



## Interview with: **Tamara Yoffe**

*Managing Director of Relocation and Integral Management of Government Buildings, at the Ministry of Urban Development and Transportation of the Government of the City of Buenos Aires*



Today we interview Tamara Yoffe, who faces a new professional challenge as Managing Director of Relocation and Integral Management of Government Buildings, at the Ministry of Urban Development and Transportation of the Government of the City of Buenos Aires and she shares with us her vision on Facility Management.

### **1. Coming from the private sector, how do you think you can apply your FM experience in the public sector?**

Both my professional and personal experience guide me to the change management. I try to give value and to collaborate in the paradigm change that it was already being promoted in the last time, to improve the quality of public workplaces, as well as to guarantee the operability of government buildings.

I find that the biggest difference between the public and the private sector is the dimension of the scope. In the public area, not only the employees are reached, who can improve their performance, but also, through them, the quality of service to the citizen is improved.

### **2. From your point of view, what do you think will be the trend in the sector of technology in Facility Management?**

I think the trend points towards IWMS solutions and similar applications, since they allow the consolidation of all the information and the managements that are carried out in FM, including all the disciplines that compose it (space management, maintenance and cleaning, rentals, remodeling or limited investments, energy, etc.).

In the field of technology, I believe that it will also be a trend the incorporation of the Internet of Things (IoT) to obtain analytical data and take advantage of the intelligence of the systems, for the prediction of failures and the celerity in its monitoring and reporting for repairs.

The visibility and traceability of the management that are made, focused on these systems, speed up the work of FM.

The possibility of visualizing and obtaining alerts about the compliance or deviations, either in deadlines and/or in budgets, allows a necessary predictability for the Facility Manager. On the other hand, the reports that generate these solutions, collaborate to take decisions in real time and are obtained with highly reliable data, since they avoid the manipulation and the reports consolidate the information in a fluid way, which I understand it will bring important improvements and savings to those who implement them.

In the public area, this generates transparency in the management through the visibility of the activities in these areas, which is what we are looking for.

### **3. How does the Government House apply the FM discipline in the management of the city?**

In the Government House building, as well as in other government buildings of the City that were relocated or in which a great remodeling was carried out, we applied the FM discipline through the implementation of best practices.

The Government House building has 38,000 square meters. The structure is built with techniques and standards of environmental care that apply to the international certification LEED (Leadership in Energy and Environmental Design) and places it as the first public building in South America to reach that level.

For the operation we have a management system that allows us to respond to the demand of those who are inside, while we are working with the technological tools that accompany a building of these characteristics. In the day to day, it is important the dynamics with the service providers, who accompany us in the operation. To ensure the level of response expected, we have incorporated validated service level agreements.

Likewise, we implemented the system for tracking eventualities, booking meeting rooms and management reports, as well as surveys and audits of the general state of facilities, services and the building in general.

### **4. What do you think an event like CIFMers Latam brings to the sector and to the region?**

An event like CIFMers brings visibility to the task we do, ensures the dissemination of good practices and allows experiences to be shared.

I highlight the networking generated by this event, allowing the updating of professionals in the latest practices of the global and regional market, while it connects colleagues and generates networks that improve the performance of our discipline.