The Facility Leader's Guide to AI Integration

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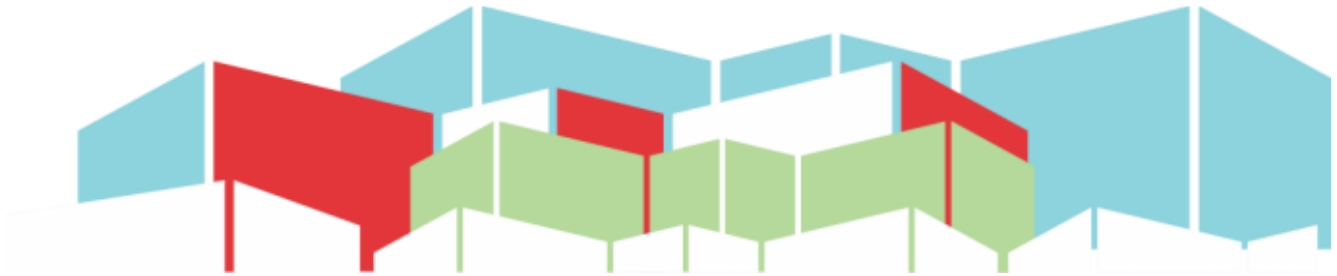


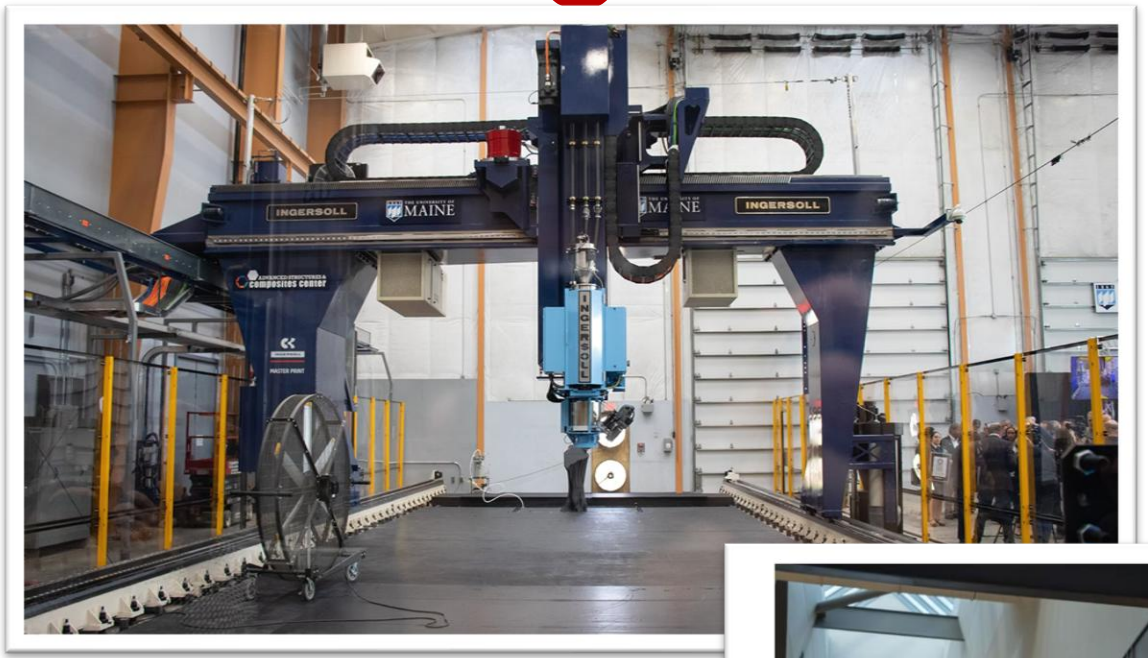
Learning Objectives

1. A practical framework for integrating AI into operations
2. How to manage risk, train staff, and govern AI use effectively
3. Ways to measure value and scale

Background



Background







UMaine Ph.D. students develop AI tool to improve breast cancer detection

The Zoom Call that Changed Everything

20 Participants Invited

12 AI Assistants Joined

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The Questions that Followed

Who is paying for this?

Where is our data going? going?

What is discoverable?

Who does not have access?





