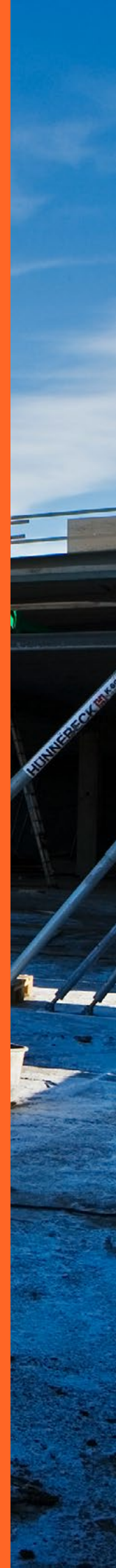


Appendix

Involving the users



APPENDIX

- 1 STAKEHOLDER ANALYSIS**
- 2 TERMS OF REFERENCE FOR USER INVOLVEMENT**
- 3 AGENDA FOR A USER MEETING**
- 4 DECISION PLAN**
- 5 FORM FOR CHANGE MANAGEMENT**
- 6 INITIAL WPA**

ANNEX 1

STAKEHOLDER ANALYSIS

Example table of contents for a stakeholder analysis. Read more at www.i2p.dk

BASIC ASSUMPTIONS

- 1 Background to the project**
Why was the project started?
- 2 Goal of the project**
What does the client hope to achieve with the project?
- 3 Client and project organisation:**
How is the project and client organisation set up?

ANALYSIS, GOALS AND STRATEGY

- 4 Stakeholder identification and prominence**
Who are the stakeholders and how important are they?
- 5 Analysis of the stakeholders' perception of the project and the client organisation**
What are the stakeholders' views and expectations of the project and the client?
- 6 Analysis of the purpose of stakeholder management**
What behaviour do the project and client organisation expect of the stakeholders?
- 7 Strategy for stakeholder management**
What specific goals should stakeholder management meet for the project and client organisation?

IMPLEMENTATION OF STAKEHOLDER MANAGEMENT

- 8 Organisation and procedures**
*Who should manage stakeholder analysis and management?
Who should do what, and how should these things be done?*
- 9 Schedule and activities**
When and how should the stakeholders be dealt with?
- 10 Budget**
What resources should be allocated to stakeholder analysis and management?
- 11 Evaluation and measurement**
Is the stakeholder management producing the expected results?

ANNEX 2

TERMS OF REFERENCE FOR USER INVOLVEMENT

Example table of contents for user terms of reference:

1 PURPOSE OF USER INVOLVEMENT

2 SUCCESS CRITERIA

3 ORGANISATION

Organisation and decision plan for user involvement

4 ROLES AND RESPONSIBILITIES

Policy-makers

Administrators

External consultants

User groups

Authorities

5 DESCRIPTION OF GROUPS AND TASKS

User groups in general

Handling feedback

Total consultant

User steering group and consultative group

Departmental groups

Interdisciplinary subject-groups

Other stakeholders

6 THE PHASES

Start of process

Design specification phase

Outline proposal

Preliminary design

Pre-project – regulatory project

Detailed design

Commissioning

7 PROCESS TO DATE

8 TIME SCHEDULE

9 DOCUMENT LIST AND LINKS

ANNEX 3

AGENDA FOR USER MEETING

COPENHAGEN PLANT SCIENCE CENTRE PROGRAMME FOR KICK-OFF-WORKSHOP

8.30 Doors open
Coffee and pastries

9.00 Off we go!
Chair and facilitator: Tenna Tychsen, Promonitor Interaction

Welcome and structure of the day, from Lone Zeeberg Nielsen, Campus Chef LIFE

Presentation session: Project management group/Client group, Steering group, Planning group, Consultants, Departments, Faculty service

9.30 Presentation of the project
from Lundgaard og Tranberg, architects
Approx. 10.00 – Questions on the project

10.30 Coffee break (and mobile check!)

10.45 Presentation of the departments

- Department of Agriculture and Ecology – Svend Christensen
- Department of Plant Biology – Svend Christensen
- Department of Soil Science and Environment – Susanne Sørensen
- Department of Food Science – Nanna Viereck

12.00 Lunch

12.45 Values – appearance and function of the building
The client has described the values in the tender specifications. The consultants have incorporated user requirements and values into the project. We all have our own ideas and expectations. Now we have a chance to bring these values into play and arrive at shared images and ideas of the values that we consider important, such as:

- What is a unique research and training environment?
- What does it mean to say the building should support creativity?
- What does a spirit of efficiency and technical innovation feel like?
- How can we maintain clinical cleanliness together with transparency, shared functions and flow?

