
POLICY AND PROCEDURES

OFFICE OF MANAGEMENT

CONFERENCE ROOM MANAGEMENT

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PURPOSE

The purpose of this MAPP is to describe the policies and procedures for reserving and using the Center for Drug Evaluation and Research’s (CDER) conference rooms.

BACKGROUND

CDER currently manages and utilizes a large number of conference rooms on the White Oak campus and Hillandale Building that are frequently used for internal and external meetings with industry and sponsor organizations. These conference rooms play a vital role in accomplishing CDER’s continuous and expanding mission.

CDER employs one management official, known as the Conference Room Manager (CRM), and a contract organization that manages and operates CDER’s conference room capabilities and support.

CDER has four types of conference rooms: Meeting, Conference, Video Teleconference (VTC), and Reconfigurable in CDER-occupied buildings located at the White Oak

campus and Hillandale building. These rooms are generally referred to as “conference rooms” in this MAPP. CDER has two reservation types: Accepted Requested (AR) and Non Acceptance Requested. AR conference rooms are accepted or declined by the CRM. Non AR conference rooms are booked automatically by the CRM software and meeting organizers receive a computer-generated response.

POLICY

Conference rooms are maintained and utilized in a tiered prioritization model. The CRM uses this prioritization to ensure that conference rooms meet the Center’s organizational and employee needs, and are prioritized as follows:

1. Official Meetings
2. Official Training
3. Morale and Welfare events (i.e., holiday celebrations)

Organizational or personal needs outside of the above prioritization should be brought to the attention of the CRM for their assistance.

RESPONSIBILITIES

Office of Management:

1. Ensures CDER’s Conference Room program operates efficiently and effectively. This includes ensuring sufficient administrative staff are assigned and trained on effective conference room scheduling and management.
2. Ensures sufficient program budgeting is included in each year’s budgeting cycle so that room configurations, tables, chairs, and audio-visual (A/V) equipment are periodically reviewed and repaired, replaced, or upgraded, as needed.
3. Request and review periodic status reports as needed to monitor the status of the conference room program.

CDER Conference Room Manager: The CRM staff is organized under CDER’s Office of Management. The CRM provides oversight and overall management of CDER’s Conference Room program. Duties of the CRM include:

1. Ensures all CDER conference rooms are adequately equipped according to the Center’s needs. The CRM will conduct periodic physical and utilization reviews of all CDER conference rooms and make budget and purchase recommendations to management for repair, maintenance of the room (i.e., carpets, ceiling tiles, and bulletin boards), replacement of furniture (i.e., chairs, tables, etc.), and A/V equipment repairs, changes, and upgrades.
2. Liaisons with other CDER staff to plan, program, and monitor ongoing conference room repairs and upgrades.

3. Oversees and manages Center-wide conference room scheduling, which may include de-conflicting competing scheduling requests and relocating customers to other rooms based on priority, location, room availability, and the customer's needs.
4. Provides advice and assists customers with conference room reservation scheduling or use as needed.
5. Acts as liaison for scheduling conference rooms in other Centers.
6. Provides customer support to include conference room scheduling training and customer issue resolution as needed.

CDER's Audio Visual Team: CDER's A/V Team capability allows participants to meet remotely using various formats, such as: face-to-face; call-in; and watch and participate "live" in a normal two-way conversation in a personal and group setting using secure communication channels. CDER's A/V Team can be contact via email or telephone at: CDERAudioVisualSupport@fda.hhs.gov; or at: 301-796-4321.

CDER's A/V team provides A/V support as specified by contract. The contractor:

1. Provides customer support for software and equipment set-up, operational meetings and presentation support, and troubleshooting to support various formats.
2. Provides the CRM with periodic conference room status reports to assist in conference room management.
3. Provides the CRM with suggested room A/V equipment upgrades for annual budget plan.
4. Assists the CRM in de-conflicting conference room schedules.
5. Assists customers with instructions, user guides, and other information as needed.

