

---

# Abstract

This project is a case study of the new life science building of the University of Oslo. When finished, the life science building will become Norway's most complex educational building and in the course of the construction employ over 2000 employees. On average, an employee in the construction business conducts 90,4% productivity, compared to an average of 129,8% work productivity in all on land work in Norway of Norway (2018). The goal of this project is to identify critical factors why there is this considerable gap in labor productivity in the construction business, compared to other on land industries. Not only is the problem of labor productivity, but it also fails to deliver on time, or even deliver at all. A problem that was known to occur in the IT industry. The study conducts an analysis of several topics, which includes working methodology, by some is said to be the critical factor of the rise in productivity and the ability to deliver in IT business. Comparing the use of the methodology in IT and constructing, the project discusses the importance of agile methods to overcome the matter of productivity in the constructing business. Other topics examined is organization structure, and the use of technical tools to streamline productivity and communication in organizations. All these topics will be analyzed first as a litterateur study and then an empirical study, with interviews and observations, of what the employees in The Life Science Project experience concerning the aspects mentioned.

---

# Contents

<b>Abstract</b>	<b>i</b>
<b>Table of Contents</b>	<b>iv</b>
<b>List of Tables</b>	<b>v</b>
<b>List of Figures</b>	<b>vii</b>
<b>1 Introduction</b>	<b>1</b>
<b>2 Literature Review</b>	<b>3</b>
2.1 A Brief History of Software Engineering . . . . .	3
2.2 Construction Engineering . . . . .	6
2.2.1 Construction Industry Project as Context for the Project . . . . .	7
2.2.2 Productivity . . . . .	8
2.3 Project management methods . . . . .	13
2.3.1 Agile Constructing . . . . .	13
2.3.2 Agile Software Development . . . . .	13
2.4 Interaction . . . . .	13
2.4.1 Communication and Knowledge sharing . . . . .	13
2.4.2 Computer-Supported Cooperative Work . . . . .	14
2.4.3 Contracts in the Construction Industry . . . . .	15
<b>3 Empiric Review</b>	<b>17</b>
3.1 CASE: The Life Science Building-project . . . . .	17
3.1.1 Project management in the Life Science Building-project . . . . .	18
3.2 Project productivity in the Life Science Building-project . . . . .	19
<b>4 Analysis</b>	<b>21</b>
<b>5 Conclusion</b>	<b>23</b>

---

5.1 Further Work . . . . .	23
<b>6 Further work</b>	<b>25</b>
<b>Bibliography</b>	<b>27</b>
<b>Appendix</b>	<b>29</b>
6.1 Intervjuguide . . . . .	29

# List of Tables

---

# List of Figures

2.1	Production of a large-program system as presented of Bennington in 1956.	4
2.2	Waterfall method as proposed by Royce in 1970. Visualizing implementation steps to develop a large computer program for delivery to a customer.	5
2.3	Waterfall method as proposed by Royce in 1970, including an iterative process using prototype. Attempting to do the job twice - the first result provides an early simulation of the final product. . . . .	6
2.4	Labor productivity; ICT and CI compared from 1972 up to 2017. . . . .	7
2.5	Labor productivity in the constructing industry, compared to average on-land industries in Norway, from 2000 to 2016. . . . .	9
2.6	Labor productivity in the constructing industry supply chain, from 2000 to 2016. . . . .	10
2.7	Labor productivity in ICT, compared to constructing industry and average on-land businesses in Norway, from 2000 to 2016. . . . .	12





# Chapter 1

## Introduction

- History of SD (PU)
- Scale and importance of the construction industry
- State that the construction industry has an ever-declining labor productivity curve.
- Presenting the case

---

# Chapter 2

## Literature Review

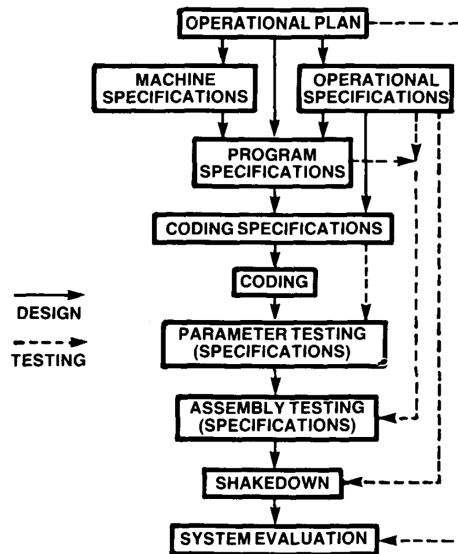
This project's objective is to look at how the construction industry, or precisely how LVB, make use of Lean Construction and digital tools to aid project management. The CI's lust for digitalization is ever-present, and often projects consist of entire departments responsible for digitalization. This chapter is using ICT as a successful case of utilization of digitalization in the context of agile project management.

First, the chapter takes a historical look at ICT and CI, and which factors made both utilize agile project management in the first place – what were the symptoms needed to be fixed? This comparison gives a surprisingly similar line of arguments, where productivity, complexity, failing to meet budgets, and requirements change during project implementation are some — additionally, similarities between the project process address comparison.

Secondly, discussing organizational cooperation and interaction, where one looks at software as a tool aiding organizational interaction. Furthermore, the chapter gives a brief overview of a traditional CI project, as well as a short overview of different agile project management methods as a context for the project.

