



### **Developed a New Website**

- + Developed and published brand-new website ( [www.dcm.alabama.gov](http://www.dcm.alabama.gov)) that provides a wealth of information and resources to customers, with a focus on ease of use, information access, and customer communication. The new site is more comprehensive, resources are readily available/downloadable, feedback/comments/questions are easily submitted (anonymously if desired), and every DCM staff member's contact information (name, job, phone number, email address) is provided to encourage direct communication. Again, response has been overwhelmingly positive. Updates are made as needed since DCM now directly manages the website content.

### **Informational Presentations**

- + RPM and DCM leadership continue to participate in numerous conferences and meetings, providing information and updates to customers (owners, architects, and contractors) whenever and wherever possible. In just the past 16 months, the DCM Director and/or RPM Director have formally presented at:
  - 09/2019 Association of Building Contractors (ABC) Facilities Directors and Constructors Conf
  - 11/2019 K-12 New Superintendent Orientation (NSO)
  - 12/2019 Association of Energy Engineers (AEE) Quarterly Meeting
  - 12/2019 American Council of Engineering Companies (ACEC) Winter Conference
  - 02/2020 K-12 Chief Financial Officers (AASBO) Annual Conference
  - 09/2020 ABC PSCA Bond Issue Webinar
  - 09/2020 ACEC Virtual Client Meeting
  - 11/2020 K-12 New Superintendent Orientation (NSO)
  - 12/2020 Alabama Association of School Business Officials (AASBO) Meeting

### **Use of Focus Groups**

- + DCM formed a focus group of architectural firms familiar with DCM processes to seek input and recommendations on how to improve those processes and provide better customer service. Initial results from the focus group are proving to be invaluable.

### **DCM Spotlights**

- + DCM published several articles spotlighting their processes and people. In 2020, articles were published in the Alabama AIA newsletter, Montgomery AIA newsletter, and by Alabama Bd. of Engineers and Land Surveyors.

## **2021 Initiatives**

### **Electronic Tracking System- always know where documents are located**

- + RPM is actively working with State Purchasing to procure and implement new, state-of-the-art IWMS/CMMS software to better manage the work of their three divisions. Legacy systems and databases will be replaced, ensuring more effective construction management by DCM staff. Features will include mobile and desktop access by owners, architects, and contractors, providing transparency and better communication on their projects.

### **Electronic Plan Review, Invoicing, and more**

- + RPM/DCM is in the process of moving to paperless processes wherever possible. They are currently meeting internally and with legal support and OIT to work out implementation details. Processes that will be moving quickly to electronic format include plan review, contract document administration (contracts, O/A agreements, amendments, change orders), architect and contractor invoicing, leases, and more.

### **Electronic Signatures**

- + A key component of successfully moving to paperless processes, the approval to accept electronic signatures, has been in the works for more than a year and is now approved. Working with Finance Legal Division, Governor's Legal, and OIT, a new administrative rule governing the use and acceptance of e-signatures and e-records was finalized in September, certified in November, and approved on January 14, 2021. The division is now working with legal and OIT to incorporate electronic signatures into all processes, quickly moving to paperless.

### **More Focus Groups, Spotlights, and Newsletter**

- + DCM is planning for new focus groups that will include owners (state agencies, school systems) and contractors. They will also continue spotlighting their processes and people in trade publications. Additionally, a monthly newsletter is in the planning stages that will provide DCM updates, code highlights, project spotlights, and more.

**The Division of Construction Management has made great advances in recent years and will continue to implement strategic practices that streamline process while following the laws of Alabama and protecting the safety of, and investments in, Alabama's infrastructure and its citizens.**