Shadow IT vs Intentional Strategy

1

Shadow IT

- Uncontrolled tools, security risks
- Inconsistent data, compliance issues

2

Governed Adoption

- Vetted platforms, data protection
- Equitable enterprise access

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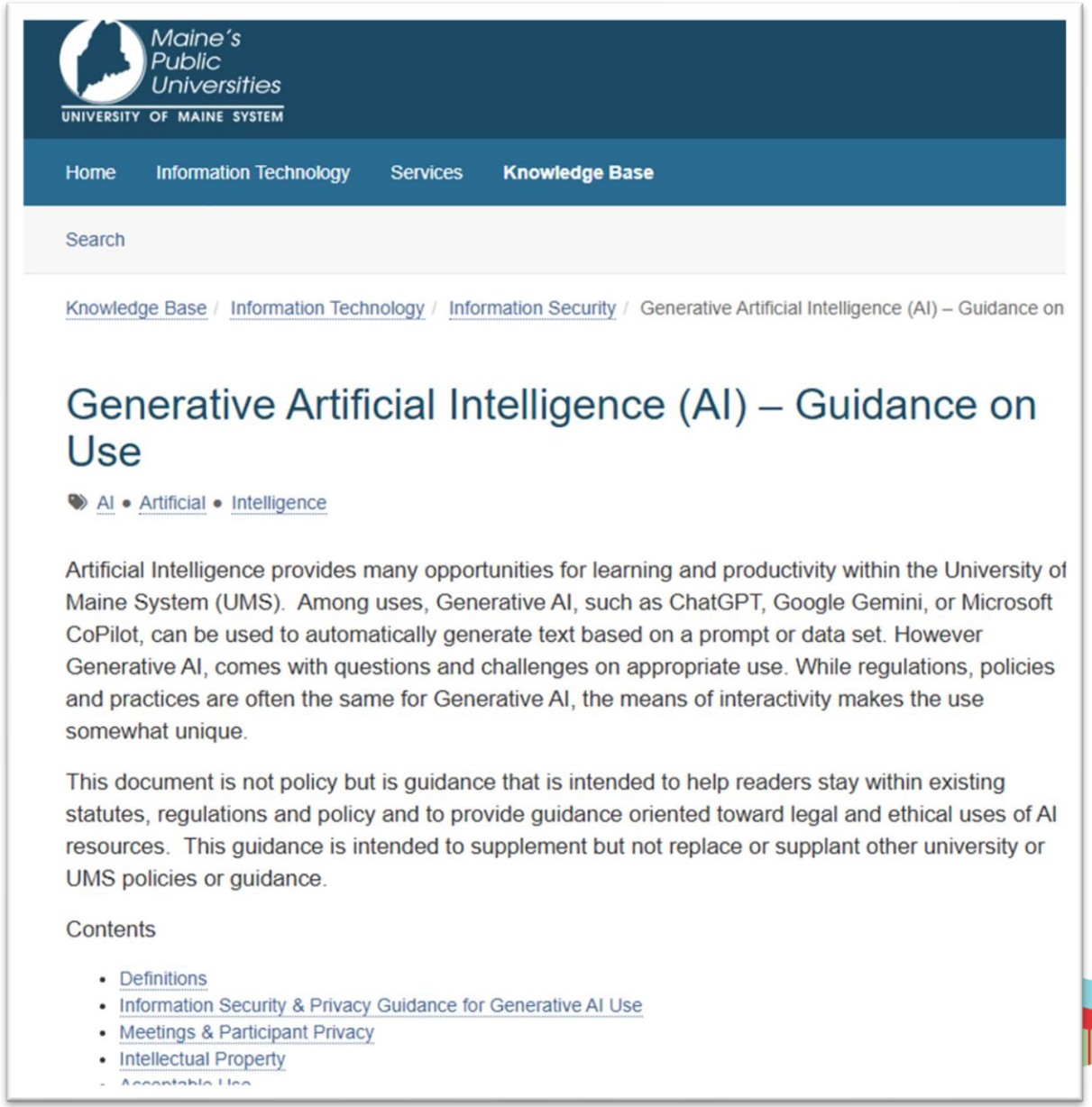
Guardrails Before Scale



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Generative Artificial Intelligence (AI) – Guidance on Use

AI • Artificial • Intelligence

Artificial Intelligence provides many opportunities for learning and productivity within the University of Maine System (UMS). Among uses, Generative AI, such as ChatGPT, Google Gemini, or Microsoft CoPilot, can be used to automatically generate text based on a prompt or data set. However Generative AI, comes with questions and challenges on appropriate use. While regulations, policies and practices are often the same for Generative AI, the means of interactivity makes the use somewhat unique.

