation	13
42.	Christmas	12
43.	Minor violations of the law	11

Circle those that apply to your surroundings over the last 18 months.

If your score is 150 or less, you are safe and low. Up to 300 is borderline

Continued on page 3

## Quarterly Calendar

### MAY

- 3-5** IFMA-Regional Facility Management Conference (1-800-359-4362) **Minneapolis**
- 20** Chapter Luncheon "Disaster Recovery Planning" **Atlanta Merchandise Mart Atlanta**
- 19-20** IFMA-Preventive Facilities Maintenance (1-800-359-4362) **Seattle**
- 21-22** IFMA-Budgeting and Accounting for Facility Managers (1-800-359-4362) **Seattle**
- 27** Educational Roundtable "Energy Conservation Programs" (see article) **Atlanta**

### JUNE

- 8-10** IFMA Facilities '92 (1-800-359-4362) **Dallas**
- 26** Chapter Dinner "Our 10th Anniversary" (Dinner at the Georgia Railroad Depot) **Atlanta**
- TBA** Education Roundtable "Government Regulations Affecting Facility Management" **Atlanta**

### JULY

- 14-15** IFMA "Indoor Air Quality For Facility Managers" (1-800-359-4362) **Boston**
- 16-17** IFMA "Environmental Auditing of Compliance Assurance and Liability Avoidance" (1-800-359-4362) **Boston**

Continued from page 2

and if you are over 300...  
ALARM!!!...stop and catch your  
breath. Do not pass go and take on  
another change! Facility Management  
people were not on the list, but they  
would probably rank in the top ten of  
professions.

So the next time your phones are  
dead, or two are hot and three are cold,  
get up out of your chair, take a deep  
breath, go for a walk, get a massage,  
ANYTHING! We need and care about  
you in the Atlanta Chapter of IFMA.  
See you at the meeting!

*Kim*

Kim Weiss

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## Membership Classes

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Listed below are the descriptions of  
the different membership classes  
available to prospective members. If  
you have any questions, please contact  
**Judy Barber at 551-1829.**

**P - Professional**-Open to facility  
management professionals with three or  
more years experience who are salaried  
employees and whose job  
responsibilities include the active  
management of an organization's  
facilities. Professional members  
represent organizations that are users of  
facilities for the direct purpose of  
enhancing employee productivity and  
supporting the organization's goals, but  
are not investors, managers or  
developers of real estate as a primary  
source of revenue. This membership  
belongs to the individual and is  
transferable with the individual.

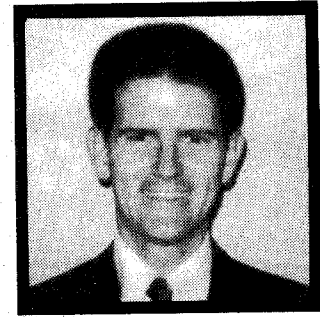
**A - Associate** - Open to facility  
management support staff who are  
salaried employees of an organization,  
and who have less than three years  
experience and whose job  
responsibilities are limited to only one of  
the activities described under  
Professional membership. These  
individuals perform a specialized  
function or service but are not  
responsible for the overall management  
of the organization's facilities. This  
membership belongs to the individual  
and is transferable with the individual.

**AF, CF - Affiliate, Corporate Affiliate**-  
Open to representatives of organizations  
that provide professional and/or  
consulting services for a fee (e.g.  
members of architectural, engineering,  
and interior design firms, etc.). The  
membership belongs to the organization;  
however, it is recorded in the name of an  
individual representative. The  
organization may assign or transfer the  
membership to any one individual within  
the organization. No more than two  
representatives from any one  
organization may belong to any one  
chapter at a time.

**AL, CL - Allied, Corporate Allied**-  
Open to representatives of manu-  
facturers, vendors, dealers and distri-  
butors of facility-related products and  
services which primarily deal with one  
aspect of facility management. The  
membership belongs to the organization;  
however, it is recorded in the name of an  
individual representative. No more than  
two representatives from any one  
organization may belong to any one  
chapter at a time.

**AC - Academic** - Open to instructors  
and active degree candidates who are  
engaged in a full-time educational  
program in facility management or a  
related field of study at an accredited  
college or university. This membership  
belongs to the individual and is  
transferable with the individual.

## Member Spotlight



**William Broome**, Assistant Director  
of Facilities for Arthur Andersen/  
Andersen Consulting, has been associated  
with Arthur Anderson for more than 6 1/2  
years. He started part-time in the  
recruiting department, and now his  
responsibilities cover 6 offices in 4 states.

William entered the facilities  
management arena about 4 1/2 years ago,  
mainly as a result of his interest in  
construction. His greatest challenge is  
one shared by many of us: the  
coordination of office moves which at  
times can create a "domino effect". He  
holds a Bachelor of Arts Degree in  
Management from Georgia State. He was  
raised in Fayette County and still lives  
south of Atlanta with his wife Regina,  
who also juggles a busy schedule.

William finds time to relax by water  
skiing, hiking, and camping.