Group work and plenary discussion

14.30 Walkabout in groups
(with a few questions to think about)

15.00 Time for coffee (and mobile check)

15.30 Presentation of organisation and process
by Anette A. Persson, KU and Anja Gabelgård, LIFE
Approx. 15.45 – Questions and comments

16.00 The good process
Participants' expectations of the process and collaboration.

Participants give their initial ideas of values and elements of a good process, to be developed in elaborating the design brief in the coming weeks.

Group work and plenary discussion

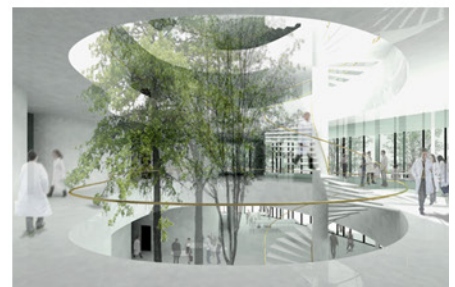
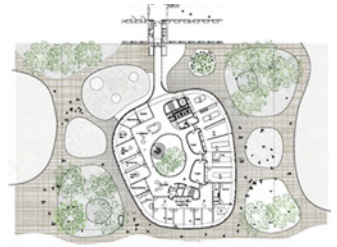
Expectations of next steps

17.00 Wrap-up of the day by Lone Zeeberg Nielsen

17.15 Guided tour

18.00 Dinner

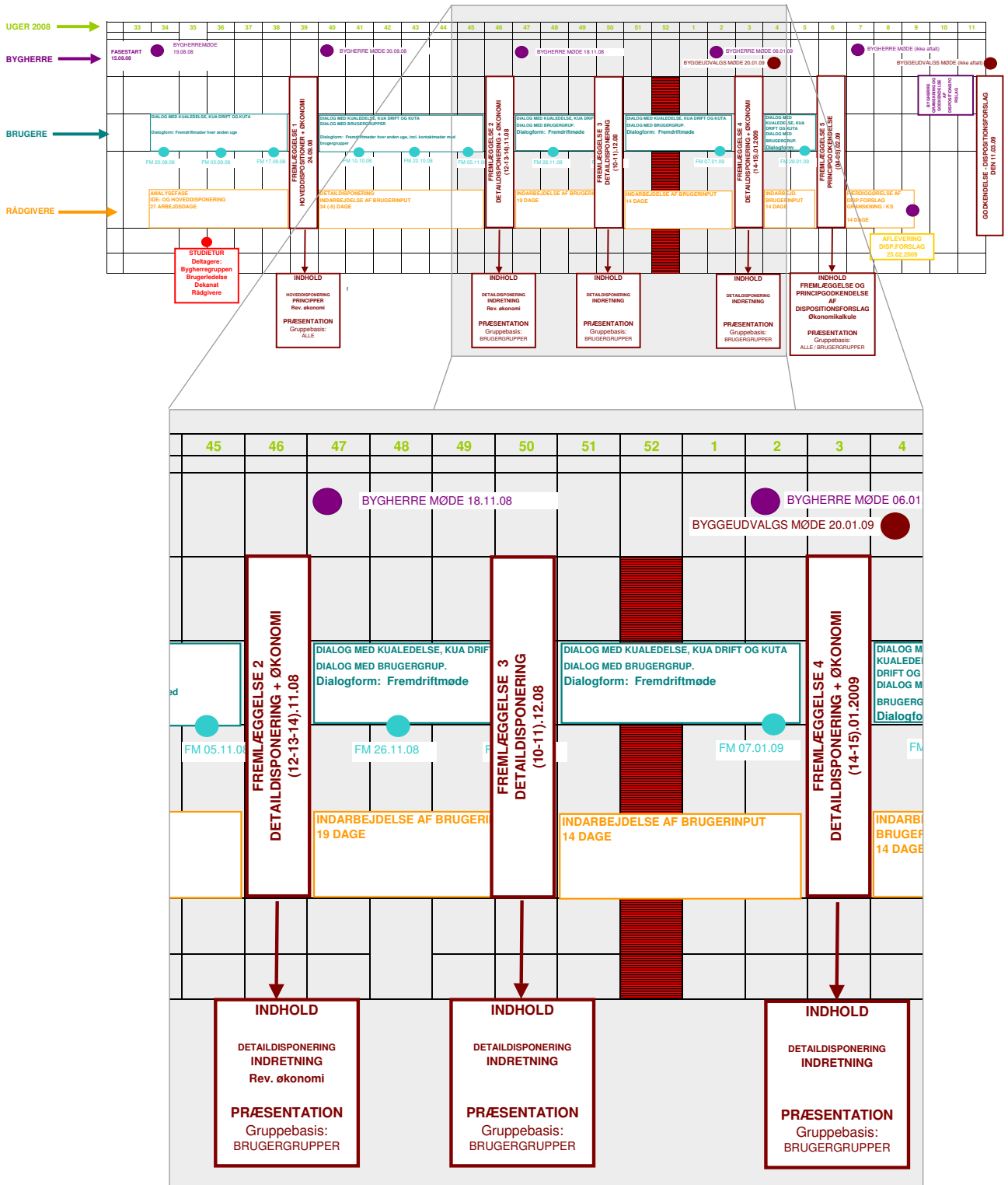
21.00 Thanks and good night



ANNEX 4

DECISION PLAN

Enlarged extract from an example decision plan:



CHANGE MANAGEMENT FORM

Example of filled-in A3 form to document choice of solution:

<p>Nyt Niras Domicil Ventilation fra laboratorier (stinkskebe) afklaring: 2011-11-21</p>	<p>Deadline for Ventilation fra laboratorier (stinkskebe) afklaring: 2011-11-21</p>	<p>Status: Under udarbejdelse Til kommentering <input checked="" type="checkbox"/> Godkendt Alvist. _____</p>																								
<p>1. Nuværende situation (resumé) ❖ Projekt for ventilation til/fra laboratoriestinskebe foreligger, men alternativer ønskes bekræftet af hensyn til økonomi, æstetik og funktionalitet.</p>																										
<p>2. Styringsmål ❖ Økonomi: Høj prioritet (for lejer) ❖ Æstetik: Skal kunne godkendes af udlejer ❖ Funktionalitet: Skal kunne fungere driftsmæssigt, men indretning af kontorpladser er fleksibel.</p>																										
<p>3. Forslag: Vi foreslår at alternativ 3 vælges, idet det imødekommer udlejers ønske om skiftet kanalføring (modsat alternativ 1) og i sammenligning med alternativ 2 er forbundet med flest fordelene konstruktionsmæssigt, funktionsmæssigt og ventilationsmæssigt (jf. skema). Forskel i økonomi i forhold til alternativ 2 vurderes relativt begrænset.</p>																										
<p>4. Resumé af analyse:</p>																										
<p><u>Grundlæggende facts:</u> ❖ Runde ventilationskanaler skal være Ø400 + evt. isolering ❖ Udvendigt placerede kanaler – både indblæsning og udsugning – skal isoleres mod varmetab og afsluttes med malet pladebeklædning ❖ Etageadskillelse er opbygget af hul-dæk ❖ Ved gennembyrning af brandsektioner (etagedæk) skal påregnes enten brandsolering eller opbygning af brandsektionsvægge ❖ Ved kanalføring gennem rengøringsrum skal loftet foran elevatoren i stueetagen sænkes</p>																										
