

## DGS Corrective Action Plan

FINDING NO.	RECOMMENDATIONS	CORRECTIVE ACTION	DELIVERABLE	ESTIMATED COMPLETION DATE	RESPONSIBLE POSITION
1- Insufficient Management of Deferred Preventative Maintenance Work Orders	<p>1. Develop procedures for preventative maintenance work orders. These procedures should include:</p> <ul style="list-style-type: none"> <li>Defining preventative maintenance based on criticality of the assets and whether or not it is acceptable for a preventative maintenance work order to be deferred for an asset, as repeatedly deferring work orders for critical assets can lead to accelerated wear and deterioration, ultimately requiring more extensive and costly repairs.</li> <li>Who has the authority and responsibility for deferring preventative maintenance work orders. The requirement to</li> </ul>	DGS Facilities Maintenance (FM) will review and revise its policies for preventative maintenance work orders.	FM will review and revise its policies and procedures for preventative maintenance work orders. Such policies and procedures will be implemented over the course of the estimated completion time and may be provided the OSIG at the time of implementation.	April 1, 2025	Brian McPherson, Facilities Asset Program Manager, Division of Capitol Square Services Department of General Services

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	<p>provide an explanation prior to deferring.</p> <p>2. Implement regular monitoring and reporting on the status of open/deferred preventative maintenance activities, to help ensure that deferred maintenance for items is escalated based on the criticality of an asset.</p>				
2- Special Work Order Payments Lack Proper Tracking and Follow-Up	<p>1. Management should implement formalized procedures that clearly define when and how invoices should be generated after services are provided. This process should set timelines (e.g., within 3-5 business days of service completion) to ensure that billing is prompt and consistent.</p> <p>2. Management should develop a collection policy outlining specific steps for following up</p>	DGS Facilities Maintenance (FM) will review and revise its policies regarding special work order payments.	FM will review and revise its policies and procedures regarding special work order payments, specifically the tracking of such payments. Such policies and procedures will be implemented over the course of the	April 1, 2025	Brian McPherson, Facilities Asset Program Manager, Division of Capitol Square Services Department of General Services

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	<p>on overdue accounts for special work orders. This policy should include regular reminders, and escalation procedures.</p> <p>3. Management should implement a robust accounts receivable monitoring process to track outstanding invoices and ensure timely follow-up for special work orders.</p>		<p>estimated completion time and may be provided the OSIG at the time of implementation.</p>		
<p>3- Management of Unscheduled Repairs Needs Improvement</p>	<p>1. FM should develop formal policies and procedures for the administration of unscheduled work order maintenance activities by establishing procedures for when and how unscheduled work order maintenance activities are executed, documented, approved and monitored.</p> <p>2. Implement regular monitoring on the status of unscheduled work orders ensuring they are</p>	<p>DGS Facilities Maintenance (FM) will review and revise its policies for unscheduled work order maintenance activities.</p>	<p>FM will review and revise its policies and procedures for unscheduled work order maintenance activities. Such policies and procedures will be implemented over the course of the estimated</p>	<p>April 1, 2025</p>	<p>Brian McPherson, Facilities Asset Program Manager, Division of Capitol Square Services Department of General Services</p>

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	completed timely, are marked “complete” in the system, the time charged is reasonable, and the requestor is satisfied.		completion time and may be provided the OSIG at the time of implementation.		
4- Management Did Not Provide Proper Supervision of Work Order Completion	<ol style="list-style-type: none"> <li>1. Develop a process for building managers and/or supervisors to verify completion of work orders before approving timesheets for the day/week. The process should also include ensuring the work order is closed before approving the timesheet.</li> <li>2. Develop formal policies and procedures for the administration of preventative work order maintenance activities by establishing procedures for when and how preventative work order maintenance activities are executed, documented,</li> </ol>	DGS Facilities Maintenance (FM) will review and revise its policies regarding work order completion.	FM will review and revise its policies and procedures regarding work order completion. Such policies and procedures will be implemented over the course of the estimated completion time and may be provided the OSIG at the time of implementation.	April 1, 2025	Brian McPherson, Facilities Asset Program Manager, Division of Capitol Square Services Department of General Services