### 2.1 A Brief History of Software Engineering

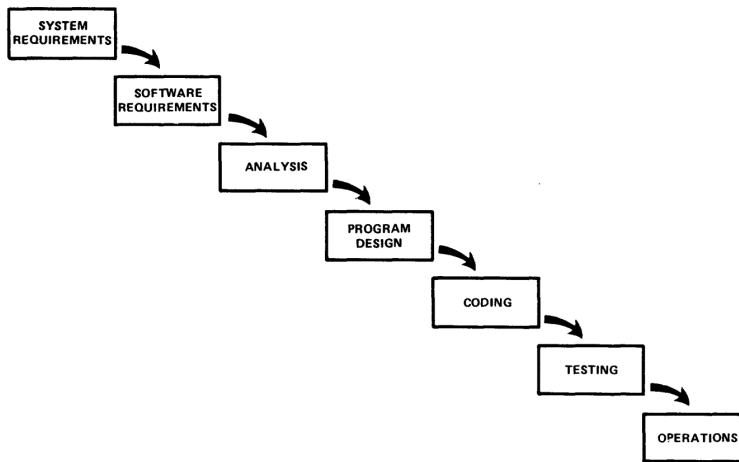
Software engineering is considered one of the newer disciplines of engineering. From 1842, when Ada Lovelace first described the advantages of the Analytical Engine, up to the 1968 NATO Garmisch conference, computer science was not considered an engineering field at all. Back then, engineers found writing code a handcraft, done by the specialists, that could be applied in several disciplines of engineering.



**Figure 2.1:** Production of a large-program system as presented of Bennington in 1956.

By the 1950s, military initiatives had seen the need for some structure or process that could aid large-scale development. Because there was no standard procedures the industry suffered significant productivity issues. The process used back then is now known as the code-and-fix method. Problems using this method was: (a) products not hitting the needs of the user, (b) code that was barely readable, and (c) not testable. Also, producing software with a team was shown difficult because of a lack of documentation and inexperienced team members.

In 1956 H.D. Bennington wrote a paper: "Production of Large scale Programs." Bennington proposes, among other things, an operational plan. The operational plan included nine phases to prepare a large system program, seen in figure 2.1. The plan is considered the precursor of the waterfall model, introduced by W.W. Royce, with the "Managing the Development of Large Software Systems"-paper, from 1970. What Royce is describing is a way of managing large-scale software development within both cost and time. The Waterfall has since become the dominant software development method used in the industry. The problems both Bennington and Royce saw was the need for process management. The reason for the need for process management was that programs did not meet cost- and time schedule, as well as requirements set. The industry suffered major productivity issues. The resulting product did not meet the expectation of the user, and the requirements needed to be modified, or the development process had to return to the origin. The issues had the source of poorly designed and documented requirements. The need for documentation and requirement specification features that come in to play in more complex software developments, because one could not see the bigger picture when the complexity of the program increased to a certain level.

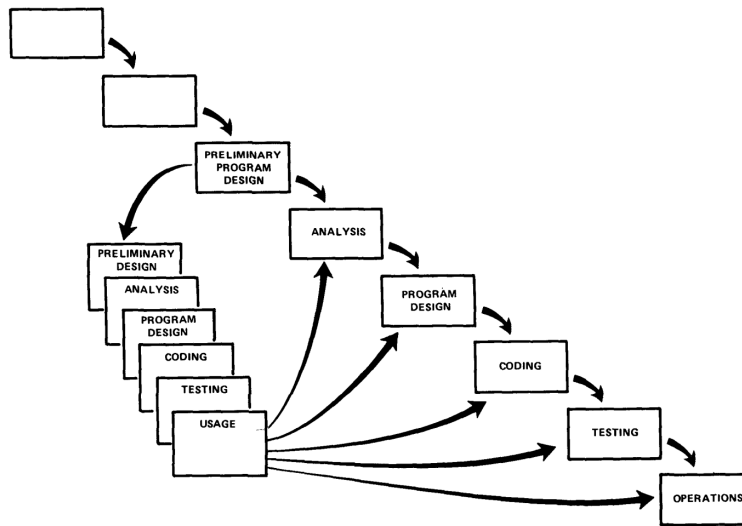


**Figure 2.2:** Waterfall method as proposed by Royce in 1970. Visualizing implementation steps to develop a large computer program for delivery to a customer.

Further, one wanted to make sure that the code written was performing as intended, which introduced the need for testing. The waterfall model, presented by Royce, seen in figure 2.2, has some modifications to Bennington's Program production, but one can identify notable similarities between the two. A feature for them both is that, to some extent, they proclaim the use of an iterative design process, which has shown to be forgotten in recent years, using the waterfall model. Royce shows the prototype in a illustration, seen in figure 2.3, while in Bennington's paper the iteration is not mentioned, but he does indicate the use of iterations in the later applied foreword.