This document is not policy but is guidance that is intended to help readers stay within existing statutes, regulations and policy and to provide guidance oriented toward legal and ethical uses of AI resources. This guidance is intended to supplement but not replace or supplant other university or UMS policies or guidance.

Contents

- Definitions
- Information Security & Privacy Guidance for Generative AI Use
- Meetings & Participant Privacy
- Intellectual Property
- Acceptable Use



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Level the Playing Field

- **Individual licenses create inequity**
- **Enterprise access enables standards**

Equity isn't a secondary concern. It's a strategy issue. Access shapes behavior, and unequal access undermines the cohesion needed for responsible AI integration.

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Assessing Readiness

1

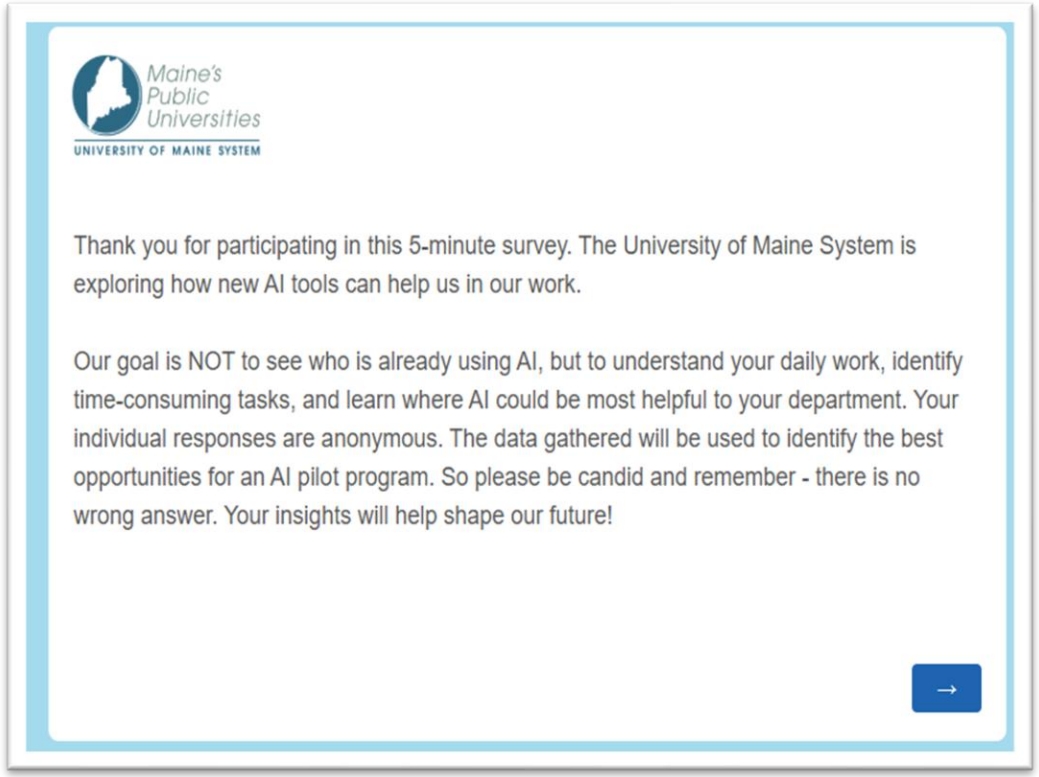
Avoid Assumptions
What leadership perceives as resistance may be lack of access, training, or clarity.

2

Informs Training & Access
Readiness assessments reveal where targeted support is needed.

3

Pace Adoption
Readiness data lets you move at the right speed.



