

Northern Illinois IFMA

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June 7, 2005 Discover Financial Services—2500 Lake Cook Rd

Managing your Telecom Spending

About our Program and Speaker:

Managing your telecom spending will discuss the following topics:

- o Understanding your current consumption of services and their cost
- o Verifying your inventory of services
- o Auditing your bills for compliance with your supplier contracts
- o Optimizing your service for maximum efficiency
- o Using new technology to reduce costs
- o Benchmarking your costs
- o Effective sourcing of your services
- o Invoice management
- o Managing behavior and usage

Companies that follow these steps will see a significant reduction in their telecom expenses, sometimes as large as 25%.

John Vermeulen has more than 35 years of domestic and international telecommunications experience with the industry's leading companies. John has held executive management and VP-level positions for companies such as iBasis Inc., Centigram Communications Corporation, Com Dev Inc., and United Technologies Communications.

About our Host Site:

Discover Financial Services, a business unit of Morgan Stanley (NYSE: MWD - News), operates the Discover Card and the Discover Network for its more than 50 million Card members. The Discover Network is the largest proprietary credit card network in the United States with more than 4 million merchant and cash access locations.

Building One opened in 1988 and buildings 2 through 4 opened in 2003. Amenities include 33,500 sq.ft. cafeteria, 18,000 sq.ft. fitness center, Volleyball court/Basketball Court and a 1.8 mile walking trail.

Meeting attendees should access the campus from our Lake Cook Rd entrance. Please notify the security staff at the guard station that you are attending the IFMA meeting. Proceed to building 1 and check in at the front desk.

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President's Message

On this my final IFMA letter as your 2004-2005 President, I want to thank everyone for your support and efforts during this last year. A special thank you to the executive board members Tom Kapusta, David Falls and Bill Brow and to all the board members and committees. As volunteers, I truly appreciate all who took the time and made the effort to live up to their commitment. If everybody does their part, the organization, as a whole, benefits.

This last year, we accomplished many things. The Newsletter was transferred from a paper format to an electronic format, meetings are once again a profit for the chapter, and we as a chapter increased our membership. With the IFMA's open enrollment program, this alone has now become and continues to be quite a challenge for all Chapters.

Moving toward next year, my thanks to Julie Bizer who has agreed to join and the executive board as the Secretary. She along with Tom

Kapusta (President), Bill Brow (Treasurer) and David Falls (VP) will provide the same level of service that has long been an earmark of the Northern Illinois Chapter.

Thank you to Seaby Bess for all his work this year with locating great meeting sites and speakers.

I look forward to seeing everyone at the Cubs/ Brewers game on June 20, 2005 and at the July awards meeting. Please note that the date of the July meeting has been changed from July 5 to July 12, 2005.

And last but surely not least, my thank you to Kathy Daloia our Chapter administrator for helping keep me on track and making us all look good, actually great!



2004—2005 IFMA NI BOARD

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CCH Incorporated
773-866-3115

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TKA Partners
312-463-1600 x 603

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630-540-2604

Career Services

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Community Services

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630-417-9207

Education

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312-644-5080

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630-693-2948

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630-250-0101

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847-879-8252

Chapter Administrator

Kathy Daloia
847-637-3192

COUNCIL NEWS

Council spotlight

The Utilities Council is one of the 16 councils of the International Facility Management Association (IFMA). Its primary purpose is to share and develop knowledge among members to facilitate best in class performance, yield high customer satisfaction ratings, create competitive cost structures, and promote environmental stewardship for utilities, including electric, gas, water, and telecommunications companies. Members of the Utilities Council function within the regulated and unregulated utility industries. The council's twice-yearly meetings feature benchmarking sessions, reports, best practices presentations and round table discussions, offering an exceptional exchange of ideas and information.

Recently on April 17-19, the council met in Tampa, Fla. for its Spring Conference. Their next meeting will be held in Philadelphia prior to IFMA's 2005 World Workplace Conference and Expo. The council will also host the Doug Underwood golf tournament with the IFMA Foundation on Oct. 22.

The proceeds of the tournament are used to fund a \$5,000 annual scholarship to an undergraduate or graduate student majoring in facility management or a related field. Proceeds are also used to pay the student's expenses to attend IFMA's World Workplace Conference and Expo.

By attending World Workplace, scholarship winners benefit from meeting practicing facility managers and facility business partners. They are able to learn about current issues that relate to their chosen profession. This is the 14th year that the tournament proceeds will benefit a deserving student.