In 1987 Barry W. Bohem wrote a paper comparing three papers from the past, with how the software industry treats process management of the time. The papers compared includes both Royce's and Bennington's paper. Bohem starts the paper with a quote from Gorge Santayana, "Those who cannot remember the past are condemned to repeat it." Even after Royce, the industry still struggled with requirements, documentation, staffing, and testing. Following the process, but forgetting the details resulting in some of the same problems previously recorded, thus the Santayana quote. An interesting detail is Bohem's discovery of the lack of prototyping and iteration, in the interpretation and use of the waterfall model: "Thou shalt not write one line of code until every detailed design specification is completed;" though both Royce and Bennington promote prototyping in the design phase.

The industry, entering the 90s and the 21 century, had a set of structures, processes, and models. Furthermore, it had become a known and highly valued field of engineering. Still, the discussion of productivity- and efficiency was present. Large software developments failed to deliver at the time and cost initially planned, sometimes failing to deliver at all. Some of the repeating problems were: (1) the initial requirements often changed during the development process: forcing the development going back to the origin, costing both



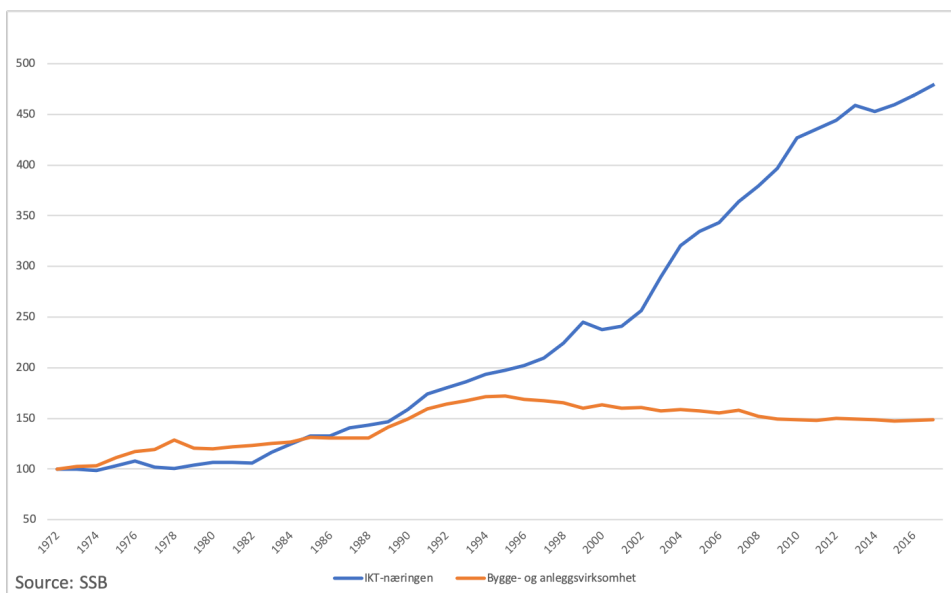
**Figure 2.3:** Waterfall method as proposed by Royce in 1970, including an iterative process using prototype. Attempting to do the job twice - the first result provides an early simulation of the final product.

time and money; (2) the need of project management during a stage of the process: making sure developers working in parallel being exploited at an accepted level, and knowing what to implement at all times. The process models, such as Waterfall, structure the order of stages, and when to proceed to the next stage, while process methods are more concerned about guidance through each phase. Thus the need for software management methods was present and the introduction of Agile Development as a means to overcome, among others, the two problems mentioned.

One can argue that productivity is an ever fighting battle, but after the introduction of agile development, productivity is shown to have a definite increase in Norwegian ICT-industry. Looking at figure 2.4, comparing ICT and CI, the difference is substantial. Yes, the productivity of CI is not good, but a productivity gain of 478,9% from 1972 until 2017 is to be considered satisfactory. One can see a big leap from the middle of the 90s. Using Labor Productivity measuring how a industry is discussed later in this chapter.

## 2.2 Construction Engineering

Construction Engineering has been a significant field of engineering throughout history. Originates from the construction of the pyramids. Continuing with Da Vinci, and some of the most skilled people, in the middle ages, forming some of the most known structures of today. In the raging of wars and through the industrial revolution, one could witness the rapid development of both civil and military engineering; as a result, one could now construct both faster and better than ever before.



**Figure 2.4:** Labor productivity; ICT and CI compared from 1972 up to 2017.

Over the last century, the requirements of constructions have become more and more complex. The buildings are getting higher, the tunnels are getting longer, and the roads are getting wider. The size of things is not equal to the complexity of the construction. Adding automated systems, multipurpose functionality, and multiple communication platforms, the complexity is ever so present. Take for example a university building, which is no longer simply a place where one can lecture and read. A university building now requires to host highly sophisticated labs for various purposes, as well as several other rooms for different kinds of purposes, and some also multipurpose. Besides, that is just the requirement of the rooms; one needs to consider all the systems added in regards to, among others, ventilation, electricity, sewage treatment, internet, and telecommunication. All these systems- and room requirements, as well as other requirements, makes the construction of the modern building way more complicated than it used to be.

Even though the complexity of the construction is increasing, the process management has, for the most part, been the same — resulting in an unfortunate progress of productivity in CI.

### 2.2.1 Construction Industry Project as Context for the Project

The process of constructing, in Norway, follows a pattern described by The Norwegian standard agreements (SSA). The construction process divides into five steps: (1) the early phase: where deciding both the vision of the project and process of project conduction; (2) the procuring of architect or adviser: starting by publishing the project and at the end awarding the best actor with a contract; (3) the design phase: where one produces different

---

levels of design; (4) the procuring of entrepreneur(s): includes deciding on contracts, and choosing the correct contractors for the job; and (5) realization: where conducting the substantive implementation.

