CitA Digital Skills Series
2024

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Transforming HSE Capital & Estates

Information Management
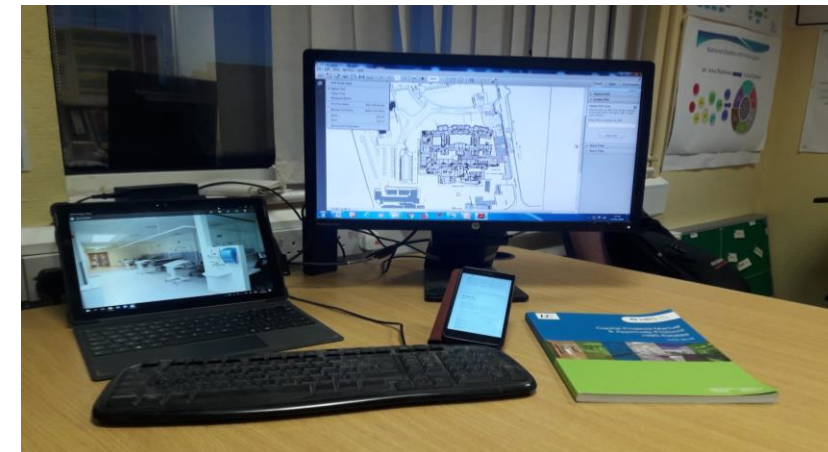
with "IWMS" and "CDE"

by Anna Boch

Transforming HSE Capital & Estates Information Management with "IWMS" and "CDE"

- What brought us on this journey

- The concept behind the approach

- The first three years & where we are now

- Parallels with "BIM Implementation"

- Some Reflections
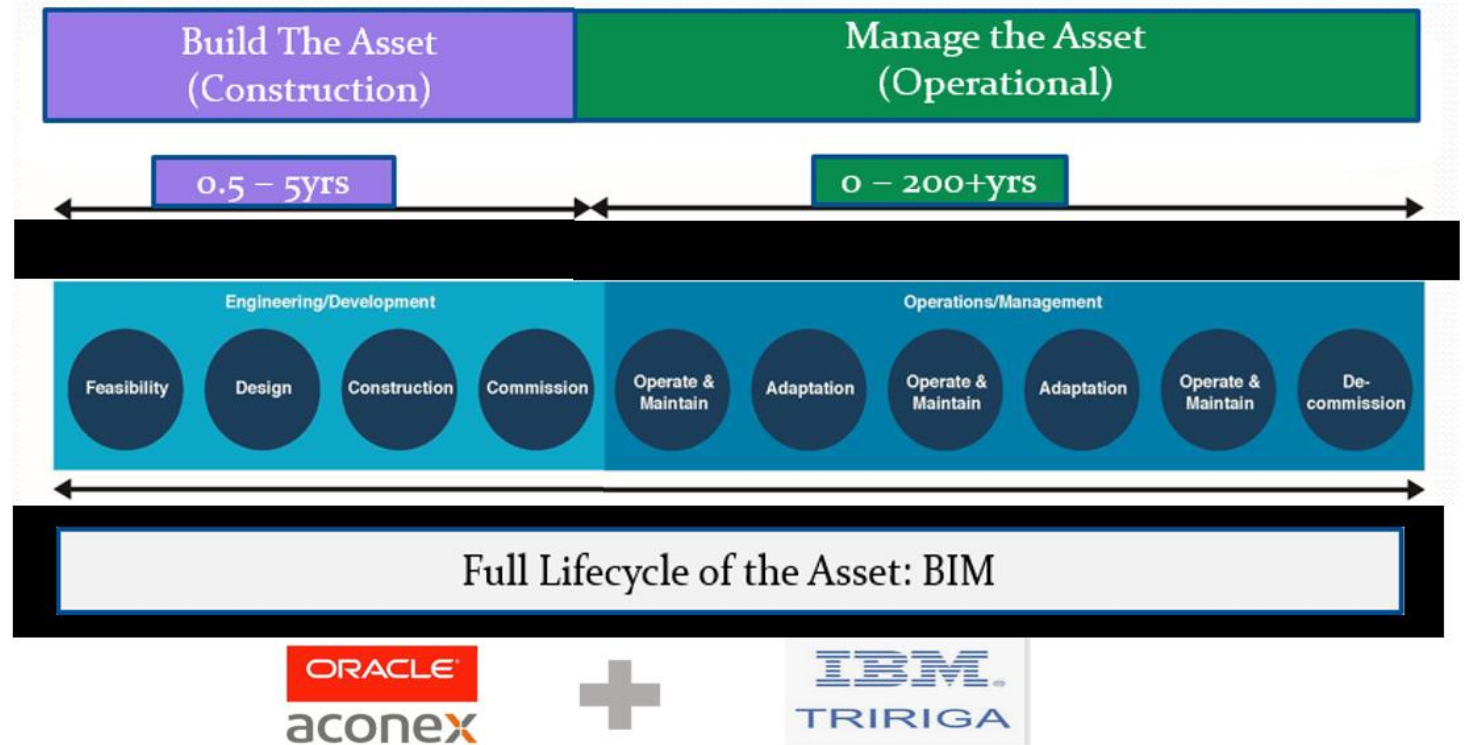
Wednesday 24th January 2024