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	<p>approved, and monitored.</p> <p>3. Develop procedures for preventative maintenance work orders. These procedures should include:</p> <ul style="list-style-type: none"> <li>Defining preventative maintenance based on criticality of the assets and whether or not it is acceptable for a preventative maintenance work order to be deferred for an asset, as repeatedly deferring work orders for critical assets can lead to accelerated wear and deterioration, ultimately requiring more extensive and costly repairs.</li> <li>Who has the authority and responsibility for deferring preventative maintenance work orders.</li> <li>The requirement to provide an explanation</li> </ul>				

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	<p>prior to deferring.</p> <p>4. Implement regular monitoring and reporting on the status of open/deferred preventative maintenance activities, to help ensure that deferred maintenance for items is escalated based on the criticality of an asset.</p>				
5- DGS Facilities Maintenance (FM) Lacks Policies and Procedures That Govern the Building Maintenance Process	<p>1. FM should develop formal policies and procedures for the administration of building maintenance activities that include establishing procedures for when and how building maintenance activities are executed, documented, approved, and monitored. This should include but is not limited to the following areas:</p> <ul style="list-style-type: none"> <li>• Special Work order activities.</li> <li>• Unscheduled Maintenance activities.</li> </ul>	DGS Facilities Maintenance (FM) will review and revise the policies and procedures for the administration of building maintenance activities that include procedures for when and how building maintenance activities are executed,	FM will review and revise all outdated policies and procedures and establish new policies and procedures for the administration of building maintenance activities. Such policies and procedures will be implemented over the course of the	March 1, 2025	Brian McPherson, Facilities Asset Program Manager, Division of Capitol Square Services Department of General Services

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	<ul style="list-style-type: none"> <li>• Preventative Maintenance activities.</li> <li>• Elevator Maintenance activities.</li> <li>• Custodial Maintenance activities.</li> <li>• OMEGA Control Center/Call Center Management activities.</li> <li>• Information Systems and Services activities.</li> <li>• Access Security/Maintenance of electronic access for panels activities.</li> </ul>	documented, approved, and monitored.	estimated completion time and may be provided the OSIG at the time of implementation.		
6- Warranty Documentation is not Adequately Stored or Managed	<ol style="list-style-type: none"> <li>1. Develop and implement a centralized digital repository that securely stores all warranty documents and makes them easily accessible to authorized personnel.</li> <li>2. Create and enforce standard procedures for recording, updating, and storing</li> </ol>	DGS Facilities Maintenance (FM) will review and revise its policies on storing warranty information.	FM will review and revise its policies and procedures on storing warrant information. Such policies and procedures will be implemented over	March 1, 2025	Brian McPherson, Facilities Asset Program Manager, Division of Capitol Square Services Department of General Services

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	warranty information. This should include responsible individuals for managing warranties, warranty naming conventions, document formats, and data input requirements.		the course of the estimated completion time and may be provided the OSIG at the time of implementation.		
7- Ineffective Monitoring and Tracking of Repeat Issues Related to Building Maintenance	<ol style="list-style-type: none"> <li>1. Establish a documented process to identify and track repeat work order issues. This system should include key details such as issue descriptions, recurrence frequency, and corrective actions taken.</li> <li>2. Implement a reporting mechanism to keep senior management informed of recurring issues identified and their status.</li> <li>3. Update the 1stService site to</li> </ol>	DGS Facilities Maintenance (FM) will review and revise its policies to identify and track repeat work order issues.	FM will review and revise its policies and procedures to identify and track repeat work order issues. Such policies and procedures will be implemented over the course of the estimated completion time and may be provided the OSIG at the time	April 1, 2025	Brian McPherson, Facilities Asset Program Manager, Division of Capitol Square Services Department of General Services



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	<p>include either of the following to adequately track repeat requests that are submitted by tenants:</p> <ul style="list-style-type: none"><li>• Add a radio button to the 1stService site, asking the requestor if the request is for a repeat problem and have the response be “Yes” or “No.”</li><li>• Add a separate question and text box to the 1stService site asking the user/requester if this request is a repeat issue.</li></ul>		of implementation.		