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## BRAVO

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IFMA sends Steve Sarratt, Vice  
President of Sales, Stratton  
Commercial Carpets, A Division of  
Shaw Industries, and their employees,  
a very special thanks. Because of their  
generosity, the printing cost of the IFMA  
Newsletter is now covered for one full  
year! IFMA is honored that you have  
chosen to sponsor the Atlanta Chapter,  
which will be celebrating its 10th year  
anniversary in June.

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## Who Pays For PBX Fraud?

According to *Facilities Design & Management*, October, 1991, and the U.S. Department of Justice, hackers and other unauthorized operators are committing telephone fraud that will cost businesses approximately \$5 billion this year.

Criminals profit from telecommunications rip-off by tapping into a company's PBX system. Businesses, long-distance carriers, phone equipment manufacturers and even your local phone company are pointing the finger at each other. This "call-sell" operations is a popular service among newly arrived immigrants, with an approximate cost of \$5-10. These calls are normally made during off-hours and routed to overseas locales.

PBX (private branch exchange) serves as a central switching and access point for a company's internal phone. Business that have fallen prey to this deceptive practice are saying they were not aware nor instructed on prevention by vendors and/or manufacturers. However, vendors and phone utilities say that proper administration of PBX systems can circumvent the fraud.

According to Patrick Springer, Computer Task, Lowell, MA, several steps can be taken by companies with PBX systems to lessen the potential for fraud:

1. Screen calls by using a standalone monitoring device before calls are handled by PBX equipment.
2. When employees are traveling use a 5-7 digit remote access code.
3. Audit phone bills periodically.

### THANKS TO THE FOLLOWING:

Allied Fibers for sponsoring the printing of 100 additional IFMA Membership Directors and Bob Bertsen for coordinating the project.  
Wegman Associates, Inc. for picking up the cost of mailing this month's newsletter.

## Educational Committee "Roundtable" Rescheduled

The "Energy Conservation Programs" roundtable has been rescheduled for May 27, 1992 from 11:00-1:30. The roundtable's location will be ADP, Inc., 5680 New Northside Dr., Atlanta, GA.

This roundtable will reveal ways to cut 25% off of your facility's utility bill while being environmentally conscious.

This is a chance for successful "energy" managers to share their secrets and provide a way for the membership to benefit from their experiences. Interesting concepts from this roundtable will be compiled and placed in the monthly newsletter. Contact Attila Szekes at 565-1445 or Tom Vernon at 980-2640 for reservations and more information.

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## Telephone Blitz Results

As a result of our recent membership telephone blitz, we have 5 people that want to join IFMA and we are currently sending out information packages to 20 others.

Thanks to Cathy Bracket and her ongoing efforts with prospective members and Coca-Cola for hosting the blitz at their facility.

Also a big thank you to Robin Bruce, William Broome, Gene Meany and Monica Stein for taking time out from their jobs to call over 80 prospective members.

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If you know of any news about our members, please contact Haidee Courson, Wegman Associates, 368-0101. We want everyone to applaud fellow members when promotions are given, transfers assigned or when there is news in general.

### Newsletter Mailing

IFMA is looking for sponsors to help defray the costs of mailing the newsletter each month. Approximately 320 newsletters are sent out, at a rate of \$.29 each. Envelopes are pre-stuffed and can be delivered to your business for mailing. Please call Haidee Courson, 368-0101, if your company would like to contribute.

## April Meeting Recap

At our April luncheon, Sheri Raiford, President of Corporate Interiors, Inc. and Barry Lynch from R.J. Reynolds Tobacco Company spoke on "Just-in-Time Project Delivery." The process is geared for faster and less costly project services done with the highest quality. This process is based on knowing all your facts: history, teamwork, action plans, computer support, anticipation, innovation, and excellence. Another key to "Just-in-Time Project Delivery" is communication and replacing "responses" with "rapid planning." They provide information only before it is needed.

Ms. Raiford and Mr. Lynch held a panel discussion with questions and answers and distributed excellent handouts to support their program.

With 70% of our corporations reorganizing by 1995, this topic was "Just-in-Time."

## 10th Anniversary Celebration! June's Meeting

The Atlanta Chapter will celebrate its 10th Anniversary on Friday evening **June 26, 1992** at the **Georgia Railroad Depot** adjacent to the Coca-Cola Pavilion at Underground Atlanta. This will be a dinner party and fund raising event to celebrate our 10 years as an IFMA Chapter. Mark your calendar and plan to bring a guest to share in the festivities including:

- \* Networking and social time at 6:30
- \* Dinner at 7:30
- \* A message from our special guest, **Mr. Samuel Johnson, President of IFMA**
- \* Door prizes provided by our Allied and Affiliate members including a free registration to IFMA '92 in New Orleans, LA in October (you must be present to win) and
- \* Music and dancing to 11:30.

