

# Integrated Work Management System



# What is it?

An integrated work management system is a software platform that helps organizations optimize the use of workplace resources, including the management of a company's infrastructure, equipment and facilities assets.

# Integrated Work Management System

This is a corporate-wide initiative that will provide:

- Better planning, forecasting, managing and coordination of resources;
- Improved budgeting and expenditure tracking
- The ability of the system to integrate with our financial package will reduce duplication of information
- Promote communication and planning between departments since it is a corporate wide initiative
- Enhanced work planning, tracking and scheduling which will aid in the program based budgeting initiative
- Increased productivity by providing improved asset life and reduced downtime
- And obtain timely and accurate information.

# Integrated Work Management System

- The ability to attach GIS coordinates to our assets will assist in maintaining the Capital Asset Management Plan.
- Better tracking and reporting abilities will assist with the implementation of program based budgeting.
- Throughout the system we will have the ability to attach electronic records to any or all elements we are tracking reducing the need for physical storage and providing all users with “instant” access to the documents.

# Integrated Work Management System

- This is, along with the Electronic Records Management system, fully funded through reserves that we have been building for 5 years.
- Installation will begin in 2016 and requires a significant planning component.
- We anticipate that installation will not be complete until 2018.
- It will be a phased-in project.
- Dennis Sloan will be the project lead from Finance.

# Platform comprised of three core modules:

## **1. Asset Manager**

- This application enables the inventory of roads, bridges, culverts manholes, sewers, facilities and any number of asset types.
- Software extenders for this module are capable of condition inspections; preventive maintenance; parent-child asset linkage; budget optimization; needs forecasting and budgeting; best practices analysis; asset deterioration profiles, life-cycle costing, etc.

# Platform comprised of three core modules:

## **2. Work Manager**

- This application enables job, activity and object code costing; solid integration to our core financial accounting modules and advanced cost reporting and accomplishment tracking capability.
- Software extenders are capable of equipment and materials management; stock & equipment utilization; resource planning; capital projects execution, contract management, etc.

# Platform comprised of three core modules:

## **3. Service Manager**

- This application enables customer service requests, asset or equipment work orders, scheduling, work cost estimating, service standards, email auto-notification, due dates and warnings, multi-phase tracking, compliance check lists, auto-generation of recurring tasks, etc.
- The software extender for this module is capable of preventive maintenance planning and service standard enforcement.



# Why are we implementing the system?



## **Community Based Strategic Plan:**

*A financially secure and sustainable Town.*

- Action Item:
  - Complete the Town's move to program based budgeting within this term of Council.

# Community Based Strategic Plan

- Effective management of the Town Debt and Assets
  - Improve the Town's Asset Management Plan to take into account maintenance costs and a funding model for the replacement of assets that have reached the end of their lifecycle;
  - Assets include road, water and wastewater infrastructure in addition to all buildings, recreational facilities, vehicles and equipment owned and maintained by the Town

# BMA recommendations:

- Public Works:
  - Applies to at least 5 out of 13 recommendations the most notable being
  - #11 Develop and implement a sustainable fleet management system based on appropriate strategies...
  - #12 Develop and implement a sustainable building management system based on appropriate strategies...

# BMA recommendations:

- Parks:
  - Applies to at least 5 out of 13 recommendations the most notable being:
  - #3 Automated equipment and fleet system be utilized for equipment inventory and fleet service

# BMA recommendations:

- Recreation Facilities:
  - Applies to 2 out of 7 recommendations the most notable being:
  - #4 That the Town develop and implement a formal preventative maintenance program for facilities