



Customer Connections 2010 Course Listing & Descriptions

November 2, 2010

8:00 a.m. - 3:00 p.m.

BUILDINGS AND REAL ESTATE

1. Delegations: Where Does GSA End and My Agency Begin?

Roles and Responsibilities under the Operation and Maintenance Delegation of Authority Agreements

A look at GSA's Operation and Maintenance Delegation Program in government owned facilities, with an emphasis on responsibility for repairs and operations. There will be a presentation on the newly revised Delegation of Authority and Standard Operating Procedures highlighting changes from the current agreements. How will it affect your delegation responsibilities? In addition, we will have a short presentation on the new pricing policy and its impact on delegations.

2. Energy & Sustainability: Using the Tools We Have Now For A Sustainable Future

This class will highlight the necessity of the federal government's role in energy conservation and sustainability. The scope and ability of our existing "toolbox" will be addressed and we will focus on how tenant agencies and GSA can team together for success.

3. Excess Personal Property

Let FAS show you how to manage the disposal of your agency's excess personal property in a manner that is mutually beneficial to the government and the communities we serve. Join the discussion as we examine and explore e-tools that will maximize the value of your agency's excess personal property. We will show you how the programs within the FAS Personal Property Management Division can work for you.

4. Leveraging Mobility, Managing Place

How Changing Work Styles Impact Real Estate and Carbon Footprint

Changes in information technology enable office work to happen at any place, any time. When formalized as a program, these broad changes are often rolled into “telework” and mobility” initiatives. Adopting a comprehensive strategy to respond to these trends can lead to significant savings in real estate costs, reduction in carbon footprint, and improvement in work/ life balance. For example, if 95% of an agency’s employees work at home or another location 3 days a week, the agency can achieve a 30% reduction in real estate and a 39% reduction in carbon footprint. This class will evaluate the potential benefits and challenges of adopting a range of mobility strategies, and identifies the best practices needed to implement those strategies in terms of policies, management approach, and integration of technology.

5. Pricing Policy and Execution

Come hear about the recently released Pricing Desk Guide (4th Edition). The revised Guide includes several policy changes which will be discussed during the session. We will share how pricing policy is executed in your Occupancy Agreements and rent bills.

6. Reimbursable Work Authorizations

This session will provide an overview of the reimbursable services program and guidance for submitting a request using the Form 2957. The session is designed for those that may be new to the RWA process as well as those that are involved in the day-to-day administration of reimbursable services.

PRODUCTS AND SERVICES

1. Comprehensive Professional Energy Services (CPES) Blanket Purchase Agreement (BPA)

Comprehensive Professional Energy Service (CPES) Blanket Purchase Agreement (BPA) helps agencies achieve their energy, greenhouse gas, and water conservation goals using a streamline acquisition process.

Join us and learn how federal agencies can utilize the BPA process to achieve their energy conservation goals.



2. Concessions: Inside the Federal Government

Discover the support services that GSA Concessions provides. Learn about the latest approaches in program development, "designed for success" contracting, implementation and the policies that determine the amenities in a federal building. We will review and discuss the latest trends in the hospitality industry, and examine how present economic conditions may affect your agency. In addition, we will look at the latest approaches in greening initiatives within the region such as recycling and composting, and discuss the topic "Customer Expectation Towards Wellness and Why."

3. Contracting for the non-Contracting Officer

Learn what to do, what to say and who to say it to so that the CONTRACT put in place works for the benefit of the GOVERNMENT. Join the discussion, ask questions, and engage in dialogue with Senior Contracting Officers as the topic *Contracting for the Non-Contracting Professional* is explored and examined.

4. Federal Strategic Sourcing Initiative (FSSI)

FSSI encourages cross-government collaboration and adoption of industry best practices. Learn how federal agencies can aggregate requirements, streamline processes, and leverage its buying power.

5. Fleet Management

GSA provides federal agencies with quality vehicles and cost effective fleet management services. Agencies interested in competitive, all-inclusive rates for automobiles; passenger vans; light, medium, and heavy trucks; buses and ambulances should attend this session. Get the latest information on Alternative Fuel Vehicles (AFV), maintenance programs and vehicle sales by the GSA Fleet Experts.

6. Green Procurement Using GSA e-Tools and Global Supply

Learn how to navigate through GSA Advantage, the federal government's premier online ordering system that provides 24-hour access to more than 17 million product and service solutions. Learn how eBuy, GSA's online Request for Quote tool, can streamline your solicitation process for highly complex or large procurement requirements.



7. HSPD-12

HSPD-12 integrates the management of identity information, credentials, and secure access to buildings, networks, and IT systems. Find out how GSA is helping federal agencies create a safer, more efficient government with HSPD-12.

8. The NCR FAS Model

Attendees in this class will learn how the NCR FAS business model works to provide customers with the supplies and services they need to fulfill their mission. Project managers, financial managers, contracting specialists, and contracting officers will see how FAS fits into the GSA organization to meet customer expectations.

9. Security: It's Priceless

The number one priority for the Federal Protective Service (FPS) is you – the occupant in GSA leased and owned facilities. Join the discussion as the Federal Protective Service discusses pre-lease security issues, the “risk based approach” used to determine a facility's security level and security pricing provisions.

10. WITS3

The Washington Interagency Telecommunications System 3 (WITS 3): “Provider of Choice” for local telecommunications in the National Capital Region

Would you like to hear about traditional telecommunication services and emerging technology solutions? Do you have questions about the scope of your Fair Opportunity or when/if you might need a new one? If you answered yes to any of these questions, please come to the WITS 3 training session and learn all you ever wanted to know about the WITS 3 contract. WITS 3 provides a full suite of voice solutions from traditional Centrex to host IP-Centrex and beyond to include agency-specific managed VoIP solutions.



POLICY AND REGULATIONS

1. Collaborative Leadership

Collaborative Leadership focuses on skills and attributes needed to deliver results across organizational boundaries. Attend this engaging and energizing course to learn how to connect people from across your organization, eliminate internal stovepipes and move toward a unified goal.

2. Putting It All Together – Location Policy, Lease Enforcement and the Local Jurisdictions

This session provides an opportunity to explore the provisions available to the government to ensure that the services stipulated in the lease and subsequently paid for are delivered. Learn how the lessor's performance is monitored and how to resolve issues if they should occur. The Lease Program Office will discuss what needs to be known when making facility location decisions. Learn what federal regulations support the location policy and the issues that frame the discussion. In addition, this session will examine GSA's location policy within NCR and explore the congressional interest in federal agency location determinations.

3. Finding Your Authentic Leadership Style

What is your leadership style? Do you know where your "true north" is? This session will focus on how one develops as an authentic leader and will illustrate how a leadership development plan is created. In addition, the presentation will outline how a person discovers their "true north" and it will introduce participants to a comprehensive program for leadership success.

