<table>
<thead>
<tr>
<th>Work Orders</th>
<th>Event Reservations</th>
<th>Chemical Reduction</th>
<th>Summer Conferences</th>
<th>Campus Events</th>
<th>Booking Increase</th>
<th>Billing (Stretch Goal)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streamline work order system for Maintenance, Information Technology, and Housekeeping departments</td>
<td>Phase I: Streamline 60% for event reservations for on-campus clients</td>
<td>Reduction of non-green chemical usage for cleaning by 10% and install Electrolyze water system by June 2010</td>
<td>Develop a systematic approach in designing a new model for summer residential conferences, which will result in a 3 year booking cycle</td>
<td>Phase 2: Streamline approval process for campus organization sponsored special events</td>
<td>Increase the number of bookings in the Student Center by 10%</td>
<td>Streamline billing process so that billing will be done within 10 business days after the end of the event</td>
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</tbody>
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**Measure**
- Labor hours used to upkeep maintenance work order system, measured reduce cycle time, and customer service
- Labor hours used to make simple reservations, reduce cycle time, paper reduction, and increase external customer service
- Chemical purchases and usage in gallons, improve areas of environmental and public health
- Reduce cycle time and increase external customer satisfaction
- Reduce cycle time, number of steps, labor costs and paper reduction
- Annual booking comparison
- Billing cycle time, Labor hours and external customer service

**Challenges**
- Changing the culture of the staff and tenants
- A) Learning a prebuilt system and working with it to meet our on-line program requirements
- B) Insufficient qualified IT staff
- A) Change in culture for housekeeping department
- B) Finding effective green chemicals
- C) Categorizing current green vs. non-green usage
- D) Installation of physical systems
- A) Establishing room and board rates 3 years out with unknown variables
- B) Budget cycle and maintenance schedule for Housing complexes
- C) Using a trend analysis to forecast the number of available classrooms to accommodate needs. (Confirmed classroom space is not available until March of current year)
- D) Balancing priority list of annual events
- Economic downturn
- A) Incompatibility of reservation billing system(s) to UCI campus billing system.
- B) Working with service providers for timely receipt of service cost.

**Timeline**
- Install and implemented by June 2010
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- Implementation by June 2010
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**Action Plan**
- A) Research and Development of an online work order system.
- B) Purchase and Installation
- C) Testing
- D) Developing policy and procedures
- E) Implementation
- A) Research and Development of existing reservation system
- B) Purchase and Installation
- C) Testing
- D) Developing policy and procedures
- E) Implementation
- A) Evaluate existing systems
- B) Research systems green chemical systems
- C) Purchase and install green chemical systems
- D) Training and implementation
- A) Consensus between Housing & Dining on three year rates
- B) Complete trend analysis
- C) Develop a strategy to notify event contacts on priority list of changes to precedence
- Collaborate with the Office of the Dean of Students to develop electronic special event approval process
- A) Dramatically reduce the turnover time for conference center rooms
- B) Revamp the Student Center website
- C) Develop a marketing strategy to increase public awareness
- A) Develop process
- B) Testing
- C) Communications with internal clients
- D) Develop policy and procedure
- E) Implementation