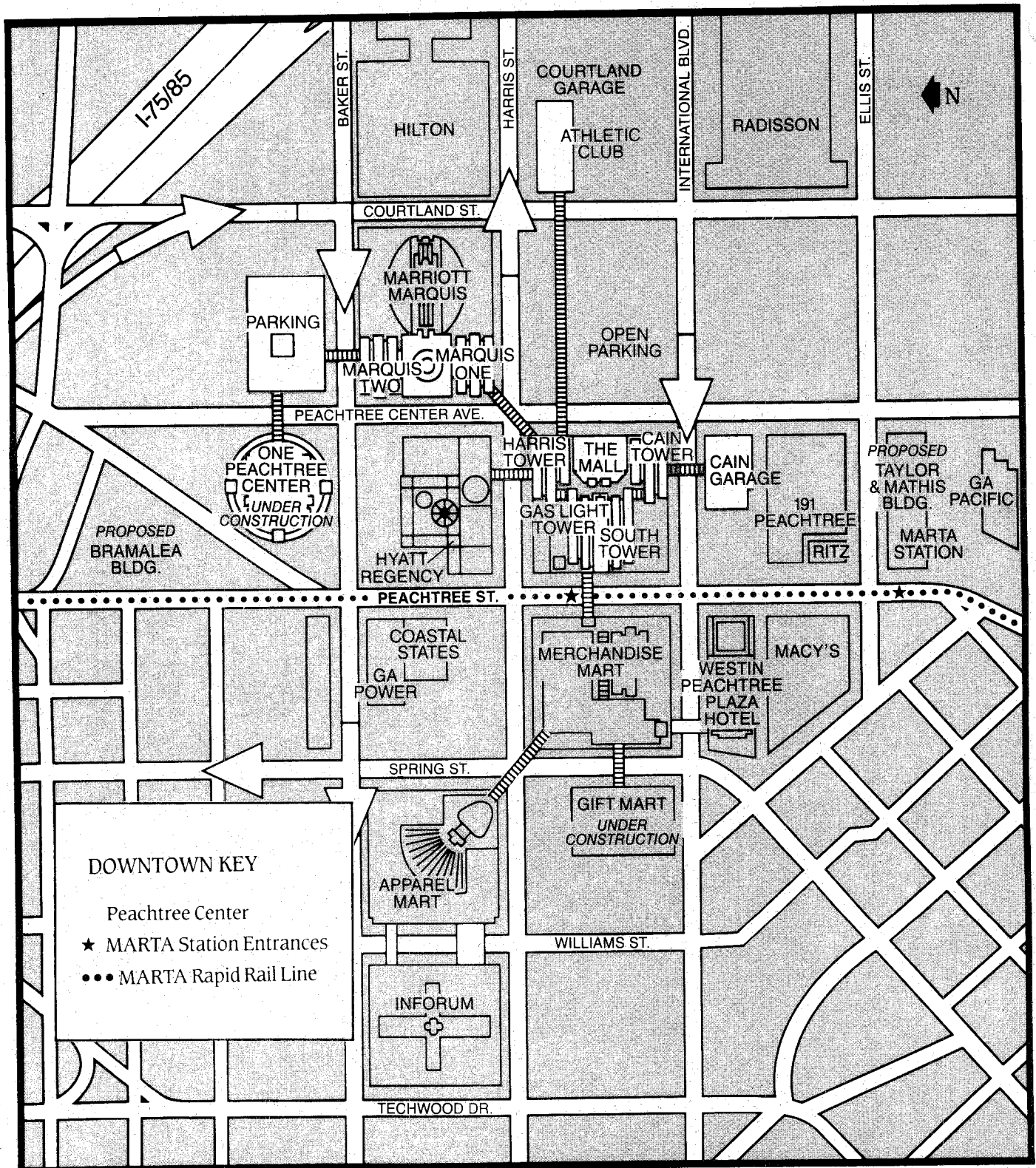
### Reservations are necessary to attend.

Registrations paid in advance are \$25 per person, and \$30 per person at the door. You can register at the May Chapter meeting and a special invitation will be mailed to all chapter members in May. Your attendance will help support your educational investment in the profession and the Atlanta Chapter.

IFMA sends a special thanks to **Herman Miller, Inc., Ivan Allen Company and Milliken & Company** for their generous support of this event and their initial support of the Atlanta Chapter.

## Atlanta Committee Chairpersons

- Awards:** Dorothy Harris  
Contract Interior Consultant  
461-2805
- Education:** Attila Szekes  
Facility Management Consultant  
565-1445
- Membership:**
- Existing:** Judy Barber  
GTE Data Services  
551-1829  
FAX: 551-1450
- Hospitality:** Gene Meany  
552-7095
- Prospective:** Kathy Brackett  
676-6189
- New:** Kathy Farley  
572-4934
- Allied/  
Affiliated:** Position to be filled
- Newsletter:** Haidee Courson  
Wegman Associates, Inc.  
368-0101  
FAX: 263-9574
- Nominating:** Jim Pelger  
(see Executive Board)
- Programs:** Monica Stein  
Pointe Services, Inc.  
612-1247  
FAX: 612-1475
- Public  
Relations:** Robin Bruce  
Electrostatic On-Site Services  
952-7602  
FAX: 952-7642



Parking for Peachtree Center tenants and guests is available:

- in the Cain, Courtland and Inforum garages
- within the open lots at Peachtree Center Avenue and Harris Street
- beneath South, Gas Light, Harris, and the Marquis One and Two towers (limited)