People's Need Defining Change

- Local areas operated a paper-based system and utilised outdated technology

- Requirement for a single cloud-based platform to integrate the business & provide one reliable source of information

- Desire to do things in a better way, making use of best available technology

- "Better" Information Management

Full Life Cycle Management

- Information Management from Feasibility to De-Commissioning
- No "single system" available
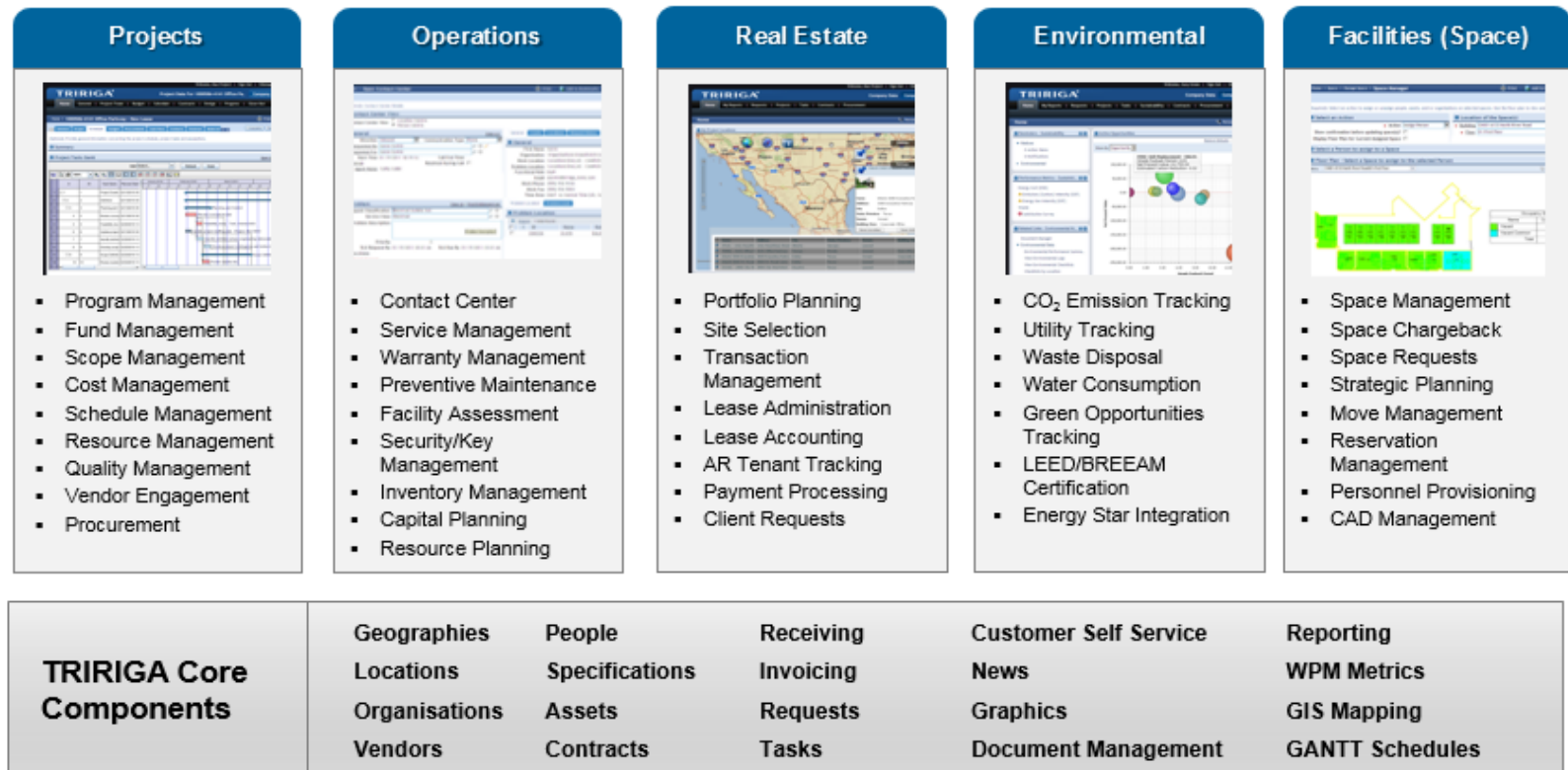- Integrations and Interfaces
- "put information in once"

