

Building collaboration through electronic maintenance schedules

Case Study Snapshot

The Challenge

- Inefficient scheduling due to lack of visibility
- Limited collaboration opportunities
- Limited data and ability to plan pro-active work

The Solution

- SharePoint based site
- Automated forms and visible calendar views
- Tablet computer enabled updates
- Real time reporting and ability to spot trends

The Results

- Better team morale
- Cross team collaboration opportunities being identified and acted upon

Background

Works services is a key business unit within the Council delivering range of activities such as roads, footpaths, parks and streetscapes services. The business unit has outdoor staff with limited access to technology.

The Challenge

The business unit had some inefficient practices due to lack of visible scheduling. Paper based or MS Outlook calendars were being used with clear limitations. This was also limiting collaboration opportunities resulting in less pro-active work.

The Solution

Council has recently introduced SharePoint software. Jason Baker, *Recreation Asset officer* identified an opportunity to build electronic schedules visible to everyone across the team using SharePoint. Jason discussed his ideas with Information Services team and a project site for Works Services teams was created. This site has several key features such as; ability to view every team member's work schedules, electronic forms that can be used while working within the field and a real time data capture where tablets enable

maintenance schedules to be shared amongst outdoor staff in different locations in real time. It also enables the reporting of work completion, checking of service levels and issues in the field which may relate to their or other work units without the previous need to either return to the office or to make a phone call.

The Results

The results have been excellent. Teams are now able to view each other's work schedules resulting in enhanced collaboration and cross team accountability. Teams are also able to identify some pro-active work opportunities resulting in improved service levels for community. Teams now supported by Jason are also working on next steps that include mapping and improving all the business processes using *Promapp* software, and an introduction of more electronic forms. Electronic forms are now completed over 50 times per week with the number continuing to grow as additional forms are converted to electronic format.



"More efficient, do not want to go back to paper" - James, Works Services