The third phase, designing, is typically conducted in three levels of granularity. First, the architect is sketching the over-all concept of the construction and delivering the concept as a set of drawings, models, and specifications. Furthermore, the concept is to realize the intention and vision of the project. Second, often called the pre-project, a team often consisting of architects, project managers, and engineers, is to define the project. The definition results in a set of user- and technical requirements, as well as further developing the functional and physical structure of the project. It is here one sets the budget and goals of the project. The pre-project is ending by handing the result and a proposal of decision for political treatment. The political treatment is known to be time-consuming, often spanning a one-to-two year period. Given the political decision, the requirements and budget set, limits and sets the basis for the rest of the project, as well as the goals used to measure. Third and finally, the detailed design is happening. The result of the detail design is the sketches used in the procurement of contractors — plus, an outline of the awarding strategy used in the next phase. Because of the time-consuming political decision, a new team is often responsible for the detailed design. Documentation of the pre-project is therefore vital. When going into the realization, it is the detail-design-team that is responsible for the project to keep the budget and achieving the goals set by the political decision, which can seem unfair if the pre-project requirements are not manageable.

A typical case is a change of requirements, required by a stakeholder, either during detailed planning or the production-phase. A change often leads to budget-breach, or if not feasible, dissatisfied stakeholders.

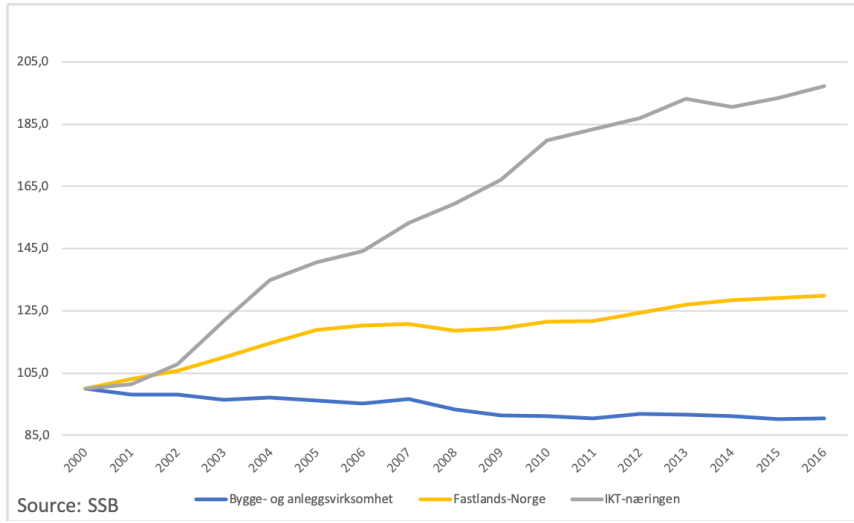
## **2.2.2 Productivity**

The Norwegian CI is, as mentioned, accused of having a decline in Labor Productivity (LP). An Industry that is one of the most significant industries in On-Land Norway, with 466 billion Norwegian Kroner accumulated in 2017. A common fact shared among the industry stating that CI is facing an LP decline of 10%, since the year of 2000. Often these numbers are justified by a complex and ever-changing industry and considered not representative of the industry of today. Sure the numbers are correct, but do these numbers show us the big picture?

In this section, the question of declined LP in Norwegian CI will be discussed, and if LP is in fact *not* declining.

Labor productivity(LP) is a description of the value created relative to the resources used, as seen in equation 2.1. Practically speaking, a company or business achieving a high degree of LP, work less, and achieve more.





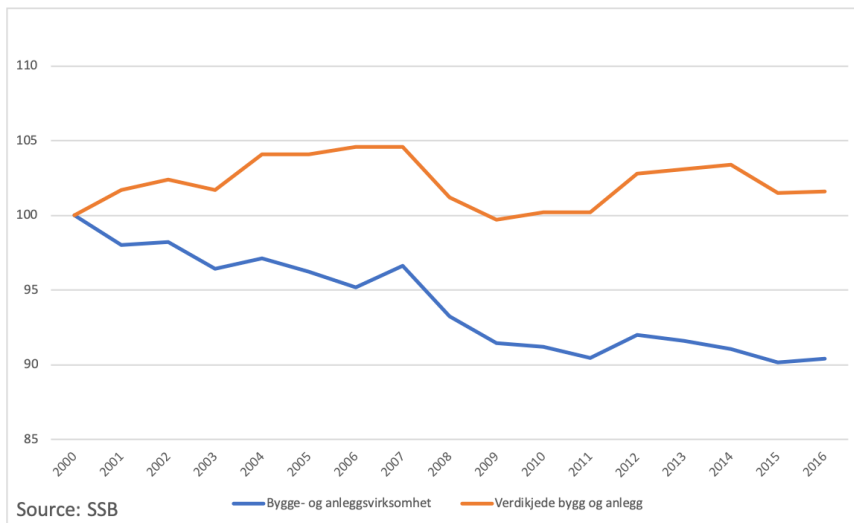
**Figure 2.5:** Labor productivity in the constructing industry, compared to average on-land industries in Norway, from 2000 to 2016.

$$Labor\ Productivity = \frac{Labor\ dividends\ in\ quantity\ or\ value}{Labor\ effort\ in\ hours\ or\ count\ of\ employees} \quad (2.1)$$

Having increased productivity, make sure that a company gets the right turn on investment, rather than barely be able to endure. There are lots of different factors that come in to play why some industries have a positive LP-rate, and some have a negative LP-rate, but how can this decline be, when the Industry see turnover growth?