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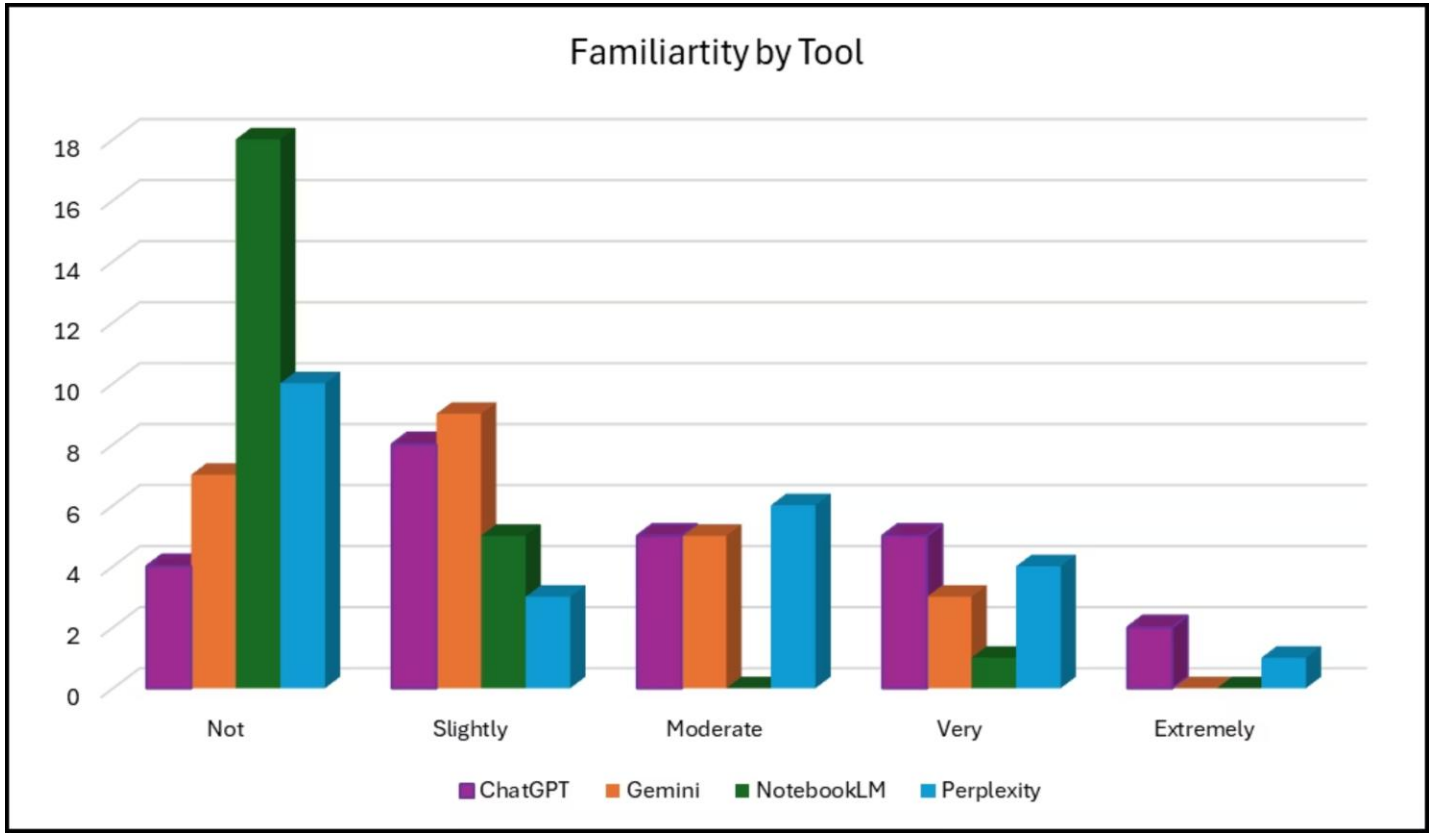