<p>Andre forhold, antagelser eller ubekendte: ❖ Myndighedsgodkendelse ❖ Udlejers eventuelle accept af udvendige/synlige kanaler</p>																										
<p>Bindinger til andre løsninger/beslutninger/delprojekter/: ❖ Støjdende arbejder ønskes udført inden ibrugtagning d. 2. januar</p>																										
<p>Økonomisk analyse Anlægsomkostninger der er forskellige for forudsætte (indeholder ikke komfortventilation eller indkøb og montering af aggregater, styring mv.)</p> <table border="1" data-bbox="808 819 945 1264"> <thead> <tr> <th>Type omkostning</th> <th>Alternativ 1</th> <th>Alternativ 2</th> <th>Alternativ 3</th> </tr> </thead> <tbody> <tr> <td>Konstruktionsarbejder</td> <td>2.000 kr.</td> <td>30.000 kr.</td> <td>18.000 kr.</td> </tr> <tr> <td>Ventilationsarbejder</td> <td>50.000 kr.</td> <td>25.500 kr.</td> <td>30.000 kr.</td> </tr> <tr> <td>Tømrerarbejder</td> <td></td> <td>12.000 kr.</td> <td>36.000 kr.</td> </tr> <tr> <td>Tagarbejder</td> <td></td> <td>5.000 kr.</td> <td>5.000 kr.</td> </tr> <tr> <td>SUM</td> <td>62.000 kr.</td> <td>72.000 kr.</td> <td>89.000 kr.</td> </tr> </tbody> </table>			Type omkostning	Alternativ 1	Alternativ 2	Alternativ 3	Konstruktionsarbejder	2.000 kr.	30.000 kr.	18.000 kr.	Ventilationsarbejder	50.000 kr.	25.500 kr.	30.000 kr.	Tømrerarbejder		12.000 kr.	36.000 kr.	Tagarbejder		5.000 kr.	5.000 kr.	SUM	62.000 kr.	72.000 kr.	89.000 kr.
Type omkostning	Alternativ 1	Alternativ 2	Alternativ 3																							
Konstruktionsarbejder	2.000 kr.	30.000 kr.	18.000 kr.																							
Ventilationsarbejder	50.000 kr.	25.500 kr.	30.000 kr.																							
Tømrerarbejder		12.000 kr.	36.000 kr.																							
Tagarbejder		5.000 kr.	5.000 kr.																							
SUM	62.000 kr.	72.000 kr.	89.000 kr.																							
<p>5. Henvielse til andre sagsdokumenter: Ventilationsprojekt (ikke udsendt), Styregruppemødereferat nr. 07</p>																										
<p>6. Kommentarer i forbindelse med revision/godkendelse:</p>																										
<p>Udarbejdet af: Mikael Hygum Thyssen Kommenteret af: Søren Lasse Jensen (SLJ), Lars Thomsen (LAT), Mikkel Sprog (NSV) Fordeling: SLJ, LAT, NSN, CLP</p>	<p>Godkendt af: _____ Dato: 15. november 2011</p>	<p>Godkendt af: _____ Dato: _____</p>																								