To learn more about this council or any of IFMA's councils, contact council resource manager, Leslie Scantlebury at 713-623-43692 ext. 142 or leslie.scantlebury@ifma.org.



Capital Chapter of IFMA Launches FM Consultants round table

As a satellite to the Council and to generate interest at the local chapter level, the Capital Chapter has started an FM Consultants Round Table. The first meeting was in January with 14 new and potential FM Consultants attending.

Philip Martin, the Round Table Leader and past president of the Council said, "The response has been terrific. Lots of individuals have always wanted to 'spread their entrepreneurial wings' and others as a result of mergers, acquisitions and outsourcing decisions. Whatever the reason, this new forum will help to grow the FM consulting profession."

Some of the early goals of the round table include developing a Speakers Bureau for the Chapter, establishing a mentoring program with local community colleges, and promoting the services of the round table members to FM's in the Capital Chapter.

Consider establishing a similar round table for your IFMA Chapter. It is great way to provide added value to members. If you would like to discuss the round table concept further or have ideas that could make it better, contact Philip Martin at pmartin@synergisticfm.com.

Council networking groups add value to chapter membership

By Stephanie Turner

In 2001, the Corporate Headquarters Network of Boston (CHN) was formed. We held our kickoff meeting with approximately eight IFMA members in attendance. Our newly founded network of Facility Managers developed several ideas on different topics that we wanted to learn more about. We established an open forum to discuss our topics. The CHN meets quarterly with meetings in many formats:

1. Meetings where a speaker is invited to speak on a specific topic.
2. Tours of different facilities within the CHN.
3. Panel and round table discussions on particular topics.

The meetings are advertised via e-mail and through the Boston Chapter of IFMA's homepage. Our membership started to grow. We realized that Corporate Headquarters Facilities Managers were looking for an organization that could help them with networking, sharing ideas and best practices. At the end of the second IFMA fiscal year, we held our last meeting with roughly 40 people in attendance.

The Corporate Headquarters Network is an excellent experience for IFMA members. It provides networking with other Corporate Headquarter Facility Managers and ideas to take back and use at their own facility.

Welcome New Members!!

On April 20th, NI IFMA held a new member reception at the Alumni Club for those members joining us within the last 2 years.



Education Corner—Mark Kischner, CFM

WELCOME CLARK

Greetings NI members. After many years of writing in this space, I am turning over the reigns to Education Committee member Clark M. Druesedow, CFM. His first article is fantastic. It takes you through the ups, downs, lefts, and rights of Ergonomic Sit-Stand Workstations.

In future articles Clark plans to write about topics directly related to the nine competency areas. I am sure you will find them as enjoyable and educational as his first effort.

Did you Know? Clark Druesedow, CFM

Each month I will be choosing topics relevant to IFMA core competencies that will assist in providing a better understanding that can be used in day-to-day facilities operations as well as provide training and learning that may relate to questions typically seen on the facilities management certification exam. This month's topic:

Ergonomic Sit-Stand Workstations

Throughout the facilities industry, there has been a lot of discussion on if and when to use sit-stand workstations. Poor ergonomics lead to workers experiencing sore backs, sore neck, wrist problems (including carpal tunnel), eye trouble and even permanent, disabling posture. It is recommended a person change position a minimum of once every 45 minutes. Before investing, review the feasibility of providing a sit-stand position by reviewing expectations and budget considerations with your management team. Do not forget, there is a substantial benefit to avoiding lost time and increased medical costs, due to repetitive motion injuries.

Some jobs require standing full time. The most common examples are retail, traffic flag persons and industrial assembly line workers. Other jobs are multitasking in nature and allow for movement within a workstation. A prime example of this is call center and administrative office environments. The balance of this article addresses computer workstations and keyboarding as primary tasks within the office environment.

Let's review the basics. A sit-stand position generally starts with adjustable workstation components or work surface. Considerations for workstation configuration are range of motion and reach, necessary to perform assigned keyboarding tasks. Fundamental to workstation design is avoiding awkward reaching. People often perform keyboarding tasks for extended periods of time at inappropriate heights and angles while addressing their work. To assist in correcting these issues, devices such as, adjustable keyboard trays, mousing surfaces, monitoring arms and reference material surfaces,

up proper ergonomic sit-stand workstations. Experience and research show the choice of components and work surfaces run the gambit from affordable to very high cost. Motorized and counterbalanced work surfaces, which adjust the height of the entire workstation work surface, are also available.

