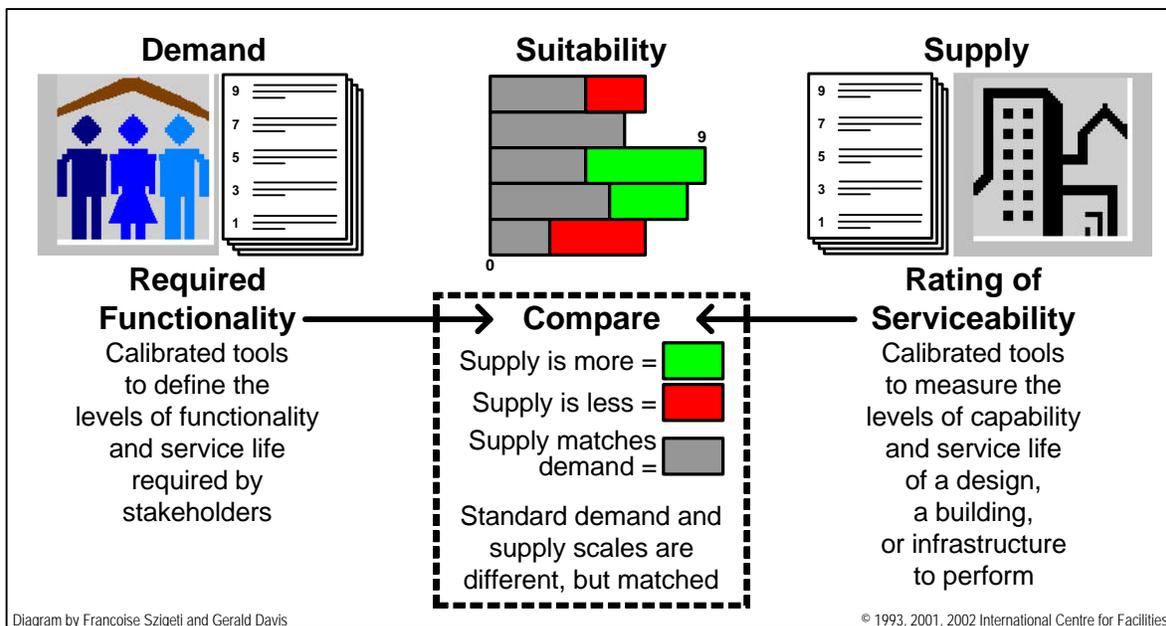


Use the Serviceability Tools and Methods for cost-effective facilities to support the mission

The ST&M approach includes a method plus a tool (calibrated scales) for ensuring a good match between needs of stakeholders, and the facilities provided.

The Serviceability Tools & Methods® (ST&M)® approach ensures a good match between the needs of building occupants, users, owners and operators, and the capabilities and condition of the facilities provided.

The ST&M approach uses a set of standard tools for measuring in broad terms what is needed and what is provided. It compares what level of functionality, condition and security the user groups require for their mission, and how well assets support those needs. The ST&M approach eases communication among stakeholders. It provides essential content for programming and for setting budget priorities. The ST&M approach was standardized by ASTM and in 1996 became a set of American National Standards.



Core elements of the Serviceability Tools & Methods approach

Results are objective, transparent, replicable, and auditable, and the process is fast.

Organizations with multiple facilities that share similar functions use the ST&M approach to create an accurate and consistent record. The results are objective, transparent, replicable and auditable. ST&M speeds up the assessment of present facilities and the decision process for budget planning and management, to optimize capability for mission.

Functionality requirement profile is mission-driven, and should be the core of front-end planning.

Each functionality requirement scale describes user needs – demand – in non-technical, everyday language, that occupants and asset managers can understand. The multiple choice questionnaires allow them to select which statements best describe what will support their mission and enhance their effectiveness. The set of functionality requirement levels for a particular organization should be the core of front-end planning and budgeting, because it is mission-driven, independent of the facilities the organization now occupies, or other facilities they might possibly occupy in the future.