Meeting Organizer:

1. CDER employees can reserve conference rooms through the Center's scheduling system.
 - a. Obtains appropriate training from the CRM related to CDER's conference room management program.
 - b. Serves as a liaison between meeting attendees and CRM in making conference room scheduling requests, cancellations, or reporting issues.
 - c. Serves as a liaison between CRM and ERIC for room configuration.
 - d. Utilizes approved procedures and online software necessary to schedule or cancel CDER conference rooms.
 - e. Schedules industry meetings on the first floor of Buildings 51 and 22.
 - f. Reports all issues to the CRM, such as scheduling conflicts, torn carpets, problems with furniture, cleaning needs, internet access and/or A/V equipment problems.
2. Non-CDER employees can reserve conference rooms through CDER's CRM.
 - a. Sends all correspondence to schedule or cancel conference rooms to CDER-WO-CONFERENCE-SUPPORT@fda.hhs.gov.

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- b. Includes the following information when requesting a setup or canceling a conference room:
 - Meeting Organizer:
 - Meeting Title:
 - Date:
 - Time:
 - Number of Attendees:
 - c. Contacts the CRM to place a request at least 48 hours before reserving a room to ensure requirements are not beyond the room's capabilities.

Meeting Participants: CDER conference rooms are open for use by CDER and Non-CDER employees. All meeting participants are asked to return the room back to its original condition after use.

- 1. Meeting participants will:
 - a. Clean up after each meeting. Throw away any trash and align chairs to walls and tables.
 - b. Turn off lights and equipment.
 - c. End all meetings on time so the next scheduled meeting can start promptly.
 - d. Wipe-down/erase white boards.
- 2. Meeting participants will not:
 - a. Change the configuration of conference rooms.
 - b. Remove furniture or equipment from conference rooms.

PROCEDURES

CDER Conference Room Scheduling

General Practices:

- 1. Conference rooms are scheduled using approved online CRM software. Meeting Organizers and employees will use the CRM software to schedule (obligate and de-obligate) conference rooms as needed to support their missions.
- 2. Step-by-step operational instructions on how to reserve and manage conference room requests are published and maintained separately by the Center's CRM and are available on CDER's OM Administrative Toolbox Web site.
- 3. Meeting Organizers should check the room's status prior to scheduling the room to avoid double-booking.
- 4. All meetings are subject to relocation due to importance of the meeting, location, and time of scheduled meeting. The CRM will make all reasonable attempts to

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- provide as much advanced notice as possible to the Meeting Organizer and relocate the meeting to a comparable conference room when possible.
5. If a Meeting Organizer schedules a conference room previously booked by another meeting organizer, the original Meeting Organizer is required to cancel the originally booked meeting before the new meeting can be booked.
 6. Rooms are often scheduled for multiple meetings every day; professional courtesy is expected from all employees as a matter of protocol. Meeting attendees are expected to clean up after each meeting; dispose of any trash from tables and desks; put chairs in original positions; and turn off lights and equipment.
 7. Equipment and/ or chairs should not be removed from the conference rooms.
 8. An ERIC ticket must be submitted at least 48 hours prior to each meeting for conference room reconfiguration. Employees should not exceed conference room occupancies to maintain compliance with State and County fire codes.

Reserving an Acceptance Requested (AR) Room:

1. To reserve an Acceptance Requested (AR) Room, the Meeting Organizer sends an email to the CRM. At minimum, the request should contain:

Meeting Organizer Name:

Meeting Title:

Date:

Time:

Number of Attendees:

Special Requirements: (i.e., table configuration, A/V support, additional chairs, etc.)

2. The CRM reviews the conference room request and ensures the date, time, and location match the calendar request.
3. The CRM will then accept or decline the request.
4. If the request is not approved the Meeting Organizer is notified and the process starts over. The CRM will usually make recommendations.
5. If the request is accepted, the CRM sends an acceptance email to the Meeting Organizer stating the conference room request was approved.
6. The CRM reviews the conference room request for special requirements such as A/V support, furniture set-up, and telephone conference call-in numbers.
7. If special requirements are needed the CRM emails the Meeting Organizer to provide the appropriate instructions and contact information for room set-up (ERIC) and CDER Video Conferencing for A/V support.

DEFINITIONS

- **Conference Room Manager:** The Conference Room Manager (CRM) is responsible for day-to-day management of CDER conference rooms. This many included the following: accepting and declining meetings, relocating meetings, approving conference room set-up request.
- **Meeting Organizers:** Meeting Organizers are responsible to creating and deleting meetings request through the scheduling system. They are also required to contact the CRM with special requirements (i.e. conference room set-ups and A/V support.)
- **Meeting Participants:** Meeting Participants are required to attend the meetings during the scheduled time allotted, leave the rooms in good condition, and notify CRM of any issues found in the room.

