

# 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](http://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

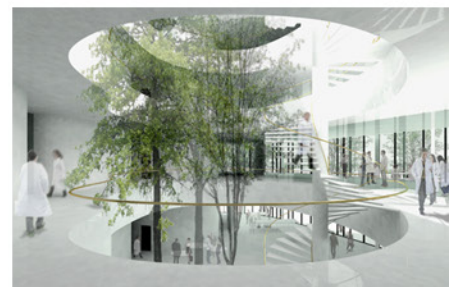
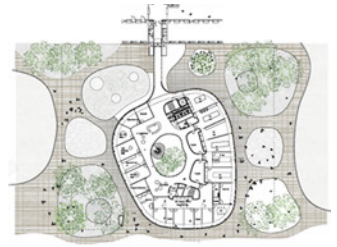
Expectations of next steps

**17.00 Wrap-up of the day** by Lone Zeeberg Nielsen

**17.15 Guided tour**

**18.00 Dinner**

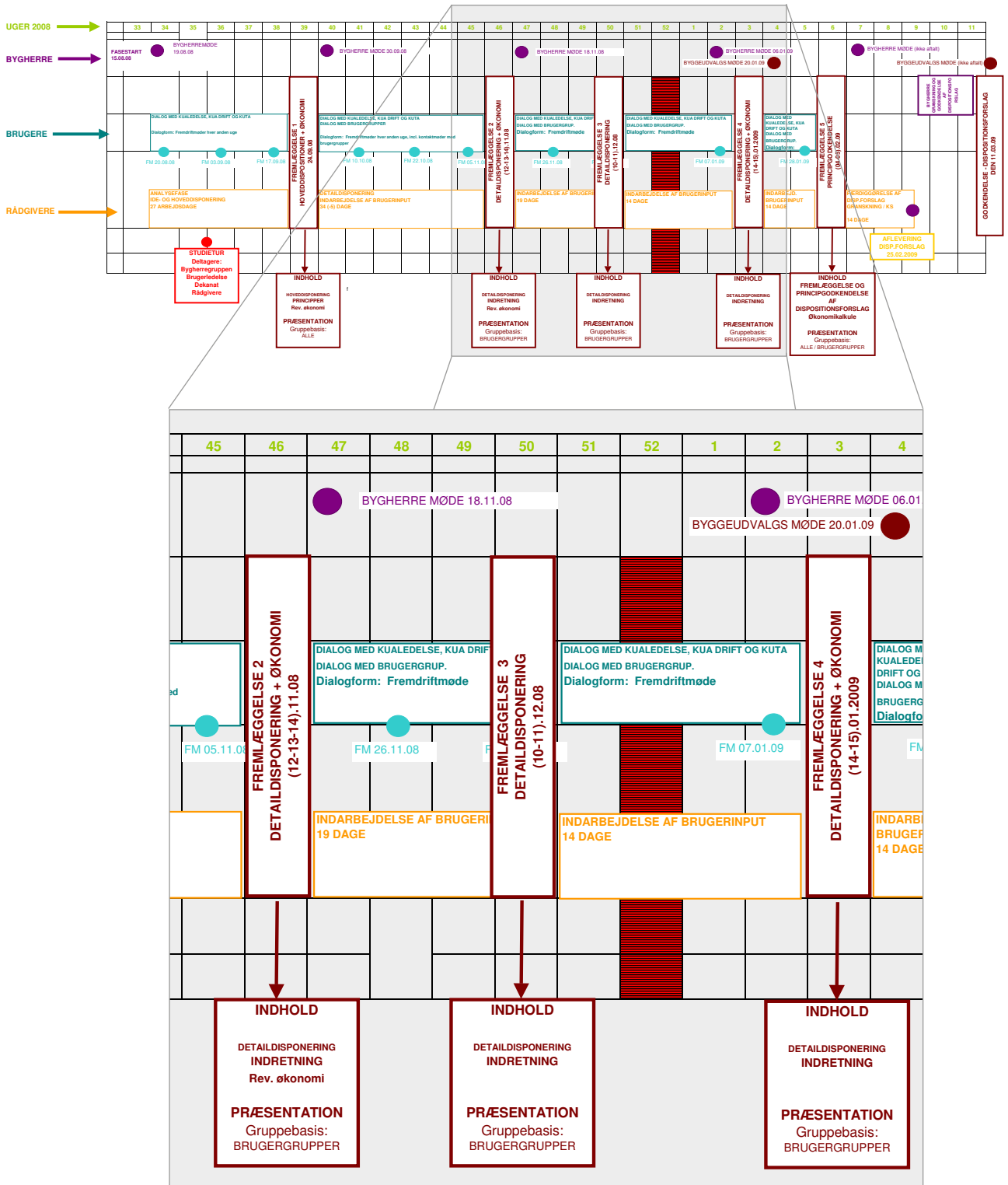
**21.00 Thanks and good night**



# 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<br/>Til kommentering <input checked="" type="checkbox"/> Godkendt<br/>Alvist. _____</p> |   |
| <p><b>1. Nuværende situation (resumé)</b><br/>                 ❖ Projekt for ventilation til/fra laboratoriestinskebe foreligger, men alternativer ønskes bekræftet af hensyn til økonomi, æstetik og funktionalitet.<br/> <b>2. Strivingsmål</b><br/>                 ❖ Økonomi: Høj prioritet (for lejer)<br/>                 ❖ Æstetik: Skal kunne godkendes af udlejer<br/>                 ❖ Funktionalitet: Skal kunne fungere driftsmæssigt, men indretning af kontorpladser er fleksibel.<br/> <b>3. Forslag:</b><br/>                 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.<br/> <b>4. Resumé af analyse:</b><br/>                 Grundlæggende facts:<br/>                 ❖ Runde ventilationskanaler skal være Ø400 + evt. isolering<br/>                 ❖ Udvendigt placerede kanaler – både indblæsning og udsugning – skal isoleres mod varmetab og afsluttes med malet pladebeklædning<br/>                 ❖ Etageadskillelse er opbygget af hul-dæk<br/>                 ❖ Ved gennembyrning af brandsektioner (etagedæk) skal påregnes enten brandsolering eller opbygning af brandsektionsvægge<br/>                 ❖ Ved kanalføring gennem rengøringsrum skal loftet foran elevatoren i stueetagen sænkes<br/>                 Andre forhold, antagelser eller ubekendte:<br/>                 ❖ Myndighedsgodkendelse<br/>                 ❖ Udlejers eventuelle accept af udvendige/synlige kanaler<br/>                 Bindinger til andre løsninger/beslutninger/delprojekter/:<br/>                 ❖ Støjdende arbejder ønskes udført inden ibrugtagning d. 2. januar</p> |   |   |   |