By Statistics Norway (SSB) the constructing Industry (CI) suffer a substantial decline of 10%, since the year of 2000. This trend is also present in both Sweden and Finland. Comparing these numbers, seen in figure 2.5 with the same statistics in LP in all on-land private sector businesses, where there has been an overall increase, by 30%, one can arguably state that the decline is a fact. What do these statistics represent? SSB' definition of CI used in this calculation is labor that is directly involved in the on-site constructing, which is not representative of what is considered CI of 2019. Much of the work done on today's building site is prefabricated, and to get construction completed, one has to cooperate with a lot of businesses and industries. SSB explains that the reason for the small definition of CI is because of an EU-standard; hence, the comparison of the northern countries. If we consider the entire supply chain, there is a minor, in fact, increase in productivity of about 2% from 2000 to 2016, as seen in figure 2.6.

An issue paper posted by Sintef in 2013 raises the discussion about this topic. The issue paper states three central observations: (1) The numbers does not tell the whole story about



**Figure 2.6:** Labor productivity in the constructing industry supply chain, from 2000 to 2016.

productivity, (2) the numbers can't be used in scientific research and (3) the numbers can not be used in comparing businesses, projects or corporations, because each project is so vastly different from one another.

Looking at observation two, stating that the numbers are not to be used, measuring increased productivity in CI overall. We need, therefore, to look at a process, a specific project, or a corporation to conduct a sufficient scientific analysis. This holds for a case study, where one looks at an individual project, analyzing the internal processes and project management to identify the measurements taken to boost internal productivity. Moreover, complexity makes for no comparison between different projects, because when creating a complicated construction, sometimes new invention needs to happen, and this is not something to be compared. In the same way, comparing productivity in different software development projects is not relevant. If one is to construct the same house, or the same piece of software, time after time, then a comparison is very legit. Then again, in this case, the ingenuity is discussable.

Stating that CI has declining Labor Productivity is therefore not unilaterally correct - still, if we consider the total value chain, the result is considered poor. The industry is taking action to get labor productivity closer to the average rate. The focus is to make each project as efficient and productive as possible, but that is always the case. Simply because of the marginal cost gained.

Thus yields for a bottom-up approach: Starting with a process in a project and perfecting it, continuing with each process will eventually lead to a resulting better efficiency and productivity in the entire project. Which, if done in the entire constructing industry, will lead to increased LP overall. Therefore, the industry needs to overcome the challenges,

---

(starting with a breach of planned timeline and budget, with symptoms such as requirements change during design, increased complexity, and struggling to complete the products) mentioned earlier, were digitalization, Agile, and Lean is promising and popular solutions to the problem.

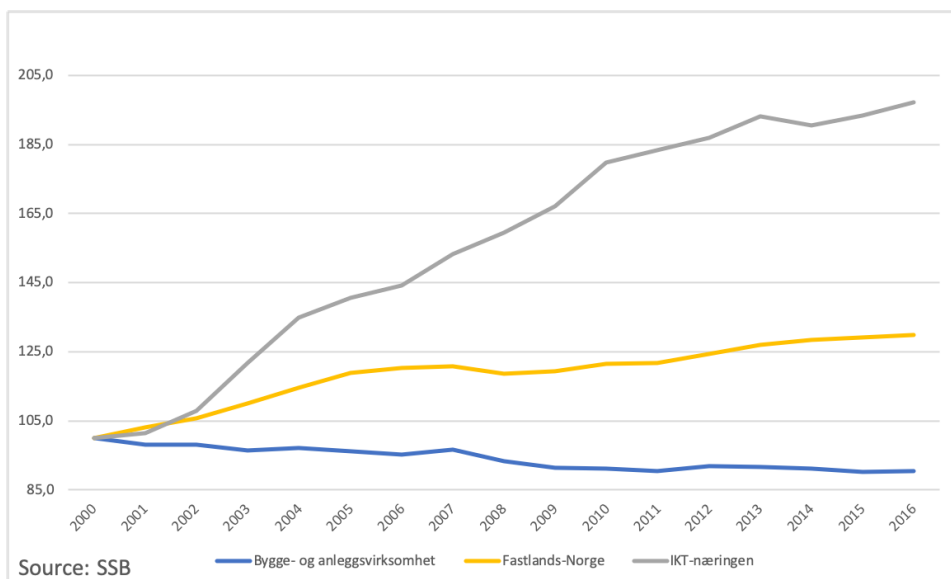
### **Measuring productivity on project-, process- and process level**

Practicing the bottom-up approach and implementing Lean Constructing in the design- and implementation phase, increasing productivity, and overcome difficulties (such as requirements change during design, increased complexity, and breach of planned timeline and budget) within the particular project phases. Lean is an excellent method but offers no mechanism measuring the achieved improvements. Using KPI's measuring could be a solution. Skappel ? suggests in her master thesis, ten KPIs ensuring continuous flow improvement in Lean design process:

1. Number of work packages (deliveries) completed and delivered within a takt time
2. Number of decisions made on the wrong basis
3. Number of revisions after products in a common BIM are frozen
4. Number of unresolved questions in the dialog matrix
5. Intensity Curve - Number of questions asked in the dialog matrix and how fast these are resolved
6. Number of approved functional descriptions prepared at the right time
7. Number of correct functional descriptions revealed during table testing
8. Number of systems with developed test procedures before sending contract to contractors
9. Number of change requests due to errors and misunderstandings
10. Percentage of project material delivered to the contractors at the right time

These KPIs are yet to be tested, but still promising ensuring LP in the first phase of a traditional CI-project evolve in the appropriate direction.

In addition, by recommendation of the issue paper a project, started in 2015, establishing a state-of-the-art performance measurement tool. In 2017 the resulting Nordic 10-10 ? program was finished. Nordic 10-10 is a version of the CII 10-10 program?, designed and translated for the Nordic countries. The CII 10-10 program is a survey-based measurement tool based on the concept of anonymously surveying members of a project, regarding their



**Figure 2.7:** Labor productivity in ICT, compared to constructing industry and average on-land businesses in Norway, from 2000 to 2016.

project's performance, team dynamic, and organizational relationship. The surveying is done at the end of each of the five faces of the constructing project. Opposite to a standard approach, where such analysis is done only one time; at the end of the project. Using Nordic 10-10 results in more agile project management, where changes are implemented throughout the project. In some projects, they even do the analysis even more often, allowing the project manager to make changes also within each phase of the project.

As mentioned, the use of process management and method management has helped ICT and software development. If not directly increasing LP, although structuring projects, increasing interactions, and overcome the challenges in SD and curing the symptoms seen both in ICT-industry and the CI.

Since the introduction of SCRUM <sup>2</sup>, in 1995, the use of it, and other SDM, has been vastly spread throughout the majority of software development projects in the world, and Norway as well. It is, therefore, fascinating looking at the figure 2.4. Comparing LP in ICT and CI from 1972, up to the beginning of the '90s. Sky-rocketing after dot com, at the beginning of this century, while CI has a slight declining graph after breaking the millennia. Knowing the Agile manifesto was published in 2001 makes for a promising correlation. Though, one can not use LP as a single source of indication, nor stating that SDM is the single reason for the progress; this result yields for implementing agile project management in other industries. The next section will, accordingly, introduce different agile project methods.

---

## **2.3 Project management methods**

### **2.3.1 Agile Constructing**

### **2.3.2 Agile Software Development**

Agile software development is a mindset and method, often conducted in iterations of a team of 5-12 people, to increase productivity and rapidly deliver value in the form of usable software. Often the Manifesto for Agile Development is used as a definition of agile. Several methods implement this manifesto. Some known methods are; Extreme Programming (XP), SCRUM, or Kamban. Large scale corporations may implement a uniquely customized method, or several of these methods, within the company. To state that one company is agile is therefore considered imprecise, one because of the number of team members, and second not everything the company conduct is done in an agile matter.

**SCRUM**

**Kanban**

**Lean**

**Agile software development in large scale corporations**

## **2.4 Interaction**

The work of constructing a highly complex and costly structure is, as we have understood, difficult. There is no straightforward way of doing it, and the focus on project management is an essential part of it. Though, in the end, the act of design and project management is primarily making people work together. Make people interact, coordinate, and synchronize for them to create something that could not happen, if not cooperating. The challenge of making people meet and work together on a common goal, not being self-centered, is something the industry finds difficult. It is seen both in CI, in ICT, and most other industries that have to coordinate different domains of competence.

This section will discuss this challenge and examine what are the ground principals of cooperation and look at different measures one can make. How may computers support cooperative work? Furthermore, how do contracts influence the interest of different actors to cooperate?

### **2.4.1 Comunication and Knowledge sharing**

First, a short introduction to cooperation: Cooperation is the act of communicating and share knowledge in a way that makes different actors coordinate, interact, and synchronize. The act of talking starts with a desire, or at least a reason, for various individuals to talk. One must take for granted that the lust is there, but in some cases, contracts, politics, or even physical barriers hamper this to happen. Regarding physical barriers, the internet and telecommunication have been a significant leap towards decreasing the boundaries.

---

Computer-supported cooperative work (CSCW) is how technology supports teams cooperate in a project. CSCW will be discussed later in this section. Furthermore, this section will give a brief insight into Norwegian CI- contracts and politics as a context on how for the project, which is an import backdrop for why individuals and parties act the way they do.

The act of talking among project actors and team members is, in most cases, sharing knowledge. One often divides knowledge into tacit- and explicit knowledge. Tacit knowledge is something that is known to actors, but not written down, or otherwise, for somebody else to learn and understand. Where, on the other hand, explicit knowledge can be assimilated simply by reading a manual, or a document. Systemizing could help digest explicit knowledge because sometimes the information is there, but how to find it could be the impediment. In modern times computers are taken in to use, systemizing knowledge. Then again, the introduction of computers leads to new tacit knowledge, on how to use the systems.