CDER Room Types: CDER categorizes its rooms by capacity, equipment in room, and location. There are four conference room types: Meeting Room (MR), Conference Rooms (CR), Video Teleconference Rooms (VTC), and Reconfigurable Rooms. These room types should be requested based on varying capacity, equipment, and/or set-up styles. In each case, users should consider their needs and ensure the room will support their requirements. CDER has nine standard reconfigurable room styles. Diagrams are provided on Attachment1.

1. **Meeting Room Capacity and Setup:** Meeting room capacities vary, having seats for 8-10 people. The setup includes a basic telephone. Conference phones and A/V equipment can be requested by the user prior to the meeting as described above.
2. **Conference Room Capacity and Setup:** Conference room capacities vary, having seats for 15-25 people. The basic setup includes conference phones and projectors.
3. **VTC Room Capacity and Setup:** VTC room capacities vary, having seats between 15-35 people. The basic setup includes conference phones, projectors, and video teleconferencing equipment.
4. **Reconfigurable Rooms:** CDER has two conference rooms located in Building 22, Room 2205, and Building 51, Room 1300 that can be arranged in one of nine different configurations or styles. Reconfigurable Rooms vary, having seats between 18-100 people. The basic setup includes conference phones, projectors, and video teleconferencing equipment. If you need a reconfigurable room, you must submit a request, via email, with the desired configuration at least 48 hours in advance to: ERIC@fda.hhs.gov or call (301) 827-ERIC. This allows sufficient

time to schedule manpower to perform the following standard configurations.
There is normally a 30-minute setup time between meetings. Customers are
subjected to the previous meetings setup style if no request is submitted.

EFFECTIVE DATE

This MAPP is effective upon date of publication.

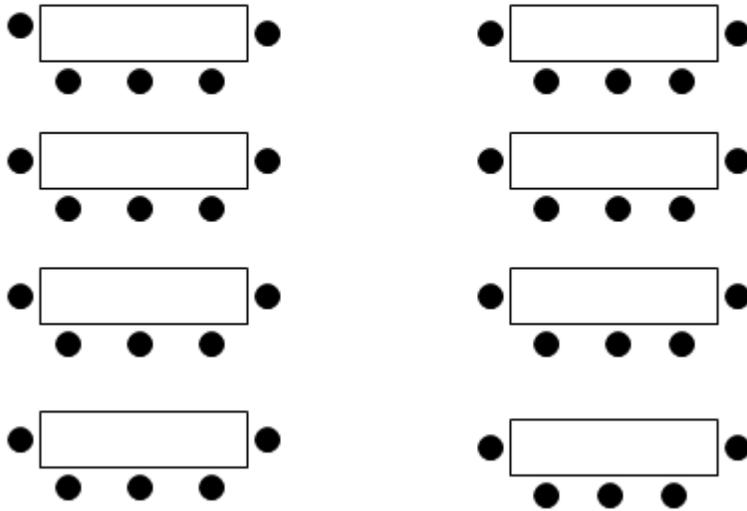
CHANGE CONTROL TABLE

Effective Date	Revision Number	Revisions

ATTACHMENT 1: CDER's Nine (9) Reconfigurable Conference Room Set-up Types

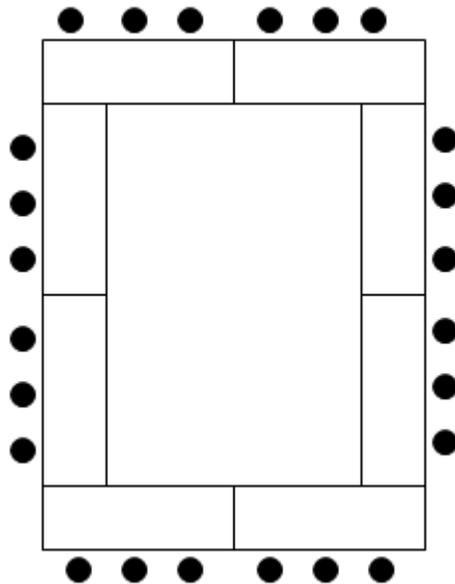
#1 Class Room Style

The Front



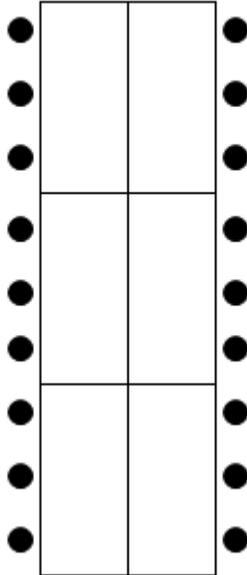
The Class Room Style setup holds approximately 40 participants