| <p><b>Resumé af analyse fortsat</b><br/>                 Skematisk evaluering af alternativer (eksklusiv økonomiske betragtninger). Fordele markeres med grønt</p>  |   |   |   |
| <p><b>Faktorer</b></p>  | <p><b>Alternativ 1:</b><br/>Udvendig kanalføring<br/>Ingen</p>                      | <p><b>Alternativ 2:</b><br/>Tægmembran gennembyrdes<br/>Huller i dæk kan max være ca. 300 mm ud fra væggen</p>        | <p><b>Alternativ 3:</b><br/>Kanalføring via rengøringsrum<br/>Ved brug af firekanalede kanaler<br/>Kan hul-dæk gennembyrdes uden større konstruktive tillæg.<br/>Tægmembran gennembyrdes.<br/>Huller i dæk kan max. være ca. 400 mm ud fra væggen.<br/>Kan muligvis gennemføres med runde kanaler som er billigere og bedre<br/>Ingen varmesolering</p> |
| <p>Konstruktive indgreb</p>   | <p>Mindre er bedre</p>  | <p>Kan gennemføres med runde kanaler er bedre end firekanalede billigere og bedre.</p>                                | <p>Der skal bygges brandsektionsvæg-rørkasse på 1. sal<br/>Ingen varmesolering</p>  |
| <p>Ventilationsmæssige hensyn</p>   | <p>Runde kanaler er bedre end firekanalede</p>                                      | <p>Kan gennemføres med runde kanaler</p>  | <p>Kan muligvis gennemføres med runde kanaler som er billigere og bedre</p>   |
| <p>Brandsmæssige hensyn</p>   | <p>Mindre varmesolering er bedre</p>  | <p>Ingen varmesolering</p>  | <p>Ingen varmesolering</p>  |
| <p>Æstetik</p>  | <p>Mindre er bedre</p>  | <p>Ingen</p>  | <p>Kanal skal brand isoleres eller der skal laves brandspildetagsudskiftelse<br/>Elevاتور i stueetage<br/>Næsten helt uafgjort og niche v. niche<br/>Kan sikres v. opbygning af niche</p>   |
| <p>Funktionalitet</p>   | <p>Mindre er bedre</p>  | <p>Er synligt udefra</p>  | <p>Opbygger plads i kontor på 1. sal<br/>Mulig reducere af nyttebelast, som i givet fald skal godkendes af udlejer (men af mindre betydning i sammenligning med alternativ 2, da nærværende dækelement ikke vil blive belastet af lasten fra tunge reoler)</p>  |