The properly designed workstation moves the ergonomic devices individually or as a unit. When adjustable devices are used for sit-stand positions, the range of adjustment must be enough to provide for full range between the sitting position and standing position of a worker. If the assigned task and workstation requires standing, rotation of assigned tasks should be considered, allowing for periodic sitting, if an adjustable workstation is not practical. A resting chair to allow for sitting should be provided, in this case. Adjustable foot bars should be considered. Headsets for telephone use should be provided so a worker does not hold their body in an odd position while trying to cradle a phone handset.

Anti-fatigue mats ought to be provided. Supply a mat large enough to cover the workers task area. Replace mats on a regular cycle as they crush over time. Look to the manufacturer's recommendation on length of replacement cycle. A quality and properly designed mat should also be considered, as too thick a mat causes need for a person to work at maintaining balance, which then adds to fatigue rather than relief.

Chairs and exercises at the workstation are a complete subject by themselves. When standing work is a primary task, saddle chairs also can be given consideration. If one wishes to review the pros and cons of a saddle chair, a good Website is the Canada's National Occupational Health & Safety Resource, which can be found at <http://www.ccohs.ca/oshanswers/ergonomics/sitting/>. Click in the yellow box to the left of the screen on Alternative Chairs.

Now, let's review how a workstation should function in the sitting and then in a standing position:

Sitting Position

- Sit in your chair properly.
 - Height of seat should allow for knee and hip to be at the same height off the floor. A simple tip: To set proper chair height, stand facing the chair and have the front lip of the chair seat touch the soft area of the leg, just below the kneecap.
 - A chair should not cause excessive pressure on the back of the thigh portion of the leg. Lower the chair height a bit to relieve pressure, as excessive pressure causes blood to pool in the leg, which leads to a feeling of low energy.
 - Push your hips as far back as they can go in the chair.
 - Adjust the back of the chair to between 100° and 110° reclined angle.
 - Adjust the armrests so that shoulders are relaxed and forearms are parallel to the floor.
- Keyboard tray
 - Height should be set to a level which complements the height of the chair and keeps the forearms parallel to the floor.
 - Keyboard tray should be set at a slight negative tilt, allowing for the wrists to be in a neutral position. Note: The more tilt angle there is to your chair back the less back tilt necessary for the keyboard tray.
 - The most used portion of the keyboard should be directly in front of the worker.
- Monitor Height and Placement
 - Center the monitor directly in front of you.
 - Sit with the monitor at arms length and then adjust to a distance for your vision.
 - The center of the monitor screen should be 20° below horizontal viewing level of the worker's eye. Bifocal glasses may require the screen to be lowered a bit more, to allow for alignment with the workers lenses.
 - Set the monitor at a height that keeps the neck in the neutral position.
 - The monitor screen should be tilted to an angle that is a 90° angle to the workers eye.
 - Avoid glare on the screen by adjusting light sources such as windows and direct lighting sources, or using an optical glare screen.
- Reference material surfaces
 - Place documents directly in front between the keyboard and the monitor on a document stand. If space does not allow for this, place the work directly adjacent to the monitor at the same height as the monitor. Keep the

work as close to the monitor as possible, to avoid excessive movement of the head and neck.

Standing Position

- Standing posture
 - Worker should stand erect keeping shoulders directly over hips.
 - Position should be square to the workstation.
 - Head and neck should be in the neutral position.
 - Feet should be spread even with the shoulders.
 - Flexing and movement from this “ideal set-up position” is encouraged after the workstation configuration is set.
- Keyboard tray
 - Although the forearms and elbow are not supported by armrests the forearms should be level to the ground once the keyboard tray is set at the proper height.
 - The back tilt of the keyboard is set the same as in the sitting position.
- Monitor Height and Placement and Reference material surfaces
 - For the standing position, each of these devices should be set at a height relative to the worker following the same guidelines as stated in the sitting position section above.
- Foot bars
 - Foot bars should range from 8” to 12” off the floor to accommodate people of different heights.
 - Foot bars should provide clearance under the bar so the worker can stand close to their work.

You may notice I have not provided much in the way of measurements. This is due to the positioning of each of the devices described above as dependant upon the stature of each individual worker and at what height the worker addresses the workstation. A constant reminder to all workers is, proper posture adds to healthy work habits and helps to avoid injury and pain associated with repetitive motion activities. If questions remain, the Internet provides a wealth of information on ergonomic tools and sit-stand devices.