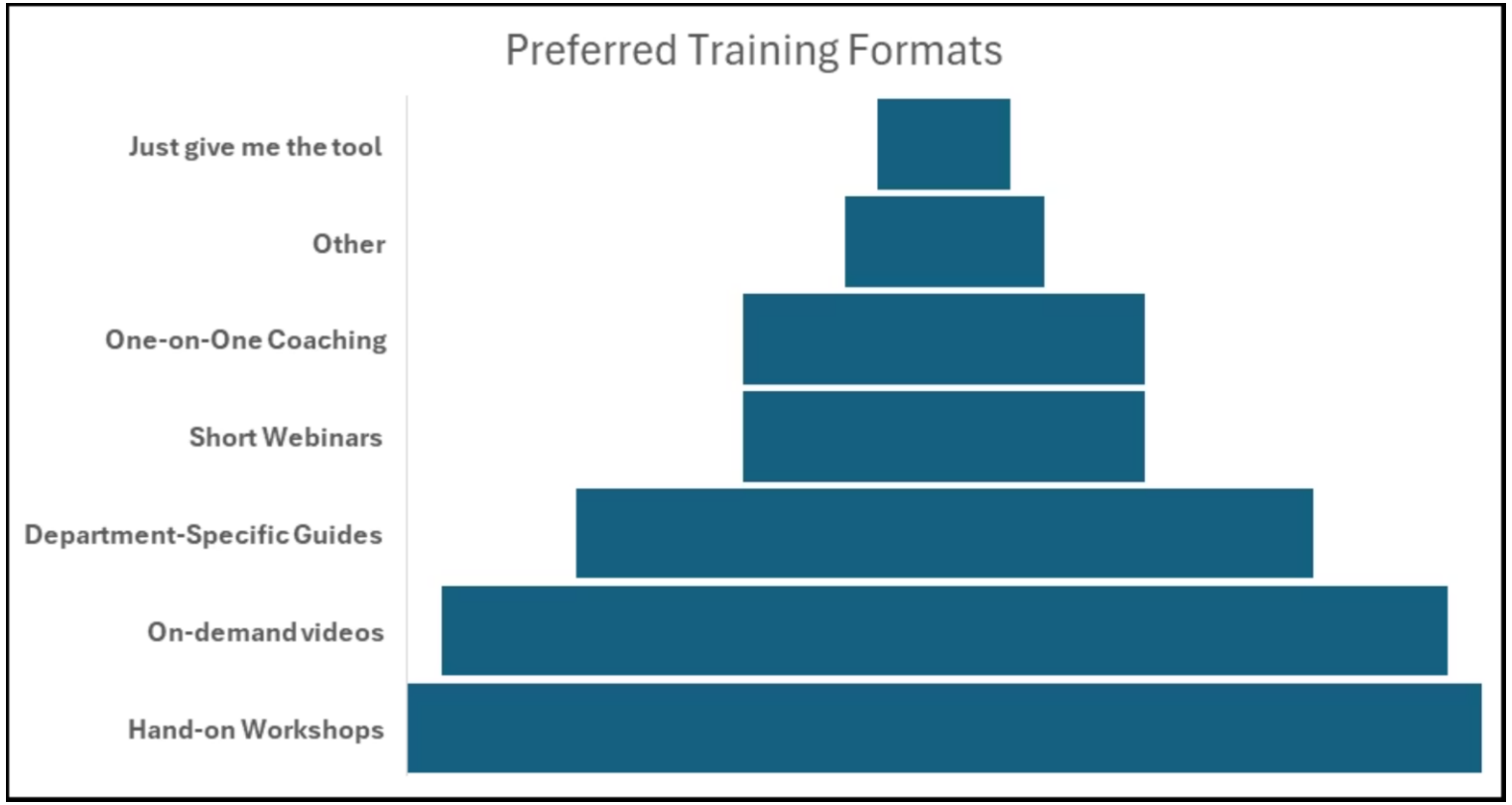
Readiness Survey Results