Økonomisk analyse  
 Anlægsomkostninger der er forskellige for forningsvej (indeholder ikke komfortventilation eller indkøb og montering af aggregater, styring mv.)

| 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.        |
| Tæpmembranarbejder    |                   | 12.000 kr.        | 36.000 kr.        |
| Tagearbejder          |                   | 5.000 kr.         | 5.000 kr.         |
| <b>SUM</b>            | <b>62.000 kr.</b> | <b>72.000 kr.</b> | <b>89.000 kr.</b> |

**5. Henvielse til andre sagsdokumenter:**

Ventilationsprojekt (ikke udsendt), Styregruppedokument nr. 07

**6. Kommentarer i forbindelse med revision/ godkendelse:**

|   |                                |
|---|--------------------------------|
| <p>Udarbejdet af: Mikael Hygum Thyssen</p>  | <p>Dato: 15. november 2011</p> |
| <p>Kommenteret af: Søren Lasse Jensen (SLJ), Lars Thomsen (LAT), Mikkel Sprog (NSV)</p> | <p>Dato</p>                    |
| <p>Fordeling: SLJ, LAT, NSN, CLP</p>  | <p>Dato</p>                    |



## ANNEX 6

# INITIAL WPA

Extract from an initial workplace assessment. Find out more at [www.arbejdsmiljo.ku.dk](http://www.arbejdsmiljo.ku.dk)

| DEPARTMENT FOR SMALL ANIMAL DISEASES – COMMISSIONING WPA      |  |
|---|--|
| ...   |  |
| <b>INDOOR CLIMATE</b>   | <b>WHERE</b>   |
| 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<br>Rehab (smell of chlorine) 1-71<br>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  |
| <b>NOISE</b>  | <b>WHERE</b>   |
| Poor acoustics  | Lunch room/Reception/Foyer 1-71 A; 1-72<br>Phone calls can be heard from a distance  |
| Hard to hear phone calls                                      | In Reception/noise from dogs/clients 1-81; 1-82;<br>Waiting room   |
| Noise from cage rooms for specialist clinics                  | Specialist clinics/Cardio/Rehab/Reception 1-71;1-81;<br>1-82;  |
| Noise from many people  | Preparation 1-72   |
| Noise from dogs coming round                                  | Orangery 1-72  |
| <b>COMMUNAL AREAS</b>   | <b>WHERE</b>   |
| 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  |
| ...   |  |





