

# Asset Capital Replacement Planning

## *SYD Maximo Next Steps*



Solid progress has been made in structuring and gathering Asset Data, assessing Asset Criticality and identifying Replacement Candidates. The process however is currently manually intensive and should be Solidified, Codified and Automated where possible in order to better support the Asset Portfolio SMEs. Additional Asset Data identified by the various projects needs to be loaded and where practical Contractor systems that collect useful asset data should be integrated.

### Solidify Asset Information Foundation

- Upload Additional Asset Data
- Implement Maximo Asset Health
- Codify Asset Health Score Methods
- Integrate Asset Data from Contractors' Systems

### Next Actions

- Upload additional data gathered from the APP Asset Condition Assessment, Asset Management Plan and Capital Replacement Projects into Maximo
  - » Additional Asset Data
  - » Asset Condition Data
  - » Criticality, Etc
- Implement the Maximo Asset Health Module to support the Portfolio SMEs
  - Maximo currently has the following modules deployed:
    - » Asset Data, Vendor, Corrective Maintenance, Programmed Maintenance: (*Job Plans - Routes - Schedules - Work Orders*), Remedial Maintenance, Financials, Inventory, Workflows, Start Centres, Plant & Equipment Register, Programmed Governance, Customisations, Integrations, Reports, KPIs, Etc.
  - The Maximo Health Module enables:
    - » **Improved operational and capital replacement decisions:** Based on not only influences like age, maintenance history and cost data but also current condition-based readings from sensors & visual inspections combined with environmental data.
    - » **Create custom health scores:** Combine scoring elements and rules to generate a method to score the health of assets based on their portfolio/asset type. Define scoring ranges to easily identify assets in poor health.
    - » **Criticality and risk scores:** Define asset criticality and calculate risk in concert with health scores to prioritise action needed.
    - » **Audit asset data:** Locate and update missing asset data with new preconfigured work queues.
- Codify Asset Health Score Methods from the APP Asset Condition Assessments, Asset Management Plan and Capital Replacement Projects into Maximo Asset Health
  - » Continue to develop Portfolio/Asset Type specific Health Score Methods
- As soon as practicable, recommence the pre-COVID planned Contractor Integration works

# Stakeholder SR Status Updates

## *SYD Maximo Next Steps*



With SYD moving towards more normal operations post COVID-19, combined with the general organisational changes and the increase in severe weather events, there is strain on a range of operational teams in providing updates on the status of service requests. Opportunities exist to communicate, automate, enhance and integrate the pre COVID-19 processes to provide timely information to the various stakeholders.

### **Ensure Operational Management has up-to-date SR information while Enhancing the Customer Experience**

#### ***Next Actions***

- Streamline and Communicate the process for obtaining SR Status via the phone.
- Automate/Self Service the SR Status reporting for key Stakeholder groups. *E.g. Terminal Operations, Key Tenants.*
- Integrate live WO data from key Contractors' Systems
- Implement and communicate the streamlined FM Hub SR Status Follow-up process to enable the managed and measured escalation of SR status information requests
- Gain consensus on the level of granularity of SR status information to be provided, given the transition to normal operations and the range of timeliness of WO updates from the FM Contractors
  - Liaise with the Terminal Operations and Facilities Works teams to Implement an Automated Daily Terminal Operations SR Status Report
  - Implement the second phase of smartREQUEST for Tenants (DoHA JLL, et al) to enable self-service SR Status Lookup
  - Evaluate the previously developed automated Requestor Status Notification from Maximo (on Status Change) configurable by Contractor, Customer or Asset Classification.
- In order to ensure that the SR Status information in SYD Maximo is as up-to-date as possible, as soon as practicable, recommence the pre-COVID planned FM Contractor Systems Integration works

There are over 300 reports available from SYD Maximo, the majority of these are operationally focused and very detailed. It would be beneficial to implement a Performance Reporting Framework for FM Contractors, Assets and Processes that standardises the existing Operational level reporting while defining the requirements for expanded Management Decision Support and Executive Dashboard levels of information.

### Establish a Robust Performance Reporting Framework

- Define the Performance Reporting Framework
- Standardise Monthly FM Contractor Performance Reporting
- Standardise Asset Performance Reporting

### *Next Actions*

- Agree FM Performance Reporting Framework requirements across the three levels:
  - Executive Dashboard
    - » Performance & Risk Management
      - Summary Level Information from Multiple Sources
  - Management Decision Support
    - » Availability of Accurate & Timely Information
      - Provides insights, trends and input to strategic planning
      - Usually more complex, requiring various data sources to be integrated
  - Operational Reports
    - » Effectiveness & Efficiency
      - Assist in managing and controlling daily activities
      - Tends to be time specific and suited to on-line dashboards & reports
- Leverage the existing resources and identify the gaps
  - Consider the output from previous reporting initiatives
  - Pull together existing reports and standardise monthly performance reporting across the group. *E.g.*
    - » Response & Rectification
    - » Work Orders Missing
    - » PM Compliance
    - » Safety Hazard Reporting
  - Align Contracted SLAs for consistency where possible
    - » Establish additional KPIs as required
  - Identify and address GAPs in Performance Reports
- Implement the Maximo Asset Health Module and Codify Asset Health Score Methods
  - *See Asset Capital Replacement Planning*