

BS 8892:2014



BSI Standards Publication

# Transition management of facility-related services – Code of Practice

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### Summary of pages

This document comprises a front cover, an inside front cover, pages i to ii, pages 1 to 46, an inside back cover and a back cover.

## Foreword

### Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 August 2014. It was prepared by Technical Committee FMW/1, *Facilities management*. A list of organizations represented on this committee can be obtained on request to its secretary.

### Relationship with other publications

This British Standard is a new addition to an existing set of standards connected with facilities management and complements BS 8572.

### Use of this document

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

### Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

*Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.*

The word "should" is used to express recommendations of this standard. The word "may" is used in the text to express permissibility, e.g. as an alternative to the primary recommendation of the clause. The word "can" is used to express possibility, e.g. a consequence of an action or an event.

Notes and commentaries are provided throughout the text of this standard. Notes give references and additional information that are important but do not form part of the recommendations. Commentaries give background information.

### Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

**Compliance with a British Standard cannot confer immunity from legal obligations.**

## Introduction

The purpose of this British Standard, which complements BS 8572, is to give recommendations and guidance on processes and procedures by which facility owners, operators and tenants can manage the transition from one facility-related service arrangement to another in an efficient and cost-effective manner and minimize exposure to risk and threat to business continuity.

Transition management of facility-related services is the process of moving from one service arrangement to another. This can cause unnecessary disruption to end-users of those services and incur additional indirect costs. The issues arising from a change in an existing arrangement can be off-putting for facility owners, operators and tenants. The idea of moving from an established familiar situation to one that is unfamiliar can be unattractive, not least because of a lack of understanding of how to manage such an undertaking. In the absence of guidance, facility owners, operators and tenants might be disinclined to break with an existing arrangement, despite some dissatisfaction with it. Transition has to be planned and controlled over and above arrangements for the procurement of facility-related services, where this applies, if it is not to impact negatively on service delivery.

## 1 Scope

This British Standard provides facility owners, operators and tenants (and professional advisors on their behalf) with recommendations and guidance on managing changes to their existing sourcing arrangements and where there is a move between insourcing and outsourcing and vice versa. It is applicable to a range of situations from the replacement of one service provider by another, to bringing all services in-house following a lengthy period of outsourcing, and incorporates recommendations that allow the approach to be scaled to suit the degree of complexity involved.

*NOTE For the purpose of this British Standard, the "organization" can be the facility owner, an operator, a tenant or a professional advisor acting on their behalf.*

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 8572, *Procurement of facility-related services – Guide*

BS 8587, *Guide to facility information management*

BS EN 15221-1, *Facility management – Part 1: Terms and definitions*

BS EN 15221-2, *Facility management – Part 2: Guidance on how to prepare facility management agreements*

BS EN 15221-5, *Facility management – Part 5: Guidance on facility management processes*

PAS 1192-3:2014, *Specification for information management for the operational phase of assets using building information modelling*