#2 Open Rectangle



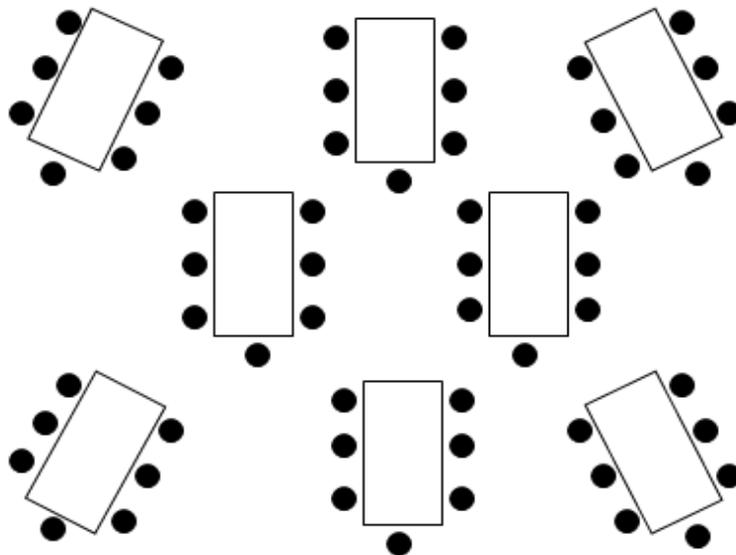
The Open Rectangle Style setup holds approximately 24 participants.

#3 Boardroom Style



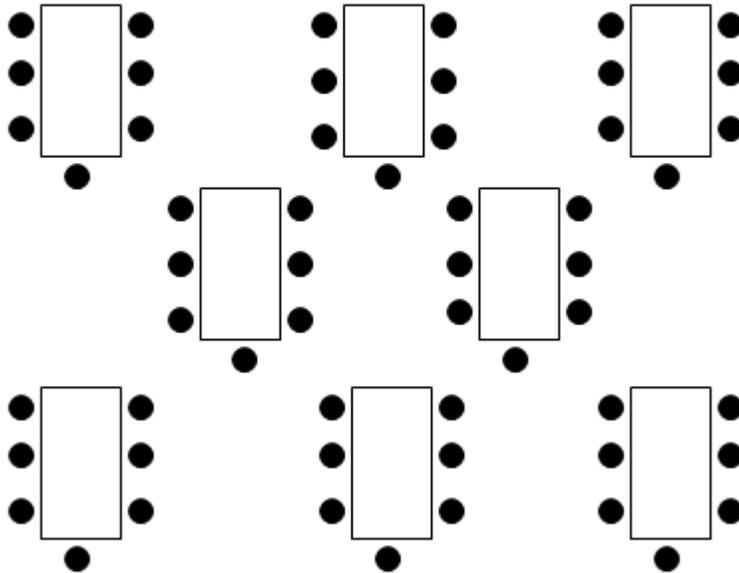
The Boardroom Style setup holds approximately 18 participants.

#4 Chevron Style



The Chevron Style setup holds approximately 56 participants.

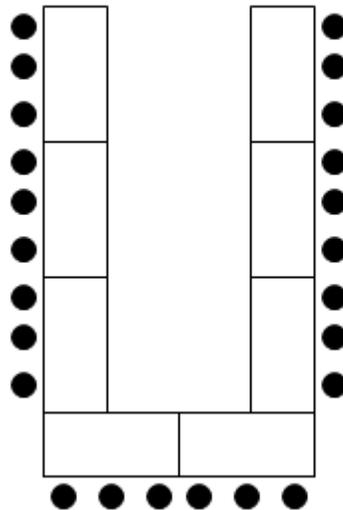
#5 Grouped Seating Style



The Grouped Seating Style holds approximately 56 participants.