Common Data Environment

- Specifically for Design & Construction Communication

- Configuration crystallised the information requirements

- Project Level information exchange with Programme Level

- Technology constantly evolving around best way to manage information at handover
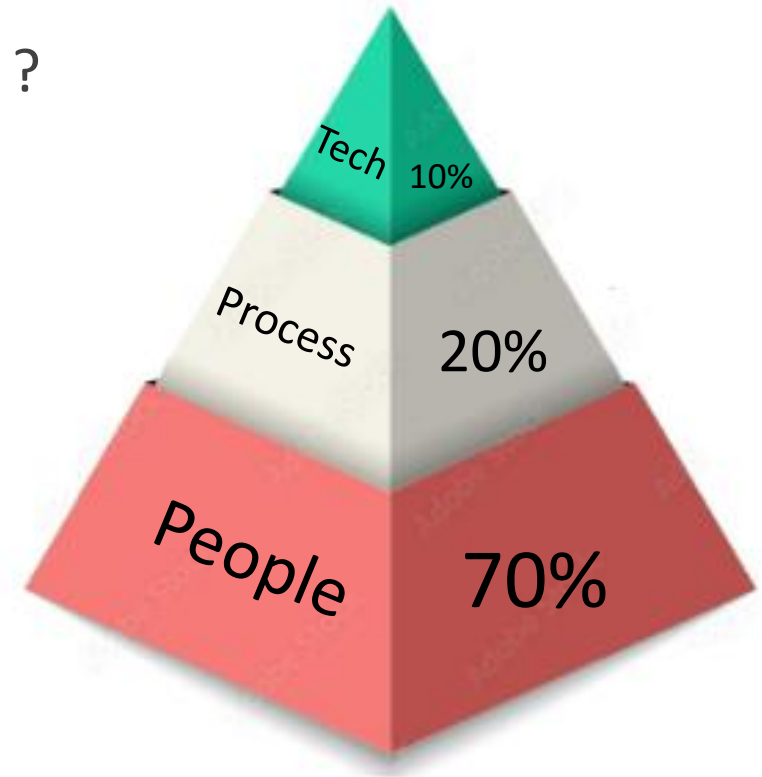
Integrated Workplace Management System

- 5 distinct applications with common portfolio
- 6 months to "configure" each application
- Configuration crystallised information requirements
- Interdependency between work streams more defined

Projects	Operations	Real Estate	Environmental	Facilities (Space)
- Program Management - Fund Management - Scope Management - Cost Management - Schedule Management - Resource Management - Quality Management - Vendor Engagement - Procurement	- Contact Center - Service Management - Warranty Management - Preventive Maintenance - Facility Assessment - Security/Key Management - Inventory Management - Capital Planning - Resource Planning	- Portfolio Planning - Site Selection - Transaction Management - Lease Administration - Lease Accounting - AR Tenant Tracking - Payment Processing - Client Requests	- CO_2 Emission Tracking - Utility Tracking - Waste Disposal - Water Consumption - Green Opportunities Tracking - LEED/BREEAM Certification - Energy Star Integration	- Space Management - Space Chargeback - Space Requests - Strategic Planning - Move Management - Reservation Management - Personnel Provisioning - CAD Management

TRIRIGA Core Components					
Geographies	People	Receiving	Customer Self Service	Reporting
Locations	Specifications	Invoicing	News	WPM Metrics
Organisations	Assets	Requests	Graphics	GIS Mapping
Vendors	Contracts	Tasks	Document Management	GANTT Schedules

Configuration & System Deployment – 30% of the Effort ?

- 3 year programme with deployment after each 6 month sprint
  – that was just the beginning i.e. Technology & Process

- Each deployment released an empty warehouse
  – next step filling the shelves with the right information

- Digital Maturity, Data Maturity
  – these will only develop through use of system over time

- Training on use of the "system" a key foundation stone
  – in-person, on-line, how-to-guides, help-desk

- Using the "system" highlights gaps in other aspects of CPD
  – upskilling essential to understand and implement process

Tech 10%

Process 20%

People 70%

NEIS & BIM Mandate

- Delivery of NEIS **distinct** to Implementation of BIM but **intrinsically** linked with common goals achieved
- Build Digital supports for CWMF BIM Mandate
  - File Naming Convention set out as part of Aconex CDE configuration
  - Asset Information Requirement template to import required data into Tririga IWMS
- Digital Starter Pack Checklist
  - Company, Processes, People, Technology

Some Reflections …

- Proof of Concepts – pilot initiatives
- Consensus that upskilling in BIM across all aspects is key
- Keep focus on the core vision – better information management
- Re-adjusting expectations and defining success
- Benefits Realisation - different things to different people
- Not a marathon or a sprint… DECATHALON

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Thank you for attending