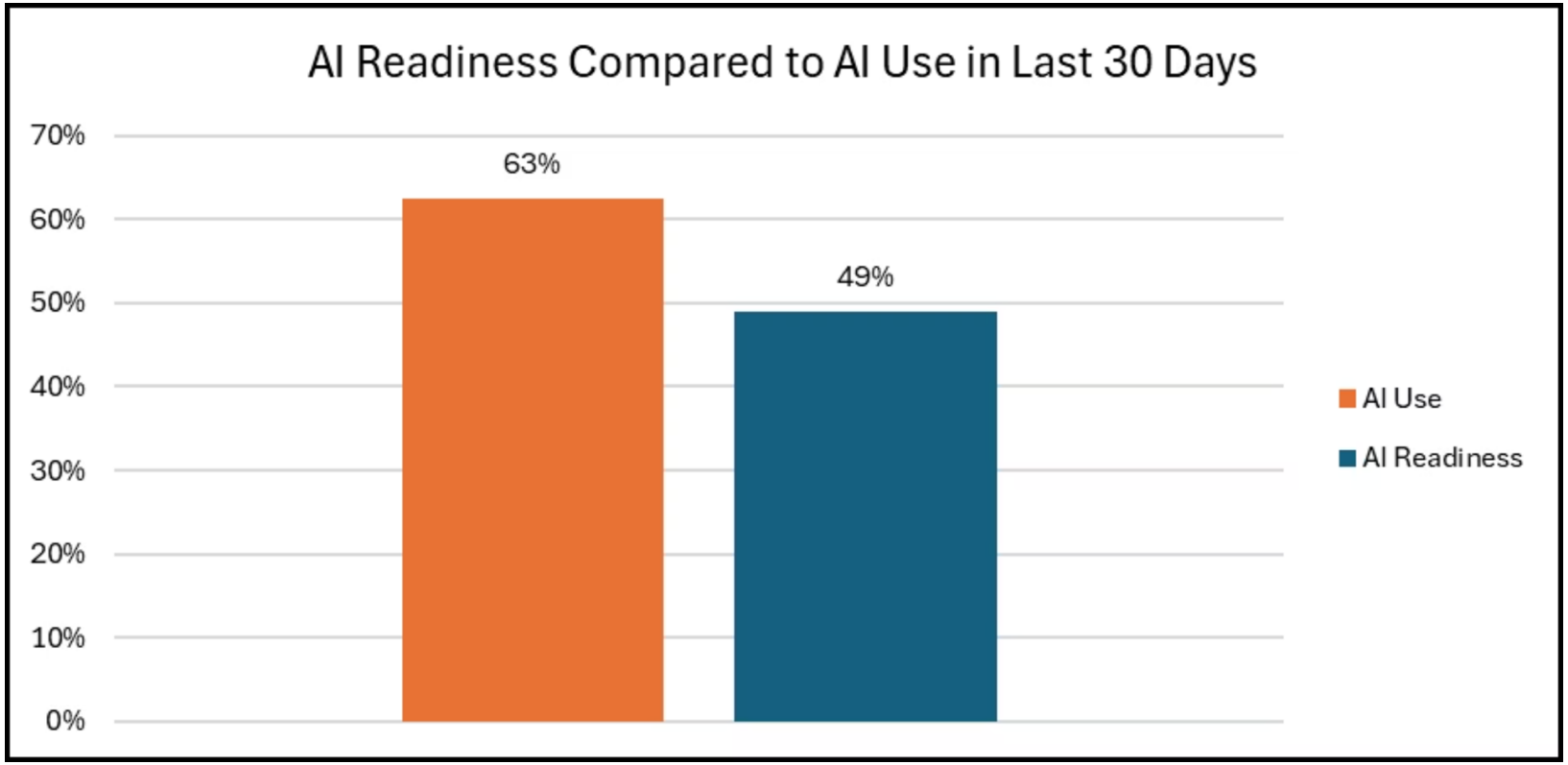
Familiarity by Tool



Preferred Training Formats



Readiness Index Compared to AI Use



Building Momentum

Lead by Example

Adoption Has to Start Somewhere

Staff follow behaviors of their leader

Visibility Matters

Leaders who model appropriate use set permission structures that cascade through the organization.

You Don’t Have to Be An Expert

It means demonstrating that AI is a tool for augmenting judgment, not replacing it.



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Where To Begin

Drafting First Passes

Use AI to generate initial versions of memos, project summaries, or policy updates

Leverage Transcription Tools

These tools can capture key decisions, action items and standard operating procedures

Learn Industry Trends & New Perspectives

Frame prompts to generate multiple approaches or perspectives.



