

BENCHMARKING CHECKLIST

The two typical benchmarking opportunities during a building and system delivery process occur during the program phase and the design phase. Once the benchmarking tour is set up, this list can be used to help make the most of the visits and glean the appropriate information that will be useful to the design team, the owner and the end-users.

Facility Information

- Organization, facility and location
- Contacts at the benchmark organization
- AV project installation date
- AV budget at time of installation
- Delivery method used for the project
- Style of the project – low-, mid- or high-end
- Is there any facility or system documentation that can be shared with the design team?
- Is photography allowed?

Benchmark Information

- What is the benchmark facility's focus?
- How is it like the facility being designed?
- How is it different?
- What technologies are used and how do they support the end-users' activities?

With respect to the project being designed, what features are of particular interest at the benchmark site with regard to:

- Audio systems
- Video systems
- Control systems
- Integration with IT
- Lighting
- Acoustics
- What technologies, design approaches or criteria were used at the benchmark facility?
- What are the benefits and drawbacks of their design approach?
- What accommodations were made for upgrades and additions to the systems?

Facility Management

- How does the benchmark facility organization manage its AV technology?
- How is the benchmark project serviced in terms of operations, maintenance, help desk?
- How much staff is required to operate and manage the AV systems and what are their qualifications?
- What are the benefits or drawbacks of their technology management approach?
- How do these approaches compare to the existing and/or planned facilities?

Owner and User Feedback

- What do the benchmark facility end-users have to say about the technology and the facility?
- What do the benchmark facility technology managers and technicians have to say about it?
- What do the benchmark administrators have to say about it?

Conclusions

- What features of the benchmark facility should be included in the project design?
- What features of the benchmark facility should be avoided in the project design?
- What aspects of the benchmark facility's technology management approach should be developed or avoided in the current project owner's organization, and what impact does that have on the facility and systems?