ANNEX 6

INITIAL WPA

Extract from an initial workplace assessment. Find out more at www.arbejdsmiljo.ku.dk

DEPARTMENT FOR SMALL ANIMAL DISEASES – COMMISSIONING WPA	
...	
INDOOR CLIMATE	WHERE
It gets too warm/no air-con	ICU/ISO and corridor 1-72 / Reception 1-81; 1-82;
Poor ventilation	All of 1-72 (Cardio); preparation area and cages 15 and 16 1-72 Rehab (smell of chlorine) 1-71 Ventilation at floor level in preparation area?
Too warm in the summer/too cold in the winter	Reception 1-81; 1-82; Foyer; Rehab 1-71; 1-72
Curtains do not keep the light out / can't unlock the awnings	Reception 1-81; 1-82;
Bright light all summer	Reception 1-81; 1-82;
Lighting timer should be set so lights do not go out	ICU
Bad smell from drains	1-81; 1-82; and 1-72
Consultation room too small	The 2 small consultation rooms in 1-811
Lack of daylight	Preparation area 1 -72
Lamps not correctly placed over tables	Preparation area 1 -72
No windows in doors to individual consulting rooms	Small consulting room in 1-81
High humidity and temperature when the door is closed	Neuroclinic
Lack of daylight (no windows)	Hospital and Patient preparation 1-72
Sufficient lux??	Preparation/Surgery/ICU/HOSP 1-72
NOISE	WHERE
Poor acoustics	Lunch room/Reception/Foyer 1-71 A; 1-72 Phone calls can be heard from a distance
Hard to hear phone calls	In Reception/noise from dogs/clients 1-81; 1-82; Waiting room
Noise from cage rooms for specialist clinics	Specialist clinics/Cardio/Rehab/Reception 1-71;1-81; 1-82;
Noise from many people	Preparation 1-72
Noise from dogs coming round	Orangery 1-72
COMMUNAL AREAS	WHERE
Dogs urinating in heating gratings, stale smell	Reception 1-81; 1-82;
Automatic doors allow loose dogs to run off	Reception 1-81; 1-82; Foyer 1-71A
Doors not always locked/outside can get in	Foyer/Outside doors
Light constantly going on and off	Reception 1-71
Automatic door opener to be fine-tuned	Foyer
Door sticks	Closed consultation room ??
No sofa groups/noise damping	Foyer
...	

