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|  | | Governance Management System Processes and Procedures | |
| Procedure Number/Name Conference Room Management Process and Procedures | | Original Date: 07/17/2017 | |
| Written by: S. Unruh | Reviewed and Updated By: S. Unruh | Date: 07/31/2018 | |

Revision History

| Author | Description of Change | Revision Date |
|----------|---------------------------|---------------|
| S. Unruh | Updates based on feedback | 07/31/2018 |

PURPOSE OF THIS PROCEDURE

The purpose of this procedure is to define, standardize, and communicate the expectations and processes used for conference rooms across the Fermilab site. The intention is to provide a standard way to coordinate, schedule and manage conference rooms as common laboratory resources while communicating, ensuring fairness, and supporting consistent management platforms and technologies.

Conference rooms plays a vital role in achieving Fermilab’s mission as many circumstances dictate group discussion to solve problems, develop consensus, share information, or debate strategy. Providing a standard process for management of laboratory wide conference rooms supports the Fermilab “One-Lab” vision. All conference rooms are considered laboratory resources that are common space open to all employees and users pending availability and without restrictions.

This procedure replaces or supersedes any of the existing conference room policies or procedures previously set by laboratory, division/section, or department.

MATERIALS/PRE-REQUISITES NEEDED

To apply this process, the following is needed:

- Conference room inventory (location, name, A/V capabilities, capacity, confidential designation).
- The designated conference room steward; often this party is a division/section.
- Contact information for the designated booking delegate(s) assigned by the accountable steward.
- Understanding of the conference room reservation process via Microsoft Outlook.
- Knowledge of Fermilab computing policies for use of A/V equipment and Wi-Fi access.

REFERENCES

- [Conference Room Listing](#)
- [Fermilab Computing Policies](#)

DEFINITIONS

Conference Room – a room consisting of a table, chairs and electronic audio/visual aids located within the laboratory site for the sole purpose of hosting business meetings and events.

Steward – the party responsible for the administration of any particular conference room per the process set forth in this document.

Booking Delegate(s) - the contact person responsible for scheduling and conflict resolution of meeting requests of any one conference room on a first come, first serve basis. This person serves as a liaison between laboratory parties on behalf of the conference room steward. The *Booking Delegate* is typically designated by the *Steward*.

Meeting Requestor(s) – the contact person responsible for planning and initiation of the Microsoft Outlook meeting request including the selected conference room. This individual can be a representative on behalf of a senior level Chief, manager or Division/Section.

Audio/Visual Equipment – A/V or teleconferencing equipment located within each conference room to assist with coordination of multiple meeting attendees in various locations via phone or internet.

Capacity – the maximum number of participants that one room can safely hold per fire code regulations considering building restrictions and disability access.

RESPONSIBILITIES

- The steward is responsible for overall coordination and management of conference rooms associated with the Division/Section.
- The steward is responsible for maintenance of the physical conference room from walls in including any furniture and all A/V equipment located in the space.
- The designated booking delegate(s) is responsible for the day-to-day coordination and acceptance of meeting and event requests via Microsoft Outlook.
- Technical assistance for A/V equipment in all conference rooms will be the responsibility of Core Computing Division.
- The Chief Operating Officer assumes responsibility for delegation of conference rooms to their selected steward(s).

DETAILED PROCEDURE(S)

This procedure addresses three different aspects of standardization including coordination, scheduling and management of Fermilab site-wide conference rooms.

COORDINATION OF CONFERENCE ROOMS

Delegation of conference room spaces to their respective stewards resides within the Office of the Chief Operating Officer. The COO is responsible for the designation of new and current spaces to the appropriate accountable steward. As needed, the COO is available for additional engagement by the steward on any conference room related topics.

It is the responsibility of the steward to support, maintain, and update each room for which they are responsible based on needs and budget availability. The steward must ensure that room configurations, tables, chairs and A/V equipment are reviewed annually and repaired, replaced or upgraded, as needed. As appropriate, the steward should update the COO on any challenges or struggles being faced in regards to conference room management.