A Road Map for the Long Distance Job Search

Finding a job in the city where you live is hard enough; trying to find a job hundreds or even thousands of miles away can be even tougher. Not only are you fighting against the job market in a city you don't know, you're also dealing with three big challenges:

Challenge #1: Lack of a business network in the new city

Whether you realize it or not, many job openings are filled before they even become public knowledge. This hidden job market consists of business and professional contacts who may let you know of job openings in their area or even offer you a referral. But how do you break into the hidden job market in a long-distance job search?

Solution: A career coach can help you identify potential networking opportunities even in a long-distance job search. By developing and using a networking strategy, you will be able to make meaningful contacts in your chosen city. And knowing someone in the right company or industry can make the difference between wanting the job and getting the job.

Challenge #2: Reluctance of employers to choose outside talent

When an employer can choose among many qualified candidates who are already local, why should he choose you? Outside talent actually represents a greater risk to employers for a number of reasons. Reimbursing relocation costs and ensuring a good fit for the employee in both the job and the region can be costly. And what if the employee moves, then doesn't like the area? How do you get an employer to take a chance on you?

Solution: A professional resume can help showcase how you are actually adding value for the employer above and beyond the local candidates. A professionally written resume will:

- o Demonstrate your superior industry knowledge
- o Highlight your strong transferable skills
- o Show proof of value through accomplishments with real bottom-line results

Investing in the services of a resume writer will help

how many local people apply.

Challenge #3: Long-distance interviews

There are a lot of downsides to long-distance interviews, both for you and for your potential employer. Someone has to pay the cost of travel. You have to maintain confidentiality without arousing your current employer's suspicions as you take time off for the interview. And the time involved is much different than just taking a long lunch. Is it worth it for you to use up your valuable personal leave for a gamble that might not pay off?

Solution: There are many interview strategies that can actually help you maintain the confidentiality of your job search and use the travel/interview time to maximum efficiency. Hiring a career coach to tailor these strategies to your particular job search situation can make your job search shorter and more effective. With the guidance of a career coach, you can minimize your risk while improving your job search skills.

While no one enjoys embarking on a long-distance job search, there are many ways to make it easier on yourself. Investing in career coaching sessions and a professional resume can make your job search easier by providing you with a road map to get you exactly where you want to be. With this valuable tool in your back pocket, you'll travel the career roads with ease, no matter which city or job you choose. And that type of guidance is always worthwhile.

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Deborah Walker, CCMC

Resume Writer ~ Career Coach

To see resume samples and read more job-search tips visit

[www.AlphaAdvantage.com](http://www.AlphaAdvantage.com)

Email: [Deb@AlphaAdvantage.com](mailto:Deb@AlphaAdvantage.com)  
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Mark your FM Calendars

Mark Your FM Calendar

note: the following information is provided solely as a convenient listing for IFMA/NI members. Further details may be learned by contacting each group as listed below.

May 16-17

Industrial Property Summit
Hyatt Regency Chicago
Chicago, IL
(646) 654-4581
www.cponline.com/industrialsummit

May 17 & 18

Basic Air Conditioning & Refrigeration
Rockford, IL
Lewellyn Technology
(800) 242-6673
www.lewellyn.com

May 19

Safety and Security Measures for Front-Desk Personnel
The Drake Oak Brook
Oak Brook, IL
Keye Productivity Center
(800) 258-7246
www.pttrain.com

May 20

Safety and Security Measures for Front-Desk Personnel
Sheraton Chicago Northwest
Arlington Heights, IL
Keye Productivity Center
(800) 258-7246
www.pttrain.com

May 23-24

The 2005 National Electrical Code
Elk Grove Village, IL
American Trainco
(877)97TRAIN
www.americantrainco.com

May 25-26

The 2005 National Electrical Code
Joliet, IL
American Trainco
(877)97TRAIN
www.americantrainco.com

May 30-31

Canadian Science Buildings
2005
Ottawa, ON
Fast Forward Facilities 05
Tradeline Inc.
(925) 254-1744 x 12
www.tradeline.com

May 31-June 3

Greening the Heartland 2005: Cost, Practice and Policy
The Palmer House Hilton
Chicago, IL
City of Chicago/U.S. Green Building Council-Chicago and Regional Heartland Chapters
www.greeningtheheartland.org

June 6-10

NFPA World Safety Conference & Exposition
Mandalay Bay Resort & Convention Center
Las Vegas, NV
www.nfpa.org/wsce

June 13-15

NeoCon World's Trade Fair
Buildings Show/Office Expo
by OFDA/Technocon/
NEWHOSPITALITY/Greenlife
Merchandise Mart
Chicago, IL
www.merchandisemart.com