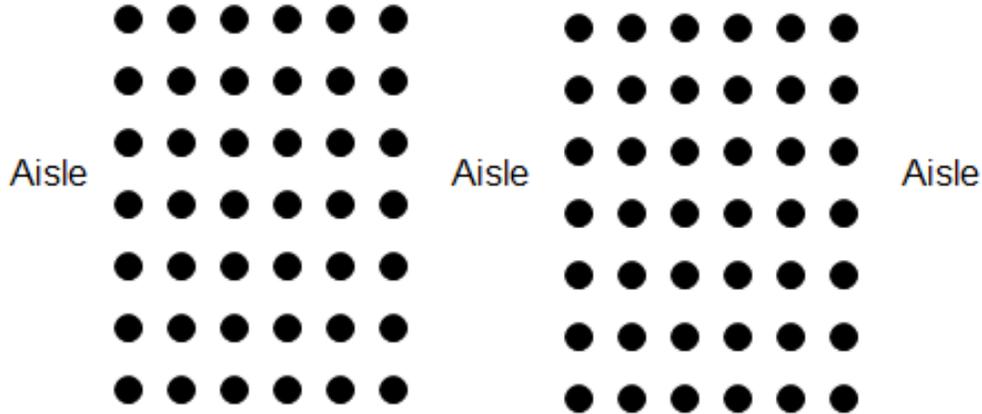
#6 “U” Shape

The Front



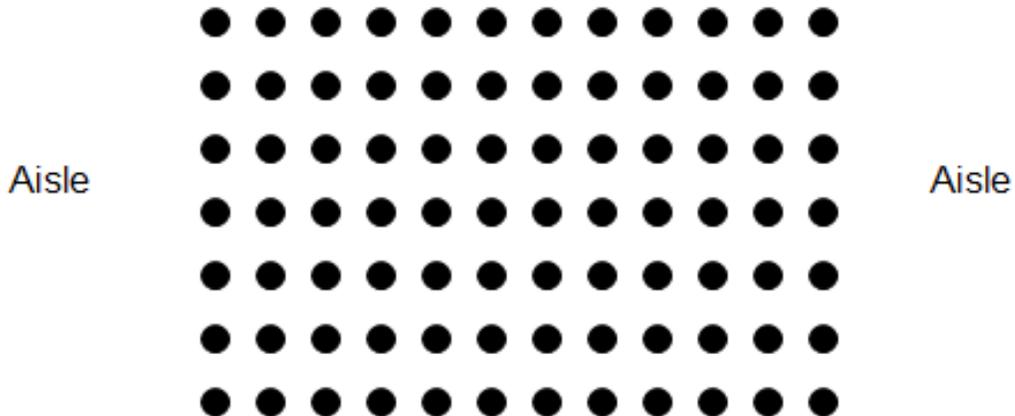
The “U” Shape Style holds approximately 24 participants.

#7 Auditorium Style with 3 Aisle



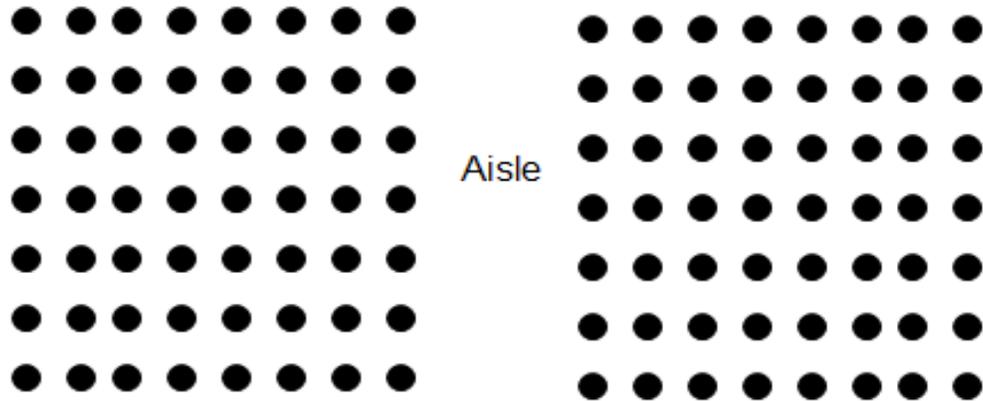
The Auditorium Style setup holds approximately 84 members. There are notables included in this configuration.

#8 Auditorium Style with 2 Aisle



The Auditorium Style with 2 Aisle holds approximately 84 participants. There are no tables included in this configuration.

#9 Auditorium Style 1 Aisle



The Auditorium Style with 1 Aisle holds 100 participants. There are no tables included in this configuration.

ATTACHMENT 2: CDER Conference Room Scheduling Flow Chart