Boundary Objects, introduced in the original paper Star and Griesemer (1989), is a helpful tool when looking at complex situations. Defining objects where actors cooperate and exchange tacit- and explicit knowledge. A boundary object is part of the social world and is, in some way, a facilitator for communication between actors. Star and Greisemer argue that it has to be well-defined, as well as fluid, such that it can both adapt and maintain a collective identity between parties. An example in an engineering project would be documentation or a user manual, which contains explicit knowledge for different parties to share. Furthermore, a stand-up meeting in Lean Construction is a boundary object which emphasizes tacit knowledge sharing.

## 2.4.2 Computer-Supported Cooperative Work

Computer-Supported Cooperative Work, first defined by Friedman and Cornford (1989), is the theory of the technology's role in the work environment. Often considered in the same context is groupware. The artical *Computer-supported cooperative work: history and focus* Grudin (1994) describe the reason for groupware:

The complexity of managing large government software contracts provided further incentive to apply technology to group work.

This motivation applies to Software development as much as for CI. Software and applications as boundary objects have aided complex working groups for centuries. One of the most known, and by Kraut in Ensor (1990) described as the only successful, CSCW application is e-mail. Groupware has been an essential part of collaborative work, but what makes good groupware?

To make groupware work, first, it needs to meet the needs and requirements of the group. Implementing new software has to fit the users. The article *Transforming Work Through Information Technology* by Robey and Sahay (1996), describing the deployment of new

---

groupware in two different counties, ends in two different experiences. Central in the succeeding county, is knowledge sharing and grooming of users beforehand. They were conducting the implementation of the software in a bottom-up manner. In this case, the users were the ones who initiated the deployment. In the other county, who did not succeed, initiating the implementation was a centralized data processing department.

In the end, to be highly successful, when fulfilled all other terms, the application has to be usable. The software could still work, but often a lot of knowledge is needed to understand the technology.

### **2.4.3 Contracts in the Construction Industry**

The Norwegian standard agreements (SSA) dictate public procurement in Norway. Following these laws, Agency for Public Management and eGovernment (Difi) has standardized e-procurement and contracts in the ICT-industry, which secure all parties involved in a given procurement. In CI, on the other hand, each party announcing procurements creates tailor-made contracts based on the Norwegian Standard (NS), e.g., NS 8405, NS 8406, and others.

The process of

SSA's e-procurement process consists of three phases: (1) planning, (2) tendering, and (3) purchasing. The process obtains a simple procurement process, for both buyers and sellers. Including the process, there are also several standard contracts available, ensuring visibility and simplicity for all parties. The use of these contracts is widespread in the ICT industry. There is even a contract specially design for agile software development projects. In CI, SSA defines a five-step process including; (1) early phase, (2) procuring architect or adviser, (3) engineering, (4) procuring entrepreneur, and (5) realization.

Contracts limit the ability to use agile methods. Difi's Agile contract (SSA-S) makes for an agile software process, consequently only made for ICT. An SD for agile construction is yet to be designed.

Contracts who are different from one vendor to another makes for a challenging space of deals, for the entrepreneurs. This strategy helps larger companies or the ones who specialize in contracts from only a few vendors. A contractor who wants to earn a new principal has to learn the new contract, which favors the contractor who previously knows the contract and how it plays out.

- Konkurransen rundt for å vinne kontraktene: Noen kan spille
- Entreprisemodeller
- Contracts

- 
- påskuddskostnader
  - Budgetter



# Chapter 3

## Empiric Review

- Explain the empiric method used
- Explain the reason for the method

### 3.1 CASE: The Life Science Building-project

The project case will examine the construction of the new life science building of the University of Oslo. When finished, the building will reach a cost of approximately 6,8 million Norwegian Kroner (NOK), and cover 66,700 square meters, with this, becoming the most extensive, detached university building in Norway. Construction builder is the Norwegian Directorate of Public Construction and Property Management (Statsbygg). The construction started on the 8 of February 2019 and is expected to finish in 2024, while the project management of this report started in 2017.

The builder, Statsbygg, is a significant organization in the Norwegian construction industry. They are on a state mission, which means that they are to realize the politics decided by the government, achieved in architecture, cultural legacy, spatial planning, and environment.

Each year, Statsbygg constructs about 100 construction projects. Some are more complex than others. The life science Building is one of the more complex. In addition to the construction of new buildings and projects, Statsbygg managing about 600 properties of these 90 outside of Norway. Examples of properties managed by Statsbygg are embassies, royal properties, colleges, and cultural buildings.

The size of a building does not give the complexity, but rather the function the property

---

has to deliver. An example is Campus Ås: the building is to deliver on several different specifications. A critical part of the building, for the veterinarians, has to be suited for advanced technical installations and has unique requirements in regards to Communicable Diseases.

In regards to complexity, the new life science building has to meet several complex requirements: (1) the environmental: The property is to achieve Excellent in the BREEAM NOR classification of sustainable properties; (2) usability: a group of the final users has given their feedback on what they expect from the final building; and (3) technical requirements: The building is to house several faculties, some requires highly technical labs.

### **3.1.1 Project management in the Life Science Building-project**

To manage a project, this significant, the constructing organization makes use of several different management approaches. One can divide the project management into two levels: (1) process management: The support of the process and how the teams are working together, and in what order; and (2) implementation management: The management of design and implementation of the final product. The organization structure used in the project supports the two levels of project management. The first of the two, process management, are using customized sprint-based process management, adopted from agile construction. Implementation management using a four-level goal- and tactic-based management.