June 21-23

4th Annual Eastern Ergonomics Conference and Exposition
Crowne Plaza Times Square
New York, NY
www.ergoexpo.com

June 24

Change Orders in Illinois
Wyndham Garden Hotel
Schaumburg, IL
Lorman Education Services
(888) 678-5565
www.lorman.com

July 18-22

Fundamentals of Energy Auditing
The University of Wisconsin
Madison
College of Engineering-
Department of Engineering
Professional Development
The Lowell Center
Madison, WI
(800) 462-0876
<http://epd.engr.wisc.edu/webG717>

Mark your FM Calendar (Cont)

July 28

Construction Lien Law in Illinois
Radisson Hotel
Schaumburg, IL
Lorman Education Services
(888) 678-5565
www.lorman.com

August 1-2

New Management Models
San Diego, CA
Fast Forward Facilities 05
Tradeline Inc.
(925) 254-1744 x 12
www.tradeline.com

September 18-21

ARMA 2005
Navy Pier
Chicago, IL
Association of Records Managers and Administrators
www.arma.org

September 19-23

Testing, Adjusting and Balancing HVAC
The University of Wisconsin
Madison
The Pyle Center
College of Engineering-
Department of Engineering
Professional development
(800) 462-0876
http://epd.engr.wisc.edu/
webG508

October 23-25

“Commemorating 25 Years of FM Excellence”
World Workplace 2005 Conference & Expo
Pennsylvania Convention Center
Philadelphia, PA
www.ifma.org

October 24-25

Academic Science Buildings
2005
St. Petersburg, FL
Fast Forward Facilities 05
Tradeline Inc.
(925) 254-1744 x 12
www.tradeline.com

November 17-18

Animal Research Facilities
2005
San Antonio, TX
Fast Forward Facilities 05
Tradeline Inc.
(925) 254-1744 x 12 www.tradeline.com

April 10-12, 2006

The TFM Show
Navy Pier
Chicago, IL
www.thetfmshow.com

Mark your NI Calendar

June 7 NI General Monthly Meeting Topic: Carpet: Specifying for Performance Discover Financial Services Riverwoods, IL	Lisle, IL August 2 NI Monthly General Meeting Rustoleum Vernon Hills, IL	September 16 Last day for full refund cancellations for World Workplace 2005	October 24 IFMAN/NI World Workplace 2005 Net- working Event Location tba Philadelphia, PA
MONDAY, June 20 Special Summer Fun Meet- ing! Joint Southeastern Wisconsin IFMA Chapter/ IFMA/NI Chapter meeting Chicago Cubs vs. Milwaukee Brewers Miller Stadium Milwaukee, WI	August 26 Early Bird (save \$200) Regis- tration ends World Workplace 2005 August 27 Registration (save \$100) be- gins World Workplace 2005	October 4 NI Monthly General Meeting Kellogg Elmhurst, IL October 7 Last day for 50% refund cancellations for World Workplace 2005 October 23-25 World Workplace 2005 Con- ference and Expo Pennsylvania Convention Center Philadelphia, PA	
July 12 NI Monthly General Meeting Chapter Awards/Executive Board Swearing-In Ceremony Village of Lisle	September 6 NI Monthly General Meeting Aspire Hillside, IL		

Directions to Discover Financial

Directions: Discover Financial Services
2500 Lake Cook Road
Riverwoods, IL 60015

From Downtown (Chicago):

1. Kennedy (I-90/94) North to Edens (I-94).
2. North to Tri-State Tollway (I-94).
3. Exit Deerfield Road West.
4. South on Saunders Road to Lake Cook Road.
5. West on Lake Cook Road to Discover Campus entrance on North side of road.

From O'Hare Airport and South Suburbs:

1. Tri-State Tollway (I-294) North to Lake Cook Road.
2. Exit Lake Cook Road West.

From Midway Airport:

1. Stevenson Expressway (I-55) South to Tri-State Tollway (I-294).
2. North to Lake Cook Road.
3. Exit Lake Cook Road West.
4. West on Lake Cook Road to Discover Campus entrance on North side of road.

From North Suburbs:

1. Tri-State Tollway (I-94) South to Route 22 (Half Day Road).
 2. Exit Half Day Road (Route 22) West.
 3. South on Riverwoods Road to Junction with Saunders Road.
 4. South on Saunders Road to Lake Cook Road.
 5. West on Lake Cook Road to Discover Campus entrance on North side of road.
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