SCHEDULING OF CONFERENCE ROOMS

Conference rooms will be maintained and utilized in a tiered prioritization model. This model ensures that conference rooms meet Fermilab's organizational and employee needs. Room use will be prioritized by the booking delegate as follows:

1. DOE Reviews
2. FRA Board Meetings
3. Director's Reviews
4. Collaboration Meetings
5. VIP Visits
6. Internal Lab Meetings
7. Laboratory Trainings
8. Employee Morale Events

The primary method for scheduling and booking of conference rooms will reside within the laboratory standard Microsoft Outlook system. All conference rooms will be listed in the room listings under the designated steward unless otherwise indicated by the COO. Conference rooms may be reserved by sending an Outlook meeting invitation with the selected conference room included. All rooms will be scheduled on a first come, first serve basis using the above priority list and considering disability access. Acceptance of conference room scheduling requests via Outlook are the responsibility of the designated booking delegate(s) assigned by the steward. The booking delegate(s) is expected to manage and allocate conference rooms fairly and without bias.

All Outlook requests will be considered "tentative" until a booking delegate approves or declines the reservation within 24 hours of the original request. By default, the conference room system will allow requests for overlapping/conflicting reservations. This allows booking delegates the flexibility to accept a new reservation and reject an already confirmed reservation should a meeting need to be prioritized based on need and/or priority.

If a scheduling conflict should arise that cannot be resolved between the two requesting parties in a timely manner, the booking delegate is expected to promote communication between both parties to resolve the competing scheduling requests in a respectful and courteous manner. If no party can come to a fair resolution, it is up to the booking delegate to determine a solution that benefits the overall goal of the laboratory. Egregious situations may be appealed to the COO.

Specific requirements may not be placed on any individual rooms by any one steward without approval by the COO. Owners of recurring meetings are encouraged to limit the extent of occurrences to one year (CY or FY) so that the need for the meeting and the conference room can be reconsidered annually. The meeting requestor is responsible for ensuring room usage during the scheduled time and is not left vacant during the booking block. If a room booking is no longer needed, the reservation should be cancelled and the room made available to others.

Meetings, visits, trainings and events are expected to be conducted in accordance with the Fermilab [Statement of Community Standards](#). Following room use, meeting participants are asked to return the room back to its original condition including clearing of any trash and debris, organizing chairs to the walls and table and turning off all lights and equipment.

MANAGEMENT OF CONFERENCE ROOMS

The steward is responsible for ensuring that conference room management operates efficiently and effectively. This includes confirming that all administrative staff are sufficiently assigned and trained on effective conference room scheduling and management.

The management of the physical space and A/V equipment of each conference room is the charge of the selected steward. This group is accountable for keeping the room space in good working condition with functional furniture and A/V equipment (if applicable). The steward will plan, program and monitor ongoing conference room repairs and upgrades while keeping the COO informed. Replacement and upgrades of all outdated A/V equipment in conference rooms will be standardized based on room capacity. Standardization allows for a common usage platform across the laboratory as well as efficient and effective technical support.

Technical support for all laboratory conference rooms A/V systems is available during regular business hours Monday – Friday. Support is first and foremost provided by the steward of that location and any additional assistance as required is provided by Fermilab's Data Managed Services or Network and Communication Services within the Core Computing Division. Client support for software and equipment set-up, operational meetings and presentation support, and troubleshooting will be addressed by these groups. It is important to note that due to non-standard types of hardware installations in some locations, the above groups may not be able to assist and in those cases support falls directly on the responsible steward.

All meeting organizers and attendees are responsible for abiding by the Fermilab computing policies while booking/scheduling via the use of Microsoft Outlook and while using conference room spaces for meetings/events. Network Services can be contacted via email or telephone at: cd-sis@fnal.gov or x.2345.