The construction project organization structure, as seen in figure ???. Starting at the top, in charge of the project, is the project director. The board consists of four managers, each responsible for different parts of the project. Beneath the seven project groups (PG), each responsible for delivering on their contract. Respectively each contract has a contract manager, and every PG has a project group leader (PGL). The PGL is accountable for reporting to the board.

Making sure the resulting building is a correct representation of the project vision, process management has developed a customized process. Influenced by agile processes, the method using an iterative process, starting with the vision of the building, ending up with the product; in the form of a finished building. Every iteration has the intention of getting closer to the conclusion, not concluding too early. When every discipline is taken into consideration and satisfied, the project proceeds into the next iteration. Hopefully, this makes for nothing to be redone because no crucial parts are missing. Having these iterations depends on involving disciplines and actors early in the process, which is shown to be demanding.

The implementation management divides into four levels: (1) the Milestones: A significant planned completion of a part of the project, e.g., completion of a floor or start of a new project phase; (2) Key Points: Key Points is less significant, and with a shorter time frame than milestones, but in the same way an indication of completion; (3) Deliveries: Deliveries consists of several Key Points, e.g., finishing a room or design of a floor; and (4) Actions: Actions is everything needed to be done to complete a Delivery.

---

## **Interaction, communication and cooperation**

### **Project management software**

- Cogito: Planning and getting information about how much can run in parallel and serial.
- Revit and DRofus
- Solibri
- Interacso
- BIM

### **Project management methods**

Lean Constructing heavily influences project management in the LSB-project. Some ceremonies applied weekly are Weekly Work Plan (WWP). Every Monday, stakeholders are gathered, checking the status of the project. Identifying progress or mostly lack of it, using Cogito. Deliveries or Key Points are highlighted, and issues been raised. Keeping every stakeholder informed about the status of the project.

## **3.2 Project productivity in the Life Science Building-project**

---

# Chapter 4

## Analysis

Contracts:



# Chapter 5

## Conclusion

### 5.1 Further Work





# Chapter 6

## Further work



# Bibliography

- Ensor, B., 1990. How can we make groupware practical? (panel), in: Proceedings of the SIGCHI Conference on Human Factors in Computing Systems, ACM, New York, NY, USA. pp. 87–89. URL: <http://doi.acm.org/10.1145/97243.97259>, doi:10.1145/97243.97259.
- Friedman, A.L., Cornford, D.S., 1989. Computer Systems Development: History Organization and Implementation. John Wiley & Sons, Inc., New York, NY, USA.
- Grudin, J., 1994. Computer-supported cooperative work: history and focus. *Computer* 27, 19–26.
- of Norway, S., 2018. Produktivitetsfall i bygg og anlegg. URL: <https://www.ssb.no/bygg-bolig-og-eiendom/artikler-og-publikasjoner/produktivitsfall-i-bygg-og-anlegg>.
- Robey, D., Sahay, S., 1996. Transforming work through information technology: A comparative case study of geographic information systems in county government. *Information Systems Research* 7, 93–110. doi:10.1287/isre.7.1.93.
- Star, S., Griesemer, J., 1989. Institutional ecology, 'translations' and boundary objects: Amateurs and professionals in berkeley's museum of vertebrate zoology, 1907-39. *Social Studies of Science* 19, 387–420.



---

# Appendix

## 6.1 Intervjuguide

### Intervjuguide

Navn og rolle:

Dato:

### Avklaringer og informasjon:

- Avklare anonymitet/åpenhet
- Informere intervjuobjektet at det vil bli tilsendt transkribert versjon i etterkant av intervjuet.
- Informere om bruk av lydopptak
- Kandidat for mulighet til å presentere seg selv og sin erfaring.

### Mitt prosjekt

Prosjektets påstand er at byggebransjen i dag opplever mange av de samme symptomene som programvareutvikling opplevde for 30 år tilbake og stadig opplever. Utfordringene opplevd er: Stadig endring av requirements under produksjon, slite med å nå tidsplan og budsjett, økende kompleksitet – hvert prosjekt er noe helt nytt, og sist med ikke minst problemer med ferdigstillelse. Programvareutvikling har derfor tatt i bruk agil prosjektstyring for å løse flere av disse problemene.

Sett i lys av dette ønsker prosjektet (jeg) å se hvordan et byggeprosjekt med høy kompleksitet utnytter smidige metodikker (inkluder Lean), støttet av digitale verktøy i sin prosjekthverdag.

### Temaer som ønskes belyst

1. Bruk av agile metoder og lean i prosjektet

- 
- (a) Hvordan og hvorfor benytter prosjektet agile og lean metodikk i prosjektet?
  - (b) Er det noen utfordringer ved denne bruken?
2. Bruk av digitale prosjekteringsverktøy i prosjektet
- (a) Hvordan og hvilke digitale digitale prosjekteringsverktøy benyttes i prosjektet?
  - (b) Finnes det noen utfordringer ved denne bruken?
3. Andre faktorer
- (a) Er det andre faktorer som påvirker bruken av prosjekt metodikk eller verktøyene i prosjekthverdagen?