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AI Champions

Not Experts. Translators

Trusted

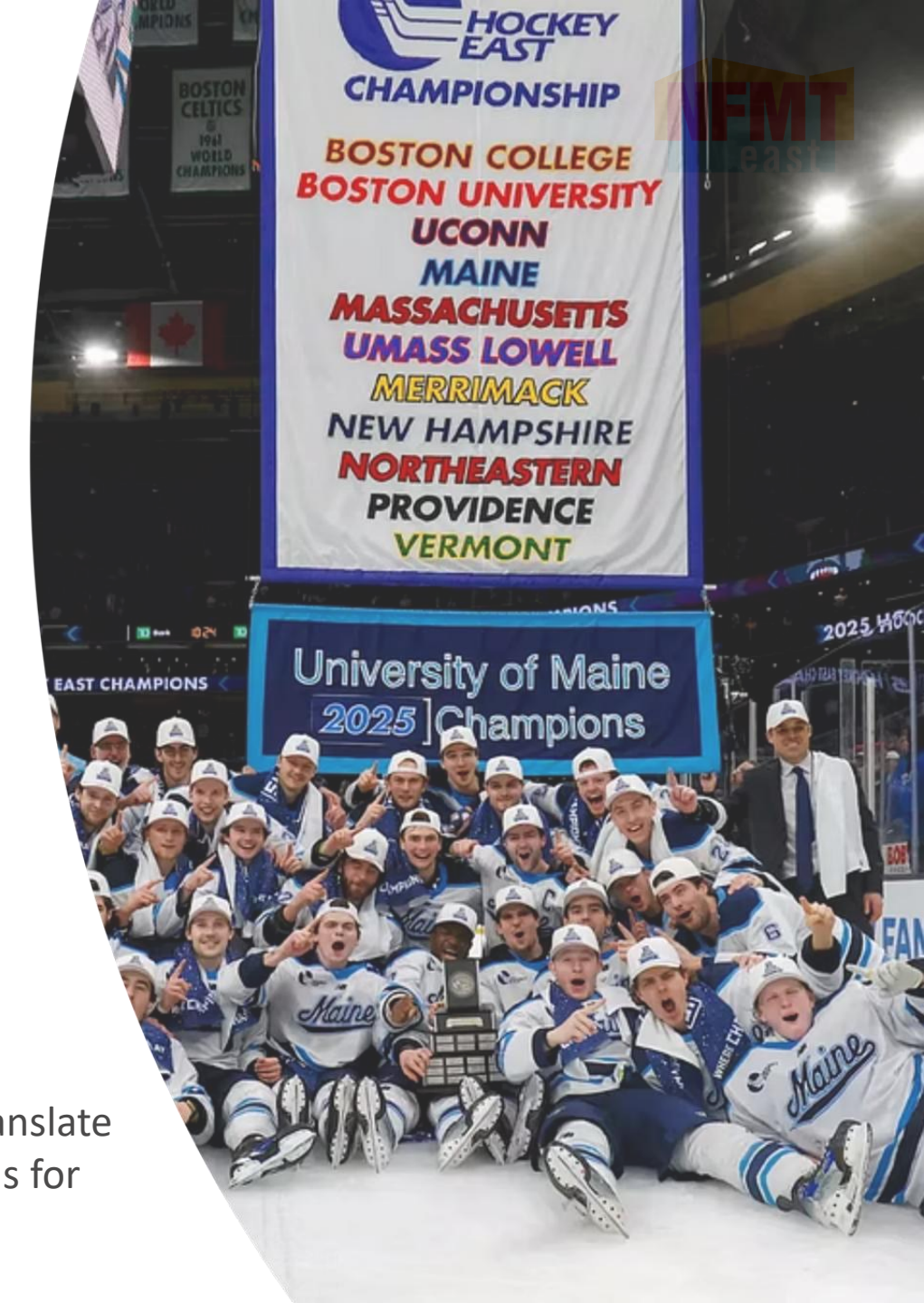
Champions are respected peers who understand the work, the culture, and the concerns of their colleagues. Credibility matters more than technical expertise.

Curious

They're willing to experiment, ask questions, and test new test new approaches—without claiming to have all the the answers.

Practical

Champions focus on workflows and tangible problems. They translate translate abstract AI capabilities into specific, useful applications for applications for facilities work.



AI Champions

Provide Feedback
Provide feedback on AI's performance, guiding training and pace of implementation.

Demonstrate Use Cases
They demonstrate AI's application in hands-on tasks.

Share Prompts
Champions share effective prompts, turning trial & error into reusable templates.



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Board Presentation Example



The Bailey Hall façade replacement – original view

Board Presentation Example



AI-generated concept illustrating a possible façade replacement.



AI – Your skilled trades partner

CAUTION: Verify against manufacturer guidance & follow required safety procedures. Don't go beyond your skill set.

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Funding Model Application

UMS Demolition Program Dashboard

Updated September 2026. Costs include the two-year inflation adjustment and revised major-project estimates.

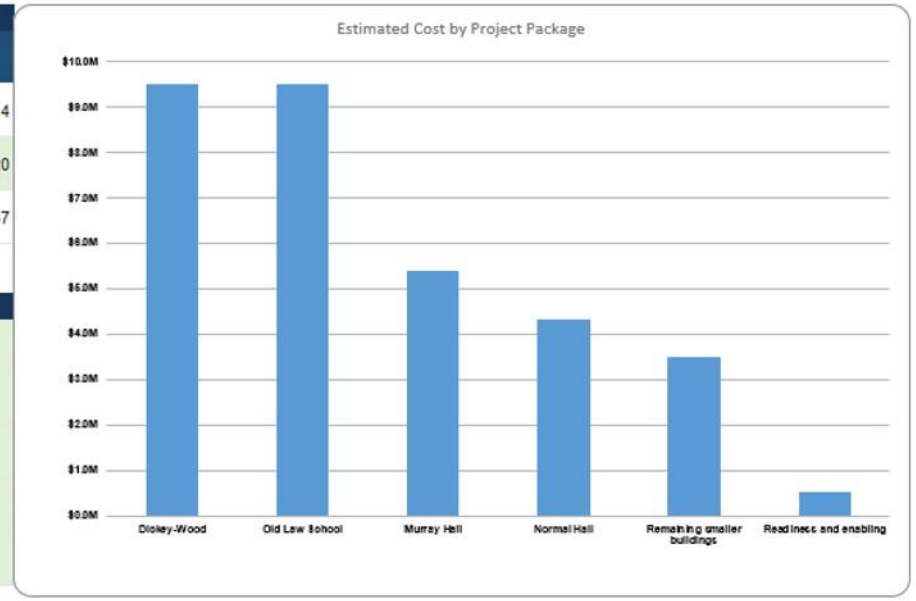
Revised priced portfolio	Priced GSF	Potential current resources	Immediate funding gap
$32.8M	421,922	$11.2M	$21.6M
15 active priced projects	*Heating Plant excluded*	*Subject to double-count confirmation*	*Before annual appropriations*

