



WHS Pipeline

A Weekly Newsletter of Washington Headquarters Services

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Ronald Reagan lying in state in the Capitol Rotunda on Capitol Hill. Photo by Newsday.

"President Reagan's resolve in the defense of freedom helped to change the course of modern history. Among his many legacies, he restored America's pride in the men and women who wear the military uniform...[He] had the conviction and personal courage to provide our nation and the free world with directional leadership at a time when it was so sorely needed."

-Secretary of Defense Donald Rumsfeld

The Pentagon Renovation and Construction Program Office (PENREN/C) recently published *The Field Guide for Sustainable Construction*, a joint project with The Pennsylvania State University. Sustainable construction not only considers various environmental issues, but how the environment factors into cost, schedule, operations, maintenance and worker/employee considerations.

The guide is the result of a two year effort by Penn State Doctoral Candidate Michael Pulaski and PENREN/C, with contributions from the Defense Facilities Directorate. *The Field Guide for Sustainable Construction* is available now at <http://renovation.pentagon.mil/sustainfieldguide.htm>.

Introducing ITMD

Effective July 1, 2004, the transformation of the Information Technology Management Directorate (ITMD), will be complete. Mr. Howard Becker, Director, WHS, said, "We are now ready to move toward achieving an important milestone associated with the restructuring of WHS - provisioning IT services as a shared resource."

Under ITMD Director Mary George's leadership, the ITMD working group produced a plan that defines the technologies necessary to help its customers complete their respective missions. ITMD is committed to providing excellent service to WHS Components and customers. As the organization matures, WHS also hopes to become the provider of choice for progressive and technologically advanced information solutions

Tours Leading the Way to Success

Wide-eyed tour groups roam the halls of the Pentagon every day, learning about the history of the building and the people who work there. Unlike public tours, WHS directorates facilitate their own tours to showcase the organization's success and to support the Strategic Plan's goal for providing superior customer service.

The Pentagon Renovation and Construction Program Office (PENREN/C) gives around 80 tours a year, estimates [George Jackson](#), Communications Specialist. PENREN/C emphasizes the Pentagon's physical design and recent renovations, including the Metro Entrance Facility and the Phoenix Project. The tours cater to a variety of technically minded people whose focus ranges from engineering to "green" construction. "Visitors want to see how we manage our projects by staying on time and under budget," Mr. Jackson says.

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On a Defense Facilities Directorate (DFD) tour, guests see what goes on behind the scenes at the Pentagon, from the paint shop to the executive dining room. The tour route is customized for each group, so that each one gets to see something a little different. Tours are "one of the main ways that we let our customers and other government agencies and officials (local and foreign) know about our products - what we do and how well we do it," says [Anita Washington](#), Management Analyst and Project Manager for DFD tours.

She credits her colleagues at DFD for demonstrating the excellent service provided by WHS. In the words of Ms. Washington: "What better way is there than to 'show' (our customers) what we do?"

What do you think should be included on WHS tours? Please send your comments to information@whs.mil!

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