Funding scenario comparison

Scenario	Completion	Financing	Annual debt service	Total GSF	Ending balance
Available Funding Only	FY33	-	-	421,922	$1,266,214
Debt Service Neutral	FY31	$7,000,000	$538,133 to $561,698	421,922	$45,220
Accelerated Risk Reduction	FY29	$6,500,000	$499,695 to $521,577	421,922	$172,837

Recommended direction

Planning scenario	Debt Service Neutral
Financing ceiling	$7.0 million
Completion	FY31
Annual debt service	$538,000 to $562,000
Decision condition	Proceed only after Finance confirms an offset within expiring debt service or recurring System capacity.



Annual GSF removed by scenario

Scenario	FY27	FY28	FY29	FY30	FY31	FY32	FY33	Total GSF
Available Funding Only	112,746	26,954	0	94,068	0	63,400	124,754	421,922
Debt Service Neutral	112,746	121,022	124,754	0	63,400	0	0	421,922

Dashboard | Projects | Funding Inputs | Scenario Detail | Sources and Notes

Other AI Uses

Chief of Staff Agent

- Tracks actions & deadlines
- Drafts updates and agendas
- Schedules tasks

Strategic Plan Query Assistant

- Interactive tool used to answer questions related to the Strategic Plan.
- Connects board actions to relevant strategic plan goals and key performance indicators.

Performance Review Assistant

- Tool that structures the whole review by prompting you for examples and feedback.
- Supports consistent language
- Reduces administrative burden

Organizing Data

- Utilize projects to organize chats, files, notes & tasks for one topic – One project, one source of truth
- Less admin work means more time for judgement & strategy.

Measuring Success

Time Saved on Defined Tasks

Time saved creates staff capacity. Document financial savings when spending or overtime decreases.

Reduced Rework

Monitor how often AI-generated outputs require significant revision. High rework signals misalignment and potential retraining.

Staff Confidence

Survey teams on comfort with AI tools and policy clarity. Confidence indicates sustainable adoption.

Consistency

Evaluate if AI improves standardization. Consistent application can reduce process delays and confusion.

The AI Integration Playbook

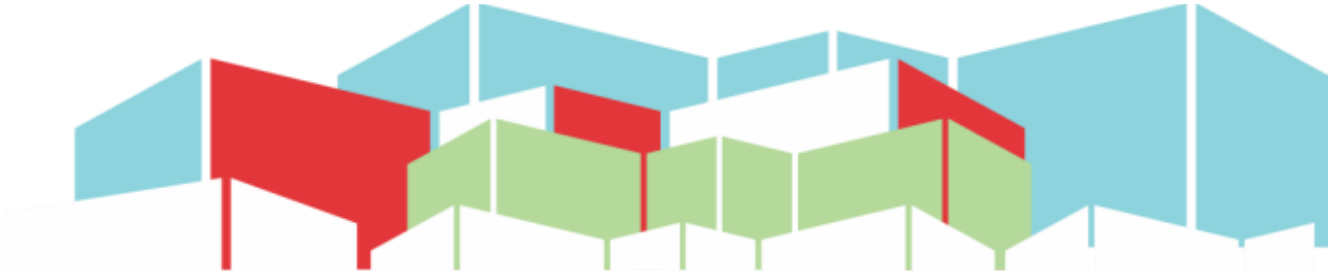
Five Pillars for Responsible Adoption

- Establish Guardrails
- Level the Playing Field
- Lead by Example
- Assess Readiness
- Build Champions

The Question

If AI adoption must start somewhere, why not with you?





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